



MORNINGTON PENINSULA SHIRE

CITIZENS' PANEL

Process Report Appendices

March – November 2022



APPENDICES

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APPENDIX 1

ASSET PLAN DILEMMAS REPORT



Mornington Peninsula Shire Citizens Panel

Asset Plan Dilemmas

11 May 2022

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LIMITATIONS OF USE

The sole purpose of this report is to provide a summary report on findings online engagement activities hosted by MosaicLab on behalf of the Mornington Peninsula Shire. This report has been prepared in accordance with the scope of services set out by Mornington Peninsula Shire. In preparing this report, MosaicLab has relied upon the information provided by members of the Citizens Panel who participated in the session. Mornington Peninsula Shire can choose to share and distribute this report as they see fit. MosaicLab accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.

BACKGROUND

The Mornington Peninsula Shire is the custodian of approximately \$2.31 billion worth of infrastructure assets on behalf of our community. These assets range from significant structures such as roads and buildings through to park furniture and play equipment. The infrastructure is fundamental to supporting the services the Shire provides, and it is important that this infrastructure is cared for appropriately to make sure that it is safe and functional. While the Shire manages an extensive portfolio of assets on behalf of our community, the Asset Plan specifically covers infrastructure. The majority of infrastructure falls into major asset classes, being Transportation, Stormwater, Buildings and Facilities, and Open Space.

The Mornington Peninsula Shire Asset Plan has been prepared to meet the requirements of section 92 of the Local Government Act 2020 and needs to be in place by 30 June 2022. The Asset Plan is a 10-year plan guided by the Shire's Asset Management Framework to support the achievement of the Shire's Community Vision and Council Plan.

The development of the Asset Plan is dependent and relies upon understanding of the performance of the Shire's assets and number of key assumptions. Assumptions and forecasts will change based on enhancement of our asset knowledge along with ever evolving internal and external drivers.

The opportunity to share the Asset Plan with the Citizens Panel offers a chance to 'sense-check' two key dilemmas for Council, prior to the final Asset Plan being presented to Council for adoption.

The following report outlines the dilemmas, the panel discussion, and final results.



PANEL PROCESS

Twenty-eight members of the 37 member Citizens Panel met online on Wednesday 27 April to discuss and consider two dilemmas posed by the Shire's Asset team, in relation to the Asset Plan.

AGENDA



Welcome and Purpose of the session

Pre-session dilemma survey

What is the Asset Plan – Presentation by Andrew Prowd, Team Leader
– Project Management, Mornington Peninsula Shire

Question & Answer

Considering Council's dilemmas

Post-session dilemma survey

HOW THE DILEMMA SURVEYS WORKED

Before the first survey: panel members were provided with a summary document, one for each dilemma.

Before the second survey: panel members attended a three-hour session where they heard from council staff and were provided with structured group discussion time about the dilemmas. In the group discussion time, the panel members were encouraged to ask questions, to find out information and build their individual and collective understanding of the dilemmas.



There were 27 panel members who completed the 'before' survey and 27 who completed the survey at the end of the session.

The results of the polling are intended to inform the final draft of the Asset Plan what will be presented to Mornington Peninsula Shire Councillors for final adoption.



OVERVIEW OF DILEMMAS AND THE RESULTS

The survey asked panel members to consider two alternative options for two dilemmas. Panelists were required to show that they either somewhat or strongly support one of the two options presented. There was no ‘sit on the fence’ option. Panel members then had space to provide comments about why they prefer their chosen option

The options for the dilemmas offered in the survey are summarized in the below table. The percentage figures in the table show preferences pre- and post- deliberation.

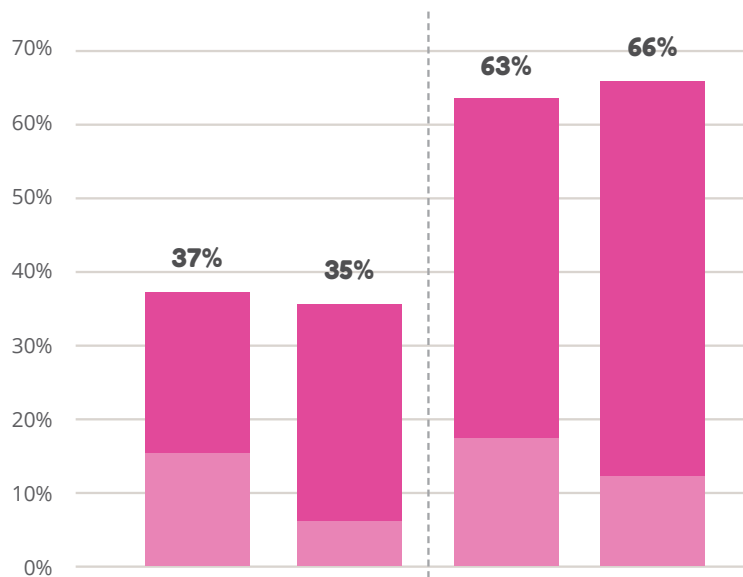
Dilemma	Option A	Option B
1	Should Council’s primary focus over the next 10 years be on the maintenance or renewal of existing infrastructure and facilities?	Should Council’s primary focus over the next 10 years look to fund new infrastructure and facilities, as well as continuing to maintain and renew existing?
Pre-survey responses	22% strongly support (6 out of 27)	44% strongly support (12 out of 27)
Post-survey responses	27% strongly support (7 out of 27)	54% strongly support (14 out of 27)
2	Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through new revenue?	Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through consolidating, ceasing or reducing current services and assets?
Pre-survey responses	30% strongly support (8 out of 27)	30% strongly support (8 out of 27)
Post-survey responses	27% strongly support (7 out of 27)	27% strongly support (7 out of 27)



RESULTS – PER DILEMMA

Dilemma 1

As shown in the graph below, support for Option B: 'Should Council's primary focus over the next 10 years look to fund new infrastructure and facilities, as well as continuing to maintain and renew existing' grew by 10% after panel members gained a greater understanding of the Asset plan and this dilemma from Council staff.



1 Dilemma	OPTION A: Should Council's primary focus over the next 10 years be on the maintenance or renewal of existing infrastructure and facilities?		OPTION B: Should Council's primary focus over the next 10 years look to fund new infrastructure and facilities, as well as continuing to maintain and renew existing?		Most supported option after deliberation was OPTION B
	PRE	POST	PRE	POST	
	Strongly support (%)	22	27	44	
Somewhat support (%)	15	8	19	12	Change in strongly support ↑10%
Total	37	35	63	66	

When asked to provide further explanation about why they chose their response, Panel members offered the following comments largely centered on anticipated population growth and ensuring the Shire 'keeps up with the times' with respect to its infrastructure offerings for that growing community.

PRE-session Survey comments in support of Option B	POST-session Survey comments in support of Option B
<p>Population growth/demographic changes:</p> <ul style="list-style-type: none"> • As demographics change, ratepayers expect their rates to be used in the current term and not banked to be used at a later date. • Population is increasing and more well designed infrastructure will be needed • Growing population of young people • The demographic of the peninsula is changing, our infrastructure and facilities need to keep pace - I don't believe this can be achieved if we stick to maintenance & renewal. • I believe the Peninsula is going through rapid growth period and will do over the next 10 years. Hence for on new as well as existing will become more & more demanding. Please maintain the beauty of this area. NO HIGH RISE BUILDINGS • With our population increasing we will naturally need more assets, but still keep and maintain our existing ones • There is a need to adapt and to fund new infrastructure and facilities as the demographic of the shire changes at the same time what exist needs to be maintained and renewed. 	<p>Population growth/demographic changes:</p> <ul style="list-style-type: none"> • Growing population on Peninsula so need more new facilities • We need to move with the demographics as it changes and look at a USER paid system & ROI as the main justification • The growing population will need extra facilities. • The MP population prediction is based on dated Census reports. 10 years is a long time to live with an asset plan which does not reflect the current needs of the community • The population growth and increase in visitors will continue. We must invest for the future of the area while maintaining and renewing the assets if wed like to keep the quality of life style at the Peninsula. • The Shire is growing & will continue to grow - how can we not consider new infrastructure? We must also preserve all that we can to maintain the integrity of the region, historically, economically & environmentally • Gives the opportunity to provide more for the growing population and allows for the existing to be updated keeping with changing times and demographics • Given the changing demographic of the peninsula there is a need to not only maintain current assets, but to also fund new infrastructure. This will attract tourism and investment.

... continued overleaf



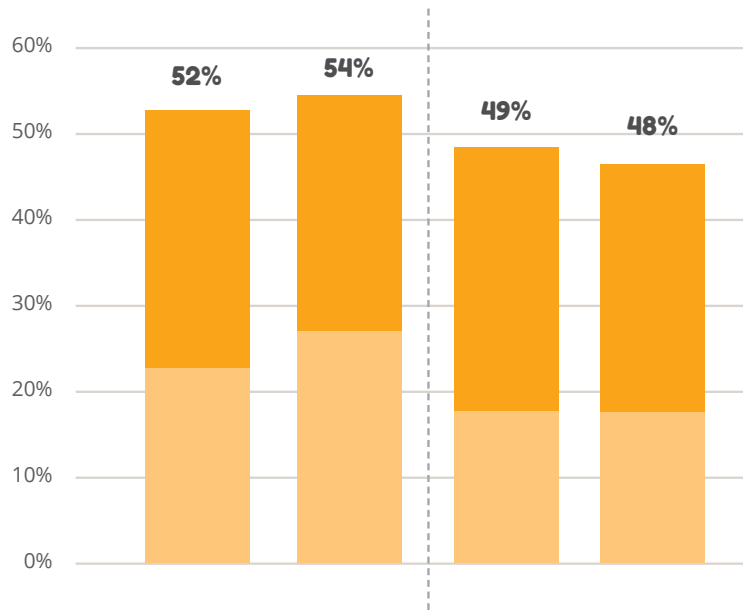
PRE-session Survey comments in support of Option B	POST-session Survey comments in support of Option B
<p>Innovation/Progress:</p> <ul style="list-style-type: none"> • Our world is changing and the environment is changing so let's not get stuck in the past. Let's look to future opportunities • I think Council should be moving forward. There is a need for new infrastructure to make more money for our area, and enable us to improve things • Need to be progressive. Plan well. Added value to the peninsula. • Community needs change and so renewal is important but so is the provision of new infrastructure. • The world is changing. To keep up with all the changes, I think Mornington Peninsula needs to do something new to attract more tourists and even new residents. Focus on funding new infrastructures means more jobs and more business opportunities. 	<p>Need for new/Progress:</p> <ul style="list-style-type: none"> • If few new assets in the next 10 years , many current ones will be outdated and unsafe. • New infrastructure will be necessary and solutions need to be found for funding to maintain standards of service and continue the community involvement. • Still think that funding new infrastructure could increase revenue, although realize that ongoing costs may negate this. Feel that we need new infrastructure for the community to grow and change..... maybe encourage a younger demographic to the area.
<p>Other comments:</p> <ul style="list-style-type: none"> • It makes sense to go for new/maintain what's still good • Question why rates are capped at 1.5% when inflation 5% (can't cap be changed?) • Mornington Peninsula will grow and become more popular tourist destination, which will require investments to support the growth and changing profile. • The current economic climate suggests to put a hold on new development and building but it is not a good thing to just sit and do nothing. • The Mornington Peninsula is lacking and has been for some time is infrastructure and overall seemed behind compared to other LGA's. For Example Yawa took years and years of people wanting a local pool in the southern peninsula, once it was built it was great 	<p>Other comments:</p> <ul style="list-style-type: none"> • Council must maintain what assets it already has, and with a business like mind set to increase assets that can be self sufficient in funding or at least very close to it. Transparent cost analysis would be good too. And maintain our green wedge • So that assets can respond to community needs which are dynamic • We need to look to the future as Covid has shown us. Nothing is guaranteed, need to renew and refresh our thinking • Based on a case by case audit, to keep the balance of our priority to offer the best service to current residents. We can slow down a little bit, because it's also the reason why people live here or want to come here.

A full record of all comments provided in pre and post surveys appears in Appendix 2.



Dilemma **2**

There was no clear preference for either Option in this dilemma. As shown in the graph below, Panel members had a 'coming together' of views on the dilemma, however when overall responses for each option are considered, there appears marginal leaning for Option A 'Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through new revenue'.



2 Dilemma	OPTION A: Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through new revenue?		OPTION B: Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through consolidating, ceasing or reducing current services and assets?		<i>Most supported option after deliberation was</i> OPTION A
	PRE	POST	PRE	POST	
	Strongly support (%)	30	27	30	
Somewhat support (%)	22	27	19	19	
Total	52	54	49	48	Change in support ↑2%



Responses as to why panel members preferred their chosen option are captured below:

PRE-session Survey comments in support of Option B	POST-session Survey comments in support of Option B
Ongoing maintenance should not be reduced, and assets should be retained and we need new construction and replacing of ageing and unviable facilities to continue.	Option B is just a case of shuffling the deck chairs on the Titanic, there needs to be new ideas to strengthen the community and provide the services needed. Just looking at the old ways of funding and adjusting the prices of rates etc. is not good.
Whatever revenue we have now	I cannot support the selling off of assets. If land is sold, it may be required again as the population grows and would be more expensive to then acquire.
Ceasing current services will risk affecting people in many ways and may cause harm, such as meals on wheels. If new revenue is used and found it would help the council grow the peninsula overall but with the slightest rate increase (\$15 as in the email).	This is a question about should we take the money from one group and give it to another. This isn't a good idea and would impact the peaceful existence we all appreciate. What we need to do is find creative ways of increasing revenue from opportunities
Unfavourable idea to reduce any services or assets. Always look for the new better shared revenue scheme	Yes, because capital expenditure appears to be reaching its ceiling and alternative means of funding are required and feasible to be obtained with the right mix of creativity and ingenuity from those earning the big shire dollars
Paid parking for residents and visitors a good idea	It takes a lot of trouble to get more money. Ratepayers are happy to have other pay or get things for free yet are reluctant to pay more for things
I believe that rates should be increased to accommodate increasing costs and growth of the area.	Ongoing maintenance, renewal and new infrastructure can be funded by current funding, but there should be exploration of new revenue, either through grants, user pays, joint ventures and multi use infrastructure that is cost neutral or run at a profit.
As far as I understand the dilemma, 'new infrastructure' is adding to the gamut of what already exists which is sufficient and already attractive to many. New development should require new funding streams, so as not to reduce the funding for what exists	Good accounting and management practices need to be used in ongoing maintenance and renewal , good management also includes looking for new revenue streams

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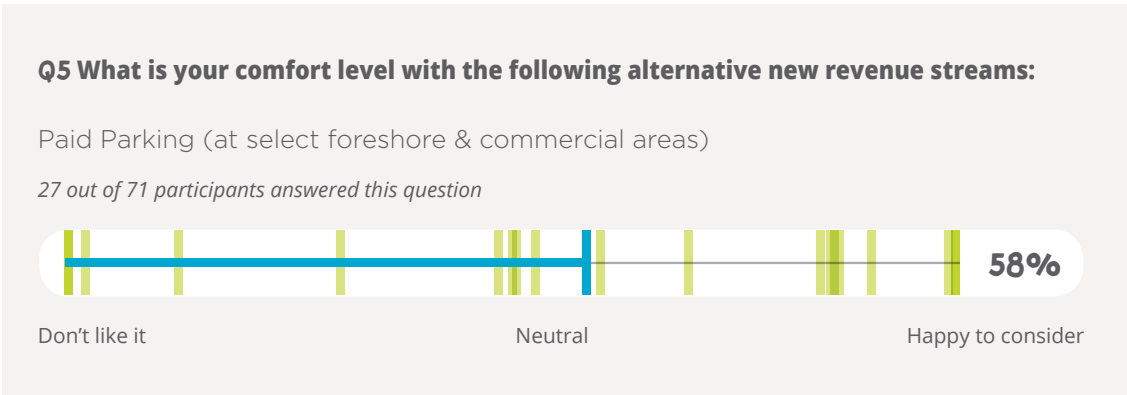


PRE-session Survey comments in support of Option B	POST-session Survey comments in support of Option B
Keep current assets and services. Seek grant funding - state / fed government.	Capacity building to meet community needs should be a priority for council. it is a residents right as rate payer to access services/facilities which are in good repair and current in design and development
To not look for new funding is a very lazy way of development but I would suggest that MPS looks to Federal and State governments especially for the tourism development area. Also to look at savings in existing plans of management.	It's already a big job to maintain all the current projects. So when comes to new infrastructure and facilities, it's better to have an ongoing cost cover plan to make the budget more possibility.
I think we need keep and increase our assets, therefore we need new revenue.	I am unsure of which assets or services could be ceased or reduced. The community becomes stronger bonding through services and public assets. For example I would never use a public swimming pool living near the sea. But this is much needed
The suggestions for new streams of revenue were reasonable and generated a good amount of revenue, we should not cut services to try to achieve the same revenue	Small increases in rates, parking etc can have significant revenue impact - it would be great to see council telling a better story to residents about what new revenue is put towards.
So that existing services and assets don't miss out on funding they may really need	
Due to population growth, needs are changing - this doesn't necessarily mean that existing services are no longer needed or used, but that new & different things are now required. I actually feel a combination of A & B is the right approach.	

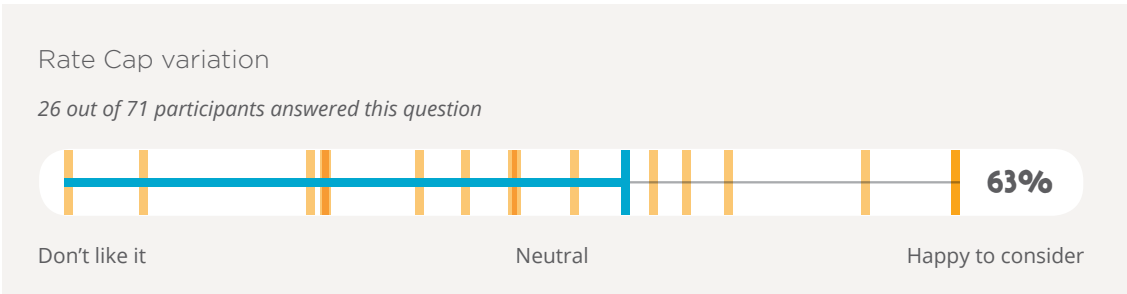
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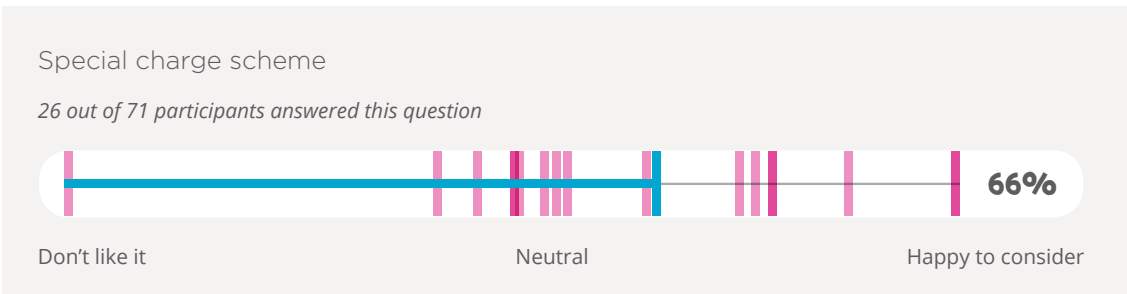
At the end of the Post-Session Survey, Panel members were asked an additional question regarding their level of comfort on three alternative revenue streams Council could consider to fund new infrastructure. The below provides the Panel's responses:



58% of panel members would be happy to consider paid parking as an alternative new revenue stream



63% of panel members would be happy to consider a rate cap variation as an alternative new revenue stream



66% of panel members would be happy to consider a special charge scheme as an alternative new revenue stream, which allows the Shire to recover the cost of infrastructure works from property owners who will gain a special benefit as a result of the works.



Further final comments were offered by Panel members:

Land that council own could that be sold to increase revenue

A good revision of current expenditure.

Special charge scheme.... would need to know what the charge is for. If for an extension to a house, then I think would be ok.

Short stay levy, Bed and Breakfast fee to be passed onto the visitors, increased rates. No one wants to have their weekend ruined because they went to get a coffee and forgot to pay for parking. This is a lazy idea.

Rate cap variation is not a new revenue stream, it is a change (most likely an increase) to an existing revenue stream. It is incumbent upon those employed in the relevant areas at the Shire to be more creative and less inclined to increase rates

1. Could residents get smarter and efficient at capturing stormwater to gardening, thereby saving money on bills to invest into tanks etc. 2. Larger community batteries to make it more cost effective across households (rather than one battery per home)

I think the residents need to be able to benefit from the number of tourists who visit the peninsula, so suggestions such as paid parking should be considered.

A special charge scheme should not be a very large amount, whatever it is that will be funded by this there will be a percentage of people that would never use that service/thing.

Improve use of current services to generate income ie: kinder and school buildings for public access after hours

I will never forget going to the beach in Sydney and having to pay for parking!

Interested in ways we can increase revenue & occupancy from both empty/under utilised homes and homes let for short term rental.

Private sector cannot just raise prices at will so govt should not either get more efficient

Maybe charged parking near foreshore in designated areas between Nov and April.

If inflation is already at 5% and probably going to increase, a 1% special charge may not seem too much

That the locals are protected from parking fees as much as possible and the \$15 in the rates would be great

This is always difficult, especially with the increased cost of housing and living for many families so we need to be careful

Happy for rate cap variation but it should 100% go towards sustainability driven projects - Peninsula Trail (increased bike use, less cars), Solar upgrades for building roofs, etc. Climate should be at the forefront of all decision making and expenditure

What special charges? How would this effect me? If you make it expensive for tourists to come will they continue to come? All other major cities and towns are connected to Melbourne, Mornington isn't? Would council consider a ferry service to the city?

There was an interesting idea raised about a levy on AirBnb

I don't think the focus should be on developing new revenue streams. Population is increasing; that will increase revenue. Also look and utilise what we already have.

We need to consider all options to provide efficient services for permanent residents.

Look for other options like foreshore camping which I believe compared to rates charged by accommodation are very very low... what are other municipalities doing to raise revenue? Make MPC run assets provide balance sheets



APPENDIX 1: DILEMMA INFORMATION SHEETS

Dilemma

1

Context

In a rate capped environment, council's annual rate revenue is relatively fixed. In order for council to remain financially sustainable over the next 10 years, council will focus primarily on the maintenance and renewal of its existing infrastructure. To continue to introduce new infrastructure, Council will need to raise additional revenue, reduce or stop select current services or dispose of existing infrastructure.

OPTION A

Should Councils' primary focus over the next 10 years be on the maintenance and renewal of existing infrastructure and facilities?

OPTION B

Should Councils' primary focus over the next 10 years look to fund new infrastructure and facilities, as well as continuing to maintain and renew existing?

GENERAL FACTS RELEVANT TO THIS DILEMMA

- In a rate capped environment Councils' annual revenue is relatively fixed, increasing at less than or equal to the rate of inflation.
- Councils' annual capital works budget is capped at approximately \$34.5m, increasing at less than or equal to the rate of inflation.
- By 2032 the cost for maintenance and renewal of existing infrastructure will absorb approximately 79% of the allocated budget. This figure is based on Councils current infrastructure, if Council continue to deliver new community infrastructure and facilities we will reach this point sooner.
- All new infrastructure will result in additional operational and capital expenditure in the future years.
- In order to fund the delivery and ongoing maintenance of new infrastructure, council will need to increase annual revenue, reduce or stop selected current services or dispose of underutilised infrastructure.



ADVANTAGES AND DISADVANTAGES

1. Focus on maintenance and renewal of EXISTING infrastructure & facilities

Advantage	Disadvantage
<ul style="list-style-type: none"> • Increase the lifespan of current ageing infrastructure • Ensure maximum value for money is delivered to the community across all infrastructure • Reduction in the requirement for urgent repairs and maintenance • Maintain a high level of safety • Increase presentation of local area • Meet community expectations 	<ul style="list-style-type: none"> • Limited new infrastructure delivered for the community • Limited introduction of new services/facilities for the community

2. Focus on funding NEW infrastructure, while continuing to maintain and renew existing infrastructure & facilities

Advantage	Disadvantage
<ul style="list-style-type: none"> • New infrastructure delivered for the community to utilise • Increase in tourism/activity into the area • Potential to stimulate the local economy and increase employment opportunities for residents • Addressing the changing needs and required services of our community. • Ability to respond to the changing climate and impacts. 	<ul style="list-style-type: none"> • Future budgets further constrained due to increase operating costs • Condition of existing infrastructure network may suffer due to further constraints on overall budget • Potential increased costs to residents required to fund new infrastructure • Potential for some current services delivered by Council to be reduced or ceased.

WHAT COUNCIL MIGHT DO IN EACH SCENARIO

What Council would do to maintain EXISTING -	What Council would do to build NEW -
<ul style="list-style-type: none"> • We will continue to ensure our assets are well maintained and renewed before they reach end of life to ensure maximum value provided to the community 	<ul style="list-style-type: none"> • Focus on continuing to deliver new infrastructure as well as the maintenance and renewal of existing. • New infrastructure to be funded through alternative revenue streams, disposal of underutilised infrastructure and potential reduction of existing services.



Dilemma 2

Context	
Council will need to continue delivering new infrastructure and facilities to meet growth and demand into the future. To continue this delivery, Council will need to raise additional revenue, reduce or cease select current services or dispose of existing infrastructure.	
OPTION A	OPTION B
<i>Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through new revenue?</i>	<i>Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through consolidating, ceasing or reducing current services and assets?</i>

GENERAL FACTS RELEVANT TO THIS DILEMMA

There are many options at Councils disposal to increase revenue. Below are some examples of potential alternative revenue streams.

- a) Increasing and/or introducing new fees and charges: Planning permit fees, short stay rental fees, general fees and charges for other council services etc.
- b) Paid Parking: Introduction of paid parking for visitors only or residents and visitors at select foreshore and commercial areas.
- c) Rate Cap variation: Introduction of a rate cap variation to increase the standard annual rate cap.
- d) Disposal of existing assets, identify underutilised assets which can be disposed of or consolidated.
- e) Reduce or cease selected council services: Identifying services that have or will become less important and look to cease or reduce.
- f) Land Sales: Sale of Council owned land that is determined as not being required in the future.
- g) Special charge scheme: is a funding method that allows the Shire to recover the cost of infrastructure works from property owners who will gain a special benefit as a result of the works.

The below table sets out hypothetical examples of some of the above alternative revenue streams, the potential revenue they could generate and the financial impact on the community:

Revenue Stream	Paid Parking <i>(select foreshore & commercial areas)</i>	Paid Parking <i>(select foreshore & commercial areas)</i>	Rate Cap Variation
Option	Visitors Only (visitors only charged)	Visitors & Residents (residents purchase an annual \$50 parking permit)	Additional 1% increase to rate cap (additional \$15 pa per average rateable property)
Additional Revenue over 10 years	\$10 M	\$40 M	\$15 M
Length of new Footpath constructed	50km	200km	80km



ADVANTAGES AND DISADVANTAGES

Paid Parking	
Advantage	Disadvantage
<ul style="list-style-type: none"> • Generate ongoing revenue • Collect data of traffic movement during peak/post seasons. 	<ul style="list-style-type: none"> • Residents may be charged as well as visitors • Could discourage visitors from certain areas where paid parking exists

Rate Cap variations	
Advantage	Disadvantage
<ul style="list-style-type: none"> • Generation of additional revenue through small annual contribution per household. 	<ul style="list-style-type: none"> • The additional charge on top of the current rate cap.

Disposal of existing assets	
Advantage	Disadvantage
<ul style="list-style-type: none"> • Reduced operational and capital expenditure in future years 	<ul style="list-style-type: none"> • Reduction in community facilities and potential associated services

Reduce or cease selected council services	
Advantage	Disadvantage
<ul style="list-style-type: none"> • Reduction in operational expenditure to fund new initiatives/infrastructure 	<ul style="list-style-type: none"> • Reduced or lower quality services provided to the community

Land Sales	
Advantage	Disadvantage
<ul style="list-style-type: none"> • Less operational expenditure in future years to maintain asset • Additional revenue stream with minimal short-term cost to the community 	<ul style="list-style-type: none"> • Only generates a once off revenue stream. • Land no longer available to service the community. • Future land acquisition if required will result in increased costs

Special charge schemes	
Advantage	Disadvantage
<ul style="list-style-type: none"> • Options to reduce Councils expenditure to deliver new infrastructure 	<ul style="list-style-type: none"> • Residents required to fund significant portion of the cost



APPENDIX 2: ALL SURVEY RESPONSES

PRE-SESSION SURVEY RESPONSES

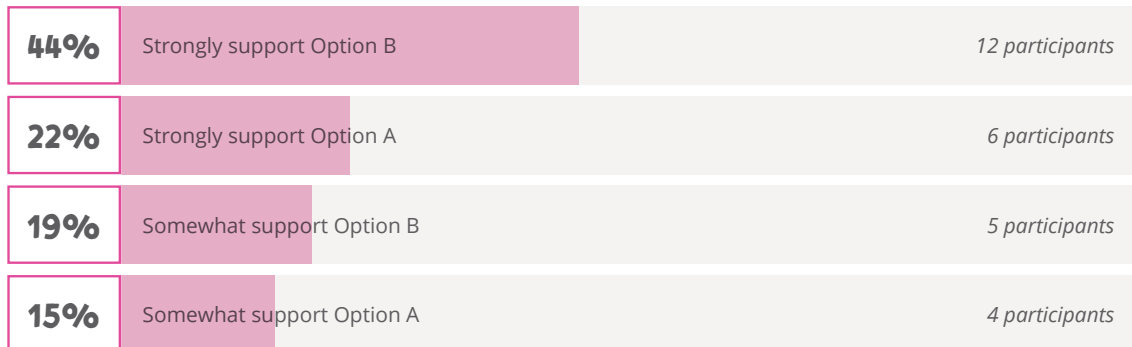
Q1 Dilemma 1

OPTION A: Should Council's primary focus over the next 10 years be on the maintenance or renewal of existing infrastructure and facilities?

OR

OPTION B: Should Council's primary focus over the next 10 years look to fund new infrastructure and facilities, as well as continuing to maintain and renew existing?

27 out of 71 participants answered the question



DILEMMA 1: OPTION A: Should Council's primary focus over the next 10 years be on the maintenance or renewal of existing infrastructure and facilities?	
	<i>Please explain why you chose this option</i>
Strongly support Option A	Population prediction does not support new facilities
	As there seems to be a cap on council rate increases I believe there is no other option. Unless we can convince State government to change.
	Don't want the Peninsula to become too built up, try and reuse facilities and keep maintained. Remember why we choose to live here for its green wedge, conservation and natural beauty. New and shiny isn'T always better. Demolishing old causes rubbish.
	Because I believe there is limited land for which to further develop without detrimentally impacting on the environment. Existing structures can be enhanced and improved without the need to clear or reclassify land so it can be built upon
	Focus on existing assets and delivering good services out of them is important. Yawa cost heaps - time to rebuild funds.
	In keeping with the councils vision of a sustainable future for our community, using what we already have at our disposal should be the first priority. We should be integrating our services, not segregating. Make our assets and infrastructure work smarter
Somewhat support Option A	I feel that we have a good infrastructure in the area but it needs maintenance and renew/improve it - for example the road network is good but it needs maintenance. The number of parks and recreation facilities are good but need maintenance
	I believe that maintenance and renewal is the best option as long as it is cost and environmentally effective.
	Our focus should be on conserving resources, but where needed, there should be new infrastructure (eg Peninsula Trail)
	So that current infrastructure and facilities are getting the best use rather than potentially losing out, however it also depends on what the new facilities are



DILEMMA 1: OPTION B: Should Council's primary focus over the next 10 years look to fund new infrastructure and facilities, as well as continuing to maintain and renew existing?	
	<i>Please explain why you chose this option</i>
Strongly support Option B	It makes sense to go for new maintain what's still good
	As demographics change ratepayers expect their rates to be used in the current term and not banked to be used at a later date.
	Our world is changing and the environment is changing so, lets not get stuck in the past, lets look to future opportunities
	Population is increasing and more well designed infrastructure will be needed
	I think Council should be moving forward. There is a need for new infrastructure to make more money for our area, and enable us to improve things
	Need to be progressive. Plan well. Added value to the peninsula.
	Growing population of young people
	Question why rates are capped at 1.5% when inflation 5% (can't cap be changed?)
	Mornington Peninsula will grow and become more popular tourist destination, which will require investments to support the growth and changing profile.
	Community needs change and so renewal is important but so is the provision of new infrastructure.
Somewhat support Option B	I believe the Peninsula is going through rapid growth period and will do over the next 10 years. Hence for on new as well as existing will become more & more demanding. Please maintain the beauty of this area. NO HIGH RISE BUILDINGS
	The demographic of the peninsula is changing, our infrastructure and facilities need to keep pace - I don't believe this can be achieved if we stick to maintenance & renewal.
	The current economic climate suggests to put a hold on new development and building but it is not a good thing to just sit and do nothing.
	With our population increasing we will naturally need more assets, but still keep and maintain our existing ones
	There is a need to adapt and to fund new infrastructure and facilities as the demographic of the shire changes at the same time what exist needs to be maintained and renewed.
	The Mornington Peninsula is lacking and has been for some time is infrastructure and overall seemed behind compared to other LGA's. For Example Yawa took years and years of people wanting a local pool in the southern peninsula, once it was built it was great
The world is changing. To keep up with all the changes, I think Mornington Peninsula needs to do something new to attract more tourists and even new residents. Focus on funding new infrastructures means more jobs and more business opportunities.	



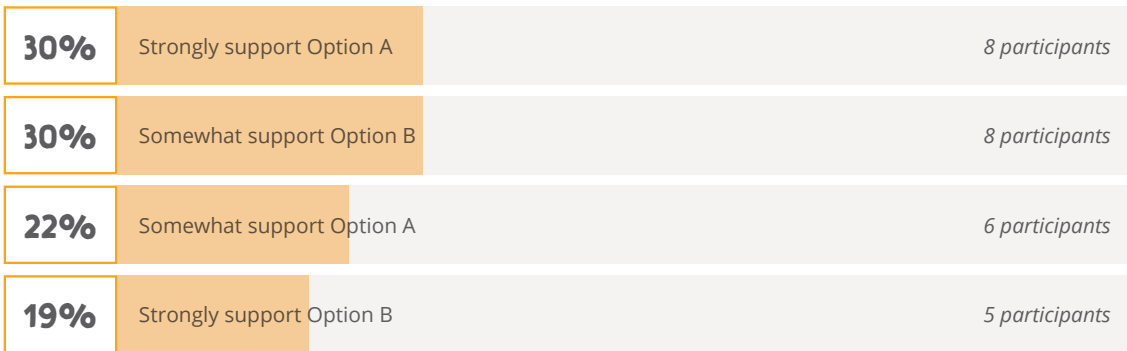
Q3 Dilemma 2

OPTION A: Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through new revenue?

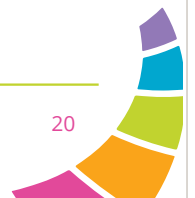
OR

OPTION B: Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through consolidating, ceasing or reducing current services and assets?

27 out of 71 participants answered the question



DILEMMA 2: OPTION A: Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through new revenue?	
	<i>Please explain why you chose this option</i>
Strongly support Option A	Whatever revenue we have now
	Ongoing maintenance should not be reduced, and assets should be retained and we need new construction and replacing of ageing and unviable facilities to continue.
	Ceasing current services will risk affecting people in many ways and may cause harm, such as meals on wheels. If new revenue is used and found it would help the council grow the peninsula overall but with the slightest rate increase (\$15 as in the email).
	Unfavourable idea to reduce any services or assets. Always look for the new better shared revenue scheme
	Paid parking for residents and visitors a good idea
	I believe that rates should be increased to accommodate increasing costs and growth of the area.
	As far as I understand the dilemma, 'new infrastructure' is adding to the gamut of what already exists which is sufficient and already attractive to many. New development should require new funding streams, so as not to reduce the funding for what exists
Somewhat support Option A	Keep current assets and services. Seek grant funding - state / fed government.
	To not look for new funding is a very lazy way of development but I would suggest that MPS looks to Federal and State governments especially for the tourism development area. Also to look at savings in existing plans of management.
	I think we need keep and increase our assets, therefore we need new revenue
	The suggestions for new streams of revenue were reasonable and generated a good amount of revenue, we should not cut services to try to achieve the same revenue
	The suggestions for new streams of revenue were reasonable and generated a good amount of revenue, we should not cut services to try to achieve the same revenue
	so that existing services and assets don't miss out on funding they may really need
Due to population growth, needs are changing - this doesn't necessarily mean that existing services are no longer needed or used, but that new & different things are now required. I actually feel a combination of A & B is the right approach.	



DILEMMA 2: OPTION B:

Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through consolidating, ceasing or reducing current services and assets?

	<i>Please explain why you chose this option</i>
Strongly support Option B	Everyone has or works to a budget, council is no different so no waste is occurring. Each department needs to justify what the cash is for
	If covid has taught us one thing, it is that nothing is guaranteed. so, lets look at the broader, longer term and realise the dreams and aspirations that our rate payers and community expect
	If new revenue involves higher rates I think rate payers would not be accept
	Because if we focus on what we have, then we can see what else is needed (if we try to build new from the ground up, then we risk chucking out the baby with the bathwater). A lot of my thinking is based on Asset Plan Section 4: assets in good condition
	Consolidation should be the priority over ceasing and reducing, dependent on the communities needs. All assets should have multiple uses. Community halls can double as theatres, foreshores can host seasonal events, office buildings can be reimaged, etc
Somewhat support Option B	Consolidating current services and having more efficient processes
	Unless council plans to take up bank robbery there seems little alternative to option B unlesssee response to q1
	While it would be good to fund any new infrastructure through new revenue, there is no guarantee where this funding will come from or of it will be available. The council needs to be able to live within its current budget.
	Don't want to add extra charges to those living here, try and make the council self sufficient as possible, make facilities work for the council. Concerned what services the council would cut.
	I chose this option because I think it best serves the community when we look at what is working and is necessary - keeping what is needed and upgrading where necessary.
	Additional funding will be relevant for new infrastructure however funding for ongoing maintenance of existing infrastructure should already have been budgeted for
	I probably need to understand more about the source of new revenue streams
	I believe with the influx of building and growth to the area the income from rates will also increase, therefore, so will the demand on infrastructure all round



POST-SESSION SURVEY RESPONSES

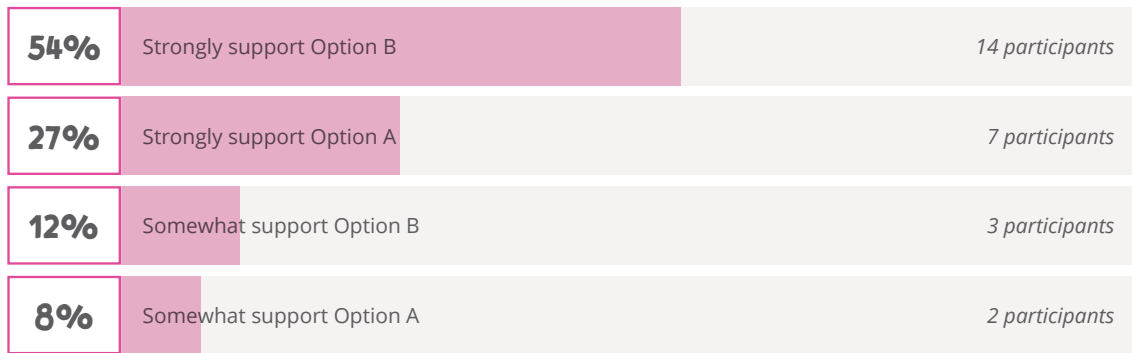
Q1 Dilemma 1

OPTION A: Should Council's primary focus over the next 10 years be on the maintenance or renewal of existing infrastructure and facilities?

OR

OPTION B: Should Council's primary focus over the next 10 years look to fund new infrastructure and facilities, as well as continuing to maintain and renew existing?

26 out of 71 participants answered the question



DILEMMA 1: OPTION A: Should Council's primary focus over the next 10 years be on the maintenance and renewal of existing infrastructure and facilities?	
	<i>Please explain why you chose this option</i>
Strongly support Option A	Population requirements
	Council has enough on its plate, rather than expanding to new assets
	Don't want to loose why I chose to live here, if I wanted somewhere with access to everything I should live there, not here. Maintain our lovely green peninsula
	Because recurring costs are already a large proportion of expenditure and there is scope to improve what already exists and satisfy community demands
	Current assets need to be renewed and maintained
	We need to focus on protecting and preserving what we already have, and making it more useful, more efficient, more multiuse if we are to stay within budget and also live up to our sustainability targets. Let's reimagine our current assets, now & future
	I think we should be more proactive about managing climate change impact than just bandaids.
Somewhat support Option A	I think that this seems like a more cost effective option without having to reduce current services. However, my concern with this option is that it may mean the infrastructure and facilities are updated enough for environmentally-friendly.
	Keep what we have; then with whatever leftover funds we can prioritise.



DILEMMA 1: OPTION B: Should Council's primary focus over the next 10 years look to fund new infrastructure and facilities, as well as continuing to maintain and renew existing?	
<i>Please explain why you chose this option</i>	
Strongly support Option B	Growing population on Peninsula so need more new facilities
	We need to move with the demographics as it changes and look at a USER paid system & ROI as the main justification
	If few new assets in the next 10 years , many current ones will be outdated and unsafe.
	New infrastructure will be necessary and solutions need to be found for funding to maintain standards of service and continue the community involvement.
	The growing population will need extra facilities.
	Still think that funding new infrastructure could increase revenue, although realize that ongoing costs may negate this. Feel that we need new infrastructure for the community to grow and change..... maybe encourage a younger demographic to the area
	Council must maintain what assets it already has, and with a business like mind set to increase assets that can be self sufficient in funding or at least very close to it. Transparent cost analysis would be good too. And maintain our green wedge
	The MP population prediction is based on dated Census reports. 10 years is a long time to live with an asset plan which does not reflect the current needs of the community
	The population growth and increase in visitors will continue. We must invest for the future of the area while maintaining and renewing the assets if wed like to keep the quality of life style at the Peninsula.
	So that assets can respond to community needs which are dynamic
	The Shire is growing & will continue to grow - how can we not consider new infrastucture? We must also preserve all that we can to maintain the integrity of the region, historically, economically & environmentally
	Gives the oppourtunity to provide more for the growing population and allows for the existing to be updated keeping with changing times and demographics
	We need to look to the future as Covid has shown us. Nothing is guaranteed, need to renew and refresh our thinking
Somewhat support Option B	Given the changing demographic of the peninsula there is a need to not only maintain current assets, but to also fund new infrastructure. This will attract tourism and investment.
	Still agree with my first survey and may even support it a little more due to the facts shown tonight
	Based on a case by case audit, to keep the balance of our priority to offer the best service to current residents. We can slow down a little bit, because it's also the reason why people live here or want to come here.



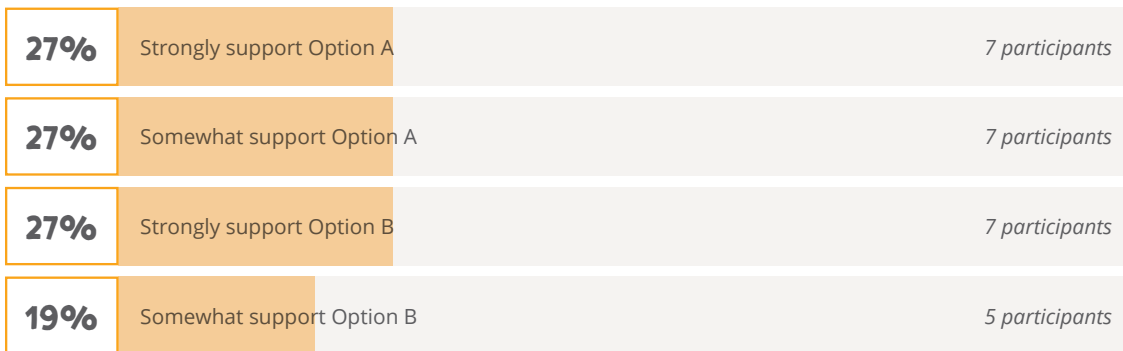
Q3 Dilemma 2

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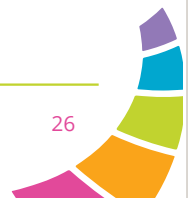
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OPTION B: Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through consolidating, ceasing or reducing current services and assets?

26 out of 71 participants answered the question



DILEMMA 2: OPTION A: Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through new revenue?	
	<i>Please explain why you chose this option</i>
Strongly support Option A	Option B is just a case of shuffling the deck chairs on the Titanic, there needs to be new ideas to strengthen the community and provide the services needed. Just looking at the old ways of funding and adjusting the prices of rates etc. is not good.
	I cannot support the selling off of assets. If land is sold, it may be required again as the population grows and would be more expensive to then acquire.
	This is a question about should we take the money from one group and give it to another. This isn't a good idea and would impact the peaceful existence we all appreciate. What we need to do is find creative ways of increasing revenue from opportunities
	Yes, because capital expenditure appears to be reaching its ceiling and alternative means of funding are required and feasible to be obtained with the right mix of creativity and ingenuity from those earning the big shire dollars
Somewhat support Option A	It takes a lot of trouble to get more money. Ratepayers are happy to have other pay or get things for free yet are reluctant to pay more for things
	Ongoing maintenance, renewal and new infrastructure can be funded by current funding, but there should be exploration of new revenue, either through grants, user pays, joint ventures and multi use infrastructure that is cost neutral or run at a profit.
	Good accounting and management practices need to be used in ongoing maintenance and renewal, good management also includes looking for new revenue streams
	Capacity building to meet community needs should be a priority for council. it is a residents right as rate payer to access services/facilities which are in good repair and current in design and development
	It's already a big job to maintain all the current projects. So when comes to new infrastructure and facilities, it's better to have an ongoing cost cover plan to make the budget more possibility.
	I am unsure of which assets or services could be ceased or reduced. The community becomes stronger bonding through services and public assets. For example I would never use a public swimming pool living near the sea. But this is much needed
	Small increases in rates, parking etc can have significant revenue impact - it would be great to see council telling a better story to residents about what new revenue is put towards.



DILEMMA 2: OPTION B: Should construction, ongoing maintenance and renewal of new infrastructure and facilities be funded through consolidating, ceasing or reducing current services and assets?	
	<i>Please explain why you chose this option</i>
Strongly support Option B	I dont agree with govt just raising fees and charges at will to fund expenditure
	Many assets could be maintained in a more efficient way,
	Old facilities will still be needed as well as new ones for the extra population
	Shown how we could increase revenue in sustainable ways
	As well as adding assets we also need to recognise that needs change and not all assets remain relevant
Somewhat support Option B	Consolidation is key to using our assets to their utmost potential. We can't keep building our asset portfolio if we cannot afford their upkeep. Use what we have, do what we can. Define what is enough - what are the fundamentals to a happy healthy community
	If an asset is no longer viable or can be merged with another why not recoup those costs to be used elsewhere
	What new infrastructure is needed? Who decides what is needed?
	I think that we should be constantly looking at service needs to see if we are overspending in areas that are no longer utilised as much.
	Because once money gets spent, then that simply encourages more use of money. Work with what is existing and use it wisely.
	I believe we need to achieve balance for residents that are doing it somewhat hard, compared to holiday makers that visit once or twice a year and don't contribute much to the community.
Look at existing assets if not used or feasible they should be ceased to be funded. Rob Peter to pay Paul	





REPORT PREPARED BY:

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PLEASE NOTE: Every effort has been made to transcribe participants comments accurately, Please contact Melinda Jacobsen at melinda@mosaiclab.com.au should you have any queries about this report.

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APPENDIX 2

PERI-REGIONAL STATUS REPORT



Mornington Peninsula Shire Citizens Panel

Peri-regional Status

9 June 2022



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LIMITATIONS OF USE

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BACKGROUND

The Mornington Peninsula is like no other area of Victoria with its urban/rural mix, its high-value agricultural and conservation land, and its iconic tourism destinations.

Despite 70% of the Peninsula being non-urban and regional in character, the council is classified as metropolitan and misses out on much-needed funding streams designed to support regional areas.

The issue of classifying the Mornington Peninsula Shire (MPS) as either metropolitan or regional is a complex one, with significant potential planning, land use and administrative impacts. Re-classifying the Peninsula from metropolitan to regional could have significant long-term consequences and costs for the council and community. Planning implications are the biggest issue: regional classification would remove the protections in place to safeguard our non-urban Green Wedge areas.

As community awareness of the consequences of pursuing regional classification is low, the council commissioned independent research by Geografia. As a result, a case has been developed in support of the creation of a new status for the Mornington Peninsula: Peri-Regional.

The opportunity to share Council's Peri-regional position with the Citizens Panel offered a chance to ask what conditions, if any, would make peri-regional more palatable, and what other ideas help build the case?

The Panel was provided with the following documents in preparation for this conversation:

1. A Peri-regional Approach – report prepared by Geografia
2. Peri-regional Advocacy Summary
3. Peri-regional FAQs
4. Peri-regional Approach – Discussion Paper
5. 4min video by CEO John Baker giving an overview of council's position of Peri-regional status

The following report outlines the outputs, the panel discussion and considerations on this advocacy project.



PANEL PROCESS & OUTPUTS

Twenty-eight members of the 38 member Citizens Panel met online on the evening of Wednesday 1 June 2022 to discuss and consider the council's position of Peri-regional status for the region.

AGENDA



Welcome and Purpose of the session

Report-back from Andrew Prowd & Davey Smith – MPS Asset team regarding Asset Plan Dilemmas output

Reflecting on the Background material & hearing from Guest Speakers:

- Kevin Johnson – Geografia
- Allan Cowley – Planning, MPS
- Emma Lindsay – Advocacy, MPS
- John Baker – CEO, MPS

Question & Answer

Sharing and considering Council's position of peri-regional status

Supporting others in our community regarding peri-regional status



REFLECTIONS & CONSIDERATIONS

Four guest speakers representing elements of the peri-regional position provided a short introduction on important points for consideration.

In small groups, panel members had the opportunity to share their reflections on the background material circulated as pre-reading and capture their questions into GroupMap.

To deepen panel member's understanding of the peri-regional position, members were then split into two larger groups and joined by two guest speakers. Through a facilitated conversation, their captured questions were answered by the speakers.

Below provides a lightly themed summary of questions and reflections shared by the panel:



ACCESS/ IMPACTS ON OTHER AMENITIES

What impact will being peri regional have on our access to health services such as ambulances, accessibility in hospitals, public transport, etc.

What impact will 'peri regional' have on small businesses (under 5 employees)

We live on a narrow fringe on the Peninsula. Will these changes make the 'fringe' become more congested with Housing?

Will this likely lead to an increase in density in our townships around the Peninsula?

Will becoming peri regional increase the housing affordability issues on the Peninsula?

Does Peri-regional offer advantages if M.P. were to seek a light rail down the centre of the peninsula or to improve internet access to encourage home working?



BENEFITS V RISK

What are main benefits vs risks of this change of status?

Are there other benefits for residents in being non metro

What are the disadvantages of being peri regional?

What are the disadvantages of becoming peri regional?



DECISION PROCESS

Who gets to make this decision to change status? it sounds good on surface.

This does sound great and I think it's positive - what is the likelihood of this being accepted by the State Govt?

Who makes the decision to approve this and what would be the be the benefits for them?

Do we need our local members support?





FUNDING

See page 17 for funding discussion and page 20 for some number crunching on the potential loss as a result of not being eligible for some regional funding.

Is this a chance to double dip into the funding pools from State Gov

How much is the budget and how much has already spent on this report?

why the funding difference between surely needs should win out

What sort of additional funding will council get?

How much will this cost to do and what kind of funds might it open up?

Do you think it is fair we may divert much needed funding away from other regional areas with a higher need?



GREEN WEDGE

Green wedge protection how it this changed and by whom

Would there be a transition period that could leave the green wedge vulnerable ?

Does this new classification strengthen the protection of the green wedge. This along with funding is of the utmost importance,

How set in stone is the Green Wedge, if status changed could the state government then change the Green wedge?

Would there be any kind of transition period that would threaten or leave the green wedge vulnerable?



PLANNING

Further clarification on WHY the planning rules for Regional would not protect the green wedge



RATES

Will this affect our rates?

Will this impact our rates? would be pay less if we are reclassified?





**STATE GOVT
ADVOCACY**

What is the benefit for state government identify Mornington pen

Have State Government personnel been approached about this

How would you persuade the state government? What is your best argument?

What will happen if there is a change in government/?

What are the barriers to State Govt accepting peri urban? Have any other Councils been knocked back?



TOURISM

Is the peri regional status better attract more overseas tourist?



TRANSPORT

Public Transport - what benefit dose peri-regional provide?



**OTHER/
COMMENTS**

How long did it take the other groups to get peri-urban status and how difficult was it to achieve?

Has the Yarra Valley Shire been approached?

Do we then have to do registrations as regional?

Do the other councils support the classification of the MP being considered peri regional?

If we get peri-urban status, will that come with additional commitments? eg population increase being shifted from metro to peri urban areas.

What percentage of ratepayers are residents v holiday / investment properties owners

Will the general Mornington Peninsula population be asked if they agree with this?

How come for somethings such as ATAR point adjustments we are regional schools and postage we are regional



SUPPORTING OTHERS IN OUR COMMUNITY

In recognition that there is still some confusion and lack of clarity around the peri-regional status, panel members were asked to consider what information or messages would support others in the community gain a better understanding of this issue. In small groups, panel members offered the following ideas which have been lightly themed:

FUNDING

The main thrust of this change is to gain access to funding streams not currently available but maybe should be.

Reassure that it won't cost them any more

Explain how this allows the council to access more funds

Explain to people nothing changes, except the name and access to more funding

Outline the funds that at present we can't access with our current status

Outline the funds that we will be able to access

GREEN WEDGE

Concrete agreement that the Green Wedge will not be touched.

Tell people that being regional could actually remove green wedge protection - this is key

Communicate the advantages of staying metro re protection of green wedge

Explain how it maintains the green wedge

Protecting our 70% green wedge

JOBS/BUSINESS

Highlight the impact that the change will have on seasonal versus stable employment

Might encourage new industry with the payroll tax

LIFESTYLE

Protect the lifestyle we currently have

LOW POPULATION

Push the positive aspect of a lower population density, but still in need of funding to maintain infrastructure.

SERVICES & AMENITIES

It'll help us with transport and internet connectivity

TOURISM



Push the point of major tourist income that is because of our regional areas.

Funding for tourism has impact on long term employment - tourism is seasonal and does not promote security. Also tourism promotes short term residence and not ongoing interest in area.

UNIQUENESS OF REGION



Peri-regional encompasses what we actually are here on the Peninsula- not fully urban and not fully regional. We are a combination and that should be recognised and celebrated.

A unique classification for a unique region

We're not fully regional and definitely not truly urban/ metro

STATS



Show statistically how we have regions that fit into both rural and regional areas.

OTHER



Need to include case studies from the Peri-urban councils on their experience

Positives outweigh the negatives

Maybe rename it urban-regional

Give a clear and accessible description

It's a positive solution.

Clear communication across all channels to reach all generations, to ensure they are aware of the benefits - good marketing and education campaign

Does it just need vic gov approval or federal?

TIMING



Need to capitalise on the momentum created during covid when we were classified as Metro

We trust this report offers unique insight into what the broader community may be considering on the issue of peri-regional status as well as guidance on future communications and messaging in support of the Council's position.





REPORT PREPARED BY:

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APPENDIX 3

INNOVATION SUMMIT REPORT



MORNINGTON PENINSULA SHIRE

CITIZENS PANEL

Innovation Summit

6 July 2022



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BACKGROUND

On Wednesday 8 June 2022, the Mornington Peninsula Shire hosted an Innovation Summit to discuss opportunities and challenges for the region's economic development over the next 10 years.

44 invited participants attended, representing a cross section of the Peninsula, including five members of the Citizens Panel. Over the day, through facilitated conversations, summit participants identified nine key themes.

On Wednesday 6 July, the Citizens Panel had the opportunity to further explore and expand on themed ideas generated at the Innovation Summit, summarized in a final report from the event.


The following report outlines the outputs, the panel discussions, considerations and final results.



PANEL PROCESS + OUTPUTS

25 members of the 38 member Citizens Panel met online on the evening of Wednesday 6 July 2022 to discuss and consider ideas presented at the Innovation Summit.

AGENDA

Welcome and Purpose of the session	
Report-back from Emma Lindsay – MPS’s position Peri regional status	
Recap on Innovation Summit & hearing from Panel attendees:	
Sharing and considering what has real value for the community	
Building on key themes	
Reflections	

INNOVATION

In the first conversation for the evening, participants were asked what innovation, looked like in the context of revitalising the whole community. Their thoughts were captured via GroupMap as follows:

WHAT IS INNOVATION?

- Adapting to change.
- Think outside the box.
- New, radical ideas and solutions.
- Bringing ideas to a situation.
- What haven't we thought about.
- Inventive developments encouraging greater community participation.
- New and improved ways of doing things.
- Thinking outside the box.
- Changing and adapting to suit current and future needs.
- Continues improvement.
- Being willing to do it differently.
- Progressively preserve, enhance and grow this community enviroment.
- Moving forward, with new ideas.
- New ideas with beneficial outcomes.
- Thinking in a new way.
- Maybe helping us do more for those that need it.
- Change and growth within a community for the better, changing with the times and other things that need to be addressed due to change.
- Thinking about positive advancement while staying withing the guidelines of all planning processes already in place (GWZ).
- To create services that are needed for the population.
- Resolutions to issues.
- Creation.
- Adapting whats brainstormed.
- New ideas for new businesses and developing existing business to be better.



RECAP ON INNOVATION SUMMIT

To deepen the panel members' understanding of the Innovation Summit, the conversations and outputs from the day, the five panel members, who attended the Innovation Summit, shared their experience and answered questions from the panel members in small groups.



BUILDING ON KEY IDEAS

To help guide Council, participants were asked to expand on their ideas for the nine themes.



TRANSPORT

Cross peninsula transport	
WHY IS THIS IMPORTANT	Essential for people to work at different place to where they live Allow people to visit and enjoy beautiful area of the peninsula Provide opportunities for young people to study and socialise.
WHAT SHOULD BE DONE NOW AND HOW?	Cross peninsula transport should also be Geelong and the city via water AND Mornington to Rosebud, Mornington to Hastings, Rosebud to Hastings.
WHO NEEDS TO BE INVOLVED/LEAD THIS IDEA?	Shire (advocate), Stage Gov (funding), private business.

Complete the existing freeway to Portsea and utilise it for light or rail transport at low cost	
WHY IS THIS IMPORTANT	To ease the traffic on Point Nepean Highway and then extend to Hasting once the port is developed. Look to increase employment and population of younger people.
WHAT SHOULD BE DONE NOW AND HOW?	Prepare a business plan to present to both State & Federal governments as it would be beneficial to all. Use the upcoming state election to canvass some commitment. State Government to complete the existing planned freeway and MPS push that idea via a business plan.
WHAT DO YOU EXPECT FROM THE SHIRE?	Promote as good for business and peninsula development to promote decentralisation which would encourage employment in import/export and other areas.
WHO NEEDS TO BE INVOLVED/LEAD THIS IDEA?	MPS and Businesses to lead and encourage State Government development of Hasting port. Use our new Federal MP to support innovation.



Water taxies or ferries

WHY IS THIS IMPORTANT	It takes the load off the roads, we've got all that unused water space that could be used for transport, a fun alternative way to travel that offers something different.
WHAT SHOULD BE DONE NOW AND HOW?	We should be investigating what it would take for it to be viable, improving infrastructure to make way for more of this type of transport. Utilise a similar service as currently exists in Port Arlington.
WHAT DO YOU EXPECT FROM THE SHIRE?	To do whatever is in their power to make it possible. The shire needs to be willing to make adjustments to the pier to allow for ferries.
WHO NEEDS TO BE INVOLVED/LEAD THIS IDEA?	Shire to contribute funds to the infrastructure necessary on the pier and any other parties but not sure who.

Expand rail infrastructure

WHY IS THIS IMPORTANT	Allow for easier access to the peninsula for employment and business to attract workers.
WHAT SHOULD BE DONE NOW AND HOW?	Prepare a business plan to upgrade the existing Frankston to Hastings line and use cross peninsula bus services from Hastings do not necessarily need to electrify completely to Hastings immediately. Baxter and the BPs (petrol stations on Peninsula Link) nearby would provide a major hub for whole peninsula & potential hub for cross peninsula buses as well.
WHAT DO YOU EXPECT FROM THE SHIRE?	MPS / State Government and Community input to understand requirements. MPS to propose improvement to all Transport services on the peninsula not just Bus.

Essential for both the elderly & younger generation





WASTE AND RENEWABLES

Enable a circular economy, how can we encourage this & grow industries/ manufacturing that support this. Can tax breaks and incentives be created to encourage new business and incentivise businesses to purchase sustainable/ eco products?

WHY IS THIS IMPORTANT	Encourage local businesses to support local industry & produce, sustainable, ecofriendly, cheaper transport costs for delivery, employ locally - this could be supported with tax incentives & licenses via a tiered/ranking system with recognition with support or encouragement from Council.
WHAT SHOULD BE DONE NOW AND HOW?	Independent audit, Think Tank how this will be implemented. Start at the grass roots raw provider what can they benefit from supplying local & how they can they pass on those benefits to local business.
WHAT DO YOU EXPECT FROM THE SHIRE?	Less restrictions on farm gate sales, free restrictions.
WHO NEEDS TO BE INVOLVED/LEAD THIS IDEA?	Grass roots businesses & education & training.



GROWERS/MARKETS

Agri-tourism keeping it real not yuppy tourism and keeping the money in the region not offshore

WHY IS THIS IMPORTANT	This could be achieved without impinging on the green wedge.
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Maintain farm gates

WHY IS THIS IMPORTANT	Have a permanent market structure that is open and accessible to people more frequently than weekend farm gates, and central to all on the Peninsula.
WHAT SHOULD BE DONE NOW AND HOW?	It's important because we can support local producers, eat nutritionally rich food and keep our produce local. And seasonal food.
WHAT DO YOU EXPECT FROM THE SHIRE?	The shire could provide funding and/or support for a marketplace to occur, such as repurposing a shed at the Red Hill Showgrounds to make a permanent, weatherproof structure. Make it accessible for growers to access and people to attend. This should be led by the shire in conjunction with MP produce to promote local growers and make the wider community more aware.





**EDUCATION/UNI
SUB CAMPUS**

Provide space to build new university campus

WHY IS THIS IMPORTANT	So that young people who want to stay on the Peninsula aren't forced to leave for university. Furthermore, it could bring in new people and create job opportunities.
WHO NEEDS TO BE INVOLVED/LEAD THIS IDEA?	Education institutions need to lead, Shire can support or assist with demand.

Increasing student accommodation

Keeping the young here by way of education but transport is necessary

WHY IS THIS IMPORTANT	Utilising the environment on the Peninsula to create courses specific to the nature and life of our local place.
WHAT SHOULD BE DONE NOW AND HOW?	Create relations with VCE and local schools in order to establish ideas on what is in demand and ways to integrate high schools.

Chisholm and local business partnerships: this could be developed 'big time' - Rosebud campus could do with investment

WHY IS THIS IMPORTANT	The shire could promote the opportunities for TAFE and provide funding/incentives for local businesses and TAFE. Lobby to government for funding. Could have incentives such as discounted rates for renting out a room for local TAFE students.
WHAT SHOULD BE DONE NOW AND HOW?	Council could provide funding or grants to local businesses to provide incentive for them to take on young people for work placement. Also provide Peninsula specific job/course training in areas like viticulture, aged care, tourism, etc. Have better transport and accommodation access from or near TAFE to increase accessibility. People with holiday homes could have incentives to rent out rooms to TAFE students to encourage uptake.
WHAT DO YOU EXPECT FROM THE SHIRE?	It is important that TAFE partners with local business as well as secondary schools to provide work placement and job opportunities for young people to ensure they stay on the peninsula rather than moving away for work as young adults.





**BLUE SKY
INFRASTRUCTURE**

Bellarine & Mornington Peninsula Bridge opportunities are endless

WHY IS THIS IMPORTANT	Growth, Expectation ease of transport, Industry/Raw Material Transport Logistics, Tourism, include Train line, The Big Wine Glass water feature with a bottle spraying water from the Bellarine side to the wine glass over to Mornington wine glass side on a Spectacular Bridge.
WHAT SHOULD BE DONE NOW AND HOW?	Need to tender the process to designers, investors to be an inclusive community project.
WHAT DO YOU EXPECT FROM THE SHIRE?	Total Cooperation, open cheque Book, Circular.
WHO NEEDS TO BE INVOLVED/LEAD THIS IDEA?	Collaboration Think tank of LGAs Western Port Bay, Bellarine, Surf Coast, Mornington Peninsula.



**LIGHT
MANUFACTURING**

Support Industries that are already established or could be enhanced

WHY IS THIS IMPORTANT	<p>This could be a way of adding more permanent jobs to the area.</p> <p>Business owners are turning away staff.</p> <p>There needs to be choice in the employment market (not just hire the first person who comes along).</p> <p>This is not just a COVID related issue: there were fractures before 2020.</p>
WHAT SHOULD BE DONE NOW AND HOW?	<p>Something like a Uni/TAFE could provide a range of benefits (local casual jobs, industries which cater for 18-24 year olds etc...).</p> <p>Roads and Port construction could provide infrastructure and jobs.</p> <p>Supply chain issues in a range of industries need to be addressed.</p> <p>What industries are there (apart from food, wine, tourism) on the peninsula?</p> <p>Farm Gate Central area (industrial area somewhere on Moorooduc would be good).</p>
WHO NEEDS TO BE INVOLVED/LEAD THIS IDEA?	Council should encourage businesses to grow through collaborating with State Govt Business expansion plans.





**HOUSING/
ACCOMMODATION**

Some landowners are open to having social housing on their land. Formalising and providing incentives could maximise accommodation

WHY IS THIS IMPORTANT	It's important because there's no affordable housing. It's important because everyone is entitled to live in such a beautiful place, shouldn't be out of reach.
WHAT SHOULD BE DONE NOW AND HOW?	How: houses for humanity model, create similar programs. Needs to be integrated into all areas - not concentrated in a 'Low SES' neighborhood.
WHAT DO YOU EXPECT FROM THE SHIRE?	We expect the Shire to champion this at State level.
WHO NEEDS TO BE INVOLVED/LEAD THIS IDEA?	This should be a gov responsibility, not owned by private corporations. Who - community, landowners, the shire, social housing gov dept, state gov, nfps that work with communities in need?

Large number of retirement villages encourages people to want to retire here

WHAT DO YOU EXPECT FROM THE SHIRE?	Build more retirement villages, more land available; Facilities, bowling greens, pools etc Incentives, financial and others; Government incentive.
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Response to housing crisis - better use of existing properties - maximising land, vacant rooms/houses, expand planning regs to enable multi-generational living, incentivize fuller occupancy through rates & taxes

WHAT SHOULD BE DONE NOW AND HOW?	<p>Planning needs to be reviewed urgently.</p> <p>Rates should be more expensive to houses that are not primary residences/rarely occupied.</p>
WHAT DO YOU EXPECT FROM THE SHIRE?	<p>Council need to review their reasons they are so against dual occupancy/granny flats - why not.</p> <p>Cheaper rental stock needs to be made available and encouraged.</p> <p>Making the process much more simplified and affordable and quicker to apply for, plan and build an additional small dwelling on property/land.</p> <p>Council regulations regarding granny flats and similar accommodation and prohibiting those being rented on the open market need revision.</p>





TOURISM

Tourism is strong already but may be seasonal

WHY IS THIS IMPORTANT	Although tourism is strong seasonally a focus on what is available in the off season, we have plenty ie wineries farms hot springs and golf.
WHAT SHOULD BE DONE NOW AND HOW?	A local food trail maybe an attractive idea to promote, but if visitors arrive by ferry then a transport solution to get them around is necessary.



OTHER

Protect and embrace the unique beauty of the peninsula - why is development needed / why do we need to be the same?

WHY IS THIS IMPORTANT	The Peninsula should stay unique and protect the diversity of the area (beach, farms, green space).
WHAT SHOULD BE DONE NOW AND HOW?	No more retirement villages.
WHAT DO YOU EXPECT FROM THE SHIRE?	The shire needs to protect the environment.
WHO NEEDS TO BE INVOLVED/LEAD THIS IDEA?	The shire, exiting active community groups, the state gov.



REFLECTIONS

Given this session is the mid-point in the Panel process, members were given the opportunity to share their reflections on the panel process and their experience to date.



START
DOING

A face to face at the Sorrento Hotel!!!

I would love to hear what the Panel has achieved as a whole up to date - & how our contribution is constructive.

Suggestion of issues that some the participants would like to be discussed rather than the suggested topics.

Provide hyped sessions.

Meet in person.

Exploring how council can influence govt.

Having face-to-face meetings - it's just not the same online.

Finding out if MPS are in agreement with all or some of the ideas and how what the plan is to proceed.

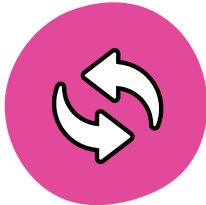
I'm enjoying the convenience of having the sessions online, but it would be great to have some sessions in person when the weather gets warmer.

Helping us to understand better how our input is contributing to Shire decision making or issues.

MPS provide an ORGANISATION structure so we can understand the key areas of Council (requested at our first session).

Actually, achieve a project, have our stamp on one item.





**CONTINUE
DOING**

Continue engaging with the community for consultation on big ideas and making sure we preserve the things we love about the Peninsula such as the green wedge and our facilities.

I have really enjoyed all my groups & chatting with different people, meeting my MP neighbours :)

Continue to support open conversations.

Meeting via zoom- it's more inclusive, for those of us with full time jobs/study/ family commitments travel is hard.

Thinking outside the box.

Engaging.

Keep it on zoom: I had covid (mild symptoms) back in April and I was still able to participate fully while in isolation.

Listening to ideas - even the outrageous ones.

The great supportive chats.

Using the smaller breakout rooms so we can talk to different people and hear their perspectives.

Giving feedback on our sessions.

Gaining new perspectives from different people.

Thinking of great and amazing ideas.

Being supportive of technology issues.

Be polite and listening to all.

Getting different group members - it's been great having so many good conversations.

Being inclusive of everyone's ideas.

Helpful, patient & kind facilitation.





STOP DOING

Exploring ideas council has no control of influence - Some further explanation of this is necessary - what is possible and not possible by the council.

Stop spending so much on consultants.

Being limited by what already exists.

Thinking too big - e.g., a project of \$500 mill where we can achieve 80% of what is needed with \$100 mill.



TONIGHTS TOPIC

Start to look at homelessness as a community problem. Support services for our frail oldies, support for battered wives/partners.

\$200,000 on Carbon Credits Really.

Stop wasting hard earn rates on meaningless projects.

Buying local produce from local producers - choose MP Produce over other options.

With green wedge concept. Encourage companies like Moonlight sanctuary which teach our youngsters about our unique wildlife.

Taking so long and more efficiently remove roadside rubbish and fallen trees, eg clean trees systematically rather than one house in a street then move on (seems to depend on how often the house owner complains!).

Seeking both urban and regional funding, as there are relevant considerations for both on peninsula.

Protecting the green wedge. Vitally important, yes it comes at a cost of expanding housing/business/growth opportunities but sets the peninsula apart from suburbia.

Frivolous spending, use the data spend money where there is the biggest bag for buck.

Thinking more money will help us deliver more. Use what we have better.

Revise planning guidelines with better appreciation of housing needs - e.g., granny flats and similar additional accommodation on larger blocks without revisions that destroy amenity (large multi-dwelling plans).

Think local and achievable solutions to our problems.

We trust this report offers unique insight into what the broader community may be considering on what are the opportunities that could be explored for the Mornington Peninsulas economic development.





REPORT PREPARED BY:

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PLEASE NOTE: Every effort has been made to transcribe participants comments accurately. Please contact Melinda Jacobsen at melinda@mosaiclab.com.au should you have any queries about this report.

MosaicLab is a Victorian-based consultancy that specializes in community and stakeholder engagement, facilitation, negotiation, strategic planning and coaching

We pay our respects to the traditional custodians of all the lands on which we live and work. We acknowledge their continuing connection to land, water and culture and the ongoing contribution they make to our society today. We extend this respect to elders' past, present and emerging.



APPENDIX 4

FUTURE MAINTENANCE SERVICES REPORT



MORNINGTON PENINSULA SHIRE

CITIZENS PANEL

Future Maintenance Services

3 August 2022



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LIMITATIONS OF USE

The sole purpose of this report is to provide a summary report on findings online engagement activities hosted by MosaicLab on behalf of the Mornington Peninsula Shire. This report has been prepared in accordance with the scope of services set out by Mornington Peninsula Shire. In preparing this report, MosaicLab has relied upon the information provided by members of the Citizens Panel who participated in the session. Mornington Peninsula Shire can choose to share and distribute this report as they see fit. MosaicLab accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.



BACKGROUND

The Mornington Peninsula Shire looks after \$2.3billion worth of infrastructure assets on behalf of its community. These assets range from significant structures such as roads and buildings through to park furniture and play equipment. Infrastructure is fundamental to supporting the services council provide, and it is important that care for infrastructure is appropriate to make sure that it is safe and functional.

On Wednesday 3 August, the Citizens Panel had the opportunity to further explore and guide council on the complex issues of future maintenance contracts. More specifically, within a fiscally constrained budget, where should council direct its resources to ensure transparency with rates spending and ensure residents have a good experience with maintenance services.

As pre-reading to the session, Panel members were provided an Asset Maintenance Infographic which outlined how a \$100 portion of rates is distributed across the six maintenance areas. Refer to Appendix A.

The following report outlines the panel discussions, considerations, and final results.



PANEL PROCESS + OUTPUTS

On the evening of Wednesday 3 August 2022, 26 members of the 38 member Citizens Panel met online to discuss and consider where council should direct its resources with respect to six asset maintenance areas.

AGENDA

Welcome, acknowledgement of country and purpose of the session



Report back on Innovation Summit Panel outputs (session 4)

Recap on Asset Plan & Understanding Future Maintenance Services

Considerations on how to direct resources

Reflections & Close



UNDERSTANDING FUTURE MAINTENANCE SERVICES

After a brief 'recap' on asset management and further explanation of service and maintenance contracts from Davey Smith, Manager Program & Project Management Office at council, participants were asked to discuss and share their big insights and any questions they had regarding the six maintenance areas. These responses appear below.

Each of the small groups were joined by a member of the Asset team to answer questions and support the participant's understanding of the complexity of asset maintenance.



BUILDING AND FACILITIES MAINTENANCE

Don't remove parks to cut the maintenance costs.

Good maintenance essential and policing of user requirement to assist council in this.

How is asset maintenance for new assets built into the planning process? Do profits from facilities such as YAWA go back to maintenance?

If there is no money for maintenance, do not build new facilities.

Kindergarten buildings are funded by the state government for maintenance if the state gov wants to be the "education state".

Kinder's have been given extra funding for more kinder time but, by the buildings cannot cope with this, they need to be better maintained

Even with non-state kindergartens as the state what's to push more kindergarten.

What specifically does the Shire fund in kindergarten maintenance if it is a state asset?

Less assets overall? (On the principle that if it can't be paid for, don't keep it).

What is the return the council receives on assets such as the sports grounds and the halls? Profit/loss?



BUSHLANDS MANAGEMENT

Could some fuel management be handballed to DELWP and their forest fire management team at least for the funding?

The Peninsula has not had a large bush fire for a very long time and this needs to be investigated for the safety issue of evacuation of some areas, the overgrowth especially the southern peninsula, private property maintenance should be encouraged and supported and a uniform approach for all.





CLEANING

Can external cleaning be reduced - this seems potentially wasteful?

Does footpath sweeping/cleaning have a safety benefit?

Does graffiti removal fall under external cleaning?

During winter can number of cleans be reduced, can it be handed off to state government?

Essential but appears to be an acceptable standard and user contribution in maintaining?

How often are public toilets being cleaned?

How often are Tenders carried out?

What technology options exist to automate cleaning? Can we invest in that?



OPEN SPACE MAINTENANCE

Adding more public bins.

Are MPS aware of what chemicals are used in open spaces?

Continue status quo we feel they are in good condition so no extra costs.

Can clubs pay for their own maintenance, or contribute to it?

Do clubs who use park facilities pay for those services?

Prioritise playgroup equipment maintenance for children safety.

Having direct employees managing open spaces (e.g., rangers not contractors), Is it cheaper to outsource or have in house maintenance?

That's right. More bins!

Trying to have more community ownership.



ROAD CORRIDOR MAINTENANCE

A look at the management of this may show some alternatives which are more cost effective while maintaining the safety for drivers.

For Serious Potholes what is the process?

Improve roads only which require urgent improvement, until the conditions change.

No chance for cutting costs here. Safety first!

Potholes - seem to be an ongoing issue? Is there a better way to resolve them rather than just topping them up each time, is there a better solution to stop them from re-occurring? Understandable the weather plays a tricky role in this?

Proper road maintenance. Can the road be fixed properly instead of filling potholes every year when they appear?





TREE MANAGEMENT

Do council see Mistletoe as a problem for our gum trees?

Don't plant trees under powerlines, plant shrubs, grow natives that don't drop leaves.

Following the last storm there seemed to be a lack of co-ordination with clearing up and nature strip trees are unnecessary and an additional expense and contribute to line of sight issues for cars/ pedestrians.

It contributes to powerline issues.

Some fallen trees are waiting to be removed for quite some time.

What if tree clearing from storm damage was conducted methodically and all in one go as opposed to in drips and drabs as dictated by residents - should all just be done street by street, do the lot. Much more efficient!

Why is tree management under powerline a council task?



GENERAL QUESTIONS

Concern at the outsourcing or selling off Council Roles/Tasks.

Do council pay more for their contractors because they are a council?

How do the maintenance costs of the MP shire compare with other councils? Are their similarities and could we use this as an example of where we can reduce maintenance costs in future?

How is priority of each asset decided? And what is the hierarchy of assets?

If 1/4 of rates is put towards maintenance where does the other 3/4 go?

What is the high visibility street presence team and what is their function?



WHAT IS IMPORTANT AND WHY?

The final conversation for the evening was to provide participants the opportunity to consider which asset maintenance areas council could adjust its levels of service, noting that most of these areas could be reduced and all could be increased at a cost. The panel were reminded prior to the conversation that council operates in a fiscally restrained environment and that it couldn't increase something without decreasing another. The table below was offered by the Asset team as a guide for participants to be specific about which asset maintenance areas they consider could be reduced, and to what level, when writing their rationale.

INFLUENCE A LOT	INFLUENCE A BIT	NO INFLUENCE
<p>OPEN SPACE MAINTENANCE</p> <ul style="list-style-type: none"> ◆ Garden beds ◆ Grass mowing ◆ Beach cleaning <p>BUILDINGS AND FACILITIES MAINTENANCE</p> <ul style="list-style-type: none"> ◆ Building security services <p>CLEANING</p> <ul style="list-style-type: none"> ◆ Graffiti removal ◆ Community buildings ◆ Toilet blocks ◆ Public BBQs ◆ High visibility street presence team <p>TREE MANAGEMENT</p> <ul style="list-style-type: none"> ◆ Tree planting program <p>ROAD CORRIDOR MAINTENANCE</p> <ul style="list-style-type: none"> ◆ Footpath sweeping and cleaning ◆ Litter, dumped rubbish, dead animal collection <p>BUSHLAND MANAGEMENT</p> <ul style="list-style-type: none"> ◆ Community working bee support 	<p>OPEN SPACE MAINTENANCE</p> <ul style="list-style-type: none"> ◆ Fencing maintenance and repair ◆ Sports field turf, irrigation, lighting ◆ Playground, picnic tables, outdoor furniture <p>BUILDINGS AND FACILITIES MAINTENANCE</p> <ul style="list-style-type: none"> ◆ Buildings internal - electrical systems, lighting, plumbing and internal fit out ◆ Buildings external - gutters, roofing, solar panels, windows, painting <p>TREE MANAGEMENT</p> <ul style="list-style-type: none"> ◆ Storm damage <p>ROAD CORRIDOR MAINTENANCE</p> <ul style="list-style-type: none"> ◆ Roads and road shoulder grading ◆ Inspection and repair of drainage assets, roadside kerb and channel ◆ Footpath, boardwalk, stair repairs ◆ Road reserve mowing ◆ Street sweeping ◆ Water sensitive urban design drainage assets ◆ Boat ramps/jetties <p>BUSHLAND MANAGEMENT</p> <ul style="list-style-type: none"> ◆ Bushlands weed control, revegetation, biodiversity planning 	<p>SAFETY AND DEFECT INSPECTIONS</p> <p>TREE MANAGEMENT</p> <ul style="list-style-type: none"> ◆ Tree safety inspections and removal of dangerous trees ◆ Pruning of trees near power-lines <p>ROAD CORRIDOR MAINTENANCE</p> <ul style="list-style-type: none"> ◆ Repair of road signs, traffic lights and road furniture ◆ Pothole and pavement repairs <p>BUSHLAND MANAGEMENT</p> <ul style="list-style-type: none"> ◆ Fire ban day patrols ◆ Fuel hazard reduction



Using Google sheets, each group made their adjustments (increase/decrease) per maintenance area and provided their rationale behind their decisions.

The first table below is a summary of all eight groups adjustments. Subsequent tables are each individual group's allocations and rationale.

SIX MAINTENANCE AREAS	CURRENTLY	COMBINED	GROUP 1	GROUP 2	GROUP 3	GROUP 4	GROUP 5	GROUP 6	GROUP 7	GROUP 8
Open Space Maintenance (OCM)	18	16	16	15	13	20	18	16	15	12
Buildings & Facilities Management (BFM)	20	22	19	20	22	25	20	21	23	22.5
Cleaning (C)	8	9	10	13	8	10	10	8	10	6
Tree Management (TM)	12	12	12	10	10	15	15	12	10	15
Roads Corridor Management (RCM)	35	34	35	35	35	28	30	34	37	37.5
Bushland Management (BM)	7	7	8	7	12	2	7	9	5	7
TOTAL	100	100	100	100	100	100	100	100	100	100



GROUP
1

SIX MAINTENANCE AREAS	CURRENTLY	OUR CHANGES	WHICH ITEMS ARE BEING ADJUSTED?	RATIONAL/WHY NOTES
Open Space Maintenance (OCM)	18	16	Sports fields	Investigate how to engage community members / groups can be more engaged / participating in open space management.
Buildings & Facilities Management (BFM)	20	19	User groups to more actively clean the spaces they use.	Maintain buildings to ensure standard continues.
Cleaning (C)	8	10	Sub-contracting services (practically cleaning) is a concern and could be costing more money for a lower quality service.	Toilet block cleaning is needed daily / if not more in summer. Graffiti needs to be removed ASAP and ongoing monitoring. Emptying bins in high traffic areas (particularly in summer) more frequently.
Tree Management (TM)	12	12	No influence.	Leave as is.
Roads Corridor Management (RCM)	35	35	No influence.	Leave as is.
Bushland Management (BM)	7	8		Fire prevention management.
TOTAL	100	100		



GROUP

2

SIX MAINTENANCE AREAS	CURRENTLY	OUR CHANGES	WHICH ITEMS ARE BEING ADJUSTED?	RATIONAL/WHY NOTES
Open Space Maintenance (OCM)	18	15	Beach cleaning can come from beach parking fees.	
Buildings & Facilities Management (BFM)	20	20		Happy with what is done.
Cleaning (C)	8	13	More for graffiti removal and cleaning public toilets more often.	
Tree Management (TM)	12	10	Plant proper trees in proper spaces.	
Roads Corridor Management (RCM)	35	35		Happy with what is done.
Bushland Management (BM)	7	7		Happy with what is done.
TOTAL	100	100		



GROUP

3

SIX MAINTENANCE AREAS	CURRENTLY	OUR CHANGES	WHICH ITEMS ARE BEING ADJUSTED?	RATIONAL/WHY NOTES
Open Space Maintenance (OCM)	18	13	Beach cleaning reduction.	Potentially having more bins on the foreshore and having them emptied more regularly. So less rubbish on the beach and reduces the maintenance of beach cleaning.
Buildings & Facilities Management (BFM)	20	22		Focus on more internal spaces and regularly maintain existing buildings
Cleaning (C)	8	8		Cost of cleaning is low enough to maintain what is currently being done
Tree Management (TM)	12	10		Tree planting can be done alongside other organisation like Landcare and plant more native plants, less upkeep compared to gum trees. Trees under powerline to be maintained by power companies.
Roads Corridor Management (RCM)	35	35		Big budget item, a lot of infrastructure mentioned to maintain.
Bushland Management (BM)	7	12	1. Increase fuel reduction. 2. Increase planning of bushland areas.	1. Reduce bushfire threat. 2. Increasing visitation and access to the bushland, particularly in currently overgrown areas.
TOTAL	100	100		



GROUP
4

SIX MAINTENANCE AREAS	CURRENTLY	OUR CHANGES	WHICH ITEMS ARE BEING ADJUSTED?	RATIONAL/WHY NOTES
Open Space Maintenance (OCM)	18	20	Reduce high maintenance planting. Improve foreshore bike tracks & walking tracks.	Need more data to tackle where savings are. Make it a user pays.
Buildings & Facilities Management (BFM)	20	25	Increase upkeep and maintenance of existing buildings.	If you maintain the current facilities the shelf life is better/ longer. What's the breakup of Building Main Vs Facility Management?
Cleaning (C)	8	10	Reduce the cleaning during winter Vs Summer.	
Tree Management (TM)	12	15	Increase the maintenance post storms/clearing current areas.	Help to speed up getting areas back to normal.
Roads Corridor Management (RCM)	35	28	Review current road services activities on an as needs basis.	
Bushland Management (BM)	7	2	Leave bushland areas to look after themselves.	Is this more a DEWLP responsibility?
TOTAL	100	100		



GROUP
5

SIX MAINTENANCE AREAS	CURRENTLY	OUR CHANGES	WHICH ITEMS ARE BEING ADJUSTED?	RATIONAL/WHY NOTES
Open Space Maintenance (OCM)	18	18		Happy with the levels currently being maintained.
Buildings & Facilities Management (BFM)	20	20		Happy with the levels currently being maintained.
Cleaning (C)	8	10	Public toilets	Public toilets are shocking - no soap, nothing to dry hands with, lack of hygiene.
Tree Management (TM)	12	15	Storm damage tree removal	Tree planting is going great so far - keep up these levels. Storm damage tree removal very inconsistent. Needs to be clearly scheduled and efficiently cleaned up within a specific time frame.
Roads Corridor Management (RCM)	35	30	Jetty Road Overpass works - see notes. Mowing the sides of freeways seems a bit pointless	Inconsistent street cleaning - some streets overserved and other larger roads are underserved. Example - Jetty Road Overpass, temporary solutions proposed that will be redundant once the state government completes the overpass - this is overspending.
Bushland Management (BM)	7	7		Happy with levels currently being maintained.
TOTAL	100	100		



GROUP
6

SIX MAINTENANCE AREAS	CURRENTLY	OUR CHANGES	WHICH ITEMS ARE BEING ADJUSTED?	RATIONAL/WHY NOTES
Open Space Maintenance (OCM)	18	16	Less work on garden beds.	Change up garden bed so there is native flora that requires less work constantly.
Buildings & Facilities Management (BFM)	20	21	Better security services for council buildings and facilities.	More CCTV and alarms overall safer.
Cleaning (C)	8	8	Remove Public BBQ's but use the lessen funding towards more cleaning services.	Price of meat so high less people using it, not always cleaned up.
Tree Management (TM)	12	12		
Roads Corridor Management (RCM)	35	34	Confine street sweeper to high density areas and less time in smaller streets.	Less sweeping needed for lower trafficked areas, so there is more time for them on high trafficked areas
Bushland Management (BM)	7	9	More weed control and education around weeds, controlling Cinnamon Fungus.	More weed control, protecting natives, reduce fire risk in council owned land not state.
TOTAL	100	100		



GROUP
7

SIX MAINTENANCE AREAS	CURRENTLY	OUR CHANGES	WHICH ITEMS ARE BEING ADJUSTED?	RATIONAL/WHY NOTES
Open Space Maintenance (OCM)	18	15	Lawn Mowing, fencing, outdoor furniture, garden bed	making sure that these areas are safe, but look at changing current arrangements to reduce need for maintenance
Buildings & Facilities Management (BFM)	20	23	All	not a good idea to reduce maintenance of the assets, they need to be well maintained to ensure longevity and appeal
Cleaning (C)	8	10	graffiti removal, toilets, high visibility street presence team	increase to keep the areas clean to make sure they are appealing to the tourists
Tree Management (TM)	12	10	tree planting	just maintaining the safety
Roads Corridor Management (RCM)	35	37	reduce boat ramps cost, increase road safety and road surface	everyone drives a car at peninsula as there are not alternatives, however the services like boat ramps should be at the cost of people using them, tourists drive cars, people drive to the city, tradies drive to their work
Bushland Management (BM)	7	5	less working bee, revegetation, biodiversity planning	Not as crucial and not as noticeable
TOTAL	100	100		



GROUP
8

SIX MAINTENANCE AREAS	CURRENTLY	OUR CHANGES	WHICH ITEMS ARE BEING ADJUSTED?	RATIONAL/WHY NOTES
Open Space Maintenance (OCM)	18	12	Stop seasonal flower planting, replace with natives, replace couch grass with indigenous local plants (for median strips and low-foot traffic areas.	The suggested changes cut the \$ on Open Space Management by 33%.
Buildings & Facilities Management (BFM)	20	22.5	Every building should have solar panels.	Reduce pollution, reduce cost pf building operations.
Cleaning (C)	8	6	Reduce cleaning frequency, esp. during winter or lower use times.	We have mainly seasonal tourism.
Tree Management (TM)	12	15	Increase education, volunteer participation, influence tree types planted by residents (comment: uncertain if some of this might fall under Bushland management).	If done properly (right trees, right places) this might save money in the future.
Roads Corridor Management (RCM)	35	37.5	Increase investment in boardwalks, walking paths, footpaths, bicycle lanes.	Increase usage and access and potentially wellbeing (fitness: a more mobile and active population).
Bushland Management (BM)	7	7	Keep money as is, increase volunteer groups.	Community involvement.
TOTAL	100	100		

We trust this report offers unique insight into what the broader community may be considering on where council could direct its limited resources with respect to maintenance contracts for the Mornington Peninsula Shire.



APPENDIX A

ASSET MAINTENANCE INFOGRAPHIC

Maintaining
Our Assets



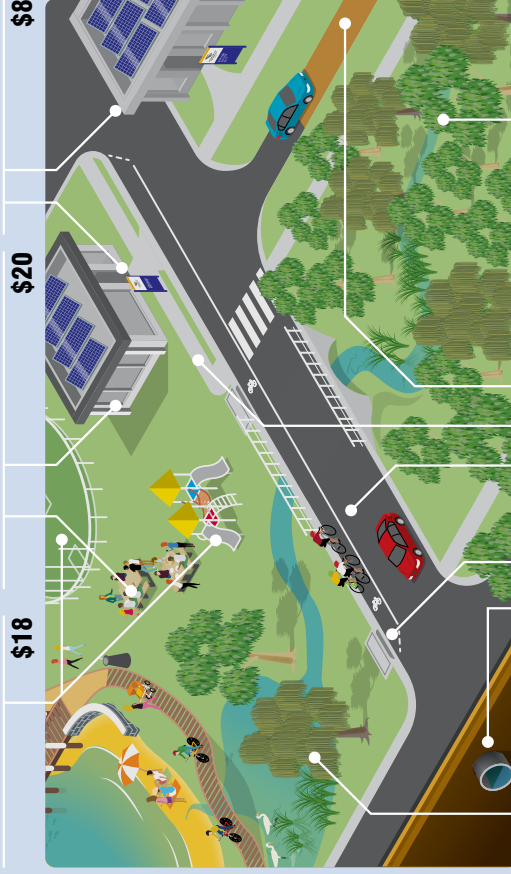
The Shire looks after
\$2.3 BILLION
worth of assets

Maintenance
proportion of every
\$400 worth of rates

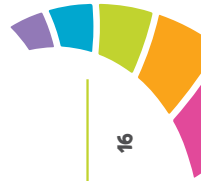


1/4 of your rates goes to maintaining assets. For every \$100, this is where it goes...

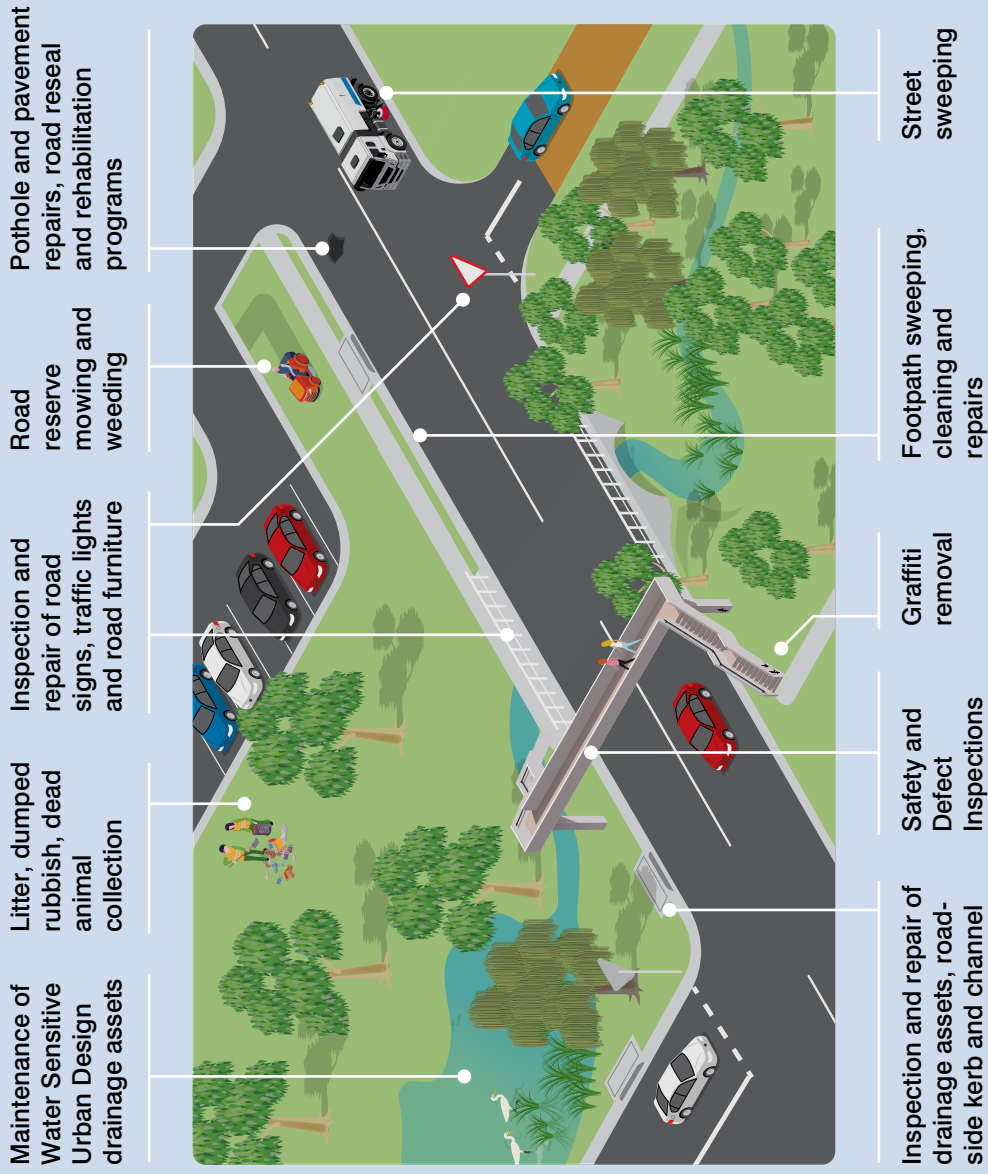
- Open Space Maintenance**
4,688 hectares of open space, 158 playgrounds, 8 skate parks, 53 sporting ovals, 42 netball courts, 135 tennis courts
- Buildings & Facilities Maintenance**
350 habitable buildings (including aquatic and recreation centres, sports pavilions, libraries, kindergartens, community centres, public toilets), 560 sheds, shelters and minor structures
- Cleaning**
Internal building cleaning, external building cleaning, window cleaning, floors cleaning, high level cleaning, toilet cleaning, public toilet cleaning



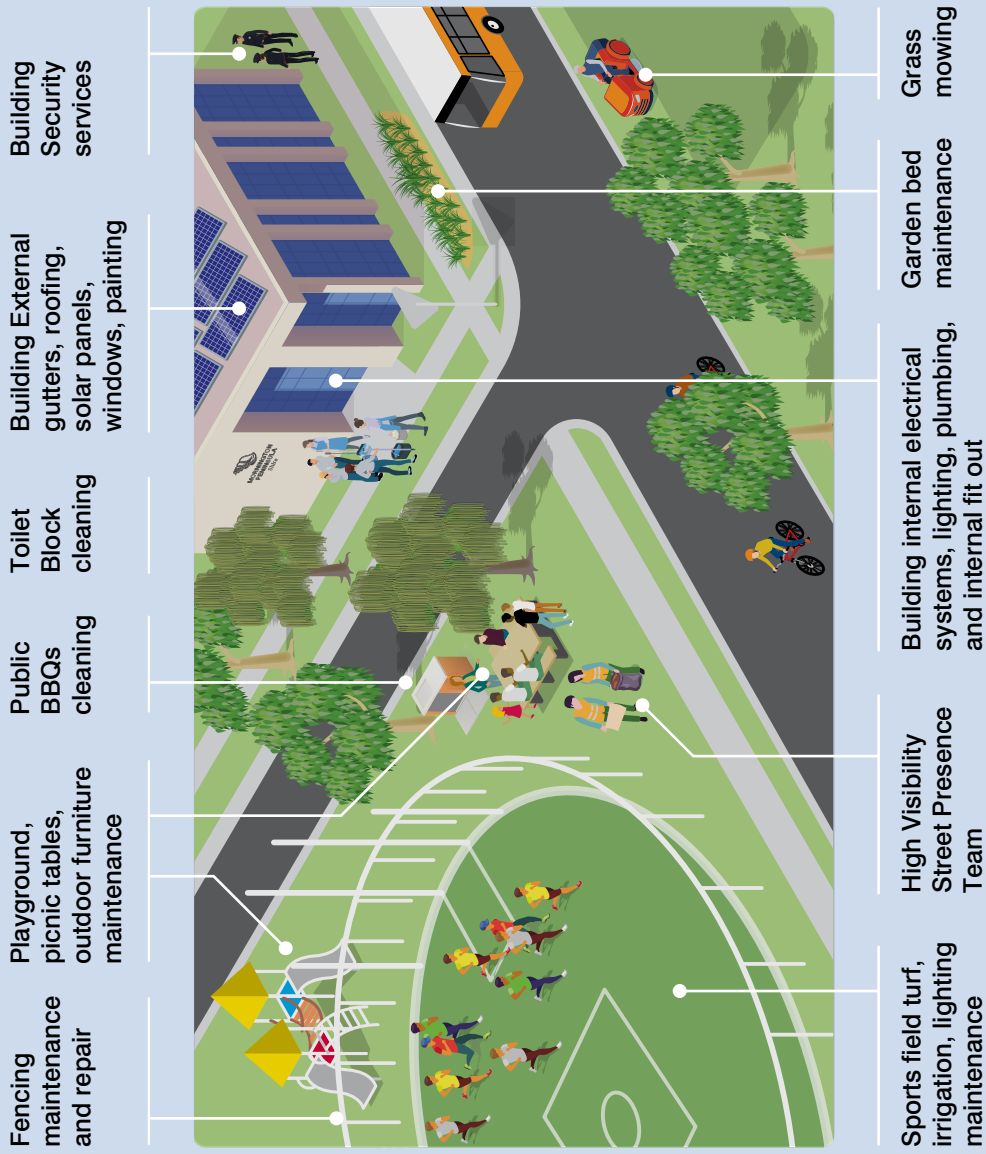
*Estimated prices as of August 2022



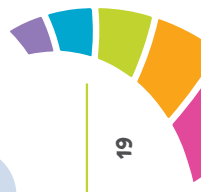
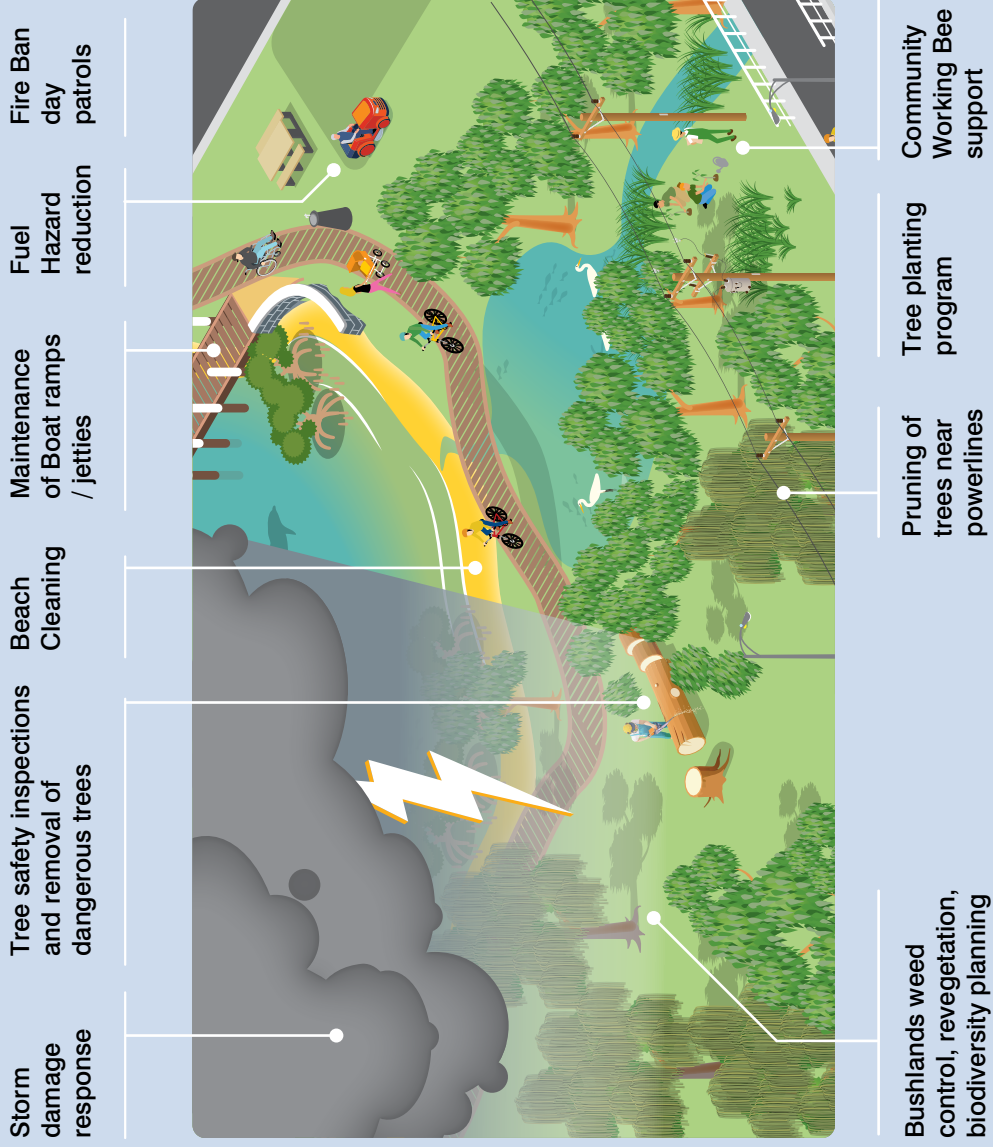
What we maintain



What we maintain



What we maintain





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PLEASE NOTE: Every effort has been made to transcribe participants comments accurately. Please contact Melinda Jacobsen at melinda@mosaiclab.com.au should you have any queries about this report.

MosaicLab is a Victorian-based consultancy that specializes in community and stakeholder engagement, facilitation, negotiation, strategic planning and coaching

We pay our respects to the traditional custodians of all the lands on which we live and work. We acknowledge their continuing connection to land, water and culture and the ongoing contribution they make to our society today. We extend this respect to elders' past, present and emerging.



APPENDIX 5

CLIMATE REPORT



MORNINGTON PENINSULA SHIRE

CITIZENS PANEL

Climate change

7 September 2022

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LIMITATIONS OF USE

The sole purpose of this report is to provide a summary report on findings online engagement activities hosted by MosaicLab on behalf of the Mornington Peninsula Shire. This report has been prepared in accordance with the scope of services set out by Mornington Peninsula Shire. In preparing this report, MosaicLab has relied upon the information provided by members of the Citizens Panel who participated in the session. Mornington Peninsula Shire can choose to share and distribute this report as they see fit. MosaicLab accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.

BACKGROUND

Climate change requires both an individual and a collective response to bring emissions down to what we require for a safe future. Housing is influenced by many factors, some in the control of the householder and some not. Yet everyone needs to turn on the lights at night, start the shower in the morning, be comfortable and travel. In the first part of this session, the Panel considered the extent to which householders should be responsible to make changes that contribute to reducing emissions.

The Mornington Peninsula Shire Council is at a crossroads when it comes to management of its own organisational emissions. Council currently has an adopted policy that commits to operating with zero net emissions and being certified by Climate Active. Council cannot achieve this without offsetting the emissions it can't feasibly reduce or avoid. The council sought the sentiment of the Panel as to how to approach this in future, as part two of the session.

Prior to the session, the Citizen Panel received a number of documents and links to two videos, to offer background and understanding on the complex topic of climate change, how individuals and households can make choices to reduce their emissions, how council supports the community to make those changes, as well as information on how council should proceed with offsets. These appear in Appendix A

The following report outlines the panel discussions, considerations, and final responses. Please note, responses offered are the views of 25 residents of the Mornington Peninsula Shire. While the Panel members are roughly a representative sample of the Shire, their views should not be taken as representing the WHOLE community.



PANEL PROCESS + OUTPUTS

On the evening of Wednesday 7 September 2022, 25 members of the 30 member Citizens Panel met online to discuss and consider two key questions to support council's thinking and direction with its climate change strategy.

The key questions were:

1. At the household level, what responsibility should community take for their own emissions, and what support is needed from Council to empower the community to reduce their footprint in their own homes and travel?
2. Should council invest in offsetting to achieve carbon neutrality OR invest in future potential local emissions reduction initiatives that might have additional benefits for the Shire?

AGENDA

DETAILS
Welcome, acknowledgement of country and purpose of the session
Report back on Future Maintenance Services (session 5)
Understanding household emissions and how council supports Considering and providing responses to key questions
Offsetting including Q&A with MPS Climate team and considering response to dilemma
Reflections & Close



PANEL RESPONSES AND ADVICE

HOUSEHOLD EMISSIONS

Households account for 31% of the communities' emissions. There is an opportunity for us all to contribute to reducing this. Essentially, five areas can be influenced at a household level - choosing renewable energy; more efficient appliances; considering certain types of building materials and their quality; little daily actions to improve energy efficiencies and considering travel/transport options.

After watching two introductory videos, the Panel moved into small group conversations to share their understanding of the pre-reading material (Appendix A). The groups were joined by a member of the council's climate team to answer questions and build understanding on the topic. A summary of questions offered into GroupMap by the Panel appear below:



QUESTIONS + COMMENTS

What is Green Power?

New Builds: how many changes can be made mandatory?

What support is the council able and willing to give to incentivise these changes (e.g from gas to electricity)?

In regard to the example of the house transitioning over a period - what was the cost that they had to outlay for these changes?

What is the Council doing to reduce emissions/what is their focus?

What value are Carbon Offset except a form of cheating and using other people's money

Economic reasons for not upgrading older homes.

What education does the council provide the general public on this issue? How can we get the message out there to people living on the Peninsula?

Is there opportunity for more storage options of solar power batteries for peak times on the Peninsula?

Electric car batteries disposal good/bad? overall outcome of the process of making the batteries versus the reduction of Co2 emissions in cars

What about rental houses? Who is responsible for modifications?

Cost and benefit explanation (cost might be high but the benefits might be higher)

Are the council receiving any financial support from the state government for these initiatives?

Solar hot water

Does recycling/food production have an impact of household 'emissions'?

What is within our power, and what is not possible (yet)

With respect to offering thoughts on how households can reduce their emissions, the Panel were asked to consider two key questions:

1. At the household level, what responsibility should community take for their own emissions (*what's reasonable and within control from a household perspective*)
2. What support is needed from Council to empower the community to reduce their footprint in their own homes and travel (*what's a 'stretch goal' to do more*)



Individually, Panel members captured their responses to the key questions in GroupMap. These appear below and have been lightly themed.

Q1. AT THE HOUSEHOLD LEVEL, WHAT RESPONSIBILITY SHOULD COMMUNITY TAKE FOR THEIR OWN EMISSIONS (<i>what's reasonable and within control from a household perspective</i>)	
Appliances	<p>Improve energy efficiency by making the right appliance choices</p> <p>If possible, replace old appliances (or hot water) that don't meet modern efficiency standards.</p> <p>Use a Reverse cycle air conditioner</p>
Assessment	<p>Maybe a guide to self-assessing your house and what will provide best impact for a given spend</p>
Building	<p>All new houses should be built with all electrical upgrades and solar panels.</p> <p>A thermal shell upgrade. We have a lot of glass and it would be good to look at interior window treatments. I am thinking that this is applying a reflective coating or double glazing.</p> <p>Insulating your home. try and use public transport if able, ie going to city.</p> <p>Improving your house's thermal envelope - cracks, leaks, insulation etc.</p> <p>Insulate home where possible and cost effective</p>
Info/Educ	<p>For a household with limited budget, information on what provides biggest climate change impact for dollar spent</p> <p>Telling retailers we want more energy efficient options (that are cost efficient)</p>
Other	<p>Thick blackout curtains</p> <p>Battery for storing extra solar energy to later use.</p> <p>Reduce Emission by reducing Household waste</p> <p>Investing in solar/induction is expensive</p>
Philosophy	<p>Change behaviour - live a localised, home-based life that celebrates seasonality, slow living, etc. Tap out of the rat race and the endless growth model</p> <p>Lots of small things that will make a big difference over time as they add up- walk to the shops instead of drive, use more public transport, reducing power consumption by turning off lights and powered items on standby, live more simply by buying less and supporting local, growing more of our own food. And looking towards the future- adding solar panels to our home, more energy efficient appliances, possibly looking at an electric car, etc</p> <p>Grow some of your own food, share abundance with your community and save seeds</p>
Power	<p>Turning lights out when not in the room.</p> <p>Power point in right location to enable charging an EV</p> <p>turn off the bloody lights when not in the room</p> <p>LED lighting.</p>
Power/Gas	<p>Clearly I need to replace my duct-ed Gas system with a reverse cycle A/C system ? who best to get advice from?</p>
Transport	<p>Look at using public transport</p>



Q2. WHAT SUPPORT IS NEEDED FROM COUNCIL TO EMPOWER THE COMMUNITY TO REDUCE THEIR FOOTPRINT IN THEIR OWN HOMES AND TRAVEL (what's a 'stretch goal' to do more)

Assess	Every house and household is unique - what if there were a team of volunteers who could visit households and assess what retrofits would be best suited for the style of house and offer a plan to people who don't know where to start? Could advise on rebates and subsidies available too
Building	Support the higher standard of home building. Guide new home owners with new builds eg: as simple as having eaves to shade in summer, protect from winter winds & cold
Funding	Loan program for investment in household solar or induction (big ticket items) Consider providing advice/ seeding \$ to encourage community battery systems
Industry	Knowing and sharing reliable local vendors More information about reliable solar provider
Info/Educ	Education Better advertising showing the correct way to recycle - ie. cleaning cans before putting them into the recycle bin Hold workshops to change peoples behaviours Eco education and sharing knowledge - it is such a new territory and moving very fast, some technologies are out dated by the time they are initiated by the home owner - yet urgently needed Increase the reach of education efforts, how can the council tap into existing community groups to educate new people. Sharing knowledge on costs of replacing items and savings that will be made. Educate. What products are on the market and how can they help your households bottom line. Education. Products, which to buy to give the most economic saving. More education and showing the prices with any rebates from governments, federal and state Provide product guidance
Other	Group buying to reduce cost Use the Eco House facility more at the Briars A bit like the way council approval for any changes required the immediate installation of sewer (rather than 2030 when it became free), could similar themes be taken by council on climate aspects in renovations? Council to continue its push to State Government to extend electric rail further into area the council to lead by example Recycling - food waste Provide more community activity to get people out of their houses so they can turn off heaters/air conditioners
Transport	Improve public transport and encourage local shopping with markets etc



PANEL RESPONSES AND ADVICE

OFFSETTING

The final conversation for the evening was to gain a deeper understanding of council's position on offsetting. The panel listened to a brief overview on the topic by Chris Yorke, Energy and Carbon Management Officer at the Mornington Peninsula Shire, and were offered the chance to raise questions and 'like' others. These were captured in Groupmap and appear below along with the number of likes where applicable. An informal Q&A conversation with Chris and the climate team followed. Unfortunately, due to time constraints not all questions were covered

QUESTION	LIKES
Carbon offsets do not benefit us residents by providing a better environment on the Peninsula, so how is the Council working to create carbon reduction here - are there any proposed projects?	5
Can I sell my offset to council?	4
I have solar and planted 575 trees and 29,600Kg of carbon emission saved what is that worth?	3
If council have pulled their budget for offsetting already, isn't this question of to offset or not irrelevant?	2
As we can never get to Zero emissions. What level of emissions could we on the Peninsula get to without offsetting Carbon?	2
Can the council not off set in the shire, rather than another state as was mentioned in example	2
How do we measure/prove carbon neutral?	2
Is there anyway to use the sea tides in and out of the bay to help generate power?	1
How do we ensure that carbon capture isn't just 'kicking the can down the road'?	1
How much are council currently spending on carbon credits/offsets?	1
How does Council assess the integrity of the activities in the offsets acquired? might some of these activities not have been done anyway?	1
Is there any way or how can we as a community support carbon reduction projects?	0
If Council won't presently fund offsets, could there be an opt-in by ratepayers to have an amount allocated to offsets (a bit like we do when we fly)?	0
If you could ask every household to make one change in the next year, what would be the most impactful and affordable change?	0
Has council consulted on the best and most cost effective method of carbon off-setting?	0
Do we balance offset strategy with investment in long term strategies for carbon reduction? What is the forecast for carbon neutral achievement (without offsets)?	0
What is the benefit for local to buy carbon credit?	0
In view of current media reports re some companies in this "business" wanting to have their allocations diminished how can we believe the validity of this system	0
What price for carbon off-sets has been forecasted?	0

The Panel were then asked to guide council on its dilemma regarding where to invest into the future using a sliding a scale and offer their rationale (why) for their response. The results appear below.

Q1 SHOULD COUNCIL INVEST IN OFFSETTING, TO ACHIEVE CARBON NEUTRALITY OR INVEST IN FUTURE POTENTIAL LOCAL EMISSIONS REDUCTION INITIATIVES THAT MIGHT HAVE ADDITIONAL BENEFITS FOR THE SHIRE



Offsetting

Local reduction initiatives

Q2 WHAT IS YOUR RATIONALE (WHY) BEHIND YOUR RATING?

If we can do something in our community, it will be good. But we can't invest big money now - where will it come out of in the budget?

I don't trust offsetting and the cost is ever increasing. These funds could be better invested in the Shire in projects to reduce household emissions and will be better in the long term.

Need both as both are equally important - can't have one with out the other

It seems that the council is not able to generate the same reductions locally as they would generate by buying the carbon offsets externally. I would prefer that the money was spent here but the idea is to reduce carbon globally, so offsetting is the best way of achieving this

Your not "investing" in offsetting your "spending" ratepayers money. Its a cheaters way of hitting targets without doing the work yourself. This achieves no actual benefit for the people living in the shire. Dont forget we do have a green wedge make the most of it.

This is actually a much tougher decision to make then I initially thought it would be. Given the limited information we have on the specifics. What

are the potential local emission reduction initiatives and how measurable are they in terms of carbon capturing? Offsetting is relatively black and white in its accountability (albeit not entirely trustworthy) and a fast way to reduce our total overall emissions as a global community, but slow measures that help out the community directly here on the Shire are also drastically needed to solve an array of problems that we face as a collective.

We need both.

Both fast and slow solutions. Both global and local solutions. We need investment from council in both, not either or. Tough gig!

The offsetting of carbon will have global benefits for all. So the investment will work harder and have more effect than investing only in future potential council initiatives.

Globally it is really great for the Shire to be involved via offsetting the global emissions initiatives.

However, I am a big believer in charity begins at home - we need to achieve emissions reductions in the Shire, for the sake of this environment, flora, fauna and our children

...continued overleaf



I am in agreement with Council in terminating offset payments and I am in favour of carbon minimization projects like assistance in solar panels, efficient space and water heating and house insulation. This has probably more effective climate change potential as well as assisting local residents

Sounds like council will not achieve neutral for many many years. So they must continue to invest (pay) for the credits, but I think everyone will want council to keep findings ways to reduce their carbon usage (to reduce their costs) as well as educate the public on achieving a zero result in the future.

Invest in local initiatives that might create jobs, spending money locally to benefit the shire.

We should invest in improving the local environment, using the money to develop programs that can be used as offset carbon reduction- even subsidising community housing to be included and looking at rental properties to be inspected so they have efficient hot water/heating etc

Invest council money (rates) locally for the future benefits.

This could create local businesses or jobs.

This will enhance and protect the peninsula.

I don't trust offsets and they are becoming more expensive. Thi money would be better invested in the shire for greater return in the future.

Cost of offsets are rising rapidly. Also Council saying it is net zero (using offsets) is potentially misleading, as some will interpret this as the Peninsula being net zero (which is actually what we should be aiming for, with Council acting as best as it can as an enabler)

Offsetting in areas away from the Peninsula feels like a Band-Aid approach. Investing locally feels like a stronger option for protecting our environment for future generations. The buy-in from residents would be higher if it was invested here- people may want to be involved more as it directly impacts/ benefits them and the area they live in.

If we keep on investing in offsetting to somewhere else, one day in the near future we won't have the enough budget to pay for it. So why not invest in future potential local emissions reduction initiatives now?

Council have more control over where the money is spent and the quality of the initiatives.

Creates more jobs on the Mornington Peninsula.

Would rather spend our rates on things that affect us and we see and help use instead of another lga getting our money

Invest reducing community emissions benefit local and global

At a council level we need to sacrifice the carbon neutral status for long term gain/local impact. Can Fed/State Gov do more (yes!) to purchase offsets?

Being able to demonstrate impact at a local level helps the community to understand and support the investment, and potentially agree to more investment.

It's more direct way of spending money, for the local area, in the local area.

We'd prefer council to take real action and to spend money locally for the benefit of the citizens of MPS.



We trust this report offers unique insight into what a small (n=25) yet representative sample of the broader Mornington Peninsula community may be considering with respect to council's climate change stance.



APPENDIX A

CLIMATE CHANGE SUPPORTING DOCUMENTS



SESSION 6 – CLIMATE CHANGE – 7 September 2022

Key Questions:

- 1a. At the household level, what responsibility should community take for their own emissions (pg1-4); and
- 1b. What support is needed from Council to empower the community to reduce their footprint in their own homes and travel (pg5)?

BACKGROUND on Q1a

What is the householder’s capacity and responsibility to de-carbonise their home?

Everyone needs to turn on the lights at night, start the shower in the morning, be comfortable and travel but if this can be done with less emissions should the householders be responsible to make the changes?

Climate change requires an individual and a collective response together to get the emissions down to what we require for a safe future. Housing is influenced by many factors some in the control of the householder and some not.

Out of the control of the householder	Within the control of the householder
<p>Housing infrastructure depends on utilities, trades, market appliances, building standards and many other factors often outside the control of the individual. Governments and industry are taking action and starting to make changes including:</p> <ul style="list-style-type: none"> • Improved housing minimum standards • Increasing grants for the efficient appliances and solar systems • Driving new technology • Setting targets on renewable power in the grid • Mapping a pathway off gas (which is a fossil fuel) 	<p>The householder has a range of actions within their control including appliance selection, power source choices, minor home improvements and how the house is run. What an individual householder can do to de-carbonise their home includes:</p> <ul style="list-style-type: none"> • Understand the choices for renewable power. • Choose appliances for the future. • Make your home as thermally efficient as possible (such as draught sealing and insulation). • Manage how power is used through actions in the home (such as using appliances when the solar panels are generating power or wearing clothing for the season).

Various experts have mapped a pathway for Australian households to de-carbonise that include:

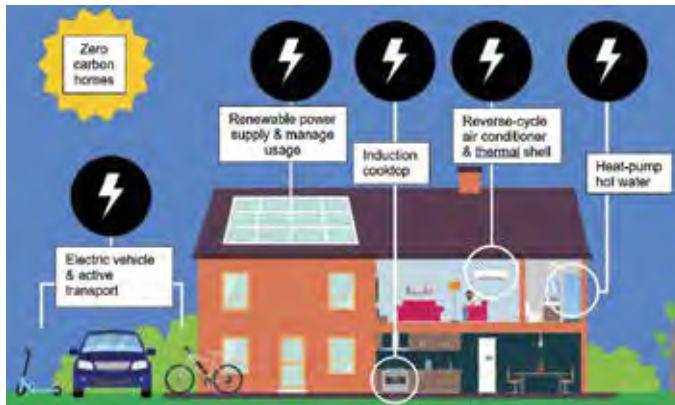
- An uptake of renewables
- Choosing efficient electric appliances
- Improving the quality of the building (house)





- Taking personal actions on home efficiencies
- Considering travel & transport options.

A house of the future could look like this:



The process of decarbonising a home has **several key actions** that can be taken with no specific order. In the table below, each **key action** is detailed with an approximate level of carbon impact, investment, savings, and better home environment.

Action area	Impact -Carbon	Investment	Impact -\$savings	Better home
Buy Greenpower	High	Low	None	None
Invest in Solar PV	High	Medium	High	None
Install an Efficient Hot water heatpump	Medium	Medium	Medium	Low
Use a Reverse cycle air conditioner	High	Medium	High	High
Draught proofing & insulation	Low-Medium	Low-Medium	Low-Medium	High
Install an electric cooktop and get off gas	Low	Medium	Medium	High
Personal home efficiency actions	Low-Medium	None	Low-Medium	Medium
Use public or active transport	High	Low	High	None
Purchase an electric vehicle	High	High	High	None

In considering the key question - *at the household level, what responsibility should community take for their own emissions* – Council is keen to understand which is most important to the community- carbon impact, investment costs, ongoing savings or better quality homes?



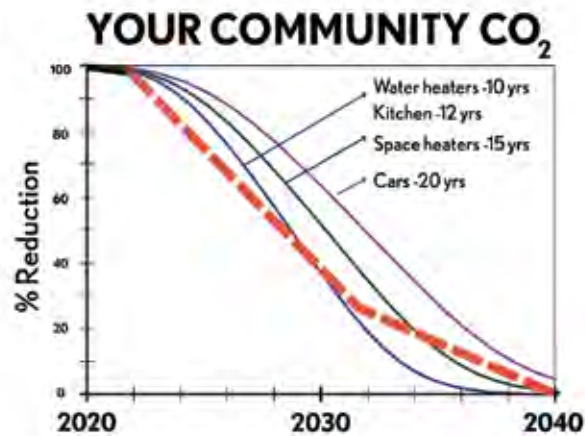
De-Carbonising Australian Households - by Saul Griffiths

Saul Griffiths is an eminent advisor on electrifying and decarbonising the household sector in America and here in Australia. Recently he published 'The Big Switch' detailing Australia's electric future.

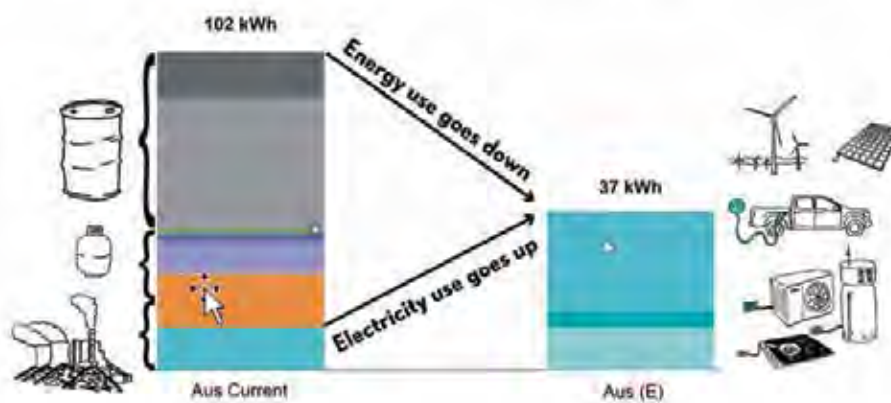
Household emissions equate to 31% of total Australian emissions.

The pathway to climate success is to replace the main origins of our emissions (gas and oil powered machines) with cleanly powered electric machines as they retire.

- Our:
- Water heaters.
 - Space heaters.
 - Gas cooking.
 - Petrol/diesel cars.



Electrifying the Australian household leads to enormous efficiency wins.





Everyday Savings : Electric space heating



Electric heat pumps use 1/3 the energy of gas and electric induction cookers use half.

Combine these efficient electric appliances with solar PV and efficiencies (through better buildings and good practices) = Better health, a safer home environment, improved quality of life and lower bills.

Reducing carbon emissions from residential homes is key to achieving carbon-reductions here in the Shire. The image below is a breakdown of our current community emissions:

Our Community Emissions

In 2018, community emissions were calculated as 2.07 million tonnes of CO₂-e.



Electricity consumption
(52.5%)



Transport
(31%)



Natural gas consumption
(8.4%)





BACKGROUND on Q1b: What support is needed from Council to empower the community to reduce their footprint in their own homes and travel?

Support provided to the Mornington community for home de-carbonisation

The Shire endeavours to support a range of services as follows:

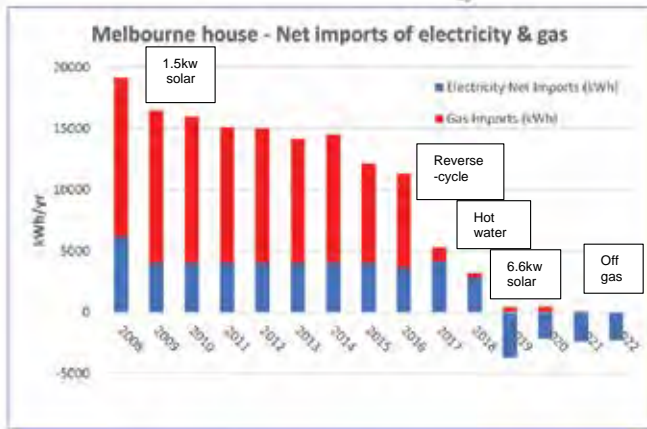
- Tailored telephone advice (no cost)
- Specialist Energy Advice Service – one to one tailored advice from experts in the field.
- Online advice sheets on Sustainable Design for your home.
- Support for Energy efficient appliances - online material and state subsidies
- Finance options – links to sustainable finance options
- SunSpot tool to help householders assess their household solar potential
- Training and education- Eco-living display centre and courses including:
 - Sustainably retrofit or design your home
 - Installing renewables
 - Household electrification
- Community organisation RePower provides advice on local experiences, target impact and signing up to green power.

In considering the key question:

- Are there other areas of support that the Shire can provide (what's missing)?
- Are there sectors of the community which may need additional support?

Follow the journey of electrifying a Melbourne house

This is the personal story of electrifying a 2-storey, 4-bedroom weatherboard in Melbourne over 14 years. Hot water



The energy bills

The chart shows in red how in 2008 13,000 kilowatt hours of gas (equivalent to 47 gigajoules) was used. Along with that, shown in blue, 6000 kilowatt hours of electricity was also used.

By today's prices that would be nearly \$2000 a year for energy. That ignores supply charges that add around another \$600 a year for a total of \$2600 a year.

Thermal Shell Upgrade

Late 2009 and again in 2012 found the householder renovating the front and then the back of the house, with full insulation (except for underfloor where there is inadequate clearance from the ground), double-glazed windows, good interior window treatments and draught proofing.

Reverse cycle installed

2017 in went two very efficient Daikin US7 split-system reverse-cycle air conditioners: one in a main living area (TV room, eating area, kitchen), and one in the master bedroom. The chart shows the impact where we used only 14 per cent of the volume of gas, we had consumed just two years before in 2015.

Efficient hot water system installed

Also, in 2017 we ditched the 23-year-old gas hot water heater and replaced it with a heat pump. By 2018, we were using only 3 per cent of the volume of gas compared to what we used to use back at the start of the chart in 2008.

Adding solar panels

In 2008 a 1.5kw solar system was added but countered in 2018 when 22 panels were installed (6.6 kilowatt of panel capacity).

Induction cooktop and gas removal

And then nearing the end of this story, in mid-2021, our kitchen range-hood fan died. This spurred us to embark on a long-overdue kitchen renovation which brought with it a permanently installed induction cooktop. Prior to that, we were using a portable induction hot plate from time to time.

Now the house was 100 per cent off gas, fully electrified. I rang up our gas supplier and they hauled the gas meter away. The chart shows in 2019 the household had become a net energy exporter. Now it is 2022 and we are enjoying our first fully electrified calendar year!

Comfortable on the cheap

For the past 12 months our total energy bill (electricity only, no gas, includes supply charges), was \$526, down from where we could have been spending \$2600 a year had we made no changes. And we are comfortable.



Vote on whether the Shire should invest in offsetting to achieve carbon neutrality or invest in future potential local emissions reduction initiatives that might have additional benefits for the Shire?

What is your vote?

Background

The Mornington Peninsula Shire Council is at a crossroads when it comes to management of its own organisational emissions. Council currently has an adopted policy that commits to operating with zero net emissions and being certified by Climate Active. Council cannot achieve this without offsetting the emissions it can't feasibly reduce or avoid.

Issues

The environment has changed since Council adopted the Carbon Neutral Policy in 2016:

Then (2016)	Now (2022)
<ul style="list-style-type: none"> Cheap carbon credits from international projects cost less than \$1.50 and credits from Australian projects cost \$15 (1 carbon credit offsets 1 tonne CO₂-e) Council did not have a community net zero emission target 	<ul style="list-style-type: none"> Cheap carbon credits for from international projects are more than \$6 (300% increase) and \$30 (100% increase) from Australian projects Council has a net zero by 2040 community target Integrity of carbon offsetting schemes has been questioned

Where should we focus our investment?

- Keep offsetting to maintain carbon neutrality, to lead by example, respond immediately to the emergency to reduce emissions globally as quickly as possible and be the change we want to see in our community? OR
- Shift investment into future potential local emissions reduction initiatives that might have additional benefits for the Shire as an organisation, for example investing in local projects that achieve our biodiversity targets, or for our local community, for example providing incentives for local residents and business to reduce emissions.

	Continue offsetting	Shift investment
Advantages	<ul style="list-style-type: none"> We lead by example We respond to the emergency by achieving zero net emissions immediately Reduce more emissions globally for less (\$) Establishes an internal carbon price to influence decision making (our own operations and supply chain) 	<ul style="list-style-type: none"> Economic, environmental, and social benefits realised locally Initiatives likely contribute to Climate Emergency Plan net zero by 2040 target



	Continue offsetting	Shift investment
	<ul style="list-style-type: none"> Adds to the offset market value in emissions reductions 	
Disadvantages	<ul style="list-style-type: none"> Scarcity is driving Carbon credit prices up globally and making them less affordable Money not being invested locally Short term solution to emissions management only with shortage of carbon credits expected 	<ul style="list-style-type: none"> Lose leadership position and influence with stakeholders and suppliers Fewer global emissions reduced in the short term Ongoing management and protection of projects from bushfire and other threats could be an added cost burden for Council/community Lack of examples nationally to guide project success. Loss of internal carbon price and the encouragement it provides to avoid or reduce emissions

What are the implications for Council?

Council has committed carbon neutrality since 2016 and adopted a policy to achieve this by 2021. This policy focussed on reducing emissions and then offsetting residual emissions as the plan to achieve this. This Policy, and working beyond this, was further embedded in the Council and Wellbeing Plan 2021 – 2025 and Climate Emergency Plan, 2020.

In the *Continue offsetting* scenario, Council would need to continue funding the purchase of carbon credits.

In the *Shift investment* scenario, Council would need to amend its policies and redirect funding into alternative initiatives.

How do you vote

- Remain carbon neutral by buying offsets (including overseas options).
- Invest money in local projects but sacrifice carbon neutral status
 - How would you spend the money to reduce carbon emissions?



PLEASE NOTE: Every effort has been made to transcribe participants comments accurately. Please contact Melinda Jacobsen at melinda@mosaiclab.com.au should you have any queries about this report.

MosaicLab is a Victorian-based consultancy that specializes in community and stakeholder engagement, facilitation, negotiation, strategic planning and coaching

We pay our respects to the traditional custodians of all the lands on which we live and work. We acknowledge their continuing connection to land, water and culture and the ongoing contribution they make to our society today. We extend this respect to elders' past, present and emerging.



REPORT PREPARED BY:
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APPENDIX 6

COUNCIL + WELLBEING PLAN REPORT



MORNINGTON PENINSULA SHIRE

CITIZENS PANEL

Council + Wellbeing Plan

6 October 2022

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LIMITATIONS OF USE

The sole purpose of this report is to provide a summary report on findings online engagement activities hosted by MosaicLab on behalf of the Mornington Peninsula Shire. This report has been prepared in accordance with the scope of services set out by Mornington Peninsula Shire. In preparing this report, MosaicLab has relied upon the information provided by members of the Citizens Panel who participated in the session. Mornington Peninsula Shire can choose to share and distribute this report as they see fit. MosaicLab accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.

BACKGROUND

The biggest community engagement activity ever, Imagine Peninsula 2040, was undertaken in 2020 to hear from the community about their aspirations for the future of the Mornington Peninsula and to create a community vision. Using information from community engagement activities, combined with health, wellbeing and community profile data, as well as the functions and obligations required of councils by law, council developed its Council and Wellbeing Plan 2021-2025.



The Plan contains a framework for everything it does to enable elected representatives to best serve the community.

The Council and Wellbeing Plan has the following components:

- ◆ Themes: Sets council's strategic direction to work towards the Community Vision.
- ◆ Strategic Objectives: Outlines what the future looks like.
- ◆ What is to be done to achieve objectives: The strategies council will put in place to reach the strategic objectives.
- ◆ How to measure progress: The strategic indicators that monitor the achievement of objectives

At the mid-point of the Council & Wellbeing Plan, council sought feedback from the Citizen Panel on four projects they are grappling with. These were:

- ◆ Affordable Housing
- ◆ Planning Permits (Statutory Authority)
- ◆ Potholes and 2021 Storm response
- ◆ Welcome to Country & Acknowledgement to Country

Prior to the session, the Panel received background documents providing information on each project as well as two key questions per topic for their consideration. These appear in Appendix A

The following report outlines the panel thoughts and responses to the key questions. Please note, responses offered are the views of 24 residents of the Mornington Peninsula Shire who were present on the night. While the Panel members are roughly a representative sample of the Shire, their views should not be taken as representing the WHOLE community.

PANEL PROCESS

On the evening of Wednesday 6 October 2022, 24 members of the 30 member Citizens Panel met online to discuss four projects contained within the 2021-2025 Council & Wellbeing Plan and consider two key questions per project to guide council's thinking and direction.

AGENDA

DETAILS
Welcome, acknowledgement of country and purpose of the session
Report back on Climate Change (session 6)
Understanding the material including Q&A conversations with team leaders for each project
Sharing understanding with others and offering responses to key questions per project
Reflections & Close



The Panel were joined by the following Team Leaders from each project area:

ORGANISATION	NAME	ROLE
Affordable Housing	Chris Munro	Manager - Community Partnerships
Planning Permits	David Simon	Manager - Development Services
Potholes & Storm Response	Dale Gilliatte	Team Leader – Emergency Management and Internal Review
Potholes & Storm Response	Tom Haines-Sutherland	Manager - Infrastructure Services
Welcome/Acknowledgement of Country	Julia Young	Cultural Heritage Advisor

As this was the final 'formal' Citizen Panel session, several Councillors and Council staff joined as observers to the process:

- ◆ Cr Anthony Marsh
- ◆ Cr David Gill
- ◆ Cr Susan Bissinger
- ◆ Cr Sarah Rice
- ◆ Cr Antonella Celi
- ◆ Cr Steve Holland
- ◆ Cr Lisa Dixon
- ◆ Cr Despi O'Connor
- ◆ Cr Kerri McCafferty
- ◆ John Baker – CEO
- ◆ Bulent Oz – Chief Financial Officer
- ◆ Mandy Billing - Executive Officer - Planning and Infrastructure
- ◆ Mike McIntosh - Director - Planning & Infrastructure



PANEL RESPONSE

AFFORDABLE HOUSING

The lack of affordable housing is a critical challenge for our Peninsula. While Federal and State Governments hold the primary responsibility for the provision and funding of social and affordable housing, council also has an important albeit limited role to play. Council's role is to facilitate and advocate for sustainable housing options for our community that are affordable, appropriate and available.

The two key questions the Panel discussed on this topic were:

1. Is this the right approach overall (facilitation and advocacy)?
2. What else do believe Council should do locally to help address this issue?

The Panel's responses are below:

Q1: IS THIS THE RIGHT APPROACH OVERALL (FACILITATION AND ADVOCACY)?

Being the last level of government limited abilities but doing well with what they are doing, doing their best.

does being peri regional effect federal involvement? Re-funding, and does it stipulate what targets the council need to meet?

Yes

Q2: WHAT ELSE DO YOU BELIEVE COUNCIL SHOULD DO LOCALLY TO HELP ADDRESS THIS ISSUE?

Connect in with services like Lions groups who can support people in need of housing, and Lions groups can connect people to the right places and sourcing of housing and/or funding

Differential rates for houses rented for holidays versus made available to add to permanent rental stock

Have a good plan on how money would be spent do help get the money

https://lionsclubs.org.au/our-stories/lions-club-of-whitford-donates-to-mobile-laundry-van/?utm_source=rss&utm_medium=rss&utm_campaign=lions-club-of-whitford-donates-to-mobile-laundry-van

if planning is given for several houses on one block then make it a stipulation that at least one dwelling is fit for affordable housing purpose.

Make certain that the things that council can control (planning, rates, etc) do not act in a manner inconsistent with the aims of increasing the affordable housing stock

Planning Permits for granny flats, and rooms for rent incentives

Push for crisis house a lot, as much as they can

PLANNING PERMITS (STATUTORY PLANNING)

The Mornington Peninsula is one of the busiest municipalities for planning permits in Victoria and have been for an extended period of time. Since January 2020, the council received the highest volume of planning applications in the State due to COVID impacts (*economy and housing market*). In the most recent 2022 annual Community Satisfaction Survey, the community rated our planning permit service to be poor. The planning permit service is therefore an area for improvement.

The two key questions for this topic were:

1. Are we taking the right approach?
2. What else can we do to address this issue?

Q1: ARE WE TAKING THE RIGHT APPROACH?

12-18months for new IT system it is extremely outdated, resulting in a convoluted system which doesn't serve its purpose.

Can it be streamlined with as many electronic questions raised as practical before any human input becomes required

Highest number Permits, high turnover of staff,

Out sourcing might increase workload - someone having to check that it is being down correctly

Reliance on outsourcing

Q2: WHAT ELSE CAN WE DO TO ADDRESS THIS ISSUE?

Community volunteers

Ensure exit interviews are held to ascertain why people are leaving and try to address the issue.

Find out more as to why the community felt the service was poor, it might just be because they didn't get what they wanted, and they also might be unreasonable expectations.

For the lesser planning tasks, these can be delegated to other staff.

Is the planning department group too large under the one umbrella, so they are trying to cover a large range of topics, make it more specific, commercial/ domestic, then break those groups down even more.

Is there an IT program that's already developed and readily accessible that could be adopted

Possibility of using the older work force that exists on the peninsula and is a growing group of people, facilitate job share and working from home options

Programs to include younger people in the planning process (inclusiveness)

Make sure the permits have looked at the future needs - car parking for businesses etc. long term effects, future planning - more thought at the start might prevent future headaches and more man power to resolve problems. eg - possibility of traffic lights at Bungower Rd and Racecourse Rd and again at Moorooduc highway - rather dig the Rd and have road works for months while at great cost all reconfigured - retain roundabout and maybe use solar traffic lights and only at peak times, so still have roundabouts. both these junctions are busy, but only twice a day. The implications of allowing a school to be built on a busy road, causing roads being clogged at peak times, and kids wanting to cross Rds to get to school, and then having to change rd flow with crossings to accommodate this. Future planning!

Seeking clarification on why the peninsula planning process is so lengthy and convoluted when: i) there are many areas in Vic that also have significant heritage/ peri rural concerns and ii) the work of town planning involves considering many factors in any case? (It seems like an excessive amount of work, systemically speaking).

Systems will take 12-18 months more to update

POTHOLES & STORM RESPONSE

Potholes and the clean-up from the October 2021 storm generated significant community interest and attention for the council this year.

Potholes – It has been a challenging winter with 30% more potholes. Council has attended to more than 1,000 in August alone, and while the repair work is ongoing, the topic has created a lot of concern and commentary (*particularly on social media*) from the community.

Storm Response - The October 2021 storm left a trail of devastation across the Peninsula. Since October 2021, council has dedicated every suitable resource to the clean-up effort, including additional subcontractors, and worked through more than 3500 requests for assistance from the community. The clean-up work is mostly complete, with some stump removal still to be done. Community feedback and commentary has suggested council could have done a better job in terms of communication and speed of the clean-up.

The two key questions for this project were:

1. Does this approach provide adequate and relevant information give assurance and keep the community informed?
2. What could we do differently or what more could we do?

Q1: DOES THIS APPROACH PROVIDE ADEQUATE & RELEVANT INFO, GIVE ASSURANCE AND KEEP THE COMMUNITY INFORMED?

No.
 Not reaching community - i personally have not heard of either
 sorry I tried it's still no.

Q2: WHAT COULD WE DO DIFFERENTLY OR WHAT MORE COULD WE DO?

<p>ABC radio - into specific areas</p> <p>Better mapping of multiple needs to avoiding multiple visits to the same or nearby location</p> <p>Build road well with good material so they don't get potholes in the first place.</p> <p>Community Coordinators a person or small group for a street, area, or block that they submit to the council what damage is done. To clean up comms between council and people</p> <p>Crunch the numbers, maybe provide some jobs employ people in house to fix/repair roads.</p> <p>If have dedicated social page - 'peninsula potholes' which covers the whole council area, can have linked docs re materials and who owns what and all 'info' potholes, this would need to have a dedicated person to man the site and respond and organise work, rather than lots of sub groups have one centralised area.</p>	<p>Look at prevention rather than cure - why are the potholes appearing in the first place? Is it large volumes of traffic or excessively heavy trucks causing the problem and try and address the issue.</p> <p>More research in to using recycled materials to make / repair roads.</p> <p>Postal drop reaches every house. 'peninsula wide' council booklet could be done more frequently and contain all things however small.</p> <p>Promote snap send solve</p> <p>Provide the SMS service as an opt in type of service.</p> <p>SMS alerts.</p> <p>Social media.</p> <p>Would it be possible to manufacture the recycled road material locally or at least in Victoria. Create jobs etc.</p> <p>Youtube advertisements</p>
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WELCOME TO COUNTRY AND ACKNOWLEDGEMENT TO COUNTRY

The Mornington Peninsula Shire receives a lot of enquiries from non-Indigenous residents, organisations and businesses about welcome to country and acknowledgement of country protocols. To assist with these inquiries, we've developed a guide for staff, councillors, volunteers, and the community outlining the correct cultural protocols for Acknowledgement of Country and Welcome to Country ceremonies.

The two key questions for this topic were:

1. Does the current information provide you with an adequate understanding of Welcome to/ Acknowledgment of Country protocols?
2. What other information would you like to see in the guide?

Q1: WHAT OTHER INFORMATION WOULD YOU LIKE TO SEE IN THE GUIDE?

A video on the correct pronunciation of Bunorong and Boon Wurrung

Cultural artwork

Does it need to include a short explanation of the history of doing welcomes / acknowledgements (e.g., when they started and why)

Links to more general history and stories of the Bunorong people

More publication of this information (understanding that this is a draft to be published) when published to make it readily available\

Put cultural areas of interest on there as well, for example Willim Warrain in Hastings

when attending a meeting it is not necessary for every speaker to do an acknowledgement to county, it is not being disrespectful if this was covered in opening speeches.

Q2: DOES THE CURRENT INFORMATION PROVIDE YOU WITH AN ADEQUATE UNDERSTANDING OF THE PROTOCOLS?

Is there an agreed timeline for periodic review; check in with the Bunorong land council in case its desired wording changes over time (e.g., reference to emerging leaders)

Making the public aware of funding and events or workshops available to the public

Yes it is very informative and should be readily available in the community and sent to organisations within the shire for their reference



We trust this report offers unique insight into what a small (n=24) yet representative sample of the broader Mornington Peninsula community is thinking in relation to four key projects of the 2021-2025 Council + Wellbeing Plan, and that the Panel's responses to key questions provided guidance to support council's continued work.

APPENDIX A

SUPPORTING DOCUMENTS



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7th Citizens Panel: Council and Wellbeing Plan



Affordable Housing Chris Munro

The lack of affordable housing is a critical challenge for our Peninsula. While Federal and State Governments hold the primary responsibility for the provision and funding of social and affordable housing, Council also has an important albeit limited role to play.

Our role is to **facilitate** and **advocate** for sustainable housing options for our community that are affordable, appropriate and available.

How Affordable Housing relates to Council and Wellbeing Plan

A HEALTHY NATURAL ENVIRONMENT AND WELL-PLANNED TOWNSHIPS

Vibrant and unique townships balanced with a natural environment that is protected now and into the future, accelerating climate action and celebrating cultural heritage.

[Strategic Objective 1.4 An accessible built environment that supports diverse, current and future community needs.](#)

[1.4.4. Continue to implement the Triple A Housing Plan. Triple A Housing Plan 2020 - 2030 - Mornington Peninsula Shire \(\[mornpen.vic.gov.au\]\(http://mornpen.vic.gov.au\)\)](#)

[1.4.5. Develop an Affordable Housing Policy to facilitate contributions in private developments.](#)

[1.4.6. Advocate to state government for additional social and affordable housing and better housing support services.](#)

Issues/Challenges

- Council has declared a housing crisis but some members of the community don't see this as Council's role
- Council needs state and federal government funding and support to address this issue
- There are currently 4,000 residents on public housing waiting list
- ABS 2016 homelessness estimates show the Mornington Peninsula had the sixth highest number of people sleeping rough for any municipality in Victoria
- There are close to 3,000 applicants seeking housing on the Port Phillip side of the Peninsula and close to 1,000 applicants seeking housing on the Westernport side of the Peninsula with the vast majority eligible for Priority Access on the Victorian Housing Register
- The shortfall of social and affordable housing on the Peninsula, forces many of our local residents to reluctantly leave the Peninsula in their search for affordable housing.
- There is an under-supply of affordable and social housing (i.e. community housing and public housing) on the Mornington Peninsula, particularly one or two bedroom dwellings. There is no dedicated, affordable emergency accommodation and our supply of social housing is below the average for Victoria.

Our actions so far (2022)

Facilitation: This year, we sought community input to understand their views, and feedback on the use of Shire land parcels for affordable housing in Capel Sound, Rosebud, Hastings and Mornington.

[Affordable housing for the Peninsula | Shape our Future \(\[mornpen.vic.gov.au\]\(http://mornpen.vic.gov.au\)\)](#)

Council offered up to 10 Shire owned land parcels to the value of \$10M to assist fast-tracking the housing options. After going through extensive community/stakeholder consultation and an EOI (Expression of Interest) process to assess suitable housing providers to build and manage affordable housing, Council decision was made.

7th Citizens Panel: Council and Wellbeing Plan



Hastings and Mornington

Going ahead with lease negotiations to support housing for women including older women and victims of family violence.

Capel Sound

Not going ahead with the Allambi Avenue site for affordable housing after listening to community concerns.

Rosebud

Exploring future types of housing needs for the central Rosebud sites before we go back to the market to seek a supporting partner.

Advocacy

Leading up to the Victorian election, we also continue to advocate to the Victorian Government for investment in affordable housing across the Peninsula.

[Homelessness | Shape our Future \(mornpen.vic.gov.au\)](https://www.mornpen.vic.gov.au/homelessness-shape-our-future)

We are advocating for community support:

- Around \$1M of Shire funding support is directed to local organisations to supporting vulnerable people in need through direct funding support.
- Made available some camping sites for local agencies to utilize due to lack of crisis accommodation
- Funding capital upgrades for services to enable shower and laundry support programs
- Provided additional Covid relief funding to local agencies

Key questions to Citizens Panel

1. Is this the right approach overall (facilitation and advocacy)?
2. What else do believe Council should do locally to help address this issue?

7th Citizens Panel: Council and Wellbeing Plan



Planning Permits (Statutory Planning)

We are one of the busiest municipalities for planning permits in Victoria and have been for an extended period of time. Since Jan 2020, the Mornington Peninsula Shire received the highest volume of planning applications in the State due to COVID impacts (economy and housing market).

The complexity of a planning permit process varies, depending on what the permit is for. The Shire website has information about planning permits and process for the customer/community. [About Planning - Mornington Peninsula Shire \(mornpen.vic.gov.au\)](https://www.mornpen.vic.gov.au/about-planning)

In the most recent 2022 annual Community Satisfaction Survey, the community rated our planning permit service to be poor. The planning permit service is therefore an area we are keen to improve.

Relates to Council and Wellbeing Plan

A HEALTHY NATURAL ENVIRONMENT AND WELL-PLANNED TOWNSHIPS

Strategic Objective 1.4 An accessible built environment that supports diverse, current and future community needs.

1.4.9. Deliver actions in the Housing and Settlement Strategy and Neighbourhood Character Study to manage demand for housing and population growth.

[mornpen.vic.gov.au/housingsettlementstrategy](https://www.mornpen.vic.gov.au/housingsettlementstrategy)

[mornpen.vic.gov.au/neighbourhoodcharacterstudy](https://www.mornpen.vic.gov.au/neighbourhoodcharacterstudy)

Issues/Challenges

These are our challenges:

- Being the recipient of the highest volume of planning applications in the State means there is a more than 30% increase in average workload since Jan 2020
- Resourcing – there is shortage of skilled/qualified professionals industry wide and staff turnover
- The complexity of Planning Scheme means time and training are important elements for our existing team/staff to develop necessary skills and knowledge
- We are working with outdated IT systems
- Site inspections have resumed but there is some backlog of work to address due to Covid lockdowns and restrictions

Impact on customers:

- Increase in length of time to process planning applications (frustrations for applicants and objectors)
- Lack of contact/communication during the process
- Lack of information regarding the process and expectations (given current workloads and resources)
- Dissatisfaction with outcomes

7th Citizens Panel: Council and Wellbeing Plan



Our solution

Short/medium term

- Prioritise communications with the customer/applicant to focus on the progress/status of applications
- Increase productivity by reviewing old systems and processes: Implement new systems, processes and procedures (e.g. simplify checking and sign off process for assessments, allocating files to a planner quicker, analytical tools to track workloads by planner, team and unit)
- Increase resourcing of department in line with increase in workloads (Unit Review March 2022)
- Decrease staff turnover through new student / graduate program with universities
- Outsource workload where possible

Medium/longer term

- Continue to look at ways to increase productivity once new IT system is in place
- Simplify Planning Scheme controls – example Planning Scheme Amendment C219 [Amendment C219](https://www.mornpen.vic.gov.au/mornpen.vic.gov.au) [morn: Housing for the Peninsula | Shape our Future](#) ([mornpen.vic.gov.au](https://www.mornpen.vic.gov.au))

Key questions to Citizens Panel

1. Are we taking the right approach?
2. What else can we do to address this issue?

7th Citizens Panel: Council and Wellbeing Plan



Potholes and Storm Response Tom Haines-Sutherland

Potholes and the Storm Response (clean-up from the storm in October 2021) have generated significant community interest and attention for the Council this year.

Potholes

This winter has been challenging. We've had 30 per cent more potholes but managed to attend to more than 1,000 in August alone. While the repair work is ongoing, the topic has created a lot of concern and commentary (particularly on social media) from the community.

Storm Response

The October storm left a trail of devastation across the Peninsula. Since October 2021, we've dedicated every suitable resource possible to the clean-up effort, including additional subcontractors. We've worked through more than 3500 requests for assistance from the community. The clean-up work is mostly complete, with some stump removal still to be done. Community feedback and commentary has suggested we could have done a better job in terms of communication and speed of the clean-up.

How they relate to Council and Wellbeing Plan

A HEALTHY, NATURAL ENVIRONMENT AND WELL PLANNED TOWNSHIPS

Vibrant and unique townships balanced with a natural environment that is protected now and into the future, accelerating climate action and celebrating cultural heritage.

[Strategic Objective 1.4 An accessible built environment that supports diverse, current and future community needs.](#)

[1.4.2 Build and maintain Shire infrastructure and facilities based on community needs and facility condition](#)
[Strategic Objective 1.3 A sustainable built environment that respects the natural environment and protects the community from the impacts of the climate emergency](#)

Issues/challenges

Potholes

- Low community understanding about the cause of potholes and process to fix them
- Dependency on road users to report potholes so they can be fixed as soon as possible
- Amount/level of service required to fix the potholes – 30% increase this winter
- Community unsure if Council or VicRoads manage roads
- Staff shortage in industry makes bringing in more resources difficult
- Community criticism – general concern over quality/condition of roads

Storm response

- Low community understanding of size of storm and how cases are triaged
- Limited crews and subcontractors to improve speed of clean up. Some crews still doing related works eg. planting during clean-up
- Dumping of storm debris from private property. Understanding of who is responsible for what.
- Community criticism – slow responses and clean-up time
- Perception that more could be done

7th Citizens Panel: Council and Wellbeing Plan



Our solution

Potholes

- Implemented a community education/awareness campaign to explain potholes and the challenges of pothole maintenance [Potholes - Mornington Peninsula Shire \(mornpen.vic.gov.au\)](http://mornpen.vic.gov.au)
- Work together with community – ask community to report a pothole ([report a pothole form](#)).
- Increase our workforce to four dedicated patching crews supported by an asphalt repair crew to repair our roads faster

Storm response

- Communication about where we are up to with clean up
- Review of storm response and how to improve for 'next time'
- Clearer operational plans on what to do and consider when responding to a storm
- Working with contractors to improve customer contact following reporting of an issue
- [Storm response | Shape our Future \(Logged in\) \(mornpen.vic.gov.au\)](#)
- Having more subcontractors on standby - this is challenging in practice
- Exploring options to assist residents with their debris – e.g. Onsite mulching, free green waste weekends, milling of fallen trees etc.

Key questions to Citizens Panel

1. Does this approach provide adequate and relevant information give assurance and keep the community informed?
2. What could we do differently or what more could we do?

7th Citizens Panel: Council and Wellbeing Plan



Welcome to Country & Acknowledgement of Country Julia Young

The Mornington Peninsula Shire receives a lot of enquiries from non-Indigenous residents, organisations and businesses about welcome to country and acknowledgement of country protocols.

To assist with these inquiries, we've developed a guide for staff, councillors, volunteers, and the community outlining the correct cultural protocols for Acknowledgement of Country and Welcome to Country ceremonies.

How this relates to Council and Wellbeing Plan

A FLOURISHING HEALTHY AND CONNECTED COMMUNITY

An inclusive and creative community that values safety, physical and mental health and wellbeing. A community with accessible services and transport to keep us connected

[Strategic Objective 3.1 A healthy and self-determined community where everyone feels valued, supported and safe.](#)

[3.1.2 Deliver the Reconciliation Action Plan, guided by the traditional owners, respecting Aboriginal and Torres Strait Islander peoples.](#)

Issues/Challenges

To respond to increasing interest from the broader community by providing accurate, relevant and engaging information and knowledge about Aboriginal and Torres Strait Islander cultural protocols and in particular, Welcome to and Acknowledgement of Country ceremonies.

Our solution

Mornington Peninsula Shire has developed a guide. Please read the 'Cultural Protocol Engagement Guide – DRAFT' document emailed to you.

Key questions to Citizens Panel

1. Does the current information provide you with an adequate understanding of Welcome to/Acknowledgment of Country protocols?
2. What other information would you like to see in the guide?

Acknowledgement of Country and Welcome to Country – a guide to cultural protocols.

The guide has been developed by the Mornington Peninsula Shire to assist staff, councillors, volunteers, and the community in following correct cultural protocols for Acknowledgement of Country and Welcome to Country ceremonies. The Mornington Peninsula Shire continues to support and encourage all members of the community to walk together towards reconciliation.

ACKNOWLEDGEMENT OF COUNTRY

What is an Acknowledgement of Country?

An Acknowledgement of Country is a formal introduction that is a way of acknowledging and showing respect to the Traditional Custodians of an area. It usually takes the form of a spoken acknowledgement at the beginning of an event or meeting, but can also be written on signs (e.g. for the entrance of a building or township boundary sign), or in formal documents (e.g. Council policies). An acknowledgement can be spoken by anyone and is a way of showing respect to First Nations people.

When is an Acknowledgement of Country Appropriate?

An Acknowledgement of Country should be given at the beginning of meetings, formal events, and functions such as staff meetings, conferences, school assemblies, concerts, sporting events, and official openings. The first speaker at an event should give an Acknowledgement of Country. Subsequent speakers may also give an Acknowledgement if they wish. If an event is opened with a Welcome to Country ceremony, an Acknowledgement of Country should still be done by the first speaker at the event after the Welcome.

For businesses, organisations and community groups, a written Acknowledgement of Country should also be incorporated into websites, email signatures, and building signage, as well as on documents such as meeting minutes and agendas.

An Acknowledgement of Country should be given every time, whether there are Aboriginal and/or Torres Strait Islander people present or not.

Who should I acknowledge in the Acknowledgement of Country?

If the Victorian Government has formally recognised the Traditional Custodians of the area where your event/meeting is taking place, you should specifically acknowledge those Traditional Custodians and extend that to the Aboriginal and Torres Strait Islander community who may also be present. For the Mornington Peninsula Shire, the formally recognised Traditional Custodians are the Bunurong People, and the Country is known as Bunurong Country. If you

are unsure of who the Traditional Custodians are of the area your event/meeting is being held, you can use this interactive map to find out: [Welcome Map \(achris.vic.gov.au\)](http://Welcome Map (achris.vic.gov.au))

The Mornington Peninsula Shire's Acknowledgement of Country

We use three types of wording for the Acknowledgement of Country, a long version and a short version, as well as a children's' version.

The long version is used at Council meetings and events, in policies, strategies and plans. The short version is used on signage, at staff meetings, in meeting minutes and agendas, and on email signatures and the Shire website. The children's version is on display at kinders, supported playgroups, and libraries across the Mornington Peninsula.

Long Version:

"Mornington Peninsula Shire acknowledges the Bunurong people, who have been the custodians of this land for many thousands of years; and pays respect to their elders past and present. We acknowledge that the land on which we meet is the place of age-old ceremonies, celebrations, initiation and renewal; and that the Bunurong peoples' living culture continues to have a unique role in the life of this region."

Short Version:

"Mornington Peninsula Shire acknowledges and pays respect to the Bunurong people, the Traditional Custodians of these lands and waters"

Children's version:

We would like to say thank you, to the Bunurong people of the Kulin Nation for letting us share your land. We promise to look after it, the animals and people too. Hello land. Hello sky – where Bunjil flies. Hello me, my friends and I.

Tips to create your own Acknowledgement

Tip 1:

If you are comfortable and it is appropriate for the situation, you can add a bit of your own personal feelings to the Acknowledgement. For instance, you could mention something about your favourite place to go walking or swimming on the Traditional Country you're on, or how it makes you feel to be on Traditional lands. Your Acknowledgement will come across as more sincere when it comes from the heart.

Tip 2:

Be prepared. Make sure that you have looked up the name for the Country you are on and who the Traditional Custodians are. If the Acknowledgement is a written one, make sure that words are spelled correctly and with the

right grammar. Words such as Country, Traditional Custodian, Indigenous, and Aboriginal, need to be spelled with a capital letter.

Tip 3:

For virtual meetings, invite participants to do their own Acknowledgement if they are attending from different lands by either saying it or writing it in the chat.

Tip 4:

Don't make an Acknowledgement of Country part of a 'housekeeping' speech or rush through it. It is understandable to be nervous when speaking publicly, but it is important to give an Acknowledgement respectfully. Using the advice from Tip 1 can help. You can also write the words down in advance – for example, you could have them written in full at the top of a meeting agenda.

Example Acknowledgement

This is an example of a verbal acknowledgement you could use at the beginning of a meeting or event.

"I would like to acknowledge and pay my respects to the Bunurong People, who are the Traditional Custodians of the land on which we meet today; and to their elders past and present. I feel very honoured to be able to live/work here. I would also like to pay my respects to any Aboriginal and Torres Strait Islander people who may also be with us today."

WELCOME TO COUNTRY

What is a Welcome to Country?

A Welcome to Country is an important ceremony performed by Aboriginal or Torres Strait Islander People who are the formally recognised Traditional Custodians of the land on which the event is being held. A Welcome to Country ceremony is held at the commencement of an event and before any other formalities, and is performed by a Traditional Custodian. Welcome to Country can be extended to include other ceremonies such as smoking ceremonies, or traditional dance or music.

Can any Aboriginal or Torres Strait Islander person perform a Welcome to Country?

No. A Welcome to Country can only be performed by a formally recognised Traditional Custodian of the land on which the event is taking place. For the Mornington Peninsula, that means it can only be performed by a Bunurong person.

When is a Welcome to Country appropriate?

A Welcome to Country ceremony should be arranged for major events such as grand openings, awards ceremonies, large conferences or corporate events, concerts, sports grand finals etc. An event does not need to be public to be able to have a Welcome to Country. It is also appropriate to arrange a Welcome to Country if the event has broad impact on, or is significant to, Aboriginal or Torres Strait Islander People.

The Mornington Peninsula Shire includes a Welcome to Country at all major official Council events where members of the public, representatives of Council and other Government agencies are present, and at other events specifically mentioned in our Reconciliation Action Plan.

How do I organise a Welcome to Country?

If your event or meeting is on the Mornington Peninsula, you will need to contact Bunurong Land Council Aboriginal Corporation. Contact details can be found at the end of this document under [Useful Links and Resources](#). As there are a limited number of people who have permission to perform Welcome to Country and other ceremonies, it is important to plan ahead and make your booking as early as possible. If your event is not on the Mornington Peninsula, you can find information about the Registered Aboriginal Party for your area here: [Welcome Map \(achris.vic.gov.au\)](#)

Is there a fee for a Welcome to Country?

Most Traditional Custodians will require a fee to cover costs for their time and labour. When budgeting for a project or event, allow room in the budget for consultation with the Registered Aboriginal Party and for a Traditional Custodian to perform a Welcome to Country. The typical cost for a Welcome to Country start from around \$660. This is dependent on what type of Welcome you require - e.g. dance or yidaki (didgeridoo) performance, smoking ceremony or a spoken Welcome to Country, how many people are involved, distance travelled, duration of ceremony etc. Keep in mind that significant labour and time goes into the reclaiming and sharing of cultural knowledge and performing cultural ceremonies, which can sometimes be difficult to quantify. It is important to speak to the Registered Aboriginal Party for your area to get an accurate cost for your event's needs.

Useful links and resources

For more information on Welcome to Country and Acknowledgment of Country:

[Welcome to Country and Acknowledgement of Traditional Owners | First Peoples - State Relations \(firstpeoplesrelations.vic.gov.au\)](#)

Bunurong Land Council Aboriginal Corporation:

[BUNURONG LAND COUNCIL ABORIGINAL CORPORATION - Bunurong Land Council Aboriginal Corporation \(bunuronglc.org\)](#)

First Peoples - State Relations:

[First Peoples - State Relations | First Peoples - State Relations \(firstpeoplesrelations.vic.gov.au\)](#)

Victorian Aboriginal Heritage Council:

[Victorian Aboriginal Heritage Council | Victorian Aboriginal Heritage Council](#)

Reconciliation Victoria:

[Reconciliation Victoria](#)

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APPENDIX 7

CELEBRATION & REFLECTIONS



Mornington Peninsula Shire Citizens Panel

Celebration + Reflections

2 November 2022



PANEL PROCESS

On the evening of Wednesday 2 November 2022, 24 members of the 30 member Citizens Panel met for the final time at the Safety Beach Sailing Club to celebrate and reflect on a successful and productive year.

AGENDA

Welcome to Country with Alvin from Bunurong Land Council Aboriginal Corporation

Report back by John Baker (CEO) on Council + Wellbeing Plan outputs (session 7)

Remembering our journey together and reflections from the year

Words of wisdom and encouragement for the 2023 panel + Closing Circle

Thank you by Council & certificate presentations

As this was the final Citizens Panel session, several Councillors and Council staff joined the evening:

- Cr Anthony Marsh (Mayor)
- Cr David Gill
- Cr Antonella Celi
- Cr Steve Holland
- Cr Lisa Dixon
- Cr Despi O'Connor
- Cr Debra Marr
- John Baker - CEO
- Bulent Oz - Chief Financial Officer
- Randal Mathieson
- Petra Gallagher
- Laura Wake
- Mandy Billing - Executive Officer - Planning and Infrastructure
- Mike McIntosh - Director - Planning & Infrastructure



PANEL RESPONSES

LIKE WISH WONDER

LIKE	WISH	WONDER
Discussing with others who may have different points of view. Learning and enriching our understanding of our council. Better understanding of council staff, their roles and their views / ideas.	Met more in person, alternate between in-person and online. That we could choose a topic.	Councils' response to aged care service provision. Where are we at with peri regional classification.
The topics. Talking to council and staff. It being online.	That what we have worked on contributes to and benefits the community. More face to face.	Agree our ideas going to be considered / acted on? Are we taken seriously?
Listening to other people's ideas. Meeting and learning about council people. Explanations about terms.	We have to meet face to face more often	Feedback on activities that were adapted. Next steps for panel.
Respectful. Meeting new people Informative. Cross generations	More face to face. Sessions mixed up. More workshop involvement.	The outcome and welcome feedback from our years' work. Also, how the community will respond.
Diversity of views Opinion was valued Better understanding of council staff.	More young / youth representation.	Did we influence anything? Did the council hear what they expected / wanted?
How much information we were given about the way council operate. We loved the way differing minds came together and shared. We liked the way our councillors participated and answered our questions.	Councillors and employees also listen to ideas. More F.T employees - less contractors.	What is next - how to contribute in future? How will this process go into the future.
Sharing with and learning from others. How we learnt about the whole peninsula.	1-2 in person meetings written instructions for group map and important details.	
Being asked to be involved. Polite, heathy, diverse discussions.	Community Better mentor Growth More face to face nights.	



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WORDS OF WISDOM FOR 2023 PANEL

Do your bit and have your voice heard! Take the time to do the readings sent and most important enjoy the journey! It may feel long but it is worth it!
If you have an important subject to raise, be persistent and do not be fobbed off by facilitators saying 'not this week'. Keep raising the subject.
Make the most of the experience ...do the pre-reading and be willing to speak up. It is a great opportunity to have your say. You can be involved from anywhere around the world -Bali / QLD
Relish this opportunity to listen, to be heard, to learn and ultimately contribute to the future of our beautiful peninsula. Have fun and enjoy!
Come with an open mind, open hear. Do not be afraid to speak out / share your knowledge. We all have so much to learn from each other. Above all enjoy!
Enjoy your time, you get back what you put in. You will learn more than you think you will. It is a rewarding experience. Read all that is sent to you.
Be inquisitive and daring - get involved in the discussions, pre reading materials and ultimate findings. This is a great opportunity to understand how a community works and be improved.
Enjoy it! Come with an open mind, listen, learn and respect all the other panel members and make sure you contribute.
Community involvement without the Huggle and Bustle. Great learning opportunity especially for our youth to get involved.
Bring all your thoughts to the table and listen to others
Enjoy your time with a diverse group of people discussing important topics which affect you living in the peninsular. Keep an open mind. Study your pre reading material so you are better informed prior to each session. I am sure you will have a great time - good luck.
A wonderful opportunity to meet community members and councillors. Discuss many issues and suggest and talk about ideas to make this peninsula an even better place.
Listen to everyone - you will learn a lot and hear some interesting ideas, meet 'neighbours' and other people concerned about. The place you live and work in. Enjoy the experience.
Listen to a wide range of opinions and be prepared to change your mind.
Be ready to learn. Do not hold back your opinion! Enjoy!
Give it your all ... it soon becomes something you look forward to each month and something you will miss when it is gone. You will learn so much. This process has been invaluable.
Come to meetings with your head full of knowledge and ready to discuss topics with different views.
Do not be afraid or nervous to give your opinion / thoughts. Enjoy the experience!
Put in the effort, you can make a difference,
Open mind. Put time into the meetings you will have excellent experience. Meet different, people as many as you can.
Try to make time for pre-reading, it really helps to have a group of the session theme, your contribution will have more value (maybe!).
Appreciate the diversity of thought, opinion and experience.
You will get out what you put in. Be open minded to the information and other people's opinions. You will learn a lot.
Do what you can to ensure that the full diversity of views and good ideas filter up.

This concludes the Citizens Panel process for 2022.

MosaicLab has been grateful for the opportunity to work closely with the Mornington Peninsula Shire community engagement team on the first-of-its-kind* standing Citizens Panel in Victoria (**to the best of our knowledge!*). We have been humbled by the Panel's dedication and energy at each session and their commitment and passion for their community.

We're looking forward to what can be achieved in 2023!!

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This report has been prepared by MosaicLab on behalf of and for the exclusive use of the Mornington Peninsula Shire working group. The sole purpose of this report is to provide a report of the process undertaken by the Citizens Panel.

This report has been prepared in accordance with the scope of services set out by the Mornington Peninsula Shire. They can choose to share and distribute this report as they see fit. MosaicLab accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.

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