

Statutory information

Victorian and Federal Government investigations

Moreland Council was not the subject of any Victorian or Federal Government investigations.

Documents available for public inspection

We are committed to open and transparent governance under the *Local Government Act 2020*. We have a Public Transparency Policy in place. This outlines our commitment to being accountable to the community through transparency of:

- information
- service data
- performance
- decision making.

We deliver a range of services to residents, businesses and visitors to Moreland. Our services and functions are documented. We will publish information about our services and administration activities on our website. We will also make this available on request.

The following documents are available on Moreland Council's website:

1. Council and Delegated Committee meeting agendas and minutes (note there were no Delegated Committees operating in 2020-21)
2. Reporting from Advisory Committees and Community Asset Committees in accordance with the governance rules
3. Audit and Risk Committee performance reporting
4. Details of Advisory Committees, Delegated Committees and Community Asset Committees
5. Terms of reference for Advisory Committees and Audit and Risk Committee Charter
6. Registers of gifts, benefits and hospitality offered to Councillors or Moreland Council staff
7. Registers of Councillor attendance at Council Meetings, Delegated Committee Meetings and meetings arranged to brief Councillors
8. Registers of travel undertaken by Councillors or Moreland Council staff
9. Registers of conflict of interest disclosed by Councillors or Moreland Council staff
10. Submissions made by Moreland Council to state or federal processes
11. Details of any memorandum of understanding entered into by Moreland Council that are not subject to confidentiality clauses
12. Registers of donations and grants made by Moreland Council
13. Registers of leases entered into by Moreland Council, as lessor and lessee
14. Register of delegations
15. Register of Authorised Officers
16. Register of election campaign donations
17. Summary of personal interests.

Best value

At least once every year a council must report to its community on what it has done to ensure it has given effect to the best value principles. This is a requirement under section 208G of the *Local Government Act 1989* (superseded 1 December 2020).

The best value principles require council services to:

- meet high quality and cost standards

- be responsive to community needs
- ensure high levels of accessibility
- achieve continuous improvement in its operation
- consult with the community on service levels.

We have continued to drive performance improvement and ensure service delivery is aligned to the best value principles. We are also now acting in accordance with the 5 following principles as required by the *Local Government Act 2020*.

1. **Community engagement.** This principle aims to ensure all Victorians have the opportunity to engage with their council on the future of their community.
2. **Strategic planning.** This requires councils to develop an integrated, longer-term and transparent approach to planning that supports councillors in leading strategically, rather than focusing on operational issues.
3. **Financial management.** This principle aims to ensure rates will be used to deliver a range of services and infrastructure.
4. **Public transparency.** This principle supports openness, accountability and honesty to build high levels of accountability and trust among citizens and enable fully informed engagement in the democratic process.
5. **Service performance.** This principle ensures councils deliver services to the community that are equitable, accessible, good value and meet the needs of their diverse communities.

During 2020-21, we continued to drive performance improvement and ensure service delivery aligned to the best value principles and the Local Government Act principles.

This included:

- continued work to improve our planning and budgeting approach
- a series of service reviews
- an ongoing continuous improvement program.

Governance rules

Good governance, integrity and accountability are central to the *Local Government Act 2020* ('the Act'). They underpin local government democracy, accountability and conduct. They also enable our community to hold the council to account.

In August 2020, we adopted governance rules. These rules set the standard for transparent and clear decision making.

Accountability, integrity and transparency are of fundamental importance to our community. We seek to use good governance to engage our community in decision making. This will also ensure transparency in our decisions, actions and information.

Public Transparency Policy

We are committed to being accountable to the community. In August 2020, Councillors adopted our Public Transparency Policy. This outlines what we will do to maximise transparency in our decision making and access to and availability of information. It also commits us to key principles in how we will achieve this.

Councillor Code of Conduct and Gift Benefits and Hospitality Policy

The Act required us to replace the previous councillor conduct principles with the Standards of Conduct. These standards were set out in the Local Government (Governance and Integrity) Regulations 2020.

Councillors recognise the importance of conducting themselves in a way that:

- reflects the leadership role they hold
- will underpin their collective commitment to achieve the best outcomes for the local community, now and into the future.

In February 2021, Councillors adopted a Councillor Code of Conduct. This further reinforced the standards of conduct expected of, and to be committed to by, Councillors.

In April 2021, we revised our Gifts, Benefits and Hospitality Policy. This ensures we meet our obligations regarding:

- the maintenance of a gift register
- the acceptance and the process involved in the receipt of anonymous gifts
- to complement personal interest returns by recording gifts that may be below the threshold for disclosure in a personal interest return.

We have ensured this policy complies with the public transparency principles.

Community engagement and public participation

We aim to provide a strong level of community engagement across all areas of our business.

We are building our capacity and capability to have great conversations with our community. We want to involve them in the decisions that impact and interest them. Our goal is to create a truly engaging culture at Moreland. A culture that is built on strong and productive partnerships with our community.

We adopted a new Community Engagement Policy in December 2020. This was to support us in delivering our vision. The new policy introduces:

- a statutory process for community engagement. This process is based on principles of the *Local Government Act 2020*
- new standards to help strengthen the quality of work we deliver. It also has standards for how we communicate with, and involve, the community in decision making
- the need for staff to engage communities from the beginning of a project until the final stages.

We also adopted a Community Engagement Implementation Plan 2020-24. This includes a range of projects to build our organisational capacity for community engagement. It aims to improve systems and processes. It includes targets and measures for us to achieve a higher standard of community engagement across all projects by 2024.

Annual service planning and budgeting

The annual planning and budgeting working group continued to support the implementation of the council plan and service delivery initiatives for 2020-21.

We used an online budget simulator to get community feedback on their priorities. This was the second time we used this tool. We saw a strong alignment in community priorities and how we already spend our funds. This includes spending on:

- open space and parks
- waste services
- environmental sustainability.

We also ran 3 community pop-up sessions in Moreland's activity centres. This was in conjunction with the budget simulator.

During the budget consultation we held 2 phone-in sessions for the community to provide feedback. We also held engagement sessions across the business for the annual planning of the council action plan, service unit plan and budget. A cross-organisational team led this work.

We performed quarterly reviews of the budget aligned to the council action plan and integrated reporting to Council.

We saw the impact of the Covid-19 pandemic on service delivery and results throughout the year. This included in the quarterly forecasts and end-of-year reporting. Covid-19 has had an impact on operations and direction across the organisation.

Actions to respond to the pandemic continue to replace expected actions in service unit plans for many teams. They also extended timelines for the delivery of actions.

Our performance for 2020-21 was 83% completion of service plan actions. This was up from 80% for 2019-20.

Service reviews

Complaints Management Service Review

We completed a full review of our complaints management processes. This included adopting a new Complaints Policy and accompanying procedure. This introduced a new 3-tiered complaint process. This process brings us in line with the Victorian Ombudsman's guidance for complaint handling and with the *Local Government Act 2020*.

We created a new comprehensive online training module to support the introduction of the new processes. This module includes instruction videos delivered to the entire organisation. We also created an online complaint handling advice library.

We reviewed our complaint recording methods. We implemented a new standard for recording complaints. For the first time, we can see improved data on:

- complaint categories
- severity levels
- what causes complaints.

We send this data to managers each month. It has been used to identify our top service pain points for customers. These are now undergoing service journey mapping to identify improvements.

Youth Services

In mid-2019 we reviewed our Youth Services. This involved an assessment of our current resources and staffing structure. We focused on aligning our service and priorities to our newly adopted Youth Strategy.

The review resulted in an increase in investment in Youth Services. This was to help broaden our reach and impact in the community. With extra funding and new roles, we aligned our efforts with the following key outcome areas of the strategy:

- **Youth voice and participation.** We funded the Youth Ambassadors Program. This was to increase opportunities for young people to influence our decision making and lead their own projects.
- **Youth spaces and places.** We funded services and programs to meet the needs of young people in their local areas. We had a particular focus on the northern suburbs of Fawkner and Glenroy.
- **Health and wellbeing.** We gave funding and resources to establish ourselves as a 'first point of contact'. Our goal was to improve the quality and accessibility of information available to young people and the broader community.

Once fully implemented, our revised staffing structure will improve our capacity to deliver engaging

programs in collaboration with young people and our community partners. It will also ensure young people and their families have easy access to information and support services, as they need.

Property and Place

In 2020, we combined our Property team and Places and Major Partnership Projects team. This created a new branch called Property and Place.

This integration of core functions supports:

- holistic planning for our large urban revitalisation projects
- a strategic, place-based approach to land acquisition and community and commercial leasing
- better integration of spatial and programmatic elements of projects to maximise local character

Animal Management

This year we reviewed animal management. This included how our officers do their animal management park patrols. This was in response to:

- staff observations
- an increase in the number of animal registrations
- hearing from our community about an increase in the number of dogs in our parks, reserves and waterways.

We introduced electric bikes so officers could reach hard to get to areas and cover a larger area. Officers can now patrol bike paths, creeks and deep into reserves and shared open spaces. They focus on educating and informing the community about responsible dog ownership. They also ensure dogs and their owners are doing the right thing. This includes owners having their dog on a lead in on-lead areas.

This year we introduced animal management agreements. We use these to deal with dogs that have been involved in minor dog attacks or rushes. They are formal agreements with the dog owner that place conditions on the keeping of the dog to reduce the risk of reoffending. We also entered into agreements with local vets so they can receive and manage lost pets and/or stray animals.

We also audited reviewed dog-related signage along creeks, parks and reserves. Signage had been inconsistent, difficult to understand or incorrect. We identified areas that needed signs. We rolled out new signs and decals across our creeks, reserves and parks.

City Development

The City Development team completed a review of all forms and brochures. The review focused on accessibility and language to improve access for customers.

Many of the old forms were poorly set out and featured language that was technical and confusing. We updated all forms and brochures with our new branding. These are being uploaded to our updated website.

Building Services

Our City Development administration team introduced a new service following a legislative change. They did this in conjunction with the Building Services team.

In December 2019, new laws required swimming pools and spas across each local government area be registered with the local council. Pools also needed to be assessed for safety every 4 years. Pools need to be issued with a pool compliance certificate. Councils were also required to notify new property owners of their obligations in relation to pools. Councils also have a compliance function when pools failed a safety inspection.

A new online registration and certificate receipt system was set up. More than 1,300 pools have been registered so far. The remaining few pools that are unregistered have been fined and will be inspected by

Building Service officers. Further action is likely. We developed and implemented this new service with no increase in resources. The new service includes:

- ongoing maintenance of the system
- reminders to pool and spa owners
- follow up actions to pool and spa owners.

Urban Planning

We reviewed the pre-application process for Urban Planning. Our aim was to improve the clarity of information provided to permit applicants. This would improve the quality of applications and the quality of the final building.

This review has seen an improvement to templates and brochures used in the pre-application process.

We also reviewed our commercial priority application stream. We did this to improve access to the service for businesses and provide better outcomes for customers.

Planning Enforcement

We established a separate Planning Enforcement team, headed by a Planning Enforcement Coordinator. This was to enable a better focus on improving performance and compliance outcomes. This included proactively enforcing planning permit requirements.

Strategic Planning Unit

We have continued working through the recommendations from the 2018 planning scheme review. This was to strengthen and streamline the effectiveness and performance of the Moreland Planning Scheme.

We investigated ways to:

- improve the protection of significant trees on private property
- improve environmentally sustainable development outcomes for development
- review planning controls along Moreland's waterways.

Towards the end of 2021, we will start working on the next review of the planning scheme. This is required under the *Planning and Environment Act 1987*. It will be completed by mid-2022.

Urban Design process checklist

We are finalising a review of the urban design process. We have implemented a 5-year urban design project process checklist. This covers initiation to handover.

These changes enable us to introduce a 2-year design and engagement process for our urban design capital funding program. This is rather than trying to complete project engagement, design and tender in a 12-month period.

A pilot for the first year of design (concept and engagement) began in 2020-21 for the Stewart Street and Wheatsheaf Road streetscape improvement projects.

Our new processes mean we can better engage, plan and design for streetscape improvement projects located in our activity centres and shopping strips. This checklist can also be a great guide for new employees and project managers at Moreland Council.

Continuous improvement

In 2020-21, we focused on improving our customer service through:

- our Community at the Heart program
- the introduction of our new payroll system
- implementation of a new corporate planning and reporting system.

This is in line with the *Local Government Act 2020*. We continue to expand continuous improvement across the organisation. This is leading to better outcomes for the community and more efficient ways of working.

We introduced continuous improvement mentorship. This has supported employees to address process inefficiencies. It has also reduced time spent on non-value-added activities. This gives us more time to focus on servicing the community.

This work has delivered benefits including improving how we:

- onboard and pay our employees
- respond to our customers through our Customer Service team
- record, respond and complete customer enquiries submitted to our Transport team
- communicate and run our popular school holiday program
- deliver our internal yearly award program Shine.

Our City Infrastructure and City Futures teams added to our continuous improvement. They delivered:

- a streamlined integrated project report approvals process. Monthly project updates from project teams go to project sponsors and other stakeholders
- a messaging service for Waste Services. The team can text customers daily about waste services available in target areas. This has improved efficiency
- a new mobile application for inspecting arborists in Open Space. This replaced paper-based inspection sheets.

There was significant work in our Amenity and Compliance team. In 2020-21, the team:

- reviewed and developed Footpath Trading Guidelines to support outdoor dining under Covid-19 restrictions. They reduced the time required to lodge and process applications. This resulted in quicker turnaround times for permits
- trialled a new model for printing and issuing penalty reminder notices for infringements and animal registration renewals. This reduced costs and enabled a reallocation of resources
- implemented an ePermit scheme. This replaced paper-based resident parking permits and hard copy permits on vehicles. It enabled residents to apply for and pay for permits online. Residents can now allocate the permit to different vehicles easily.

We are seeing high-level engagement across the organisation. This is a result of the solid foundations we have laid in continuous improvement and capability building. This continues to be tested during Covid-19 restrictions. But we are continuing to work together to deliver ongoing improvements to the way we work.

Freedom of Information

The *Freedom of Information Act 1982* (the 'Act') gives the community a legal right to access certain council documents.

The Act has 4 basic principles:

1. The public has a legal right of access to information.
2. Local governments are required to publish information on the documents they hold.
3. People may request inaccurate, incomplete, out-of-date or misleading information in their personal records be amended.
4. People may appeal against a decision not to give access to the information or not to amend a personal record.

We respond to requests that are directly related to our operations. In 2020-21, we received 29 Freedom of Information (FOI) applications. In 2019-2020, we received 31 FOI applications.

Of the 29 applications received in 2020-21:

- in 8 cases applicants were granted access to documents in full
- in 2 cases there were no documents to provide in response to the request
- 15 requests for documents were partially granted
- 4 requests were still pending at 30 June 2021 and will be reported as part of the 2021-22 annual report.

The most common reason parts of a document were redacted was to prevent the unreasonable disclosure of information relating to the personal affairs of a person.

Many other requests for information did not eventuate as FOI applications. This is because we were able to provide the information sought outside of the FOI process.

Under the Act, we have submitted our report on the operation of the Act for inclusion in the annual report of the Freedom of Information Commissioner to Parliament.

Accessing Freedom of Information

Requests to access Freedom of Information must be in writing and accompanied by an application fee.

We must decide about the release of documents within 30 days of receiving a valid application. This is unless an extension of time is agreed. Where a decision is made to refuse or defer access, we will notify the applicant in writing of the reasons for the refusal. We will outline the procedures available to appeal our decision.

More information about Freedom of Information can be found at www.ovic.vic.gov.au and on our website at www.moreland.vic.gov.au.

Local laws

Moreland City Council has 2 local laws.

The purpose of General Local Law 2018 is to:

- promote a physical and social environment that is accessible and free from hazards to health, in which the residents of and visitors to the municipality can enjoy a quality of life that meets the general expectations of the community
- protect the use of public places and control activities in, on or near them
- provide for safety in public places
- control, protect and conserve the environment and maintain the amenity of the municipality
- provide for, control and manage the use of premises and vehicles in particular circumstances
- regulate the number and manner of keeping of animals
- control, prevent and abate nuisances
- provide for the peace, order and good government of the municipality.

The objectives of the Meeting Procedure Local Law 2018 are to:

- provide the procedures governing the conduct of Council Meetings
- provide for the election of the Mayor and a Deputy Mayor
- set the rules of behaviour for those participating in, or present at, meetings

- provide for the appointment of councillor office holders and assignments as members of committees established by the council or as council representatives to external committees and organisations
- provide for the use of the council's Common Seal.

Public Interest Disclosures

The *Public Interest Disclosures Act 2012* (the 'Act') encourages and facilitates the making of disclosures of improper conduct by public officers and public bodies. It also established a system for matters to be investigated.

The Act provides protection from detrimental action to any person affected by a protected disclosure. This is whether the person makes a disclosure, is a witness or is a person who is the subject of an investigation.

The Act provides protection to whistleblowers who make disclosures under certain requirements. It also aims to ensure disclosures are investigated. Moreland Council adopted a Public Interest Disclosure (Whistleblower) Policy in December 2019.

Under the requirements of the Act, we have established a Public Interest Disclosure Procedure. This is supported by a series of guidelines.

During the reporting period, we received 1 disclosure. Internal or external whistleblowers can contact our Public Interest Disclosures Coordinator on 9240 1111.

Information Privacy and Health Records Policy

The responsible handling of personal information is a key aspect of good governance practices. It is also key to accountable democratic processes. We are committed to protecting every individual's right to privacy and their personal information.

We are committed to full compliance with our statutory obligations under:

- the Privacy and Data Protection Act 2014
- the Health Records Act 2001 (the Acts).

We comply with and handle personal information in line with the Information Privacy Principles and Health Privacy Principles in the Acts.

Our policy applies to all personal information we collect, handle and store. Our policy has been tested against our obligations and is in the final stages of review. We intend to release our updated policy in 2021. The review examined its effectiveness so far. It will ensure our policy is in line with community and legislative expectations.

Our Information Privacy and Health Records Policy applies to all our:

- employees
- Councillors
- agents (consultants, agency staff and volunteers)
- contractors.

It refers to all information collected by Moreland Council in the course of our duties. We ensure personal information is protected through:

- training and awareness sessions
- local procedures
- guidance through our Information Privacy and Health Records policy (publicly available).

We have strong security frameworks in place around the use and disclosure of personal information.

Anyone who wants to access their personal information should first contact the area of the council that collected it. If you believe your personal information is inaccurate, incomplete or out of date, you may request we correct the information.

If you feel aggrieved by our handling of your personal information, you may make a complaint to our Privacy Officer. We take all complaints seriously. We will investigate your complaint and provide you with a timely response.

You can also make a complaint to the Office of the Victorian Information Commissioner (OVIC). During the reporting period, there were 2 complaints referred to us by OVIC. Both complaints were resolved satisfactorily.

Legislative environment

We operate and deliver services under, and in accordance with, over 80 different pieces of Victorian primary legislation and the regulations made under those acts.

Many sections of this report address specific legislation including the:

- Domestic Animals Act 1994
- Road Management Act 2014
- Privacy and Data Protection Act 2014
- Public Health and Wellbeing Act 2008.

We have highlighted some key acts, particularly where there has been a change over the year.

Local Government Act

The *Local Government Act 2020* came into operation in March 2020. It is being implemented in 4 key stages.

The first stage enacted the overarching governance principles and 5 sets of supporting principles. These are principles that all councils must follow to build accountability and transparency.

The second stage enacted the requirement for all councils to adopt Governance Rules. These included the adoption by 1 September 2020 of:

- an Election Period Policy
- a Public Transparency Policy
- a Councillor Support and Expenses Policy.

Moreland Council adopted these policies at its meeting on 12 August 2020. This was in line with the overarching governance principles.

We were also required to adopt and maintain a Community Engagement Policy. We adopted this policy on 9 December 2020. It outlines our commitment to genuinely involving our community in decision making so we can deliver better outcomes.

The third stage saw the requirement for councils to:

- review and adopt a Councillor Code of Conduct within 4 months after a general election
- review and adopt a Councillor Gift Policy
- ensure all Councillors complete induction training
- prepare and adopt a Budget and Revenue and Rating Plan by 30 June 2021.

Planning and Environment Act 1987

The *Planning and Environment Act 1987* provides the legal framework for what Moreland will look like. It governs the processes involved to determine what land can be used for – open space, industry, homes, for example. It also governs the processes for permits to develop certain land.

During 2020-21 the *Planning and Environment Amendment Act 2021* (the 'Act') received Royal Assent. The Act made various amendments to the *Planning and Environment Act 1987*. There were changes in 3 key areas:

- the protection of buildings of local heritage significance
- compensation
- the publication of notices, inspection of documents and panel hearings.

The amended Act saw minor consequential amendments to the:

- Building Act 1993
- Environment Protection Act 1970
- Public Health and Wellbeing Act 2008.

Freedom of Information Act 1982

The *Freedom of Information Act 1982* provides the public with a right of access to government documents. This includes documents held by Moreland Council. During 2020-21 there were no significant changes to this legislation.

Building Regulations 2018

New laws to improve swimming pool and spa safety came into effect in Victoria on 1 December 2019. They introduce new registration, inspection and certification requirements for property owners. As part of the changes, owners are required to register their pool and spa with their local council. They also need to have their safety barrier inspected every 4 years. Our Building Services team took on the role of managing the new requirements.

Contracts

Compliance with Moreland Council's procurement and Local Government Act requirements remained strong in 2020-21. We did not enter into any contracts valued at \$150,000 or more for services or \$200,000 or more for works of a kind specified in section 186(5)(a) and (c) of the *Local Government Act 1989* (the 'Act').

We entered into the contract listed below – valued at \$150,000 or more for services without engaging in a competitive process:

- Scope Protective & Data Solutions P/L (Security Guard Services) – spend: \$268,272 including GST

We received a Ministerial Exemption under section 186 of the Act to contract directly with YMCA Victoria Programming Pty Ltd for the management of our 6 aquatic and leisure facilities from 1 July 2021 to 30 June 2022 (inclusive). This was granted by the Minister for Local Government, the Honourable Shaun Leane, to extend the current contract terms by a year. The extension allowed us to amend our sourcing strategy to better reflect the impact of Covid-19 and the resulting operating restrictions.

Disability access and inclusion plan

We have the Moreland Disability Access and Inclusion Plan 2016-20. It delivers our commitment to:

- eliminate discrimination against people with disability
- make our city more accessible and inclusive.

We prepared this plan in accordance with section 38 of the *Victorian Disability Act 2006*. During 2020-21, we implemented the following initiatives as part of the plan. They fall into 4 categories.

Accessible places and spaces

- We developed a new 4-year capital works program to improve the accessibility of activity centres.
- We spent \$45,000 on improving the accessibility of bus shelters.
- We spent \$80,000 on accessibility upgrades of our pedestrian network.
- Moreland Community Grants funded an innovative Guide Dogs Victoria project. This improved access for people with low vision or blindness around our leisure and aquatic centres.

Inclusive programs and services

During the year we:

- developed an Inclusive and Accessible Communications Policy
- improved accessibility of our website to meet international accessibility standards
- delivered face-to-face staff disability awareness training to over 40 staff
- implemented voluntary online disability awareness training for all staff
- screened the Wide Angle Film Festival of films made by people with disability
- provided advice and responded to more than 150 internal and external consultations, enquiries and complaints.

Employment and economic participation

During the year we:

- implemented a 12-month inclusive traineeship program for 5 people with disability
- delivered a 3-month work experience program for people with disability
- employed a person with lived experience of disability to support the review of our Disability Access and Inclusion Plan
- reviewed and increased the accessibility and fairness of our recruitment practices
- developed and piloted a grant program for local businesses to improve disability access
- advocated for the adoption of a Workplace Adjustments Policy at Moreland Council.

Leadership and advocacy

During the year we:

- started our review of the Moreland Disability Access and Inclusion Plan 2016-20
- started development of the Arts Moreland Access and Inclusion Plan
- provided administrative support and convened the Moreland Disability Working Group with bimonthly meetings
- convened the Moreland Disability Service Provider Network and chaired quarterly meetings
- convened the cross-council Access and Inclusion Network and chaired quarterly meetings. This network includes officers from 8 inner-northern councils of Melbourne
- were a leadership committee member of the Victorian Local Government Disability Planners Network
- delivered actions in the Disability Advocacy Covid-19 Implementation Plan
- celebrated International Day of People with Disability. We held community and staff events, and an online forum about employment and disability
- promoted disability campaigns. For example, on:

- accessible housing reforms
- Disability Royal Commission
- Covid-19 safety and vaccination
- autism awareness
- delivered NDIS information sessions to Neighbourhood Houses.

Domestic animal management

We prepare a domestic animal management plan every 4 years. This is a requirement of the *Domestic Animals Act 1994* (the 'Act').

Moreland Council endorsed its Domestic Animal Management Plan 2017-21 on 6 December 2017. It was submitted to the Victorian Department of Economic Development, Jobs, Transport and Resources on 21 December 2017.

Key objectives in the plan include:

- encouraging responsible pet ownership
- educating the community on topics related to animal management
- increasing registration of domestic cats and dogs
- ensuring animal management officers have appropriate training
- identifying dangerous, menacing and restricted breed dogs in the municipality to ensure they are kept in accordance with the Act and relevant regulations
- minimising the risk of dog attacks
- reducing the nuisance caused by cats and dogs.

Implementation of the plan has included:

- reviewing the animal registration database
- subsidising cat desexing programs
- promoting responsible pet ownership
- auditing domestic animal businesses
- training of Authorised Officers
- development of standard operating procedures
- increased park patrols
- auditing of properties where dangerous or menacing dogs are kept
- review of information on our website
- comparison of our database against microchip registries.

A new Domestic Animal Management Plan 2021-25 will be adopted in late 2021.

Food Act ministerial directions

In accordance with section 7E of the *Food Act 1984*, there were no ministerial directions received by Moreland City Council during the financial year.

Road Management Act ministerial directions

In accordance with section 22 of the *Road Management Act 2004*, we must publish a copy or summary of any ministerial direction in our annual report. We did not receive any ministerial directions during 2020-21.

Charter of Human Rights and Responsibilities commitment

The *Charter of Human Rights and Responsibilities Act 2006* sets out the basic rights, freedoms and responsibilities of all people in Victoria.

The charter requires governments, local councils and other public authorities consider human rights when they:

- make laws
- develop policies
- provide services.

We are committed to complying with the charter. We consulted our Human Rights Advisory Committee and its working groups on over 15 policies, strategies and plans in 2020-21. This was to ensure we prioritise inclusion and equity and consider human rights. This action plays a key role in ensuring we are an inclusive organisation.

Our committee and associated working groups have broad and active representation from all priority groups. We examined the potential impact of policies, strategies and plans on all members of the community. During the year, we:

- implemented our Social Cohesion Plan, including through the:
 - Moreland Democracy Lab
 - Fawkner Grows: Fawkner Eats
 - Connecting Women in Moreland
- conducted training for staff on diversity and inclusion
- provided advice to staff in the development of policies
- provided cultural awareness training for staff with the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation.

We also held 8 cultural consultations with the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation. This was to get advice on projects and policies that impact on cultural rights and practice. Our committees and working groups also consulted with the community on:

- advocacy issues, including level crossing removal
- the naming of local streets
- natural resource management plans.

This work was done by our:

- Human Rights Advisory Committee
- Disability Working Group
- Gender Equality Reference Group
- Reconciliation Working Group.

National Competition Policy annual statement of compliance

Moreland City Council has an ongoing commitment to comply with National Competition Policy and we are obligated to adhere to competitive neutrality principles. During the 2020-21 financial year, Moreland City Council complied with the requirements of the National Competition Policy and did not receive any complaints in relation to competitive neutrality.