



5.1

ORGANISATIONAL EXCELLENCE @ LATROBE

Organisational Excellence @ Latrobe is the 'internal' strategy which supports our organisation to achieve the Council Plan. It highlights the importance of bringing our mission, values and behaviours to life and continuously striving to improve day-to-day service delivery. Consisting of five themes: Direction, Relationships, Systems, Innovation and People, each theme defines how we demonstrate and achieve organisational excellence.

Image credit: Latrobe City Council employees

SETTING OUR DIRECTION

Our direction is shaped by Latrobe 2026, Council Plan, Business Plans and Performance Plans.

How we set our direction in 2013/14:

- Supported the Council Plan 2013-2017 review to achieve the best outcomes for Latrobe City over the next four years.
- The Annual Report 2012/13 was completed in accordance with the *Local Government Act 1989* and received a bronze award from the Australasian Reporting Awards.
- Provided monthly and quarterly reports to Council and senior management on the organisation's progress and performance.
- Completed internal promotion of the Integrated Planning Framework as part of the Business Planning process.

STRENGTHENING OUR RELATIONSHIPS

Strong relationships lead to productive partnerships and improved community engagement.

How we strengthened our relationships during 2013/14:

- Participated in Gippsland Local Government Network and Regional Cities Victoria Meetings.
- Use of social media channels including Facebook and Twitter.
- Numerous community engagement activities were held.
- 27 'Have your say' pages on Latrobe City Council's website during 2013/14, sought input on the development of a range of strategies, plans and projects.
- Regular meetings with authorities and agencies initiated including West Gippsland Catchment Management Authority, VicRoads and Gippsland Water.

SYSTEMS SUPPORT OUR NEEDS

Our systems add value to all that we do.

How systems supported our needs in 2013/14:

- Provided on average 99% IT system availability to the organisation.
- Successful roll-out of the telephony project including the replacement of more than 400 handsets across 13 sites.
- Upgraded our internal reporting system to provide a more efficient, user friendly system for users.
- Implemented Intramaps, the new Geographic Information System.
- Continually monitored network integrity and implemented a backup regime to ensure recoverability of Latrobe City Council data.
- Continued progression to electronic records across the organisation.

INNOVATION: WORKING SMARTER, NOT HARDER

We are open to new ideas, challenge past practices and embrace innovation.

How we embraced innovation during 2013/14:

- Innovative ideas identified by staff through Learning and Development programs are included in internal newsletters on a regular basis.
- Frontline Leadership program participants presented over 22 innovative new project ideas to Council management for consideration.
- Over 120 staff members were identified for outstanding service delivery, innovation or going above and beyond the call of duty.
- Replaced Latrobe City Councils ageing analogue phone system with a new digital system. This also involved upgrading the communications infrastructure to increase resiliency and communications capacity.

VALUING OUR PEOPLE

Our people work together in a spirit of honesty, teamwork and trust.

How we valued our people in 2013/14:

- Regular communication was held with employees via a variety of means including 17 copies of Linkages produced, email, intranet, team meetings and staff briefings.
- Provided 146 Learning and Development program placements, including internal and external programs, which is a slight increase from 2012/13.
- A diverse range of programs and study opportunities are offered, from an introduction to leadership through to technical skills development.
- Latrobe City aims to be an employer of choice, providing a broad range of career options and opportunities, culture of learning and innovation and flexible work/life options.
- The Healthy Organisation Working Group (HOW) delivered a range of initiatives for staff in line with our healthy eating, physical activity, mental health and wellbeing, and help to stop smoking. Refer to page 52 for further information.

5.2

BEST VALUE

Best Value legislation was introduced by the state government in 1999 with the overall objective of encouraging Local Government to achieve high community satisfaction based on service excellence and continuous improvement.

The *Local Government Act 1989* 208B Best Value Principles incorporates the six Best Value Principles, which require Council to ensure:

- All services provided by a Council must meet the quality and cost standards;
- All services provided by a Council must be responsive to the needs of the community;
- Each service provided by a Council must be accessible to those members of the community for whom the service is intended;
- A Council must achieve continuous improvement in the provision of services for its community;
- A Council must develop a program of regular consultation with its community in relation to the services it provides;
- A Council must report regularly, at least once a year, to its community on its achievements in relation to the Best Value Principles.

BEST VALUE PRINCIPLE	IMPLEMENTATION AT LATROBE CITY COUNCIL
QUALITY AND COST STANDARDS	
The extent to which services are achieving or exceeding relevant key performance indicators for service quality and cost.	Latrobe City Council measures the standard of service through a range of quality and cost measures including industry standards.
RESPONSIVE TO COMMUNITY NEEDS	
<p>The extent to which the community feels that we not only understand what the community is seeking from our services, but also the extent that current services reflect their needs.</p> <p>Community needs are established through the analysis of customer requests, community feedback and survey results.</p>	During 2013/14, Latrobe City Council sought feedback on its performance from resident and business groups via a variety of methods including customer surveys (refer to page 53 for further information). Survey results help the organisation set targets for continuous improvement in service delivery and provide data to support Best Value principles in our planning, decision-making and actions.
ACCESSIBLE SERVICES	
The extent to which services are readily accessible to all members of the community.	Latrobe City Council continues to work to ensure our communications, services and facilities are accessible to all members of our community. The Disability Access Plan (DAP) highlights specific actions to be delivered across the organisation each year to improve accessibility.
CONTINUOUS IMPROVEMENT	
The extent to which our work is continuously improved.	Continuous improvement is a core part of our service delivery and is demonstrated throughout the report where comparisons are made to previous years and commented upon.
COMMUNITY CONSULTATION	
Community engagement is any process that involves the public in problem solving or decision making and uses public input to assist with decisions.	Latrobe City Council promotes community engagement activities in a number of ways to ensure our community is well informed about the opportunity to have a say on the projects and initiatives that interest or may affect them.
REPORT REGULARLY TO THE COMMUNITY	
	Reporting regularly to the community is done through a number of avenues including: Advisory Committees, our website, Facebook, Twitter, newsletters, local media and the Annual Report.

Implementing Best Value

Best Value initiatives have been implemented across the organisation involving a broad range of services and activities such as:

MAV STEP PROGRAM - IMPROVEMENT IN ASSET MANAGEMENT

Latrobe City Council continues to be actively involved in the Municipal Association of Victoria (MAV) Step program for improvement in Asset Management. Key improvements achieved include the formation of an Asset Management Working Group, and review of the Asset Management Policy and Asset Management Strategy. The Asset Management Strategy outlines the work program to advance asset management over the period 2014-2018.

LATROBE CITY MUNICIPAL PUBLIC HEALTH AND WELLBEING PLAN 2013 - 2017

Strong leadership and governance provided by internal Council and external stakeholder reference groups, accompanied by extensive community consultation, resulted in a strong Municipal Public Health and Wellbeing Plan (the Plan) with six strategic directions.

This approach embeds the commitment to community health and wellbeing as core business for Latrobe City Council beyond 2017.

Taking a participative approach to engagement, planning and development over a 12 month period culminated in the unanimous adoption of the Plan by Council in December 2013.

The official launch of the Plan took place on 13 May 2014 and was attended by 83 external stakeholders and community members.

STRENGTHENING THE FOOD SYSTEM IN LATROBE:

The first Latrobe Food Forum was held in December 2013, with 85 representatives attending.

A variety of stakeholders including farmers, schools, businesses, local and state government and community agencies were represented. Members from across the food system discussed how they could contribute and work together to drive identified opportunities locally.

Following the Food Forum, thirty expressions of interest have been received to form a local food coalition to drive this work in Latrobe. This group is now working together to create a collective vision for Latrobe's Food System.

Image credit: Crinigan Road Reserve, Morwell



AGED AND DISABILITY SERVICE QUALITY MANAGEMENT SYSTEMS

During the 2013/14 financial year, Latrobe City Council's Aged and Disability Services were subjected to an independent audit against their International ISO 9001:2008 Quality Management Systems accreditation. Audited against 34 of the 44 standards, Aged and Disability Services were found to be compliant against all standards examined. Client feedback regarding service delivery received during the review was very complimentary.

NATIONAL QUALITY ASSESSMENTS

Early learning and care services received an achieved mark against National Quality Assessments newly implemented rating scale, with many noting an exceptional mark.

BUILDING PERMIT AUDIT PROGRAM

This program audits building permits issued by private building surveyors and includes report and consent applications, and monitoring compliance with enforcement documents issued by private building surveyors. The audit includes a selection of all building permits issued in Latrobe City to ensure the best possible outcomes are achieved for our ratepayers. It supports good building practice, identifies illegal building work and ensures that private building surveyors are held accountable.

FIRE INSPECTION PROGRAM

This season's Fire Inspection Program was divided into two areas: urban and rural/urban fringe. Two teams of officers conducted inspections in each area. The urban division was inspected by the Local Laws team and the rural/urban fringe division was inspected by the Fire Prevention Team. 2013/14 saw the introduction of Toughpad tablets for inspections conducted by the Fire Prevention Team. The Toughpads are fitted with Intramaps Roam (GIS) and GPS which allows officers to electronically tag each property that requires a notice to be issued and what type of notice – rural or urban. This enhanced the program as notes could be added to each property and photos taken, where required. In previous years this process was paper based.

PROJECT MANAGEMENT FRAMEWORK

The development of Latrobe City Council's Project Management Framework was guided by the following objective:

"To increase project management performance by reviewing and establishing a consistent and transparent approach to the way Latrobe City Council governs, plans and manages projects at an organisational level, integrating with existing strategic, business and financial reporting."





















Following a trial of the Project Management Framework and tools, the framework was endorsed by Council's Executive team and was subsequently applied to the planning and budgeting of Council's Capital Works program. Extending the application of the framework and further refinement of the project management tools will be ongoing with a commitment to continuous improvement.

HEALTHY TOGETHER LATROBE (HTL)

Healthy Together Latrobe is a three year initiative involving Latrobe City Council's Healthy Communities Team in Partnership with Latrobe Community Health Service and the Victorian Department of Health. Additionally, a "BE ACTIVE" grant from VicHealth aims to improve people's health within the local community. The focus is on encouraging healthy eating, physical activity, reducing smoking and harmful alcohol use. This is being implemented through the development of partnerships and strengthened community involvement in health and wellbeing.

QUALITY & COST MEASURE SNAPSHOT:

This Annual Report contains a range of service provision statistics and performance indicators. In addition, a snapshot of Quality and Cost measures are provided here which promote the Best Value principles.

-  96% customer satisfaction with Latrobe City Council's Home and Community Care Services.
-  Customers wait an average of 44 seconds for their call to be answered by Latrobe City Council's Call Centre reduced from 51 seconds during 2012/13.
-  The average cost per candidate to deliver the Latrobe City Citizenship Ceremonies is \$35.15.
-  95% overall customer satisfaction of responses to Infrastructure Maintenance requests.
-  97% customer satisfaction for all early learning & care services.
-  100% overall satisfaction from participants who attended the annual Latrobe City Children's Expo.
-  More than 33,000 meals on wheels meals delivered annually to over 900 eligible clients.
-  92% of families received contact from a Maternal and Child Health nurse following birth notification.
-  28% of Latrobe City's population are members of Council's libraries.
-  203 community members naturalised as part of Latrobe City Council Citizenship ceremonies an increase from 131 in 2012/13.
-  89% of impounded dogs were re-housed or returned to owners.
-  4857 vaccinations administered as part of Latrobe City Council's Immunisation Program in accordance with the *Public Health and Wellbeing Act*.
-  456 hours of professional Learning and Development programs delivered across Latrobe City Council.
-  7500 square metres of garden beds maintained monthly across Latrobe City.
-  242 bookings at the International Power Hazelwood Traffic School.
-  90 Essential Safety Measure building audits carried out in accordance with the *Building Act* 1993.
-  111 participants in school and cultural exchange programs and activities.
-  2361 attendees of Latrobe Performing Arts Education and Community Engagement Programs.
-  1,034,036 page visits on Latrobe City Council's website compared with 208,605 during 2012/13.
-  Participation in the Local Government Community Satisfaction Survey for the 17th time.
-  7 Monthly and 4 Quarterly Performance Reports provided to management and Council.

AUDIT & RISK

Audit Committee

The Audit Committee's role is to assist Latrobe City Council in the effective conduct of financial reporting, management of risk, maintaining internal controls and facilitating ethical development.

The Committee met four times during the year and is comprised of two independent external members: Mr Ron Gowland and Mrs Chris Trotman, and two Councillors: Cr Darrell White and Cr Michael Rossiter, with Cr Kellie O'Callaghan as alternative. The Chief Executive Officer, General Manager Planning and Governance, Manager Finance and Manager Risk and Compliance also attend Audit Committee meetings.

During the year, the Committee dealt with a range of activities including:

- Internal Audit Program
- 2014/15 Budget
- 2013/14 Financial Statements
- Risk management
- Outstanding debtors' review
- Quarterly financial and performance reports, and mid-year review
- Monthly performance reporting
- Strategic risk reporting

Internal Audit Program

Latrobe City Council has recently engaged the services of Pitcher Partners Consulting Pty Ltd to provide its internal audit services. A three year internal audit program will be established to review a range of internal functions of Latrobe City Council commencing with Purchasing Card audit.

Insurance Audits

Latrobe City Council participates in an insurance scheme that is specific to Victorian Local Government. The scheme carries out audits of Council's risk management on a bi-annual basis. These are used for benchmarking of Local Government authorities across Victoria.

An audit of Latrobe City Council's public liability risk management was undertaken in February 2013, and a score of 82%, an increase from 73% at last review, was achieved.

Insurance

Latrobe City Council has a responsibility to ensure that the nature and extent of our insurance cover is adequate.

Latrobe City Council participates in an insurance

scheme that is specific to Victorian Local Government. The scheme carries out review and audit of Latrobe City Council's risk management. These are used for benchmarking of Local Government authorities across Victoria. An audit of Latrobe City Council's property risk management was undertaken in June 2014, and a score of 88% was achieved, an increase from 75% at last review.

Latrobe City Council has insurance policies covering:

- public liability
- industrial special risk (i.e. property and art work) and business interruption
- public/products liability
- Councillors' and officers' liability
- motor vehicles
- engineering risks
- machinery and computer breakdown
- hangar keeper's liability, and
- personal accident/corporate travel

These insurances are reviewed annually and adjusted accordingly, having consideration for the various associated risks, past history and the benefit of expert advice.

Latrobe City Council liaises regularly with its insurers regarding changes in legislation, court decisions and industry best practice. Latrobe City Council manages public and property liability claims based on the framework and advice of its insurers.

Regular contact is made with the insurers to discuss claims and/or risk mitigation activities.

Risk Management

The Risk Management Plan 2011-2014 sets out Latrobe City Council's commitment to risk management and is aligned to the risk management standard, AS/ISO 31000. It is applicable to the management of all risks facing the organisation including: financial, reputation, Occupational Health and Safety (OHS), personnel, environmental, and legislative.

Actions and initiatives were implemented during 2013/14 including:

- Reviewed and improved frameworks, procedures and tools for staff
- Considered strategic and organisational risk registers as part of organisational business planning
- Continued to embed risk management, with the improved consideration of risk across organisational processes including Latrobe City Council reports and business cases

- Continued involvement in risk networks and forums
- Review of insurance policies and participation in insurance audits
- Continued the comprehensive review of council's Business Continuity Plan to ensure Latrobe City Council is in the best position to respond to a business disruption
- Handled insurance claims and renewals, including council's property, motor vehicle, public liability and professional indemnity
- Processing of public liability claims, including receipt of 148 reports/approaches, resulting in 33 claims, with 9 of those accepted or paid out
- Planning underway to review the Risk Management Plan

Occupational Health, Safety & Wellbeing

HAZARD INCIDENT & REPORTING

2013/14 saw the continuing trend of a higher number of near misses reported. This reflects organisational messaging to encourage such reporting rather than necessarily indicating a higher number of near misses. The Hazelwood Mine Fire resulted in 56 smoke related incidents being reported which added to the fairly standard number of incident reports arising from normal operations. There were three WorkSafe notifiable incidents in 2013 – 2014.

HAZARD INCIDENT & REPORTING	2011/12	2012/13	2013/14	% CHANGE
Lost time injuries	16	16	20	25%
Medical Treatment injuries	11	14	15	7%
Non Lost Time injuries	33	48	36	-25%
Near Miss Reports	7	35	32	-8%
Reports Only (incidents without injuries and hazard reports)	28	31	46	48%
Notifiable Incident	6	0	3	300%

OHS Highlights

- WorkSafe week activities during October 2013.
- Finalised onsite Work Health Checks bringing the total number of employees participating to 521 since the start of the program.
- Purchase of stand-up workstations.
- Two new Health and Safety Representatives elected and nine re-appointed for a further three-year term.
- Emergency warden training conducted.
- Occupational Health and Safety Management System Audit undertaken.
- WorkSafe issued three (3) Improvement Notices which were actioned within the required timeframe.

Image credit: Latrobe City Council employees, Churchill Town Centre



5.4

STATUTORY INFORMATION

Documents for public inspection

Under legislation, certain information held within Latrobe City Council is available for viewing by the public during normal office hours, by prior arrangement at Latrobe City Council's Corporate Headquarters, 141 Commercial Road, Morwell.

Summarised below is a list of documents that are available for public inspection in accordance with Section 11 of the *Local Government (General) Regulations 2004*. In accordance with Section 222 of the *Local Government Act 1989*, inspection of these documents can be arranged by contacting Latrobe City Council on 1300 367 700.

- Details of current allowances fixed for the Mayor and Councillors under Section 74 of the *Local Government Act 1989*.
- Details of senior officers' total salary packages for the current financial year and the previous financial year.
- Details of overseas or interstate travel taken in an official capacity by Councillors or council officers in the previous 12 months (with the exception of interstate travel by land for less than three days).
- 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 a return of interest during the financial year and the dates the returns were submitted.
- Agendas and minutes for Ordinary and Special Council Meetings held in the previous 12 months kept under Section 93 of the Act, 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 special committees established by Latrobe City Council and the purpose for which each committee was established.
- A list of all special committees established by Latrobe City Council which were abolished or ceased to function during the financial year.
- Minutes of special committees established under Section 86 of the *Local Government Act 1989* 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.

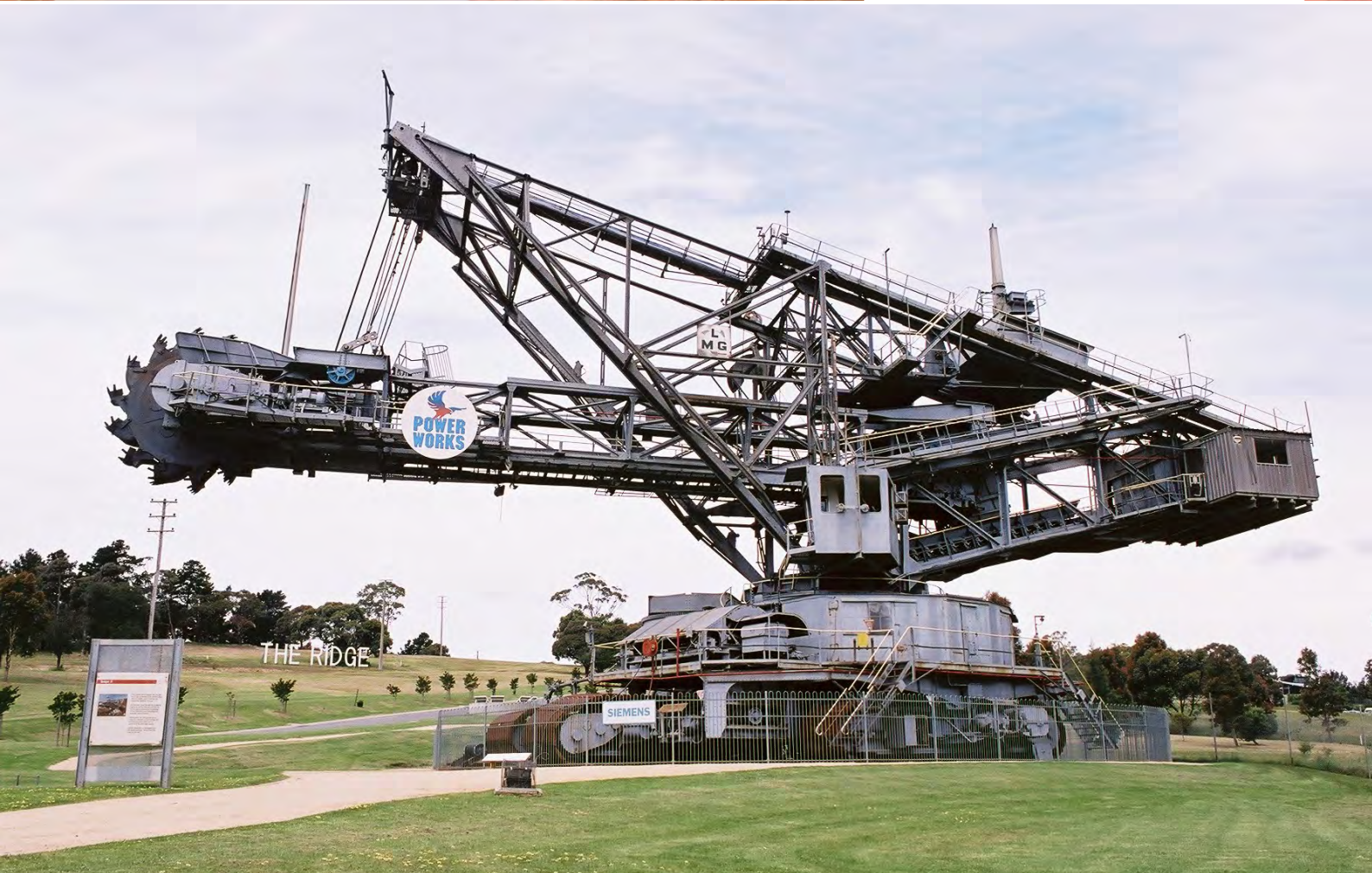
- A register of delegations made pursuant to the Act.
- Submissions received during the previous 12 months in accordance with the process outlined in Section 223 of the Act.
- Agreements to establish regional libraries under Section 196 of the *Local Government Act 1989*.
- Details of property, finance and operating leases involving land, buildings, plant, computer equipment or vehicles 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 Latrobe City Council during the financial year.
- Organisations of which Latrobe City Council was a member during the financial year.
- Contracts valued at \$100,000 or more that Latrobe City Council entered into during the financial year without first engaging in a competitive process and that are not contracts referred to in section 186[5] of the *Local Government Act 1989*.

Other documentation and registers available to the public include:

- The Councillor Reimbursement Policy (known as *Provision of Resources and Support to Councillors Policy 11POL-5*)
- The *Councillor Code of Conduct*
- Records of Assembly of Councillors
- Register of Interests
- Local Laws 1, 2 and 3
- The Council Plan
- The Strategic Resource Plan
- The Annual Budget
- The Annual Report including the Auditor's Report
- All adopted Council Policies

A number of these documents are also available on Latrobe City Council's website.

Image credits: Latrobe Regional Gallery, Storytime, Library and Service Centre Traralgon, Meals on Wheels Volunteer, Power Works..





5.5

INFORMATION MANAGEMENT

Freedom of Information

Where documents are not available for public inspection or available on Latrobe City Council's website, then access to them may be sought pursuant to the *Freedom of Information Act 1982* (FOI Act). The FOI Act grants the public the right to seek access to all Latrobe City Council documents. This general right of access is limited by a number of exceptions and exemptions, which have been prescribed to protect public interests and the private and business affairs of people about whom Latrobe City Council holds information. The FOI Act has four main principles:

- Local Governments are required to publish information about the documents they hold, particularly those which affect members of the public in their dealings with Council.
- Each person has a legally enforceable right to access information, limited only by exemptions necessary for the protection of the public interest and the private and business affairs of persons from whom information is collected by Latrobe City Council.

- People may request inaccurate, incomplete, out of date or misleading information in their personal records be amended.
- People may appeal against a decision not to give access to information or not amend a personal record.

Latrobe City Council received 18 requests to access information under the Freedom of Information legislation during the 2013/14 financial year. This is five less than the previous year. Freedom of Information requests must be made in writing and accompanied by a \$25.70 application fee. A total of nine requests were made under the hardship provisions of the Act and no fee was charged. Requests for access to information should be addressed to:

Freedom of Information Officer
Latrobe City Council
PO Box 264
MORWELL VIC 3840

In accordance with the *Freedom of Information Act 1982*, Latrobe City Council must decide if this information will be provided within 45 days. Of the 18 requests received, all were processed within the statutory timeframe.

Information Privacy

Latrobe City Council is obliged to ensure the personal privacy of all residents and ratepayers in accordance with the *Information Privacy Act 2001*. Latrobe City Council will only collect, use or disclose personal information where it is necessary to perform Latrobe City Council functions or where required by law.

Latrobe City Council has adopted a Privacy Policy which can be obtained upon request.

During the 2013/14 financial year, there was one complaint referred to the Privacy Commissioner, the Privacy Commissioner referring the applicant back to Latrobe City Council to deal with issues.

Charter of Human Rights and Responsibilities

The *Charter of Human Rights and Responsibilities Act 2006* ('Charter') came into force in 2008 and contains 20 fundamental rights that reflect the four basic principles of freedom, respect, equality and dignity. The Charter introduces standards to ensure that human rights are considered when making laws and decisions and when providing services.

The rights are:

FREEDOM

- Freedom from forced work
- Freedom of movement
- Freedom of thought, conscience, religion and belief
- Freedom of expression
- Right to peaceful assembly and freedom of association
- Right to property
- Right to liberty and security of person
- Right to a fair hearing
- Rights in criminal proceedings
- Right not to be tried and punished more than once
- Protection from retrospective criminal laws

RESPECT

- Right to life
- Protection of families and children
- Cultural rights, including the recognition of the distinct cultural rights of the Aboriginal people of Victoria

EQUALITY

- Recognition of equality before the law
- Entitlement to participate in public life (including voting)

DIGNITY

- Protection from torture and cruel, inhumane or degrading treatment
- Protection of privacy and reputation
- Humane treatment when deprived of liberty
- Appropriate treatment of children in the criminal process.

Latrobe City Council policies have been adopted following proper consideration of all the rights contained within the *Charter of Human Rights and Responsibilities Act 2006*.

During 2013/14, Latrobe City Council received no complaints in relation to Human Rights.

FURTHER READING:

www.humanrightsccommission.vic.gov.au
www.justice.vic.gov.au

Protected Disclosures

The *Protected Disclosures Act 2012* (the Act) has replaced the *Whistleblowers' Protection Act 2001* in Victoria. The Act encourages and facilitates disclosures of wrongful acts by protecting those who disclose wrongful acts.

The Act relates to the behaviours and actions of council officers and Councillors. A person is entitled to make a complaint pursuant to the Act by contacting the Independent Broad-based Anti-corruption Commission (IBAC) on 1300 735 135.

Latrobe City Council supports the aims and objectives of the Act and has implemented the Protected Disclosure Procedure in accordance with the Act.

During the 2013/14 financial year there were no reported Protected Disclosures made to Council.

Carers Recognition Act 2012

The *Carers Recognition Act 2012* (the Act) came into effect on 1 July 2012 and formally recognises and values the role of carers and the importance of care relationships in the Victorian community. The Act defines a carer as someone who provides care to another person, and includes carers under the age of 18. Carers can provide care for a person who:

- Has a disability
- Has a mental illness
- Has an ongoing medical condition
- Is an older person with care needs

Care relationships also include those situations where a person is being cared for in a foster, kinship or permanent care arrangement.

Within the *Carers Recognition Act 2012* Latrobe City Council is required to report annually on its care measurement obligations under Section 11 of the Act. Latrobe City Council has taken all practicable measures to comply with its responsibilities outlined in the *Carers Recognition Act 2012*. Latrobe City Council has promoted the principles of the Act to people in care relationships who receive Council services; to people in care relationships, and to the wider community by:

- Distributing printed material through relevant Latrobe City Council services;
- Displaying posters at Latrobe City Council community venues;
- Providing links to state government resource materials on Latrobe City Council's website; and
- Providing information to organisations represented in Latrobe City Council/ community networks.

Latrobe City Council has taken all practicable measures to ensure staff, Council agents and volunteers working for Latrobe City Council are informed about the principles and obligations of the Act by including information on the care relationship in:

- Latrobe City Council induction and training programs for staff working in Home and Community Care and disability services.
- Latrobe City Council induction and training programs for staff working in front-line positions with the general community, and
- Induction and training programs for volunteers working directly with the community.

Latrobe City Council has taken all practicable measures to review and modify policies, procedures and supports to include recognition of the carer relationship.

Latrobe City Council's Aged and Disability Services, with funding from the Victorian Department of Health, have continued to provide a Couples' Respite Program. The program's strength is its recognition of care relationships, with 40 couples currently being supported. Couples in a care relationship have had the opportunity to attend musicals in Melbourne, go on holidays together, build reassuring friendships with like couples and hear from informative guest speakers.

Disability Action Plan 2013-14

The aim of the Disability Action Plan is to ensure people with a disability have equitable access to infrastructure and services provided by Latrobe City, in accordance with the *Disability Discrimination Act 1992*.

Each year, Latrobe City Council develops and implements a Disability Action Plan and has a whole of Council approach. The 2013 -2014 Disability Action Plan had eleven actions. Highlights of these actions were:

- Promote to local business the economic advantages of providing access for all abilities via the tourism e-newsletter, Business Connect, and relevant business forums.
- Audit the accessibility of library after hours return bins to allow safe and easy access to all community members.
- Produce Mobility Maps for two towns within Latrobe City per year.

The Latrobe City Disability Reference Committee plays a vital role in overseeing the implementation of the Disability Action Plan to continue transparency and community involvement.

5.6

VICTORIAN LOCAL GOVERNMENT INDICATORS

The Victorian Government requires all Victorian councils to measure and annually report against 11 Victorian Local Government Indicators. These indicators are designed to quantify aspects of expenditure, the cost of service and infrastructure provision, customer satisfaction and governance. As a comparison, figures from the past two years are provided.

CATEGORY	VLGI #	DESCRIPTION	2011/12	2012/13	2013/14
Cost of Governance	1	Average rates and charges per assessment	\$1,582	\$1,683	\$1,778
	2	Average residential rates and charges per assessment	\$1,250	\$1,346	\$1,431
Sustainability	3	Average liabilities per assessment	\$1,642	\$1,651	\$1,630
	4	Operating result per assessment	\$169	\$256	\$205
Services	5	Average operating expenditure per assessment	\$2,911	\$2,839	\$2,985
	6	Community satisfaction rating for the overall performance of Council	61	53	59
Infrastructure	7	Average capital expenditure per assessment	\$625	\$653	\$644
	8	Renewal	103%	96%	107%
	9	Renewal and maintenance	102%	98%	105%
Governance	10	Community satisfaction rating for the Council's advocacy and community representation on key local issues	56	49	56
	11	Community satisfaction rating for the Council's engagement in decision making on key local issues	54	50	55