



Rural City of
Wangaratta

Agenda

For the Scheduled Council Meeting
Council Chambers, Municipal Offices
62-68 Ovens Street, Wangaratta
3:00 PM 27 May 2025

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Rural City of Wangaratta Live Stream

Clause 24 of the Governance Rules provides the following:

“This public meeting is being recorded to improve access to the meeting for our community. The recording will be published and will be retained by Council in accordance with Council’s legal obligations. As a visitor in the public gallery, your presence may be recorded.”

1. Acknowledgement to Country

We acknowledge the traditional custodians of the lands, on which the Rural City of Wangaratta communities reside.

We pay our respect to their Elders past, present and emerging, and celebrate and respect their continuing cultures.

We are committed to walking beside all traditional owners as we move toward reconciliation.

2. Opening Prayer

Almighty God, we humbly ask thee to bless and guide this council in its deliberations so that we may truly preserve the welfare of the people whom we serve. Amen

3. Present

4. Absent

5. Acceptance of Apologies & Granting of Leave of Absence

Order of Business

6. Citizen Ceremony

7. Confirmation of Minutes

Recommendation:

That Council read and confirm the Minutes of the Scheduled Meeting of 22 April 2025 as a true and accurate record of the proceedings of the meeting.

8. Conflict of Interest Disclosure

In accordance with section 130 of the Local Government Act 2020 a councillor who has a conflict of interest in respect of a matter must disclose the conflict of interest in the manner required by Council's Governance Rules and exclude themselves from the decision making process in relation to that matter, including any discussion or vote on the matter and any action in relation to the matter.

Clause 28.1 of Council's Governance Rules requires a councillor to indicate that they have a conflict of interest by clearly stating:

- (a) the item for which they have a conflict of interest; and
- (b) whether their conflict of interest is general or material; and
- (c) the circumstances that give rise to the conflict of interest.

Immediately prior to the consideration of the item in which they have a conflict of interest, a councillor must indicate to the meeting the existence of the conflict of interest and leave the meeting.

A councillor who discloses a conflict of interest and leaves a Council meeting must not communicate with any participants in the meeting while the decision is being made.

9. Reception of Petitions

10. Hearing of Deputations

Presentation of Reports

11. Councillor Reports

Nil

Officers' Reports

12. Executive Services

12.1 Former Ovens College Site - Rates Concession

Meeting Type:	Scheduled Council Meeting
Date of Meeting:	27 May 2025
Category:	Strategic
Author:	Director Sustainability and Culture
Approver:	Director Sustainability and Culture

No Council officers or contractors who have provided advice in relation to this report have declared a conflict of interest regarding the matter under consideration.

Executive Summary

A rates concession has been requested by Nestd Developments Social Enterprise Pty Ltd (Nestd), who are in the process of purchasing the part of the former Ovens College site at 2-64 Greta Road, Wangaratta for the development of approximately 175 dwellings consisting of a mix of 1, 2 & 3 bedroom apartments and townhouses for social, affordable and key worker housing.

The rates concession request is specifically tied to 22 social housing units proposed to be developed on part of the site.

This report is presented to Council to:

- seek in principle support for a rate concession the help facilitate the redevelopment of part of the former Ovens College site at 2-64 Greta Road, Wangaratta.
- If a rate rebate is supported in principle, seek authorisation to be given to the CEO to enable the negotiation, and execution of an agreement for a rates concession based on the proposal detailed in this report and its attachments.

Recommendation:

That Council:

1. Supports, in principle, applying a rates concession to 22 proposed social housing dwellings to be developed at 2-64 Greta Road, Wangaratta.
2. Authorises the CEO to finalise negotiations for the rates concession and execute an agreement for the rates concession.

Background

At the February 2023 Council meeting, Council endorsed Nestd as the preferred provider for the development of the land at 2-64 Greta Road, Wangaratta (Lot B PS821802 Volume 12309 Folio

440) for the purposes of social, affordable and key worker housing. Council also authorised the CEO to proceed with the statutory process to sell the land.

Since that decision Council has completed the formal sale of land process as required under the *Local Government Act 2020* and has entered into a Contract of Sale with Nestd. Settlement of the land sale is yet to occur.

An agreement under Section 173 of the *Planning & Environment Act 1987* has also been entered into with Nest to prescribe the form of the use and development of the land and the timeframes within which the development must occur. This Section 173 agreement has been registered on the title for the land.

More recently, a Development Plan for the site was approved by Council's planning department, showing the proposed land use, building envelopes, typologies, setbacks, design objectives, landscaping and open space (see **Attachment 1**). A planning permit for the subdivision of the land has also been granted.

The proposed development includes circa 175 dwellings complemented by a range of community and commercial offerings, making this development one of the most significant developments within our municipality. It will have major economic and community benefit throughout the construction stages of the development, and in post construction.

Nestd has requested that Council consider a rates concession to help facilitate to proposed development and the associated community benefits. The proposed development is unique in its scale and mix of proposed uses and will generate the following clear public benefits:

- Delivery of much needed social, affordable and key working housing at a scale that will make a significant positive contribution to meeting demand for such housing and in a central location that is well suited for this purpose.
- Redevelopment of an unused former school site that has fallen into disrepair.
- Creation of an integrated development including non-residential uses that will be available to the broader community.
- The total cost of the development is currently estimated at more than \$110m and it will have major economic benefits throughout the construction stages of the development, and post construction.

Considering the proposed development's composition, scale, value and related public benefit, approval of a rates concession would not create a precedent that would apply to other social housing developments unless they are of a similar composition, scale, value and delivers similar broad community benefits.

An outline of the proposed rates concession is included in **Attachment 2**.

Implications

Policy Considerations

Affordable Housing Strategy 2024.

Financial/Economic Implications

The proposed development will have positive economic impacts for the community of the Rural City of Wangaratta, as mentioned elsewhere in this report.

The financial implications of the proposed rates concession are set out in **Attachment 2**.

Legal/Statutory

Local Government Act 1989

Section 169 relate to rebates and concessions, and specifically states:

- (1) *A Council may grant a rebate or concession in relation to any rate or charge—*
- (a) *to assist the proper development of the municipal district; or*
 - (b) *to preserve buildings or places in the municipal district which are of historical or environmental interest; or*
 - (c) *to restore or maintain buildings or places of historical, environmental, architectural or scientific importance in the municipal district; or*
 - (d) *to assist the proper development of part of the municipal district.*

Social and Diversity

As this development is for social, affordable and key worker housing the social impact delivering approximately 175 dwellings is significant. Homes Victoria data show that there is registered interest for 191 '1 bedroom apartments' and, 93 '2 bedroom apartments' in the municipality, this development would have substantial impact on addressing this need.

The proposed rates concession will help facilitate this development outcome and the associated public benefits.

Equity Impact Assessment (EIA)

There are no equity impacts identified for the subject of this report.

Environmental/Sustainability Impacts

There are no environmental/ sustainability impacts identified for the subject of this report.

Strategic Links

Council Plan 2021 – 2025

This report supports the 2021-2025 Council Plan through the following objectives and actions:

1. Nurturing our Wellbeing

Affordable Housing Strategy 2024

- To increase the supply of social, affordable and key worker housing in the Rural City of Wangaratta
- For social and affordable housing to be located in safe, clean, beautiful and friendly places to live, learn, work and play

2. Valuing our Environment

Enter specific strategies and actions from the Council Plan document

3. Expanding our Economy

Economic Development & Tourism Strategy 2024-2029

- 2.2 Facilitate an efficient and healthy housing market through optimised land uses planning and zoning regulations
 - o 2.2.1 Encourage housing developments that meet sustainability ad/or affordability criteria

Rural City of Wangaratta 2033 Community Vision

This report supports the 2033 Community Vision through the following objectives:

Enter specific objectives from the Community Vision document

Other strategic links

Homes Victoria – Big Housing Build

Risk Management

Risk Management Framework

Risks	Likelihood	Consequence	Rating	Mitigation Action
Development does not proceed / is not completed as proposed	Possible	Moderate	Medium	<ul style="list-style-type: none"> - The contract of sale has been constructed in a manner which reduces the risk to the council and the community. - A Section 173 agreement has been registered to prescribe the form of the development and development timeframes. - Enter into a suitable rates concession agreement to help facilitate the development.
Agreeing to the concession creates a precedent	Possible	Moderate	Medium	Approval of a rates concession would not create a precedent that would apply to other social housing developments unless they are of a similar composition, scale, value and delivers similar broad community benefits.

Consultation/Communication

Level of public participation	Promises to the public/stakeholders	Tools/Techniques
Inform/ consult	Council has completed: <ul style="list-style-type: none"> • Notice to sell the land • Notice of development plan application 	Newspaper, Social Media, Connect Wangaratta, Councils Website Corflutes on site Letter to neighbours

Officers believe that appropriate consultation has occurred, and the matter is now ready for Council consideration.

Options for Consideration

1. Supports, in principle, applying a rates concession to 22 proposed social housing dwellings to be developed at 2-64 Greta Road, Wangaratta; and authorises the CEO to finalise negotiations for the rates concession and execute an agreement for the rates concession (recommended).
2. Council does not support, in principle, applying a rates concession to 22 proposed social housing dwellings to be developed at 2-64 Greta Road, Wangaratta; and does not authorise the CEO to finalise negotiations for the rates concession and execute an agreement for the rates concession.

Conclusion

The proposed development of part of the former Ovens College site accords with Council's commitment to assisting to address the need for social, affordable and key worker accommodation for the municipality. Access to safe and affordable housing is a vital contributor to health and wellbeing and the development of the land will provide much needed housing stock across different housing types.

To help facilitate the proposed development of the land and deliver its public benefits, Council officers recommend supporting the requested rates concession and authorising the CEO to finalise negotiations for the rates concession and execute an agreement for the rates concession.

Attachments

- 1 Development Plan 
- 2 Rates concession proposal - Confidential

13. Corporate and Leisure

13.1 2024/25 Quarter 3 Forecast Review

Meeting Type:	Scheduled Council Meeting
Date of Meeting:	27 May 2025
Category:	Operational
Author:	Management Reporting Coordinator
Approver:	Manager People and Culture

No Council officers or contractors who have provided advice in relation to this report have declared a conflict of interest regarding the matter under consideration.

Executive Summary

This report is presented to Council to provide an update of Council's financial performance and anticipated full year financial position based on developments over the last three months.

Recommendation:

That Council approves the 2024/2025 Quarter 3 Forecast Review, including:

1. The decrease in the projected full year accounting surplus by \$3.32m to \$11.48m.
2. The decrease in capital works expenditure by \$9.52m to \$22.41m, including \$6.70m of Carry Overs.
3. The Environmental Upgrade Agreement quarterly statement.

Background

Council has completed its third quarter financial reporting process to manage and monitor its financial performance against the 2024/25 Budget.

Council's 2024/25 Quarter 3 Forecast Report indicates a decline to the Accounting Surplus by \$3.32m and to the Adjusted Underlying Operating Result of \$2.15m.

There have been some substantial movements in the forecast this quarter which include several revenue categories having decreased. Capital grants are down by \$4.32m, which includes \$3.73m in carryovers and the removal of \$580k allocated for the WSAC Power efficiency implementation. Cash - capital contributions have declined by \$2.14 million due to a shift from cash to in-kind contributions, and a slowing of development in DCP areas. User fees have dropped by \$1.20m, operating grants have decreased by \$1.66m and reimbursements are down by \$467k.

To minimise the impact of unfavourable movements with a cash impact within this financial year, council officers have undertaken a thorough review of all budgets and have captured \$1.85m

operating expenses savings within and net capital program savings of \$2.24m. Also recognising \$497k in additional other revenue streams including interest income. These unfavourable impacts are also being carefully considered in the development of the 2025/26 budget to ensure any corrective actions are taken proactively, and any ongoing adjustments are included.

Council is able to effectively manage its cash balances in the short term, however there is increasing pressure on council's longer term financial outlook as headwinds continue to be experienced. This includes the ongoing impact of the rate cap, as well as continued growth in expenses well above the rate of CPI (e.g. for costs such as insurance and utilities). A Financial Sustainability program has commenced to develop strategies to counteract these pressures and further information will be provided on this in the next financial year.

Council's 2024/25 capital works expenditure has decreased from \$31.93m to \$22.41m, a net decrease of \$9.52m. This figure largely includes \$6.70 m of carry overs of projects now to be delivered in the 2025/26 financial year, and \$2.82m of savings in the 2024/25 Capital Works program per the recent savings review mentioned above.

Implications

Financial/Economic Implications

Quarter 3 Forecast Review

Rural City of Wangaratta	FY24/25 Adopted Budget	FY24/25 Projected Full Year Forecast as at December	FY24/25 Projected Full Year Forecast as at March	Projected Full Year to Adopted Budget Variance
31st March 2025	\$'000	\$'000	\$'000	\$'000
Income	96,267	97,195	92,872	(4,323)
Expenses	82,369	82,390	81,387	1,003
Accounting Surplus/Deficit	13,898	14,805	11,485	(3,320)
Add/(Less) Non-Operating	10,940	14,677	13,637	1,040
Adjusted Underlying Result	2,958	128	(2,152)	(2,280)
Capital Works Expenditure	29,931	31,933	22,409	9,524
Net Fav/(Unfav) Q3 Variance				7,244

The Chief Executive Officer is of the opinion that a revised budget is not required, pursuant to Section 97(3) of the *Local Government Act 2020*.

Accounting Surplus – Unfavourable decrease:

Council's forecasted Accounting Surplus decreased by \$2.15m as described below.

Statutory fees and fines, net decrease \$198k:

Revenue from parking and animal infringements is \$150k below budgeted levels, primarily due to staff shortages and the parking system reaching end of life, which has impacted enforcement capabilities

User Fees, net decrease \$1.20m:

- The Early Childhood area is underperforming against the original budget, with a reduction of (\$572k). This is primarily due to ongoing staffing shortages, which have impacted our ability to maintain required staff-to-child ratios and deliver services at full capacity.
- Community Care is showing a reduction of (\$490k), mainly due to Nexus ceasing assessments, which accounts for around \$150k. Additionally, there are still unresolved factors impacting the budget, including pending outcomes related to the ASPIRE program, and a contract that is yet to be finalised.
- Bowser landfill has seen a further reduction of waste acceptance of (\$190k) due to cheaper alternatives at neighbouring councils, due to them benefiting from economies of scale and avoiding EPA levies, particularly in Albury. This reduction in waste intake will extend Bowser's lifespan by 7-8 years, delaying costly capital works.
- Parking meter revenue has further decrease with meters at end of life (\$66k)

Contributions Cash, net decrease \$2.14m:

- This decrease has been fully offset by non-cash contributions received and capitalised. Refer to Contributions – non-monetary

Contributions – non-monetary, net increase \$5.42m:

- Capitalisation of subdivisions and developments from recent years resulting in an increase \$5.42m

Operating Grants, net decrease (\$1.66m):

- The number of available funding packages for Aged and Community Care has decreased by \$1.18m
- The Resilient Actions across Hume Region Grant has been returned, totalling \$130k

Capital Grants, net decrease \$4.32m:

Carry over the following Projects (\$3.73m)

- Wangaratta Netball Courts – Design - (\$1.38m)
- WSAC Change Rooms & Amenities - (\$1.25m)
- Safe System Pedestrian Program - (\$897k)
- Design & Construction of Rowan Street Overpass Shared Path - (\$200k)

WSAC Power efficiency implementation being reconsidered for inclusion in the 25/26 budget – (\$580k)

Reimbursements, net decrease (\$467k):

Not all components of the Natural Disaster funding claims were approved, resulting in a shortfall of (\$467k)

Other Revenue, net increase (\$497k):

- Increase in the interest earned on Investments has increase due to higher balance mainly due to the delay and savings in Capital works \$445k

Employee Benefits, net decrease \$1.60m:

Reduction of Employee Benefits to recognise YTD savings \$1.6m, larger savings were identified within the following Business Units:

- Maintenance
- Horticulture
- Statutory Services
- Depot Services
- Aged and Community Care
- Family and Children's Services

Materials and Services, net decrease \$248k:

Council officers underwent a thorough review to identify savings in materials and services, below is the main variances:

Favourable variances

- Reduction in Home Care operating expenditure \$519k
- Reduction in ICT projects \$200k
- Reduction in Family Day Care contractors \$154k, this is offset by reduced grant income
- Reduction of EPA levies at Bowser landfill \$124k

Unfavourable variances

- Increase in expenditure in relation to previous Natural Disasters (\$470k).
- Transfer of capital budget to line clearing (\$223k) as previously endorsed by Council.

Depreciation

Please note that a review of depreciation figures is currently under review for year end.

Refer to the Income Statement on Attachment 1, Quarter 3 Forecast Review document for detailed commentary on the changes to Council's 2024/25 projected position.

Capital Works

Council's capital works expenditure has decreased from \$31.93m to \$22.4m, a net decrease of \$9.52m. The decrease largely be attributed to projects identified to carry over to 2025/26 with the remaining identified as savings.

Projects to carry over to 2025/26 - \$6.70m

- Plant replacement \$1.47m
- CBD Parking meter renewal \$60k
- Wangaratta Flood Mitigation Strategy and Design \$1.40m
- Safe System Pedestrian Program \$941k
- Design & Construction of Rowan Street Overpass Shared Path \$200k
- Wangaratta Netball Courts – Design \$1.38m

Projects where savings have been identified as they have either been delivered within budget or the scope can be reduced totalling \$2.80m are:

- Replacement of Christmas Decoration \$30k
- New groundwater bores - Bowser Landfill \$60k
- Design for Ovens / Faithfull & Templeton roundabout \$30k
- Rural Road Detailed Design and Constructs \$43k
- LRCI Gravel Re-sheeting Program \$223k
- SGA Trunk Drainage Design \$150k
- WSAC Program Pool floor \$18k
- Grandstand @ Showgrounds Refurbishment \$95k

Year-to-date delivery of the Capital Works Program is \$11.39m, with a further \$8.46m of commitments in place.

Balance Sheet

Council's working capital is in a strong position at 251% due to a high cash position from grant funding received in advance.

The fourth rates instalment was due in February and rates receivables continue to progress well with outstanding rates for the year of \$12.07m as of 31st March 2025.

Environmental Upgrade Agreements – Quarterly Statement

Environmental Upgrade Agreements provide funding for sustainability or climate adaptation building upgrades. Under these loans, a lender provides finance to the property owner for the upgrade and repayment of the loan is administered through Council rates.

Section 181G of the Local Government Act 1989 requires that Council prepares a quarterly statement in respect of Environmental Upgrade Agreements.

There are two active Environmental Upgrade Agreements in operation with a total value of \$57,048.33. Charges due this year total \$4,263.48 with quarterly instalments of \$1,065.87 payable.

Legal/Statutory

In accordance with section 94 of the *Local Government Act 2020* (the Act), Council must prepare a budget for each financial year. Additionally, section 101 of the Act requires Council to apply principles of sound Financial Management. Section 97 of the Act requires the Chief Executive Officer, at least every three months, to prepare a statement comparing the budgeted financial performance with the actual performance to date and present this report to Council.

Section 181G of the *Local Government Act 1989* requires that Council prepares a quarterly statement in respect of Environmental Upgrade Agreements.

Social

Social benefits of the delivery of Council services and projects are outlined in the 2024/25 Budget and in the Council Plan 2021-25.

Environmental/Sustainability Impacts

Council budgets for and delivers several projects that support its Environmental Sustainability Strategy. Refer to the Council Plan 2021-25 for further details.

Strategic Links

Council Plan 2021 – 2025

This report supports the 2021-2025 Council Plan through the following objectives and actions:

1. Strengthening our Leadership

Enter specific strategies and actions from the Council Plan document

Risk Management

Risk Management Framework

Risks	Likelihood	Consequence	Rating	Mitigation Action
Poor performance against budget	M	M	M	Regular monitoring and reporting of the budget position

Consultation/Communication

Consultation has been undertaken with Council Managers and the Corporate Management Team. Officers believe that appropriate consultation has occurred, and the matter is now ready for Council consideration.

Options for Consideration

1. That Council endorses the Quarter 3 Forecast Review report – recommended.
2. That Council advises of any changes to the Adopted Budget and proposes an alternative recommendation for changes to the 2024/25 Budget.
3. That Council endorses the Environmental Upgrade Agreement quarterly statement.

Conclusion

This report compares actual performance with Council's 2024/25 adopted Q2 Forecast, adopted by Council on 25th February 2025. Council's Quarter 3 Forecast Review continues to be based on the best estimates of the Organisation as to its financial outlook.

Attachments

- 1 2024_25 Quarter 3 Forecast  

13.2 Revenue and Rating Plan 2025 - 2029

Meeting Type:	Scheduled Council Meeting
Date of Meeting:	27 May 2025
Category:	Strategic
Author:	Revenue Coordinator
Approver:	Director Corporate and Leisure

No Council officers or contractors who have provided advice in relation to this report have declared a conflict of interest regarding the matter under consideration.

Executive Summary

The Local Government Act 2020 requires each Council to adopt a Revenue and Rating Plan to cover a minimum period of four financial years by 30 June following each Council election. This Revenue and Rating Plan 2025-29 articulates the framework within which the Council will undertake its revenue raising and rating activities, to ultimately fund the infrastructure and services it is required to deliver.

Recommendation:

That Council adopts the Revenue and Rating Plan 2025 – 2029.

Background

Council is responsible for delivering a wide range of services and infrastructure to support the local community. In fulfilling these obligations, it is essential that sufficient revenue is raised to meet the associated costs.

The purpose of the Revenue and Rating Plan 2025-29 ('Revenue and Rating Plan') is to establish the most appropriate and financially sustainable revenue-raising strategy for the Rural City of Wangaratta (RCoW) and its municipality. This Revenue and Rating Plan, in conjunction with other sources of income, aims to ensure the Council is adequately funded to achieve the objectives outlined in the Council Plan.

The Revenue and Rating Plan addresses the following key revenue streams:

- Rates
- Service Charges
- Statutory and Non-Statutory User Fees and Charges
- Government Grants
- Other Revenue Sources (Contributions, Interest on Investments)

The Revenue and Rating Plan outlines the methodologies to be employed by RCoW for determining each of these revenue streams over the next four years. These methodologies are largely governed by legislative frameworks and align closely with the practices adopted by other Victorian local councils.

Most significantly, the Revenue and Rating Plan outlines the principles and strategic framework that Council will utilise in calculating and distributing rates to property owners, specifically including the definition of rating categories and their differential amounts. In this regard it is supplementary to the Annual Budget which determines the quantum of rate revenue through application of the rate cap and is separate to individual property valuations which are determined on an annual basis by the Victorian Valuer General. All these factors are involved in calculating individual ratepayer amounts, which are then communicated to ratepayers through annual rates notices.

To inform the recommendations in the Revenue and Rating Plan, community engagement has been undertaken through a survey and this feedback has been considered carefully by Councillors. Several workshops have also been held with Councillors to understand the drivers behind historic trends in average rates by rate category, to consider rating strategies, and to model the impact of adjusting rates differentials according to those strategies. The attached Revenue and Rating Plan details those proposed changes.

Implications

Policy Considerations

The Revenue and Rating Plan is an important part of Council's Integrated Strategic Planning and Reporting Framework and sets out how income will be generated to fund delivery of the next Council Plan. Strategies outlined in this plan will feed into council's budgeting and long-term financial planning documents, as well as connect with other strategic planning documents within Council's Integrated Planning Framework.

The Revenue and Rating Plan is underpinned by policies that provide stability and predictability such as Council's policy for Financial Hardship Assistance for Rates.

Financial/Economic Implications

The Revenue and Rating Plan explains how Council forecasts the revenue needed to deliver essential community infrastructure and services for the municipal population. It also explains how the raising of revenues will be apportioned between ratepayers and other users of facilities and services.

This plan sets out Council's ratings structure, including the decision not to charge a municipal charge or special charge, to ensure the fair and equitable distribution of rates across property owners. It also sets out principles that are used in decision making related to other revenue sources such as projects funded by grants, and fees and charges.

Grant funding continues to be a significant revenue source for council, enabling the delivery of ongoing and major initiatives for the municipality which require a greater investment than the rating revenue alone can afford.

It is important to note that this plan does not set revenue targets for Council – this is done via the Annual Budget. Rather, it outlines the principles that inform how Council will go about calculating and collecting this revenue.

Legal/Statutory

This report has been informed by both the *Local Government Act 2020* and the *Local Government Act 1989*. The relevant Act and legislation are referred to in the applicable sections of the document (attached).

Social and Diversity

The revenues raised by Council are used to deliver essential services and infrastructure for the community. Council will deploy 'subsidised pricing' where council determines not to pass on the full cost of that service on to the customer to ensure reasonable community access to services. These subsidies can be funded from Council's rate revenue or other sources such as Commonwealth and State Government grant funding programs. Examples of subsidised pricing include swimming pool user fees for the Wangaratta Sports and Aquatics Centre, hire of sports fields, use of the Library, or visitation to the Art Gallery.

Environmental/Sustainability Impacts

There are no environmental/ sustainability impacts identified for the subject of this report.

Strategic Links

Council Plan 2021 – 2025

This report supports the 2021-2025 Council Plan through the following objectives and actions:

1. Strengthening our Leadership

1.2.1 Ensure Council's financial sustainability through transparent and accountable financial management

1.2.1.2 Undertake regular and transparent reporting against the budget.

Risk Management

Risk Management Framework

Risks	Likelihood	Consequence	Rating	Mitigation Action
That council revenues do not cover total council costs in the long term	(2) Unlikely (May arise once in 5-10 years)	• Catastrophic (5) (Loss of >\$1m)	(10) High	• Development of Revenue & Rating Plan and accompanying Budget and Long Term Financial Plan.
Revenue and Rating Plan not adopted within statutory timeframes	(2) Unlikely (May arise once in 5-10 years)	(3) Moderate (Reputational / Government concern)	(6) Medium	Revenue and Rating Plan to be presented at May council meeting for adoption prior to 30 June 2025 deadline.
Revenue and Rating Plan adopted without consideration of financial implications.	(2) Unlikely (May arise once in 5-10 years)	• Catastrophic (5) (Loss of >\$1m)	(10) High	Ensure regular review and reporting on Council's budget/actuals and Long Term Financial Plan and revise this Plan via council resolution if required.

Unreasonable financial impact on individual rate payers, including following future annual property valuations.	(3) Possible (might occur at some time)	<ul style="list-style-type: none"> • Moderate (Serious public concern, resolved < 3 months) 	(9) Medium	Impact of annual valuations and differentials considered in future annual budgets. Availability and monitoring of requests for Financial Hardship Assistance.
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Consultation/Communication

Level of public participation	Promises to the public/stakeholders	Tools/Techniques
Inform	Community	Council undertook a Revenue & Spending Survey advertised on social media, Mayoral Radio Interview, and Chronicle Advert.
Consult	Community	Council received survey responses from 138 participants.
Involve	Councillors	The full survey and responses were provided to Councillors for consideration. Councillors participated in several workshops with a specialist consultant to develop a rates strategy and model the impact of various rates category and differential adjustments.

Whilst the *Local Government Act 2020* doesn't require community engagement to be undertaken in developing a Revenue & Rating Plan, the community has been actively consulted to help inform the RCOW Plan's development, with community engagement being undertaken through a Revenue & Spending Survey which ran from 3 December 2024 to 31 January 2025.

To ensure broad community participation and awareness, the survey was promoted through a variety of channels, including:

- Social Media
- Mayoral Radio Interview
- Chronicle Advert
- Linking from the concurrent Community Vision & Council Plan Survey

Council received responses from 138 people through the survey from across the ratepayer base and representing a broad mix of urban and rural perspectives.

The full survey and responses were provided to Councillors once it closed for their consideration.

Officers believe that appropriate consultation has occurred, and the matter is now ready for Council consideration.

Options for Consideration

1. That Council determines to adopt the Revenue and Rating Plan 2025 – 2029; or,
2. Council determines not adopt the Revenue and Rating Plan 2025 – 2029 and instructs further revision to the document.

Conclusion

Council must prepare and adopt a Revenue and Rating Plan for a period of at least four years following the Council election, to be adopted no later than 30 June 2025.

The Revenue and Rating Plan provides a medium-term plan for how Council will generate income to deliver on the Council Plan, program and services and capital works commitments. It defines the revenue and rating 'envelope' within which Council proposes to operate and seeks to be as fair and equitable as possible to all community members.

Attachments

- 1 Revenue and Rating Plan 2025-2029  

13.3 2025-2026 Fees and Charges

Meeting Type:	Scheduled Council Meeting
Date of Meeting:	27 May 2025
Category:	Strategic
Author:	Management Reporting Coordinator
Approver:	Manager People and Culture

No Council officers or contractors who have provided advice in relation to this report have declared a conflict of interest regarding the matter under consideration.

Executive Summary

The purpose of this report is for Councillors to adopt a Schedule of Fees and Charges for the 2025/26 financial year.

Recommendation:

That Council adopts the attached Schedule of Fees and Charges for inclusion in the 2025/26 Annual Budget.

Background

Council is required to adopt a Schedule of Fees and Charges each financial year in accordance with the Local Government Act 2020. The 2025/26 Fees and Charges outlines the pricing structure for user fees and charges and statutory fees and charges and is prepared in conjunction with development of the 2025/26 Budget.

Non-statutory user fees and charges are not regulated by statute, and Council determines the extent of cost recovery consistent with the level of both individual and collective benefit that the services provide and in line with community's expectations

These have been reviewed by each business unit to ensure they continue to represent the determined fee structure and account for increases to CPI, benchmarking against market pricing and full-cost recovery where possible. Individual user fees and charges have increased generally by 3%, reflective of inflation, noting that some fees and charges have increased more on the back on the review completed by the respective business unit.

Statutory fees and fines are those which council collects under the direction of legislation or other government directives. These rates are advised by the state government department responsible for the corresponding service or legislation, and council has limited discretion in applying these fees. The prescribed fees or penalty units are yet to be gazetted and will be updated once the 2025/26 unit rates are published by the Department of Treasury and Finance.

While the 2025/26 Budget document will reflect all Fees and Charges, including the updated prescribed statutory fees, council is recommended to adopt next year's user fees and charges now to allow business units sufficient time to communicate any price changes to community and customers in readiness for 1 July 2025.

All proposed Fees and Charges will ultimately be included in the 2025/26 Budget.

Implications

Policy Considerations

The principles set out in Council's Revenue and Rating Plan have been applied to the determination of the recommended Fees and Charges.

Financial/Economic Implications

Setting fees and charges enables councils to generate revenue to fund the delivery of their services, in particular when a 'user pays' model applies.

Legal/Statutory

Council is required to adopt a Schedule of Fees and Charges as part of its annual budget setting process.

Social and Diversity

Concession rates are included in certain fees and charges to support and encourage use of services from all members of the community.

Environmental/Sustainability Impacts

There are no environmental/ sustainability impacts identified for the subject of this report.

Strategic Links

Council Plan 2021 – 2025

This report supports the 2021-2025 Council Plan through the following objectives and actions:

1. Strengthening our Leadership

- 1.1 Provide open and transparent communication to the community to build trust, respect and understanding
- 1.2 Ensure Council's financial sustainability through transparent and accountable financial management.

Risk Management

Risk Management Framework

Risks	Likelihood	Consequence	Rating	Mitigation Action
Fees and charges not adequately maintained to contribute to funding sustainable council services.	Unlikely (2)	Moderate (3)	Medium (6)	Review fees and charges on an annual basis.
Fees and charges not applied from the start of the financial year	Possible (3)	Moderate (3)	Medium (9)	Endorse fees and charges a month prior to year end to enable

leading to loss of revenue.				preparation and community communication ready for 1 st July.
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Consultation/Communication

Level of public participation	Promises to the public/stakeholders	Tools/Techniques
Inform	Adopt final list of 2025/26 fees and charges including statutory fees	Adopt as part of 2025/26 Budget document.
Inform	Provide clear and transparent pricing for 2025/26 fees and charges	Publish fees and charges on council's website. Individual services to notify customers of updated fees and charges where relevant.

Officers believe that appropriate consultation has occurred, and the matter is now ready for Council consideration.

Options for Consideration

1. Adopt the attached Statement of Fees and Charges for the 2025/26 year (recommended).
2. Adopt the attached Statement of Fees and Charges for the 2025/26 year incorporating any changes requested by Councillors.
3. Defer adopting the Statement of Fees and Charges for the 2025/26 year until the June Scheduled Council Meeting.

Conclusion

The proposed Statement of Fees and Charges for the 2025/26 financial year has been reviewed by officers in line with the principles outlined in the Revenue and Rating Plan and according to CPI, market and business dynamics. Officers now believe the Statement of Fees and Charges is ready to be considered by Councillors to be adopted. This will allow time for appropriate communication to community members in advance of the 2025/26 financial year commencing,

Attachments

- 1 Fees and Charges 2025 - 2026 

13.4 Instruments of Appointment and Authorisations

Meeting Type:	Scheduled Council Meeting
Date of Meeting:	27 May 2025
Category:	Operational
Author:	Governance & Reporting Advisor
Approver:	Manager People and Culture

No Council officers or contractors who have provided advice in relation to this report have declared a conflict of interest regarding the matter under consideration.

Executive Summary

This report is presented to Council to approve the updated S11A and S11B Instruments of Appointment and Authorisations under the Planning and Environment Act 1987 and Environment Protection Act 2017 respectively.

Recommendation:

In the exercise of the power conferred by s 242(2) of the Environment Protection Act 2017 and the Instrument of Delegation of the Environment Protection Authority under the Act dated 4 June 2021, the Wangaratta Rural City Council (**Council**) resolves that:

1. The members of Council staff referred to in the instrument attached be appointed and authorised as set out in the instrument; and
2. The instrument comes into force immediately once it is signed by Council's Chief Executive Officer and remains in force until Council determines to vary or revoke it.

In the exercise of the powers conferred by s 147(4) of the *Planning and Environment Act 1987*, Wangaratta Rural City Council (**Council**) resolves that: –

1. The members of Council staff referred to in the instrument attached be appointed and authorised as set out in the instrument;
2. The instrument comes into force immediately once it is signed by Council's Chief Executive Officer and remains in force until Council determines to vary or revoke it.

Background

Council regularly updates its suite of delegations to reflect changes in legislation, operational capacity and efficiency and service delivery. The specific Instruments of Appointment and Authorisations presented to Council today will ensure suitably qualified Council representative are appointed to undertake work and enforce provisions of the *Planning and Environment Act 1997* and the *Environment Protection Act 2017*.

Implications

Policy Considerations

There are no specific Council policies or strategies that relate to this report.

Financial/Economic Implications

There are no financial or economic implications identified for the subject of this report.

Legal/Statutory

These Instruments of Appointment and Authorisations give effect to the *Planning and Environment Act 1997* and the *Environment Protection Act 2017*.

Social and Diversity

There are no social impacts identified for the subject of this report.

Equity Impact Assessment (EIA)

There are no equity impacts identified for the subject of this report.

Environmental/Sustainability Impacts

By providing the legislative authority for Council representatives to enforce key environmental obligations under the *Planning and Environment Act 1997* and the *Environment Protection Act 2017*, Council is demonstrating its commitment to protecting the natural environment.

Strategic Links**Council Plan 2021 – 2025**

This report supports the 2021-2025 Council Plan through the following objectives and actions:

3. Valuing our Environment

- 3.2 Reduce waste and enhance resource recovery
- 3.3 Actively combat the causes and impacts of climate change

Other strategic links

This report supports the Wangaratta Environmental Sustainability Strategy, Climate Adaptation Plan and the Environmental Sustainability Strategy

Risk Management

Risks	Likelihood	Consequence	Rating	Mitigation Action
Unauthorised Council representatives enforce key provisions of legislation outlined in this report.	4 – Likely	Moderate	7 – High	Regularly updating the Instruments of Authorisation and Appointment as contained in this report in consultation with key internal stakeholders.

Consultation/Communication

Officers believe that appropriate consultation has occurred, and the matter is now ready for Council consideration.

Options for Consideration

There are nil alternative options available for councillors to consider. By endorsing the S11A and S11B Instruments Council ensures authorised officers can continue to enforce key provisions of the Planning and Environment Act and Environment Protection Act.

Conclusion

Councillors are recommended to endorse the updated S11A and S11B Instruments of Authorisation and Appointment for the Planning and Environment Act 1997 and under the EP Act respectively to ensure the currency of authorised Council representatives for the purposes of enforcing those Acts are maintained.

Attachments

- 1 S11A - Instrument of Appointment (P_E Act) 19May25.pdf  
- 2 S11B - Instrument of Appointment and Authorisation under the EPA 2017 19May2025.pdf 


13.5 Audit and Risk Committee - Independent Member Reappointment

Meeting Type:	Scheduled Council Meeting
Date of Meeting:	27 May 2025
Category:	Operational
Author:	Governance & Reporting Advisor
Approver:	Director Corporate and Leisure

No Council officers or contractors who have provided advice in relation to this report have declared a conflict of interest regarding the matter under consideration.

Executive Summary

This report is presented to Council to re-appoint an independent member onto the Audit and Risk Committee for a final term of three years from the date of this report.

Recommendation:

That Council:

1. Re-appoints Mr Matt Fagence to the Audit and Risk Committee (Committee) as an independent member:
 - a) For a further term of 3 years commencing on the date of this resolution; and
 - b) In accordance with any other terms and conditions relevant to independent member established by the Local Government Act 2020 (Vic), the Committee's Charter, Council's Governance Rules and any other relevant council policies or procedures.

Background

The Audit and Risk Committee (the Committee) was established by Council in August 2020 under section 53 of the *Local Government Act 2020* (Vic).

The Committee Charter (**Attachment 1**) states the Committee must include two Councillors and at least three, and up to four, independent members who are not Councillors and who are not members of Council staff. Clause 5.2(3) of the Charter also provides that an independent member may be appointed for up to two consecutive terms.

Council is requested to endorse the appointment of Mr Matt Fagence for a further three-year term.

Implications

Policy Considerations

The Committee's Charter contains membership provisions related to independent member appointments, including that:

1. The committee must include at least three, and up to four, other independent members;
2. Independent members must collectively have expertise in financial management and risk and experience in public sector management;
3. Independent members may be appointed for a term of up to three years;
4. The terms of office of independent members may be arranged to avoid more than two independent members retiring at the same time.

Financial/Economic Implications

There are no financial or economic implications identified for the subject of this report.

Legal/Statutory

Section 53 of the Act governs the membership requirements, including that an Audit and Risk Committee must consist of a majority of members who are not Councillors of the Council and who collectively have expertise in financial management and risk, and experience in public sector management.

Social

There are no social impacts identified for the subject of this report.

Environmental/Sustainability Impacts

There are no environmental/ sustainability impacts identified for this subject of this report.

Strategic Links**Council Plan 2021 – 2025**

This report supports the 2021-2025 Council Plan through the following objectives and actions:

1. Strengthening our Leadership

Provide open and transparent communication to the community to build trust, respect and understanding.

Risk Management

Risks	Likelihood	Consequence	Rating	Mitigation Action
Council not having sufficient members to obtain a quorum for Audit and Risk Committee meetings	2 - Unlikely	Major	Low	Council endorsing a preferred candidate in accordance with the Audit and Risk Committee Charter.

Consultation/Communication

Officers believe that appropriate consultation has occurred, and the matter is now ready for Council consideration.

Options for Consideration

Council can either endorse the re-appointment of Mr Fagence or call for Expressions of Interest to try and find another candidate.

Conclusion

Council is recommended to endorse the re-appointment of Mr Fagence for a further three year term in accordance with the Committee's Charter.

Attachments

- 1 Audit and Risk Committee Charter [↓](#) 

13.6 Audit and Risk Independent Remuneration

Meeting Type:	Scheduled Council Meeting
Date of Meeting:	27 May 2025
Category:	Operational
Author:	Governance & Reporting Advisor
Approver:	Director Corporate and Leisure

No Council officers or contractors who have provided advice in relation to this report have declared a conflict of interest regarding the matter under consideration.

Executive Summary

This report is presented to Council to consider increasing the remuneration levels for independent members of the Audit and Risk Committee.

Recommendation:

That Council endorses a remuneration increase of 3% for each independent member of the Audit and Risk Committee to take effect from 29 May 2025.

Background

Council's Audit and Risk Committee ('the Committee') monitors Council reporting, governance and compliance for sound financial and risk management and oversees Council's internal and external audit programs. The Committee comprises two Councillor members and four independent members who bring expertise in financial management, risk and public sector management.

Under the Audit and Risk Committee Charter, a review of the levels of remuneration for independent members of Council's Audit and Risk Committee is to be conducted at least annually. The remuneration for the Rural City of Wangaratta Audit & Risk Committee independent members was last increased by 2.5% in May 2024.

To provide a consistent and commensurate level of remuneration with other Audit and Risk Committees across the local government sector. Council must formally endorse an increase by council resolution in order for this recommendation to come into effect. 3% will equate to the following increased remuneration amounts:

Position	Current Rate per meeting	Proposed Rate per meeting
Independent Member	\$656.78	\$676.48
Independent Member – Committee Chair	\$787.96	\$811.59

This review does not include remuneration of Councillor members as Councillor allowances are determined separately under Section 39 of the Local Government Act.

Implications

Policy Considerations

This review is consistent with the requirements of the adopted Audit & Risk Committee Charter.

Financial/Economic Implications

Any increase to the remuneration will be in accordance with the table above.

Legal/Statutory

Section 53 (6) of the Local Government Act specifies that a Council may pay a fee to a member of an Audit and Risk Committee who is not a Councillor of the Council.

Social and Diversity

There are no social impacts identified for the subject of this report.

Equity Impact Assessment (EIA)

There are no equity impacts identified for the subject of this report.

Environmental/Sustainability Impacts

There are no environmental/ sustainability impacts identified for the subject of this report.

Strategic Links

Council Plan 2021 – 2025

This report supports the 2021-2025 Council Plan through the following objectives and actions:

1. Strengthening our Leadership

1.1.1 Provide open and transparent communication to the community to build trust, respect and understanding.

1.1.1.6 Continue to provide transparency for the community regarding the information being considered in decision making processes.

Risk Management

Failure to undertake an annual review of the remuneration figures of the Committee's independent members will result in a breach of the Committee's Charter. Any potential breaches will not represent any legal or financial damage to Council.

Risk Management Framework

Risks	Likelihood	Consequence	Rating	Mitigation Action
Failure to conduct a formal review of the remuneration allowances for independent	2 – Unlikely	Insignificant	3 – Low	A standing item for a formal review is provided for in the Committee's Annual Work Plan

members of the Committee resulting in a breach of the Charter				
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Consultation/Communication

No community consultation is required. Consultation with governance colleagues across regional Victorian councils was undertaken to inform the proposed increase. Officers believe that appropriate consultation has occurred, and the matter is now ready for Council consideration.

Options for Consideration

Council may either elect to keep the current remuneration figure (not recommended) or provide an increase to provide remuneration more consistent with other similar councils (recommended).

Conclusion

The Audit and Risk Committee Charter requires independent member remuneration to be reviewed annually, and a benchmarking exercise has been completed. It is appropriate to provide an increase to independent member remuneration levels for the Rural City of Wangaratta, to ensure they remain between the levels paid by smaller rural and larger metro councils.

Attachments

- 1 Audit and Risk Committee Charter [↓](#) 

13.7 Council Plan Community Engagement Report

Meeting Type:	Scheduled Council Meeting
Date of Meeting:	27 May 2025
Category:	Strategic
Author:	Corporate Planning & Governance Specialist
Approver:	Manager People and Culture

No Council officers or contractors who have provided advice in relation to this report have declared a conflict of interest regarding the matter under consideration.

Executive Summary

This report is presented to Council to note the key findings from the extensive community engagement process undertaken to inform development of council's next Community Vision, Council Plan 2025-29 (including the Municipal Public Health and Wellbeing Plan) and 10 Year Financial Plan.

Recommendation:

That Council formally notes the community feedback and key findings captured in the attached Community Engagement Report from the Council Plan and Community Vision consultation.

Background

Under the Local Government Act 2020, for each new council term Councillors are required to develop and adopt a Community Vision and Council Plan (including Municipal Public Health and Wellbeing Plan). They are also required to develop a 10 Year Financial Plan and other key strategic documents.

Deliberative community engagement is required to ensure community feedback is actively considered and informs the development of these strategic documents. To achieve this, council has undertaken a substantial community engagement program, capturing over 3,200 feedback items from over 2,000 community members. This feedback has been captured between November 2024 till April 2025 through surveys, workshops, targeted engagement and pop-up events.

The attached Community Engagement Report (Attachment 2) has been created to capture this feedback with a Community Engagement Summary (Attachment 1) provided for ease of reference. The engagement report is also published on council's 'Connect Wangaratta' community engagement website for community reference.

The report outlines our community's top 10 priorities for the future, summarised as:

1. Wangaratta, a place for everyone
2. Community health and wellbeing
3. Places and spaces for community connection and culture
4. Transport, roads and infrastructure
5. Care for nature and the environment
6. Cost of living and affordability

7. Community safety
8. Violence and harm from alcohol and drug use
9. Local economy and employment
10. Communication, accountability and transparency

Officers recommend that Councillors note this report to formally recognise the valuable input provided by the community, and to use this information to help guide their development of key council strategic documents including the Community Vision, Council Plan and 10 Year Financial Plan. Council also thanks also community members who took the time and effort to provide their thoughts and ideas in this process.

Implications

Policy Considerations

Council's Community Engagement Policy guides the design and delivery of community engagement activities alongside the requirements of the Local Government Act.

Financial/Economic Implications

This report does not commit Council to any ongoing financial or economic implications identified for the subject of this report. The actions ultimately committed to in the Council Plan will be funded through the 10 Year Financial Plan and future Annual Budgets.

Legal/Statutory

The Local Government Act 2020 specifies council's obligations to undertake deliberative community engagement in the development of a Community Vision, Council Plan (including Municipal Public Health and Wellbeing Plan), 10 Year Financial Plan and other strategic documents.

Social and Diversity

Community highlighted a number of social and inclusion priorities through their feedback which are captured in the attached report and will be considered in the development of the Council Plan.

Equity Impact Assessment (EIA)

An EIA is being completed as part of the process to develop the Council Plan.

Environmental/Sustainability Impacts

A number of environmental and sustainability priorities have also been captured from the community feedback for consideration in the development of the Council Plan.

Strategic Links

Council Plan 2025 – 2029

This report supports the development of the 2025-2029 Council Plan

Risk Management

Risk Management Framework

Risks	Likelihood	Consequence	Rating	Mitigation Action
Failure to comply with Local Government Act deliberative engagement obligations.	2 (unlikely)	3 (Moderate)	6 (Medium)	Detailed engagement strategy in place and implemented
Lack of community engagement risks resulting in a Council Plan that is not fit for purpose or valued by the community it serves.	3 (possible)	3 (Moderate)	9 (Medium)	Engagement strategy designed to maximise community engagement from a diverse community profile.

Consultation/Communication

Level of public participation	Promises to the public/stakeholders	Tools/Techniques
Collaborate	Community collaboration through deliberative engagement practices	Undertaken through surveys, workshops, targeted engagement, and pop-up events.
Inform	Community kept informed of feedback and resulting documents	Engagement Report and eventual deliverables to be published on council's website, shared directly with community engagement participants, and publicised through local media channels.

A detailed summary of the proactive engagement activities is provided in the attached report. Officers believe considerable consultation has occurred and this matter is now ready for Council consideration.

Options for Consideration

- Council notes the attached Community Engagement Report (recommended)
- Council requests changes to the Community Engagement Report prior to noting (not recommended, as this report is intended to provide an unbiased summary of the input provided directly by the community.
- Council defers the item or requests additional community engagement activities to be undertaken.

Conclusion

The Community Vision, Council Plan and 10 Year Financial Plan will set the strategic direction for council's delivery focus for the next four years and beyond. Community engagement is critical to shape the priorities identified and funded through these plans. Substantial engagement activities have been undertaken, and this report provides to councillors a summary of feedback and priorities raised by the community. It is appropriate councillors formally note the community feedback received to recognise both the content and contribution provided by community members throughout the engagement process.

Councillors should continue to engage with community, ensuring they are provided with ongoing feedback on the Community Priorities identified in this report.

Attachments

- 1 Community Engagement Summary  
- 2 Community Engagement Report  

14. Community and Infrastructure

14.1 Kerbside Glass & Organics Expansion

Meeting Type:	Scheduled Council Meeting
Date of Meeting:	27 May 2025
Category:	Strategic
Author:	Waste Management Coordinator
Approver:	Director Community and Infrastructure

The following Council officers and contractors have provided advice in relation to this report and have disclosed a conflict of interest regarding the matter under consideration:

Executive Summary

This report is presented to Council to seek endorsement for the introduction of additional kerbside collection services — expansion of Food Organics and Garden Organics (FOGO) and a separate glass collection service. These services are being proposed to ensure compliance with Section 60 of the Circular Economy (Waste Reduction and Recycling) Act 2021 (the Circular Economy Act).

Under the Circular Economy Act, all Victorian councils and Alpine Resorts are required to introduce a kerbside FOGO service by the year 2030 and a separate kerbside glass service by the year 2027. The proposed rollout of these services will be aligned within the existing collection schedule, designed to support efficiency, community convenience, and environmental outcomes.

Implementing these services not only addresses a legislated State Government requirement but also demonstrates Council's commitment to sustainable waste management practices and the circular economy.

Recommendation:

That Council:

1. Introduces additional services (kerbside FOGO and glass) to an extent detailed within this report.
2. Delivers both collection of glass and FOGO services internally with existing Council kerbside fleet.
3. Introduces a quarterly collection of kerbside purple glass bins (80l) to the following areas: Wangaratta, North Wangaratta, Waldara, Killawarra/Kensington Drive, Wangaratta South, Glenrowan/ Hamilton Park, Oxley, Milawa, Tarrawingee, Eldorado, Whorouly, Everton, Peechelba, Springhurst, Moyhu, Whitfield & Cheshunt 'township' & 'low density residential' zones.
4. Expands the existing weekly collection of kerbside green FOGO bins (240l) to the following township areas: North Wangaratta, Waldara, Killawarra/Kensington Drive,

Wangaratta South, Glenrowan, Tarrawingee, Eldorado, Whorouly, Everton, Peechelba, Springhurst, Moyhu, Whitfield & Cheshunt 'township' & 'low density residential' zones.

5. Undertakes a comprehensive community engagement and education campaign to inform the community of the adopted changes to kerbside waste and recycling services

Background

Under Section 60 of the Circular Economy (Waste Reduction and Recycling) Act 2021, all Victorian councils and Alpine Resorts are required to provide:

- A kerbside Food Organics and Garden Organics (FOGO) service by 2030, and
- A separate kerbside glass collection service by 2027.

These requirements are part of the State Government's broader waste and recycling reforms and will be enforced through service standards and regulations set by the Head of Recycling Victoria.

The service standard, which is currently being finalised, will apply to all households. However, exceptions may be allowed in rural areas where kerbside services are not practical due to distance.

These reforms aim to help achieve the following statewide targets:

- Divert 80 per cent of waste from landfill by 2030, with an interim target of 72 per cent by 2025.
- Reduce total waste generation by 15 per cent per person by 2030.
- Halve the volume of organic material going to landfill by 2030, with a 20 per cent reduction by 2025.
- Ensure all Victorian households have access to FOGO services or local composting by 2030.

Kerbside Glass Collection

While the Container Deposit Scheme (CDS) reduces the amount of glass in kerbside recycling bins, it does not cover all glass types due to processing limitations in Australia.

A separate kerbside glass service remains essential to:

- Recover remaining glass for reuse or recycling, and
- Prevent glass contamination in recycling streams for plastic and paper, which lowers the value and viability of those materials.

Proposed Glass Collection Service

Council conducted a kerbside recycling audit in 2023. It found that each household in the Rural City of Wangaratta generates, on average, 1.642 kilograms of glass per week. Of that, only about 25 per cent is eligible for CDS refunds. To manage the remaining glass, officers recommend:

- Using 80–120 litre purple-lidded glass bins,
- Collected every eight weeks (bi-monthly),

- Delivered to individual households in designated service areas.

Recommended Service Areas

To ensure financial viability and efficient service delivery, it is proposed that the glass service be mandatory for the following communities:

- Wangaratta (10,129 households)
- North Wangaratta (69)
- Waldara (340)
- Killawarra / Kensington Drive (61)
- Glenrowan & Hamilton Park (418)
- Oxley (228)
- Milawa (157)
- Tarrawingee (98)
- Eldorado (131)
- Whorouly (37)
- Everton (17)
- Peechelba (53)
- Springhurst (78)
- Moyhu (114)
- Whitfield (61)
- Cheshunt (16)

In total, 12,007 households will receive a purple glass bin. Based on average use, the service is expected to collect around 1,025 tonnes of glass per year.

The service will apply to homes within Township, Low Density Residential, and Rural Living Zones, covering urban Wangaratta and surrounding townships.

Compliance with requirements of state governments service standard.

Providing a 4-bin kerbside service primarily in small townships within rural areas aligns with the intent of service standards by acknowledging the principle of 'where practicable'. The service standard aims to ensure efficient and sustainable waste management. In rural areas, the significant distances between properties make widespread kerbside collection economically and environmentally challenging.

Capacity of Rural City of Wangaratta's Organics Processing Facility

Currently processing approximately 5200 tonnes per annum and having recently obtained a license amendment for 12,000 tonnes per annum Councils Organics Processing Facility has sufficient capacity to accept the increased tonnages generated by the expanded FOGO kerbside service.

Capacity of Existing Council Waste Compactor Fleet

Both glass and FOGO kerbside collection will be serviced by Council collection vehicles. Councils current fleet consists of 5 x 24m³ Waste Compactor units, these are scheduled to be replaced with new vehicles commencing April 2025. Two existing kerbside collection vehicles will remain in

the fleet: one to assist with the glass and expanded FOGO kerbside collection and one as a back-up. The back-up vehicle is critical to ensure collections can continue in the event of required servicing or vehicle break-down.

Proposed Project Implementation timing

- May 2025 – Seek Council approval to roll-out additional kerbside services.
- June 2025 - Commence pre-implementation phase of communications, finalise delivery of kerbside bins for roll-out, commence commissioning of new kerbside collection fleet vehicles.
- July 2025 – Receipt kerbside bins undertake roll-out/delivery of kerbside bins to expanded service areas, containing information packs on correct use and commencement date of collections.
- August 2025 – Commence collection of kerbside FOGO weekly service, commence FOGO implementation phase of communications.
- September 2025 - Commence collection of kerbside Glass quarterly service, commence Glass implementation phase of communications.
- 2026 – Commence post-implementation phase of communications plan.

Implications

Policy Considerations

- Waste and Resource Recovery Strategy 2023–2027
- Environmental Sustainability Strategy 2021–2026
- Climate Mitigation & Adaptation Policy

Financial/Economic Implications

The proposed glass collection service will be provided at no additional cost to residents. This is made possible due to the low number of collections (four per household per year) and the reduced cost of processing separated glass, which helps offset overall recycling costs. This approach aligns with recommendations from a recent waste charges review, which encouraged Council to maintain cost-reflective pricing for kerbside services.

For households receiving the new FOGO (Food Organics and Garden Organics) bin service:

- A standard 240-litre FOGO bin will be provided, with an annual charge of \$208.
- These households will also have their general waste bin downsized to a 140-litre bin, which reduces the general waste charge by \$174.
- This results in a net increase of just \$34 per year to the resident's existing waste charge.

Service	Resident Charge (per annum)
Kerbside glass collection	\$0
Kerbside FOGO collection	\$208 (\$34 net after \$174 waste charge reduction)

Existing Funding Sources

Current funding sources for the delivery

- 2021 - DELWP (DEECA) Kerbside Reform Support Fund (\$54K) - Milestone 1
Funding for Implementation of local education programs to support the new service, this will be used to deliver communications plan.
- 2022 - DELWP (DEECA) Kerbside Reform Support Fund (\$203K) - Milestone 2
Funding for Costs associated with bins, lids and kitchen caddies for the provision of kerbside services for glass, food organics and garden organics.
- The ongoing FOGO waste service charge which is based on the amortised total cost of the 'service' including kerbside collection, material disposal, bin depreciation (10 years), service/repair and overheads. This reduces the need to increase the cost of the waste service charge to cover any upfront roll-out costs.

Legal/Statutory

Victorian councils have a statutory duty to provide a standardized four-stream household waste and recycling service by July 2027, adhering to specific guidelines regarding bin colours, accepted materials, and service delivery methods as outlined in the Household Waste and Recycling Service Standard 2024 and underpinned by the Circular Economy (Waste Reduction and Recycling) Act 2021 and its associated regulations. Non-compliance can result in regulatory action

Social and Diversity

There are no social impacts identified for the subject of this report.

Equity Impact Assessment (EIA)

There are no equity impacts identified for the subject of this report.

Environmental/Sustainability Impacts

Introducing new and expanded kerbside collection services has the potential to deliver significant positive environmental and sustainability impacts for Victorian councils and communities by driving higher recycling rates, reducing landfill waste and greenhouse gas emissions, improving material quality, and supporting the transition to a circular economy. Careful implementation, ongoing community education, and sufficient processing infrastructure are key to maximizing these benefits.

Strategic Links

Council Plan 2021 – 2025

This report supports the 2021-2025 Council Plan through the following objectives and actions:

3. Valuing our Environment

- 3.2 Reduce waste and enhance resource recovery
 - 3.2.1.1 Develop the new Waste Strategy in consultation with the community.
 - 3.2.1.2 Ensure service delivery is in accordance with the Recycle Victoria Policy
 - 3.2.1.3 Ensure services and facilities are operated in compliance with the updated Environmental Protection Act.
 - 3.2.1.4 Explore feasibility of commercial options to divert materials from waste and recycling streams.
 - 3.2.1.5 Introduce a third glass-only bin into the community. Provide educational resources to households to ensure a successful uptake.

Rural City of Wangaratta 2033 Community Vision

This report supports the 2033 Community Vision through the following objectives:

Environment – Reduce Waste and Enhance Resource Recovery

- M1 Service our community by managing our waste and recycling streams
- M2 Strengthen positive behaviours throughout the community to minimise the negative impact of waste
- M3 Reduce waste and waste generation from Council Operations
- M4 Establish our community as leaders in the organics waste processing and associated resource recovery

Risk Management

Risk Management Framework

Risk	Risk Ranking	Proposed Treatments	Within Existing Resources
If additional FOGO and glass kerbside collection service is not introduced Council will not comply with the Victorian	High	Introduction of a FOGO and glass kerbside collection service.	This service will be provided through the Waste Service Charge. Roll-out costs will be further

Government's Recycling Victoria policy.			offset by funding sources.
Impact to Councils reputation as increasing community expectation that a kerbside collection service is provided.	High	Introduction of a FOGO and glass kerbside collection service.	This service will be provided through the Waste Service Charge. Roll-out costs will be further offset by funding sources.
Poor uptake and participation rates in correct use of FOGO and glass kerbside collection service (low resource recovery, high contamination)	High	Develop and implement a well-resourced Communication & Education Plan	This will be funded by existing Kerbside Reform Support Fund.

Consultation/Communication

Council (and the Victorian Government) has undertaken community consultation and education in relation to kerbside reform over the last 2 years. Actively seeking community feedback on proposed service model and delivering education programs to residents and students in relation to why the changes are required, target implementation dates, what the changes are and how to use the new collection services.

Council officers will implement further communication & education to inform the community of changes in areas identified in this report.

The primary objective of the Communication & Education Plan is to achieve maximum uptake in areas receiving new bins whilst minimising contamination.

The Communication & Education Plan will have 3 stages:

1. Pre-implementation: May to July 2025 – this will focus messaging on the change that is coming (Glass and FOGO) and the broader intent of the Circular Economy Act.
2. Implementation: July to October 2025 - this will focus messaging on how to correctly use the newly introduced service to maximise resource recovery and minimise contamination.
3. Post-implementation: November 2025 onwards – this will focus messaging on active performance following the roll out i.e. sharing recorded data of quantity of material diverted as well as contamination rates.

The communication & education plan will be used to guide a combination of activities including:

- Community information packs
- RCoW Website (project page and FAQ)
- RCoW social media
- Media Release's
- Media opportunities (where appropriate)
- Rural City Connect (weekly newspaper ad)
- Our Community Matters (quarterly newsletter)
- Community engagement tools (workshops, meetings, & roadshows)
- Regional media, including advertising leveraging off other councils in the area implementing similar Kerbside services in line with reform.

Officers believe that appropriate consultation has occurred, and the matter is now ready for Council consideration.

Options for Consideration

1. Option 1: Glass & FOGO expansion (urban, rural areas/townships) RECOMENDED

Introduce kerbside glass and FOGO service to meet full requirements of Council in accordance with service standard. Glass: Delivered July, commence service September 2025 (quarterly) ongoing. FOGO: Delivered July, commence service August 2025, (weekly) ongoing

Option 2: Glass only expansion to extent of existing FOGO service. (urban, rural/townships)

Introduce kerbside glass to extent of existing kerbside FOGO service (Wangaratta, Glenrowan, Oxley, Milawa) Glass: Delivered July, commence service September 2025 (quarterly) ongoing - Future non-compliance with Service Standard (may result in further enforcement actions by Recycle Victoria on 01st July 2027).

Option 3: Glass only expansion to Wangaratta (urban only)

Introduce kerbside glass to Wangaratta urban only. Glass: Delivered July, commence service September, quarterly ongoing - Future non-compliance with Service Standard (may result in further enforcement actions by Recycle Victoria on 01st July 2027) – Reduced DELWP (DEECA) Kerbside Reform Support Fund – increased cost of service provision.

Option 4: Pause roll-out

Pause roll-out until service standard finalised – Future non-compliance with Service Standard (may result in further enforcement actions by Recycle Victoria on 01st July 2027) – Zero DELWP (DEECA) Kerbside Reform Support Fund – increased cost of service provision.

Option 5: Do not expand services







Do not rollout new services - Non-compliance with Service Standard (may result in further enforcement actions by Recycle Victoria on 01st July 2027) – Zero DELWP (DEECA) Kerbside Reform Support Fund – increased cost of service provision.

Conclusion

The introduction of a kerbside glass collection service and an expanded FOGO (Food Organics and Garden Organics) service is a necessary step for Council to meet its legislative obligations under Section 60 of the Circular Economy (Waste Reduction and Recycling) Act 2021. These reforms are mandatory for all Victorian councils, with deadlines of 2027 for separate glass collection and 2030 for FOGO services.

The recommended approach outlined in this report ensures Council achieves compliance in a cost-effective and operationally practical manner. It also aligns with the intent of the Household Waste and Recycling Service Standard 2024 by providing consistent, accessible, and environmentally responsible waste services to residents. By acting now, Council positions itself as a proactive and responsible organisation committed to sustainable waste management and the long-term benefit of the community.

Attachments

- 1 Kerbside Glass & Organics Expansion Service Maps April 2025  
- 2 Kerbside FOGO & Glass Roll Out Communications Plan  
- 3 Appendix 1 Waste Area Metrics Q3 24 25  

15. Sustainability and Culture

15.1 Tender Award - Provision of Environmental Health Services

Meeting Type:	Scheduled Council Meeting
Date of Meeting:	27 May 2025
Category:	Strategic
Author:	Manager Statutory Services
Approver:	Director Sustainability and Culture

No Council officers or contractors who have provided advice in relation to this report have declared a conflict of interest regarding the matter under consideration.

Executive Summary

This report is presented to Council to consider awarding contract T17219 – Provision of Environmental Health Services following a tender process.

The contract will assist Council in meeting its legislative obligations to provide a range of environmental health services.

Recommendation:

That Council:

1. Awards Contract T17219 for the Provision of Environmental Health Services to Kernow Environmental Services Pty Ltd.
2. Authorises the Chief Executive officer to sign and seal documents for contract T17219 – Provision of Environmental Health Services and to renew a term of the contract subject to performance and Council's needs.
3. Discloses the contract price of contract T17219 for the Provision of Environmental Health Services.

Background

Council currently operates a contracted Environmental Health Service. The current contract is due to expire at the end of June 2025. A tender process has been completed seeking to procure a contractor who can provide the required statutory environmental health service with a strong focus on customer service. The contract is intended to run for a period of 3 years with the option to extend the contract for a further 2 years after that.

Tenders for a proposed contract to deliver environmental health services was advertised through eProcure on 11 March 2025. The tender closed on 1 April 2025.

The tender was evaluated against the following criteria:

- Capability 30%
- Capacity 20%
- Social Procurement 10%
- Environment 10%
- Price 30%

The tender evaluation panel consisted of Council's Manager, Statutory Services, Manager Infrastructure, Manager Arts, Culture and Events and Internal Probity Officer. The tender was evaluated as per the Council's Procurement Policy Guidelines.

Implications

Policy Considerations

Specific Council policies or strategies that relate to this report include:

- Procurement Policy
- Domestic Wastewater Management Plan

Council Officers reviewed the opportunities for collaboration with other Councils or public bodies but do not consider it suitable for this service at this time.

Financial/Economic Implications

If awarded, the contract will commence in July 2025. Provision has been made for this contract in the draft 025/26 Council Budget. The contract price will increase by CPI each year which will need to be included in future budgets.

Legal/Statutory

Council has a statutory obligation to provide environmental health services.

The procurement process followed for this contract meets the requirements of the Local Government Act 2020.

Social and Diversity

There are no social or diversity impacts identified for the subject of this report.

Equity Impact Assessment (EIA)

There are no equity impacts identified for the subject of this report.

Environmental/Sustainability Impacts

There are no environmental/ sustainability impacts identified for the subject of this report.

Strategic Links

Council Plan 2021 – 2025

This report supports the 2021-2025 Council Plan through the following objectives and actions:

1. Nurturing our Wellbeing

- 1.6.2.1 – Undertake regular inspections of food premises
- 1.6.2.2 – Be proactive with education on risks of preventable outbreaks

2. Expanding our Economy

6.2.2.2 Provide an efficient and effective permit system

Rural City of Wangaratta 2033 Community Vision

This report supports the 2033 Community Vision through the following objectives:

- An effective and efficient Council
- A community that is safe, protected and supported
- Sustainable infrastructure that supports growth

Risk Management

Risk Management Framework

Risks	Likelihood	Consequence	Rating	Mitigation Action
Council's statutory obligations will not be met if the contract is not awarded.	High	Major	Likely	Recruit Environmental Health Officers
If the contract is not awarded community health may be negatively impacted.	High	Major	Likely	Recruit Environmental Health Officers
If the contract is not awarded, Council may have difficulty providing the service in-house due to the difficulty in recruiting Environmental Health Officers	High	Major	Likely	Award contract

Consultation/Communication

Consultation was not undertaken due to the statutory nature of the services to be provided.

A public tender process was undertaken for the recommended contract in accordance with Council's Procurement Policy.

Options for Consideration

1. Award the contract as recommended.
2. Not award contract – Council will be unable to meet its statutory obligations to provide environmental health services.

Conclusion

Council has a statutory obligation to provide a range of environmental health services. It is recommended that Council award contract T71219 to enable these obligations to continue to be fulfilled.

Attachments

- 1 Environmental Health Tender Evaluation Report - Confidential

16. Special Committee Reports

Nil

17. Advisory Committee Reports

Nil

18. Minutes of Advisory Committee Meetings

Nil

19. Notices of Motion

19.1 Notice of Motion No 70 - Deputy Mayor, Cr Harvey Benton

Meeting Type: Scheduled Council Meeting
Date of Meeting: 27 May 2025
Author: Executive Services Coordinator

Cr Harvey Benton has given notice of their intention to move as follows at the Scheduled Meeting of Council to be held on 27 May 2025 viz:

Executive Summary

Notice of Motion:

"That:

1. Council strongly advocates to peak Local Government organizations and appropriate State Government representatives for action against the implementation of the State Governments ESVF on our Community, for the following reasons:
 - a) the lack of consultation in implementing the fund
 - b) The methodology of collecting the fund
 - c) The negative impact on our community"

Councillor Comments

The changes to the Fire Service Levy (FSL) to the ESVF now re the collection and methodology are very un-clear, how the volunteers are to be charged and reimbursed if any, the collection of the levy by Council. The responsibility of collection unpaid rates/levy will it become council responsibility? Therefor council becoming a bank for the State Government.

The actual amounts are un-clear even what is publicly available to give community individuals some ability to plan. Volunteers now must pay the Levy in full, then if eligible claim back a capped amount of what they have paid.

The table shown on the government web page to the liability of individual property owners at present of the FSL is to remain or is it calculated in the new ESVF is difficult to identify. The best understanding is that the property owners in the RCOW will have a 3.3-million-dollar extra liability in the 25/26 year than at present. This is equivalent to a 10% rate rise on and above the rates imposed at present.

Officer Comments

The ESVF legislation passed the Victorian Upper House on 15th March 2025.

Whilst Council accepts the change of legislation, Council is concerned about the additional cost impact on rate payers created by the new tax, and are also concerned about the time and cost to administer the change. Additionally, with the collection coming of the levy made directly from Council, community may perceive this to be a Council charge, rather than a state charge.

Under the legislation, Council will only pay the funds as we collect them, so funds that are outstanding to council are also outstanding to State Revenue Office. Volunteers now must pay the Levy in full, then if eligible claim back a capped amount of what they have paid.

Council is paid a fee to administer this fund, and once necessary changes are established, we believe the change may ease the administration from a processing point of view.

Council Officers are planning for necessary system changes and stakeholder management for commencement in July 2025.

20. Urgent Business

21. Public Question Time

22. Confidential Business

Nil

23. Closure of Meeting

Attachments



Wangaratta South Housing & Mixed Use Precinct

DEVELOPMENT PLAN

2-64 GRETA RD, WANGARATTA

APRIL 2025

GRIMSHAW



GRIMSHAW

Our team acknowledges the traditional custodians of the lands at this project site. We recognise their continuing connection to land, water and community and pay respect to Elders past, present and emerging.

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1.0 INTRODUCTION

This document known as the Wangaratta South Housing & Mixed Use Precinct Development Plan (**the Development Plan**) affects the land formally known as No. 2-64 Greta Road, Wangaratta (**the subject site**). The subject site comprises part of the former Ovens College campus and is currently underutilised. It measures approximately 2.6ha in overall area.

The Development Plan seeks to guide the redevelopment of the subject site for residential and/ or mixed use purposes, and considers its local context, built form and land use, access, traffic and parking, open space and landscaping matters.

The Development Plan responds to the requirements of Clause 43.04 of the Development Plan Overlay (**DPO**) in the Wangaratta Planning Scheme (**the Scheme**) and more specifically, Schedule 3 – South Wangaratta Civic Precinct (**DPO3**). The requirements for preparing the Development Plan to the satisfaction of the responsible authority are set out at Clause 4.0 of DPO3. These requirements are addressed at Section 3 of this document.

Once approved by the responsible authority, the Development Plan will be the primary reference document for the consideration of future planning permit applications for use and development within the Development Plan area. Any planning permits issued for use and development at the subject site should be generally in accordance with the approved Development Plan.



  SUBJECT SITE

Figure 1: Aerial view of subject site (Source: Nearmap)

2.0 PLANNING CONTROLS & POLICY

2.1 Planning Controls

Pursuant to the Scheme, the subject site is contained within the Special Use Zone – Schedule 6 (**SUZ6**) and is affected by Development Plan Overlay – Schedule 3 (**DPO3**).

2.2 Special Use Zone - Schedule 6

SUZ6 (South Wangaratta Civic Precinct) seeks to:

- Provide for a range of civic uses, including health, education and training, community, emergency services, accommodation and recreational uses.
- Ensure that the combination of uses their density and the scale and character of any development do not prejudice the amenity of the surrounding area.
- Provide a landscaped setting for a set of community facilities within existing and proposed buildings.

Use

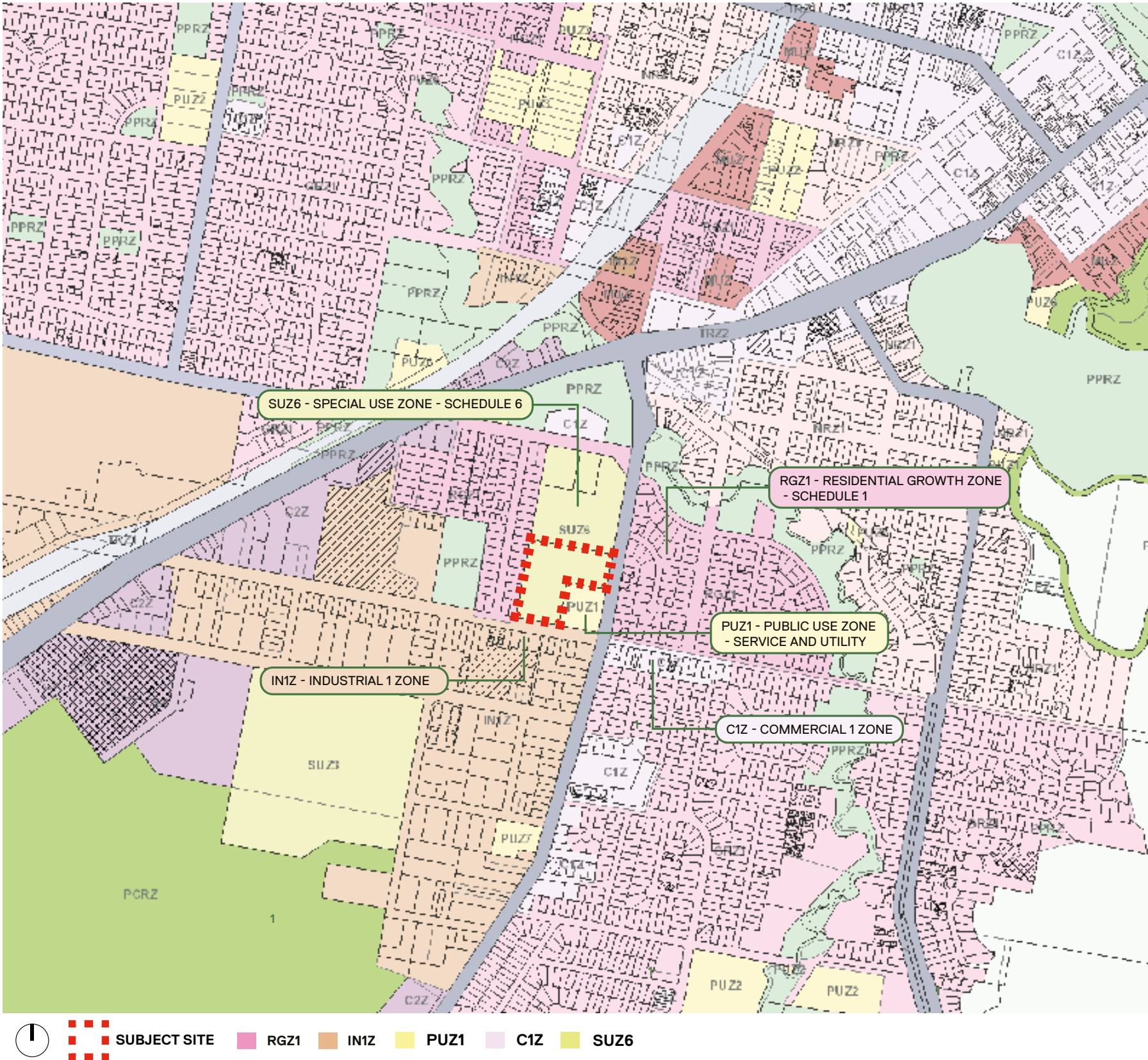
Under Section 2 – Permit Required’ uses, a planning permit is required for a variety of land uses including but not limited to: Accommodation¹, child care centre, convenience restaurant, education centre, emergency services facility, hospital, leisure and recreation, office, place of assembly (other than a nightclub and cinema), primary produce sales, renewable energy facilities, veterinary centre, etc...

Development

A permit is required to construct a building or construct or carry out works, i.e. development.

Subdivision

A permit is required to subdivide land.



¹As per the Table to Clause 73.03 (Land use terms), the definition of Accommodation is 'Land used to accommodate persons' and includes Dwelling and Residential building.

Figure 2: Location & Zoning Plan (Source: Vicplan)

2.3 Development Plan Overlay - Schedule 3 South Wangaratta Civic Precinct

The purpose of the DPO is:

- To implement the Municipal Planning Strategy and the Planning Policy Framework.
- To identify areas which require the form and conditions of future use and development to be shown on a development plan before a permit can be granted to use or develop the land.
- To exempt an application from notice and review if a development plan has been prepared to the satisfaction of the responsible authority.

Requirement before a permit is granted

Clause 43.04-2 states:

A permit must not be granted to use or subdivide land, construct a building or construct or carryout works until a development plan has been prepared to the satisfaction of the responsible authority. This does not apply if a schedule to this overlay specifically states that a permit may be granted before a development plan has been prepared to the satisfaction of the responsible authority.

In this circumstance, Clause 2.0 of DPO3 states:

A permit may be granted before a development plan has been prepared to the satisfaction of the responsible authority to subdivide, use or develop provided that the responsible authority is satisfied that the grant of a permit will not prejudice the outcomes for the land as set out in Clause 21.11-2 South Wangaratta Urban Renewal Area and the *South Wangaratta Urban Renewal Strategy 2012*.

Furthermore, when relying on Clause 2.0, relevantly Clause 3.0 (Conditions and requirements for permits) of DPO3 requires:

All proposals to construct a building or construct or carry out works before the South Wangaratta Civic Precinct Development Plan has been prepared must be accompanied by a report demonstrating that they will not prejudice the long term future of the land as recommended in the *South Wangaratta Urban Renewal Area* and the *South Wangaratta Urban Renewal Strategy 2012*.

Where a Development Plan has been prepared and approved by a responsible authority for the subject site, Clause 43.04-2 states a permit granted must:

- Be generally in accordance with the Development Plan.
- Include any conditions or requirements specified in a schedule to this overlay.

Exemption from notice and review

Clause 43.04-3 states that if a Development Plan has been prepared to the satisfaction of the responsible authority, an application under any provision of the scheme is exempt from the notice requirements of section 52(1)(a), (b) and (d), the decision requirements of section 64(1), (2) and (3) and the review rights of section 82(1) of the Act.

Preparation of a Development Plan

Clause 43.04-4 states the Development Plan may consist of plans and other documents and may, with the agreement of the responsible authority, be prepared and implemented in stages.

The Development Plan must describe:

- The land to which the plan applies.
- The proposed use and development of each part of the land.
- Any other requirements specified for the plan in a schedule to this overlay.

The Development Plan may be amended to the satisfaction of the responsible authority.

Requirements for a Development Plan under DPO3

Pursuant to Clause 4.0 of DPO3, the following requirements must be included in the Development Plan to the satisfaction of the responsible authority:

- Investigation of appropriate and feasible civic/community and alternative accommodation uses for the site including:
 - Motel styled serviced housing.
 - Student accommodation.
 - Short term or compact housing accommodation options.
 - A community college.
 - A community hall/youth centre.
 - Community health primary care.
 - Emergency services incident response centre.
 - Outdoor meeting space/open space.
 - Re-use of existing buildings.
- Distribution of new buildings, maximum heights and setbacks.
- High level on-site amenity (pedestrian entry points, on site facilities and public open spaces to encourage public use of the site).

- An assessment of the effect proposed uses will have on the amenity of surrounding properties including but not limited to noise levels, location of noise sources, traffic, hours of operation and light spill. Measures are to be outlined to minimise off-site amenity impacts, such as controlling operating hours, use of noise barriers, location of noise sources away from boundaries with residential properties and limiting the use of land for late night or entertainment facilities associated with accommodation uses.
- High quality design of buildings and public spaces demonstrating integration with existing facilities and a consistent architectural theme.
- A landscape masterplan showing:
 - Communal outdoor areas including seating and barbecues to provide a meeting point.
 - An integrated pathway network providing access to public spaces and buildings.
 - Buffers at the interface along the western site boundary shared with existing residential properties and adjoining substation.
 - Landscaped car parking areas accessible via a network of pathways.
 - A landscaping theme comprising a mix of formal and informal treatments.
- An access and car parking plan showing ingress/egress points for public, staff and service vehicles and appropriate levels of car parking and bicycle parking.
- A stormwater management plan that includes the retention and treatment of stormwater on site to meet Water Sensitive Urban design principles.
- An assessment of the aboriginal heritage significance of the site, including a Cultural Heritage Management Plan, if required.

With the consent of the responsible authority, the Development Plan may be prepared in stages.

2.4 Clause 11.03-6L-01
South Wangaratta Urban Renewal Area

Clause 11.03-6L-01 in the Planning Policy Framework applies to all land in the South Wangaratta Urban Renewal Area plan, which the subject site forms a part of. The key objective of this policy is to facilitate urban renewal in South Wangaratta.

Relevant strategies include:

- Create consistent urban design outcomes for development in the South Wangaratta Urban Renewal Area.
- Facilitate the redevelopment of the former Ovens College campus (Site 4) as a Civic Precinct to provide for a range of civic and accommodation uses.

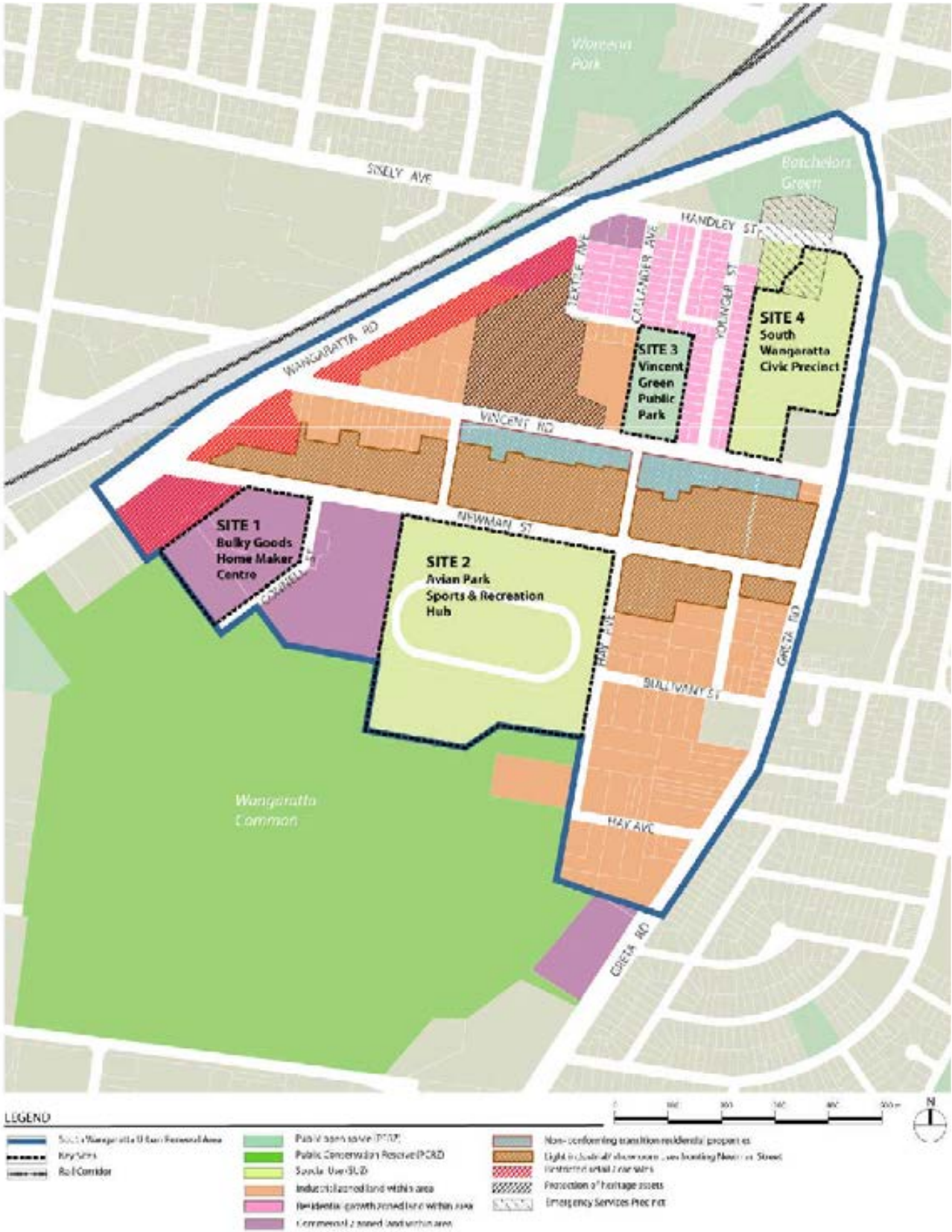


Figure 3: South Wangaratta Urban Renewal Area Plan (Source: Clause 11.03-6L-01)

3.0 DEVELOPMENT PLAN
REQUIREMENTS

3.1 The Masterplan

The Masterplan has been prepared to assist with guiding the future development of the subject site into a new housing and mixed use precinct, which achieves the Scheme’s vision for urban renewal within South Wangaratta. Further, the Masterplan has been prepared to allow the subject site to be developed for either residential and/or commercial land use outcomes, which will provide the flexibility for future planning permit applications to adapt and in turn, meet the needs of the residential and/or commercial sector in region.

3.1.1 Distribution of Buildings

The Masterplan establishes 2 sub-precincts within the subject site:

- A new housing sub-precinct comprising a mix of up to 2 level dwellings and up to 5 level residential buildings (dwelling or apartment format). This sub-precinct will be generally located on a north-south axis and adjacent to the existing residential area to the west of the subject site. Vehicle access will be taken from both Vincent Street and Greta Road.
- A new mixed use/commercial sub-precinct comprising a mix of up to 5 level commercial and/or residential buildings (including but not limited to apartments/ shop tops, townhouses, units and detached dwellings) with vehicle access to be taken from Greta Road. A range of commercial and/or residential land uses may be located in these building areas, for example but not limited to, a child care centre, medical centre, office, indoor recreation facility, food and drink premises, retail, a community centre and dwellings.

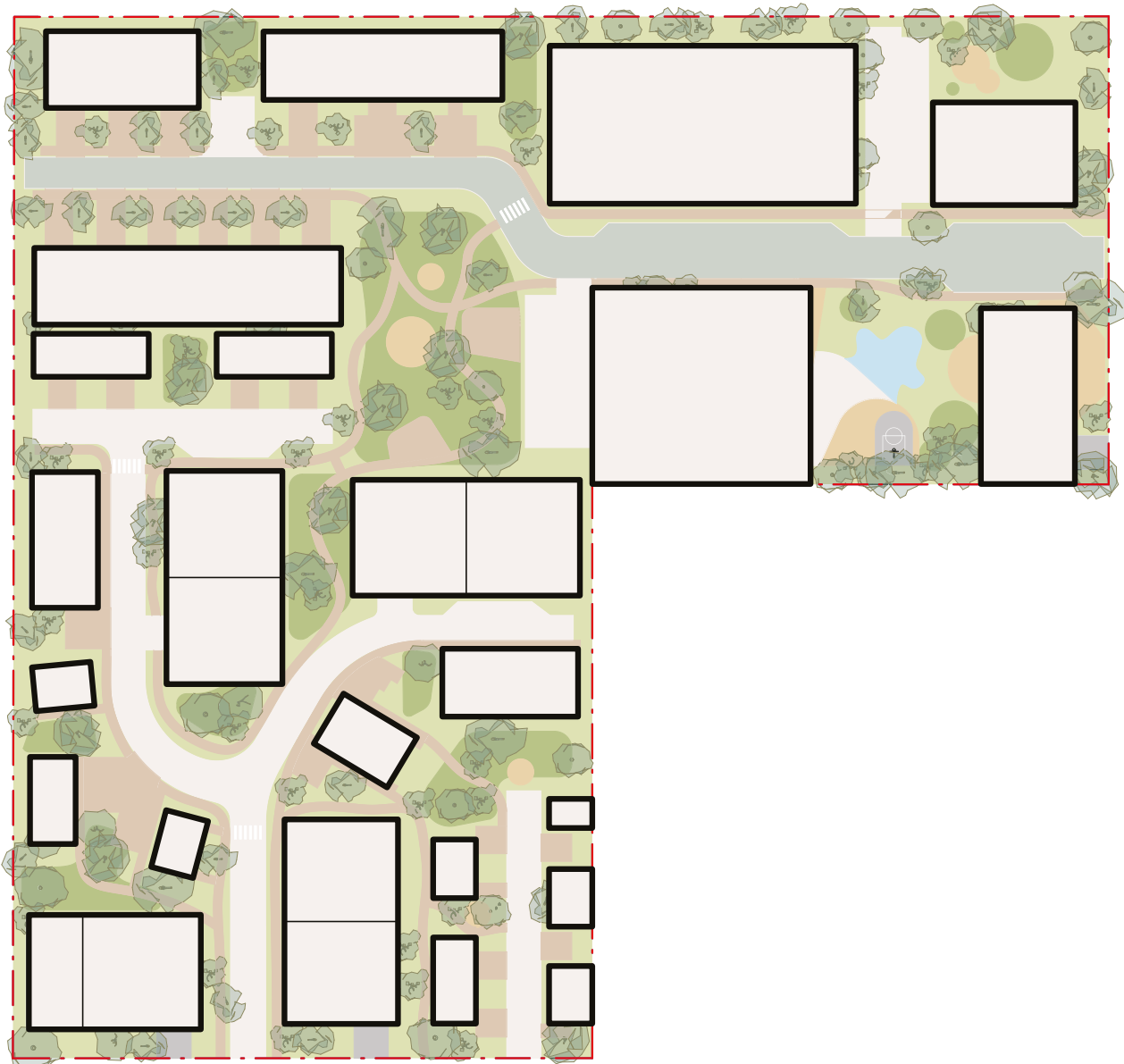
The buildings within each sub-precinct will be positioned in a landscape setting and interspersed with a range of open space areas.

Figure 4 shows how the location of buildings will be distributed across the subject site by identifying the indicative areas within which the buildings will be located.

Key Design Objectives

- A strong focus on landscape, pedestrian, cycling and accessible communal use
- A mix of building typologies including residential and commercial use creating a diverse and rich architectural design response
- Varied massing across the site and articulation in the building form, which distributes height throughout the subject site and sensitively addresses boundary conditions, e.g. Western interface
- Land uses that benefit the broader Wangaratta community and activate the precinct.

The ultimate location of buildings will be determined at the planning permit application stage of the project.



SUBJECT SITE



INDICATIVE BUILDING LOCATIONS & FOOTPRINTS

SCALE 1 : 1000 @ A3

Figure 4: Distribution of buildings across the subject site

3.1.2 Building Height

Building height should vary across the subject site and have regard to the differing interfaces, in particular to the west, which is an existing residential area. In general terms, building height should adopt a lower scale at the western interface.

As shown in Figure 5, the new housing and mixed use/commercial sub-precincts should comprise a range of building heights at 1-5 levels.

Key Design Objectives

- Varying building heights and massing across the subject site to create diversity of visual experience
- Stepped form of Residential buildings to reduce bulk, improve street articulation and allow articulation in height of the building
- Lower scale adjacent to existing residential areas and increasing in height within the centre of the site
- Articulated roof forms for Dwellings and Residential buildings

Ultimate building heights will be determined at the planning permit application stage of the project.

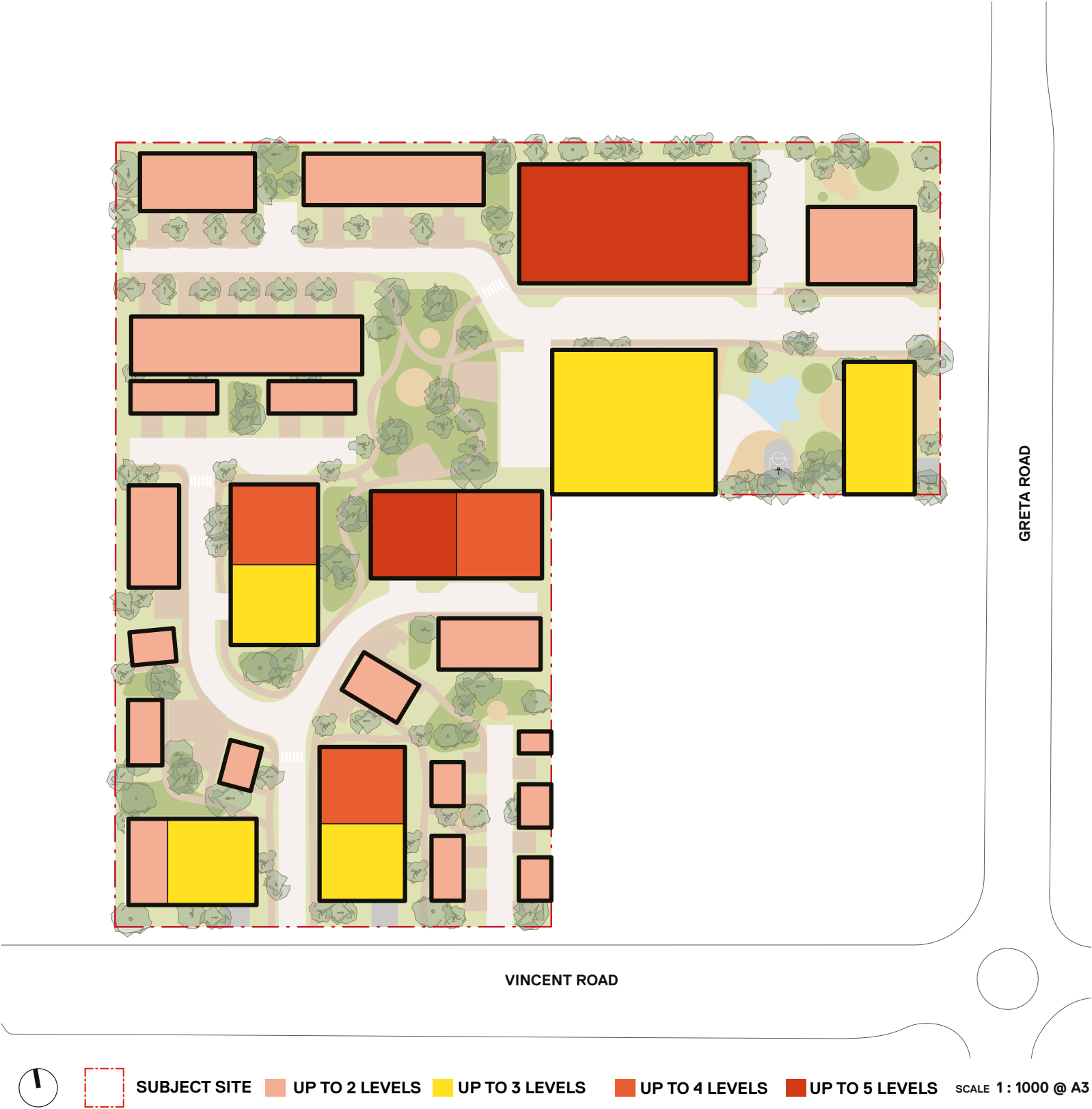


Figure 5: Building heights at the subject site

3.1.3 Setbacks

The setback of buildings at the subject site should generally align with those shown in Figure 6 below. The setback of dwellings and/or residential buildings from street, side and/or rear boundaries should have regard to the relevant standards of ResCode.

Buildings should also be setback from the internal roads to provide opportunity for an appropriate landscape setting. Open front setbacks should assist to preserve sightlines and provide landscaping opportunities.

Setbacks to corner lots should enable sufficient sightlines for vehicles and pedestrians in accordance with relevant Australian standards.

Key Design Objectives

Southern Boundary (Vincent Road):

- Buildings on the southern boundary should be set back to generally align with the adjacent residential properties, providing continuity to the Vincent Rd streetscape
- Buildings on the Southern Boundary to the Sub station may abut the boundary (lower level floors)

Western Boundary:

- Buildings on the Western boundary should generally align with a setback of approximately 3m from the boundary. Habitable room windows should be positioned to meet ResCode standard
- Building heights should be a maximum of 2 levels and generally align with the ResCode envelope

Eastern Boundary (Greta Road):

- Buildings on the Eastern boundary should be set back to generally align with the adjacent non-residential buildings, providing continuity to the Greta Road streetscape
- Townhouses on the Eastern Boundary to the Sub station may abut the boundary

Northern Boundary:

- Buildings on the Northern boundary should be set back a minimum of 3m from the property boundary

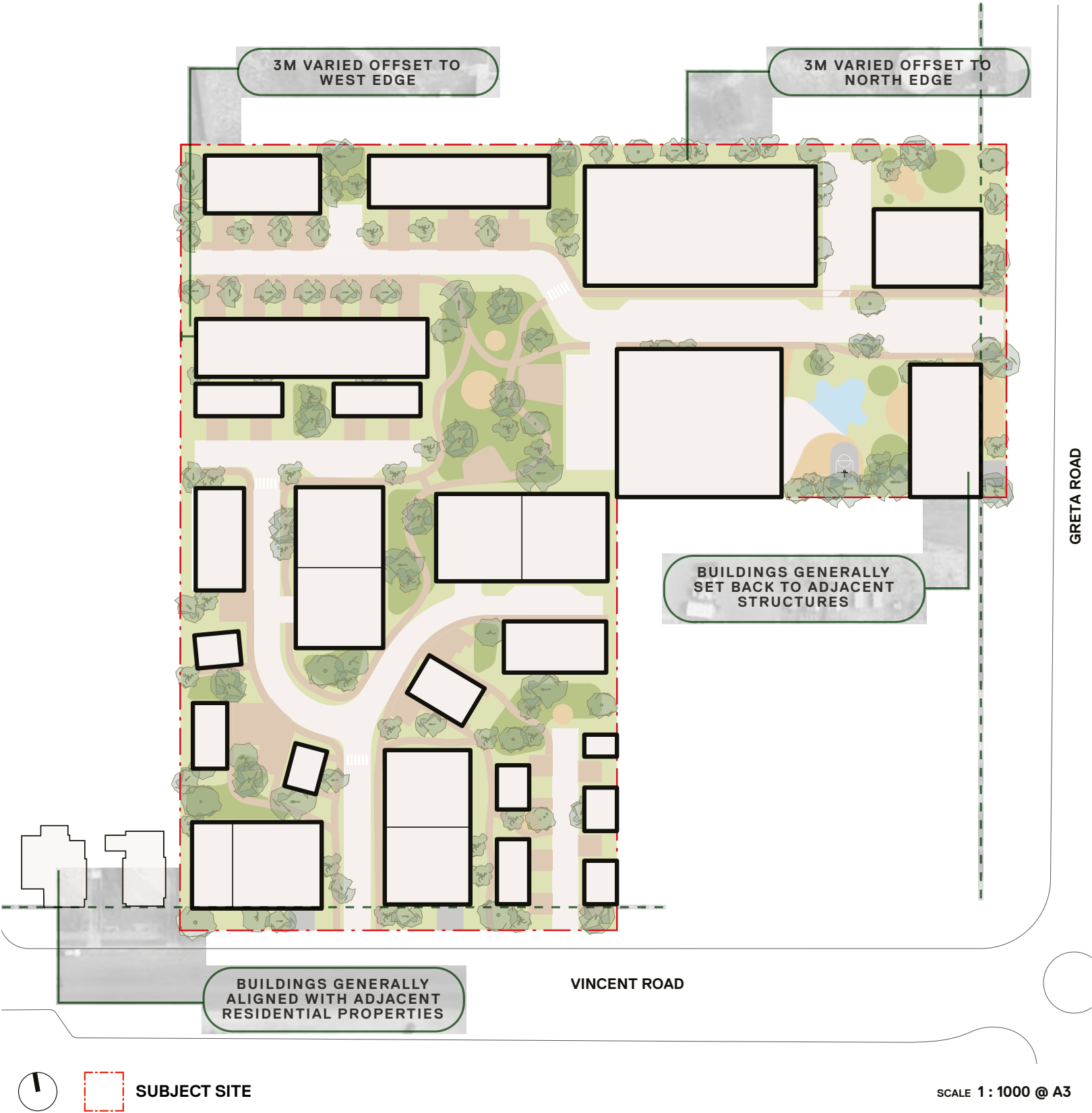
Building separation generally:

- Residential buildings should be generally located to provide adequate separation to meet ResCode requirements and to ensure appropriate levels of amenity

Ultimate building setbacks will be determined at the planning permit application stage of the project.

The distribution, height and setback of buildings should be designed having regard to the following:

- Topography of the land.
- The location of existing buildings.
- The potential amenity of open areas.
- The potential for off-site amenity impact, e.g. to interfacing residential properties.
- The design of buildings, which will present to the primary street frontages of Greta Road and Vincent Road.



3.2 Investigation of Appropriate & Feasible Land Uses

Investigations into appropriate and feasible land uses for the subject site were undertaken and completed as part of the Rural City of Wangaratta public tender process in 2022 and 2023. Council considered expressions of interests from submitters as well as its own vision for urban renewal for the precinct and concluded a broad range of land uses to be appropriate and feasible. These land uses include Accommodation (e.g. dwellings, residential buildings, etc.), as well as a variety of commercial land uses such as office, medical centre, food and beverage premises and child care centre.

Diversity of Typology

- A mix of Accommodation typologies including but not limited to dwellings, apartment buildings, community facilities and commercial buildings providing a rich and diverse architectural design response

The ultimate mix of land uses will be determined at the planning permit application stage of the project.



Figure 7: Proposed Land Uses

3.3 On Site Amenity

3.3.1 High Quality Design of Buildings & Public Spaces

The new built form should demonstrate attention to design and construction quality.

Building facades should present a simple and contemporary style and integrate appropriately with the established character of the broader area. Visually bulky forms or extensive blank facades in a single material or colour should be avoided, where possible.

New buildings should give primacy to the street and where a building has two street frontages, it should maintain articulated façade treatments to each frontage. Consideration to enhanced articulation should also be given where buildings are adjacent to open space areas.

Activated edges should achieve a high level of pedestrian amenity through a combination of land uses, entrances, glazing and other design and architectural treatments. Plant and equipment should be concealed or screened, where possible.

A varied palette of materials finishes and colours should be used to ensure a visually rich environment and consistent architectural theme. Careful consideration should be given to the selection of materials for the treatment of walls and buildings adjacent to the substation.

Key Design Objectives

Building Materiality, Look & Feel

- Facades should be articulated to emphasise the massing treatment
- Simple block form clusters break down the mass of apartment buildings
- A mix of robust, durable and low maintenance façade materials to create diversity whilst still achieving a palette of materials across the site.
- Typical materials may include concrete, cement sheet, metal cladding, glazed walls, vertical louvres and steel slat balustrades
- Residential buildings typically using punched windows with inset balconies
- Potential for using recycled timber for some mixed use buildings

The ultimate design and selection of material and finishes for the buildings proposed will be determined at the planning permit application stage of the project.



Figure 8: Indicative Building Materiality images

3.3.2 Publicly Accessible Spaces

A range of publicly accessible spaces should be provided throughout the subject site, including but not limited to a childcare centre use, a children’s playground and BBQ facilities with seating in the various parks. The location of these spaces should generally accord with Figure 9.

Key Design Objectives

Community & Public Use

- Childcare centre
- Children’s playground
- Community BBQ facilities in main park and pocket parks.
- Public use EV charging stations

Social Amenity for Residents

- Village style park with soft landscaping. Provides shade and reduces hard surfaces
- Smaller pocket parks created throughout the subject site
- Activation of meeting places for social interaction and private spaces for contemplation

The ultimate location and design of each of the publicly accessible spaces will be determined at the planning permit application stage of the project.

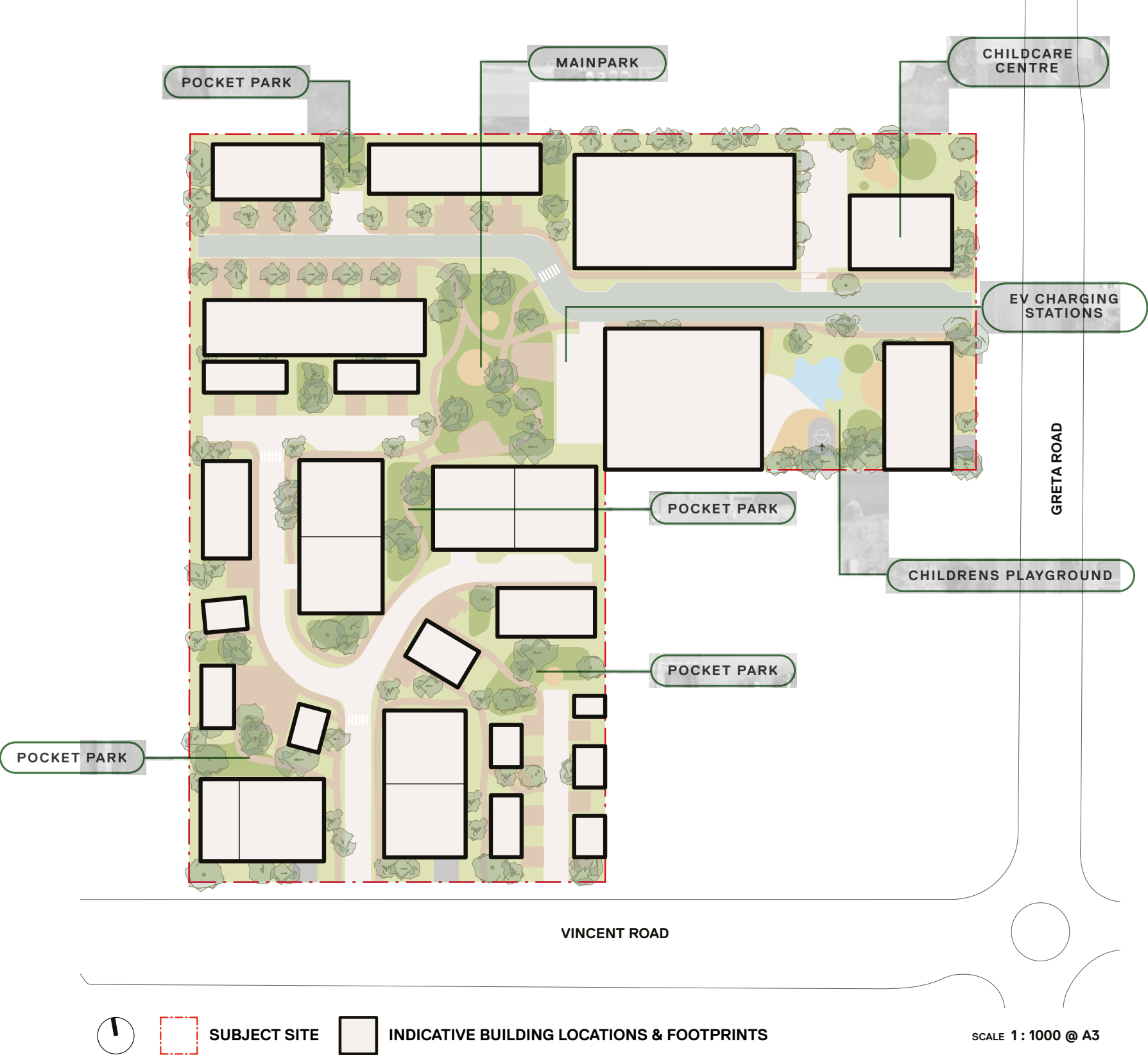


Figure 9: Community and Public Spaces

3.4 Landscaping

Landscaping should provide an attractive setting for the buildings to be constructed on the subject site and should comprise a mixture of formal and informal landscape treatments.

Landscaping should contribute to high quality street frontages and an appropriate species selection should be used to visually soften and reduce building bulk and screen potentially visually obtrusive areas. Appropriately planted landscape buffers should be provided along the western interface as well as the interface with the existing electrical substation.

Communal outdoor areas should include seating and meeting points, accessed through a network of pathways to buildings and public spaces.

Environmental factors should be considered in relation to minimising surface runoff, species selection, materials and finishes and ongoing water usage requirements.

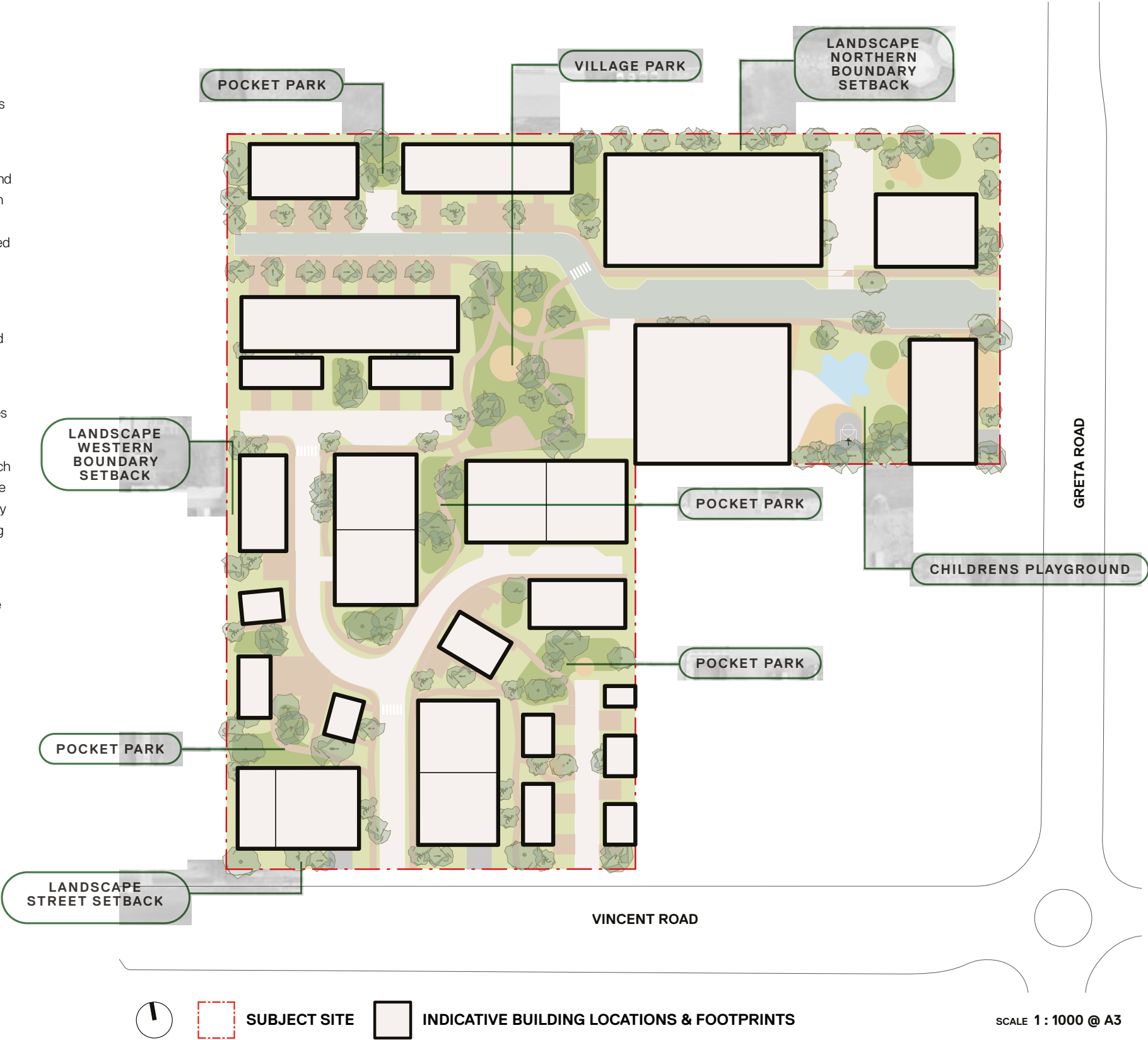
As part of any planning permit application, a landscape plan, which generally accords with the landscape masterplan shown at Figure 10, should be prepared. The landscape plan should be prepared by a qualified landscape architect and generally include the following detail:

- A consistent planting scheme comprising drought resistant and robust species as selected from Council’s approved tree species list.
- Formal and informal landscaped treatments.
- Deep soil planting areas.
- A mixture of permeable and hard paving treatments, where possible.

Key Landscape Design Objectives

A strong focus on providing a rich landscape response and pedestrian focused streetscape

- Meandering streets to calm traffic
- No through roads
- Reduce hard road asphalt surfaces where possible
- Pedestrian paths and streets with clear sightlines and activation to improve passive surveillance and safety
- Accessible design landscape focus for mobility and sight impaired



SCALE 1 : 1000 @ A3

Figure 10: Landscape Masterplan

3.4 Landscaping

Key Landscape Design Objectives

- Robust drought resistant, low maintenance plant species with deep planting landscape zones and trees
- Planting should be selected from Wangaratta City Councils approved and restricted tree species list
- A mixture of permeable and hard paving throughout the subject site



Figure 11: Indicative landscape images

3.5 Access & Car Parking

The subject site will benefit from two primary main access points – Greta Road and Vincent Road.

The internal roads should be designed to prevent through vehicle movements from Greta Road to Vincent Road and vice versa. Furthermore, the internal road network should be designed to accommodate local traffic inclusive of delivery, service and waste collection vehicles, which may need to access the subject site from time to time. A network of pedestrian paths should be established throughout the subject site to complement the internal road network and allow for the safe and efficient movement of people of all abilities. Car and bicycle parking for residents and/or employees may comprise at grade or basement off-street carparking areas for each land use. Car and bicycle parking should be provided in close proximity to each land use. Where required, visitor car parking should be provided and accommodated within the subject site and Greta Road and/or Vincent Road. The design and layout of car parking areas should generally accord with Clause 52.06 of the Scheme or the current Australian Standards. Bicycle parking provision should generally accord with Clause 52.34 of the Scheme.

A Traffic Impact Assessment Report (TIAR) should be prepared in support of any planning permit application. This report should outline the appropriate level of car and bicycle parking provision for each land use as well as vehicle access arrangements including the design and assessment of any proposed intersection/access points with Vincent Road and Greta Road. The TIAR must include the following, to the satisfaction of the Head, Transport for Victoria:

- a. An assessment of the appropriate access arrangement at the intersection of any proposed new access and Greta Road
- b. Identification of any mitigation measures that may be required, to ensure public safety and operational efficiency of Greta Road
- c. Any other relevant matter identified as an outcome of consultation with the Department of Transport and Planning.

In addition, a Waste Management Plan (WMP) should be prepared in support of any planning permit application and should include details relating to anticipated waste generation for each land use, bin sizes and type, bin storage areas, collection location and anticipated frequency of collection. The WMP should provide details relating to turn heads on internal access roads for waste collection vehicles. Where required under the scheme, planning applications will be referred to the Department of Transport for comment.

Key Access & Car Parking Design Objectives

- Minimise hard stand and on street parking across the subject site where possible
- Maximise integrated parking, where possible

Site Access should be:

- 2 Primary vehicular access points to the subject site from either Vincent Road or Greta Road.
Note: Only 1 access point will be allowed from Greta Road, subject to the provision of a TIAR that meets the requirements of the Head, Transport for Victoria, as detailed above.
- 3 Secondary points of vehicular access on Vincent Street as shown in Figure 12.
- Pedestrian access is provided at each of these locations

Parking should be:

- At grade parking for the dwellings generally comprising one or two levels.
- Undercroft or basement carparking for the Residential buildings
- At grade parking for childcare facility
- Basement and/or at grade parking for the non-residential buildings
- Visitor kerb side parking throughout
- Garage parking for walk up apartments



3.6 Stormwater Management

The Water Sensitive Urban Design (WSUD) Guidelines for the Rural City of Wangaratta outline the process that should be taken at all stages in the development of land from planning and design through to construction, handover and operation to ensure fully functioning assets.

Development should incorporate WSUD as part of an integrated storm water management system across the subject site generally in accordance with the WSUD guidelines. The stormwater management objectives, which should be achieved are:

- Mitigate the potential impact of development on waterways and downstream environments.
- Provide a stormwater management system that restricts flows to predevelopment levels.
- Treat stormwater to achieve best practice standards.
- Design suitable water detention and treatments in accordance with the guidelines.
- Provide gross pollutant traps (GPT) or alternative products at strategic locations to remove pollutants prior to entering water detention and treatments.
- Encourage water re-use throughout the subject site.
- Add amenity to the streets and open spaces through landscaping of water treatment areas.

Any future buildings and works or subdivision permit application (excluding planning application PlnApp24/189 which may supply this as a permit condition) should include a Storm Water Management Strategy (SMS), inclusive of a MUSIC model that provides clear drainage, WSUD and on-site detention recommendations and computations, prepared in accordance with procedures and criteria specified in the IDM.

The SMS should as a minimum address the following unless otherwise agreed in writing:

- An analysis of the existing conditions prior to any development to determine the permissible site discharge, including:
 - a catchment plan showing the existing site contours with legible labels. Alternatively, an existing conditions plan can be provided as an appendix to the Stormwater Management Strategy.
 - discussion around the limitations of any existing drainage infrastructure.
 - existing drainage network as it relates to the land, related to the buildings and works or subdivision permit application and demonstrate that it can convey the minor storm event from the legal points of discharge.
- Legal points of discharge should be shown in accordance with the IDM.

- Water Sensitive Urban Design principles should be designed in accordance with the IDM and to the satisfaction of the Responsible Authority.
- Stormwater runoff originating from the land should be retained and/or detained on the property and discharged to the satisfaction of the Responsible Authority not having negative impact on neighbouring properties.

The permit holder should supply Council with a SMS for endorsement by Council prior to requesting endorsement of detailed engineering plans.

Prior to the commencement of use of any part of the subject land, the permit holder must satisfy the Responsible Authority that all items in the endorsed SMS have been designed and constructed in accordance with the IDM unless otherwise agreed in writing.

3.7 Amenity Considerations

The potential for non-residential land uses to unreasonably impact on the amenity of existing residential properties and/or new dwellings through noise, traffic, hours of operation or light spill should be considered at the planning permit application stage.

Any planning application should demonstrate that any proposed non-residential land use will not detrimentally impact on the amenity of existing and/or new residential properties and where necessary outline appropriate measures to mitigate and/or manage the potential impact.

Where necessary planning applications may need to be supported by technical reports prepared by appropriately qualified consultants, for example:

- An acoustic report to address matters relating to noise
- A traffic impact assessment report to address matters relating to traffic and car parking
- A waste management plan to address matters relating to waste generation and collection
- An electromagnetic field assessment report to address matters relating to the electrical substation

The recommendations of any technical reports prepared should be reflected in the detail of any relevant planning permit application prepared for a land use and/or the conditions of any planning permit issued. Recommendations from these reports may include but not be limited to:

- Specifying hours of operation for a use
- Measures to baffle spilt light
- Measures to attenuate noise generation`
- The siting, design and layout of a building

3.8 Aboriginal Cultural Heritage Significance

The subject site is not affected by any areas of identified aboriginal cultural heritage sensitivity. Refer to Figure 13 below.

Accordingly, a Cultural Heritage Management Plan (**CHMP**) is not required to be prepared for the subdivision, use and/or development of the subject site.

If deemed necessary, a desktop cultural heritage assessment prepared by appropriately qualified consultant can be submitted to the responsible authority as part of the first planning application for use and/or development of the subject site.



Figure 13: Area of cultural heritage sensitivity (Source: Vicplan)

4.0 IMPLEMENTATION

4.1 Stages of Development

With the consent of the responsible authority, the subdivision, use and development of the subject site may occur in stages. Staging may be influenced by a variety of factors such as market demand, funding, cost of development and capacity/availability of services and infrastructure.

4.2 Planning Permit Application Requirements

Where relevant for a planning permit application for use and/or development the following documentation should be prepared by appropriately qualified consultants to support the proposal:

- A drawing package inclusive of a site plan, floor plans, roof plan, elevations and a material and finishes palette.
- A landscape plan inclusive of a planting schedule.
- A traffic impact assessment report to address matters relating to traffic and car parking.
- A waste management plan to address matters relating to waste generation and collection.
- A Stormwater Management Plan inclusive of a MUSIC model.
- An acoustic report to address matters relating to noise.
- An electromagnetic field assessment report to address matters relating to the electrical substation.

4.3 Referrals

Where required under the scheme, planning applications will be referred to the Department of Transport for comment.

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Rural City of Wangaratta	FY24/25 Adopted Budget	FY24/25 Q2 Full Year Forecast	FY24/25 Q3 Draft Full Year Forecast	Projected Full Year to Q2 Adopted Budget Variance	24/25 YTD Actual	Ref
Income Statement as at 31st March 2025	\$	\$	\$	\$	\$	
Income						
Rates and charges	42,061,000	42,054,653	41,879,162	(175,491)	41,837,412	
Statutory fees and fines	1,429,000	1,351,211	1,153,201	(198,010)	527,652	1
User fees	13,330,000	13,249,997	12,052,663	(1,197,334)	8,610,839	2
Contributions - cash	2,227,000	2,235,330	98,818	(2,136,512)	57,438	3
Contributions - non-monetary	1,050,000	1,082,000	6,497,575	5,415,575	32,000	4
Grants - Operating	24,914,000	20,438,394	18,773,412	(1,664,982)	16,233,046	5
Grants - Capital	9,217,416	13,333,739	9,014,008	(4,319,731)	6,881,125	6
Reimbursements	97,000	1,560,558	1,093,558	(467,000)	739,922	7
Other revenue	1,330,000	1,347,026	1,843,832	496,806	1,257,567	8
Net gain/(loss) on sale/disposal of PPE&I	612,000	542,221	465,475	(76,746)	(156,933)	
Total Income	96,267,416	97,195,128	92,871,703	(4,323,425)	76,020,069	
Expenses						
Employee benefits	34,308,000	34,434,993	32,837,304	1,597,688	24,978,888	9
Materials and services	30,249,000	30,016,597	29,767,699	248,898	21,465,865	10
Depreciation and amortisation	16,766,000	16,766,000	17,205,459	(439,459)	17,109,986	11
Finance costs	569,000	567,540	573,906	(6,366)	331,022	
Other expenses	477,000	605,239	1,002,535	(397,296)	764,218	
Total Expenses	82,369,000	82,390,368	81,386,903	1,003,465	64,649,979	
Surplus / (deficit) for the year	13,898,416	14,804,760	11,484,800	(3,319,960)	11,370,090	
Adjusted Underlying Operating Position						
Grants - Capital (non-recurrent)	7,663,371	11,360,095	7,040,364	5,465,884	5,673,884	
Contributions - non-monetary	1,050,000	1,082,000	6,497,575	32,000	6,497,576	
Contributions - Cash	2,227,000	2,235,330	98,818	57,438	57,438	
Total Adjustments	10,940,371	14,677,425	13,636,757	5,555,322	12,228,898	
Adjusted Underlying Operating Surplus/(deficit) for the year	2,958,045	127,335	(2,151,956)	2,235,362	(858,808)	

Notes - Income Statement

1. Statutory fees and fines, net decrease \$198k:

- Revenue from parking and animal infringements is \$150k below budgeted levels, primarily due to staff shortages and the parking system reaching end of life, which has impacted enforcement capabilities

2. User Fees, net decrease \$1.20m:

- The Early Childhood area is underperforming against the original budget, with a reduction of (\$572k). This is primarily due to ongoing staffing shortages, which have impacted our ability to maintain required staff-to-child ratios and deliver services at full capacity

- Community Care is showing a reduction of (\$490k), mainly due to Nexus ceasing assessments, which accounts for around \$150k. Additionally, there are still unresolved factors impacting the budget, including pending outcomes related to the ASPIRE program, and a contract that is yet to be finalised.

- Bowser landfill has seen a further reduction of waste acceptance of (\$190k) due to cheaper alternatives at neighbouring councils, due to them benefiting from economies of scale and avoiding EPA levies, particularly in Albury. This reduction in waste intake will extend Bowser's lifespan by 7-8 years, delaying costly capital works.

- Parking meter revenue has further decrease with meters at end of life (\$66k)

3. Contributions Cash, net decrease \$2.14m.

This decrease has been fully offset by non-cash contributions received and capitalised. Refer to point 4.

4. Contributions – non-monetary, net increase \$5.42m:

- Capitalisation of subdivisions and developments from recent years resulting in an increase \$5.42m

Notes - Income Statement (Cont.)**5 Operating Grants, net decrease (\$1.67m):**

- The number of available funding packages for Aged and Community Care has decreased by \$1.18m
- The Resilient Actions across Hume Region Grant has been returned, totalling (\$130k)

6. Capital Grants, net decrease \$4.31m:

Carry over the following Projects to the 25/26 Budget (\$3.73m)

- Wangaratta Netball Courts – Design - (\$1.38m)
- WSAC Change Rooms & Amenities - (\$1.25m)
- Safe System Pedestrian Program - (\$897k)
- Design & Construction of Rowan Street Overpass Shared Path - (\$200k)
- WSAC Power efficiency implementation being reconsidered for inclusion in the 25/26 budget – (\$580k)

7. Reimbursements, net decrease (\$467k):

Not all components of the Natural Disaster funding claims were approved, resulting in a shortfall of (\$467k)

8. Other Revenue, net increase (\$497k):

- Increase in the interest earned on Investments has increase due to higher bank balance mainly due to the delay and savings in Capital works \$445k
- Increase in the amount of fuel rebates received from the ATO \$80k

9. Employee Benefits, net decrease \$1.6m:

- Reduction of Employee Benefits to recognise YTD savings \$1.6m

10. Materials and Services, net decrease \$248k:

Council officers underwent a thorough review to identify savings in materials and services, below is the main variances:

Favourable variances

- Reduction in Home Care operating expenditure \$519k
- Reduction in ICT projects \$200k
- Reduction in Family Day Care contractors \$154k, this is offset by reduced grant income
- Reduction of EPA levies at Bowser landfill \$124k

Unfavourable variances

- Increase in expenditure in relation to previous Natural Disasters (\$470k)
- Transfer of capital budget to line clearing (\$223k) as previously endorsed by Council

11. Depreciation

Please note that the Year-to-Date and forecast depreciation figures are currently under review for year end to ensure accuracy.

Rural City of Wangaratta	30 June 2024	31 December 2024	31 March 2025	Variance Fav/(Unfav)	Variance Fav/(Unfav)	Ref
Balance Sheet as at 31st March 2025	\$	\$	\$	\$	%	
Assets						
Current assets						
Cash and cash equivalents	13,602,412	30,336,494	29,419,292	(917,202)	(3%)	1
Rate receivables	1,991,246	21,834,415	12,070,417	(9,763,999)	(45%)	2
Other receivables - current	3,009,855	6,566,358	6,804,775	238,417	4%	
Financial assets - current	10,000,000	0	-	0	0%	
Inventories	1,629	(656)	(501)	155	24%	
Assets held for sale	623,590	623,590	623,590	0	0%	
Other assets - current	865,787	(125,492)	(159,710)	(34,218)	(27%)	
Investments in associates	-	-	-	0	0%	
Total Current assets	30,094,519	59,234,708	48,757,862	(10,476,847)	(18%)	
Non-current assets						
Receivables non-current	-	-	-	-	0%	
Financial assets non-current	324,447	324,447	324,447	0	0%	
Property, plant and equipment and infrastructure	791,462,824	786,420,904	785,716,498	(704,406)	(0%)	3
Book collection	954,935	942,067	854,892	(87,175)	(9%)	
Intangible Assets - Landfill	1,513,978	1,513,978	1,513,978	0	0%	
Right of Use Assets	100,149	26,509	118,697	92,188	348%	
Total Non-current assets	794,356,333	789,227,905	788,528,513	(699,392)	(0%)	
Total Assets	824,450,852	848,462,613	837,286,374	(11,176,239)	(1%)	
Liabilities						
Current liabilities						
Payables - current	4,328,505	3,589,884	6,824,594	(3,234,710)	(90%)	4
Trust funds and deposits	4,059,629	6,151,663	5,192,492	959,171	16%	5
Provisions - current	6,557,646	7,145,704	6,712,963	432,741	6%	
Interest bearing loans and borrowings - current	2,678,193	1,345,734	674,571	671,164	50%	
Lease liabilities - current	111,778	70,593	54,828	15,765	22%	
Total Current liabilities	17,735,752	18,303,578	19,459,448	1,155,870	6%	
Non-current liabilities						
Provisions non-current	15,692,777	15,142,777	15,142,777	0	0%	
Interest bearing loans and borrowings - non-current	22,388,094	22,388,094	22,388,094	0	0%	
Lease liabilities - non-current	0	0	-	0	0%	
Total Non-current liabilities	38,080,871	37,530,871	37,530,871	0	0%	
Total liabilities	55,816,623	55,834,450	56,990,319	1,155,870	2%	
Net assets	768,634,229	792,628,163	780,296,055	(12,332,108)	(2%)	
Equity						
Accumulated surplus	184,562,055	187,954,911	187,970,055	15,144	0%	
Other reserves	40,168,049	40,168,049	40,168,049	0	0%	
Asset revaluation reserve	540,513,499	541,074,007	540,787,861	(286,145)	(0%)	
Accumulated surplus - current year	3,390,626	23,431,196	11,370,090	(12,061,107)	(51%)	
Total Equity	768,634,229	792,628,163	780,296,055	(12,332,108)	(2%)	

Notes - Balance Sheet**1. Cash and Cash Equivalents**

Cash and Cash Equivalents have decreased in March. This balance will fluctuate month to month based on general operations of the business including when payments are received and made.

2. Rate Receivables

The balance reflects outstanding rates for the financial year and will reduce progressively over the course of financial year, as instalments fall due and payments are made by ratepayers.

3. Property, plant and equipment and infrastructure

Property, plant and equipment and infrastructure will increase/decrease in the current period due to increases in WIP and additions and depreciation.

4. Payables - current

Payables - current balance is reflective of supplier invoices received but not yet paid. This account will fluctuate during the year as invoices are received and paid as part of Council operations. Invoices are generally paid when they are due, not when received.

5. Trust Funds and Deposits

Trust Funds and Deposits fluctuate monthly based on deposits received and returned relating to capital projects during the year.

Rural City of Wangaratta	FY24/25 Adopted Budget	FY24/25 Q2 Full Year Forecast	FY24/25 Q3 Full Year Forecast	Projected Full Year to Q2 Adopted Budget Variance	Current Commitments	FY24/25 YTD Actual	Ref
Statement of Capital Works 31st March 2025	\$	\$	\$	\$	\$	\$	
Property							
Land Improvements	-	47,186	29,693	17,493	277,290	38,713	
Total Land	-	47,186	29,693	17,493	277,290	38,713	
Buildings	3,840,796	3,782,994	1,550,978	2,232,016	840,643	447,323	
Total buildings	3,840,796	3,782,994	1,550,978	2,232,016	840,643	447,323	
Total Property	3,840,796	3,830,180	1,580,671	2,249,509	1,117,933	486,035	
Plant and equipment							
Plant and equipment	6,706,269	6,602,420	3,588,902	3,013,518	2,958,711	280,269	
Furniture and fittings	120,700	196,038	165,337	30,700	-	101,689	
Computers and telecommunications	167,084	140,683	220,371	(79,688)	7,222	154,449	
Artworks	8,000	21,614	21,614	-	-	15,364	
Book collection	204,503	204,366	204,366	-	12,859	183,447	
Total Plant and equipment	7,206,555	7,165,120	4,200,590	2,964,530	2,978,793	735,218	
Infrastructure							
Waste management	40,000	40,000	-	40,000	-	-	
Sealed roads and substructure	4,635,148	4,545,173	4,396,000	149,173	572,099	3,156,225	
Gravel Roads and substructure	2,028,788	1,884,597	1,661,597	223,000	355,319	1,283,079	
Bridges	1,833,044	1,791,206	1,791,206	-	720,762	808,402	
Drainage	4,162,502	4,899,629	3,349,629	1,550,000	722,151	1,858,223	
Footpaths	1,103,599	1,969,074	832,299	1,136,775	101,675	306,121	
Off Street Car Parks	31,548	31,096	31,096	-	-	31,096	
Parks, Open Spaces and Streetscapes	1,786,643	1,811,921	1,781,921	30,000	213,857	1,390,636	
Recreation, Leisure and Community Facilities	1,633,330	2,322,369	814,280	1,508,088	131,577	620,923	
Aerodromes	80,000	80,000	80,000	-	-	-	
Other Infrastructure	1,548,897	1,562,838	1,890,004	(327,166)	832,969	712,672	
Total Infrastructure	18,883,498	20,937,902	16,628,032	4,309,870	3,650,409	10,167,378	
Total capital works expenditure	29,930,849	31,933,202	22,409,292	9,523,910	7,747,134	11,388,632	
Represented by:							
Renewal expenditure	17,339,961	17,394,429	13,660,966	3,733,463	4,598,509	6,573,483	
Upgrade expenditure	5,276,704	7,116,634	2,591,241	4,525,393	1,051,899	1,464,068	
New Assets expenditure	7,314,185	7,422,139	6,157,085	1,265,054	2,096,727	3,351,080	
Total capital works expenditure	29,930,849	31,933,202	22,409,292	9,523,910	7,747,134	11,388,632	

Notes - Statement of Capital Works

Council's capital works expenditure has decreased from \$31.93m to \$22.4m, a net decrease of \$9.52m. The decrease largely be attributed to projects identified to carry over to 2025/26 with the remaining identified as savings.

Projects to carry over to 2025/26 - \$6.7m

- Plant replacement \$1.47m
- CBD Parking meter renewal \$60k
- Wangaratta Flood Mitigation Strategy and Design \$1.4m
- Safe System Pedestrian Program \$941k
- Design & Construction of Rowan Street Overpass Shared Path \$200k
- Wangaratta Netball Courts – Design \$1.38m

Projects where savings have been identified as they have either been delivered within budget or the scope can be reduced totalling \$2.8m are:

- Replacement of Christmas Decoration \$30k
- New groundwater bores - Bowser Landfill \$60k
- Design for Ovens / Faithfull & Templeton roundabout \$30k
- Rural Road Detailed Design and Constructs \$43k
- LRCI Gravel Re-sheeting Program \$223k
- SGA Trunk Drainage Design \$150k
- WSAC Program Pool floor \$18k
- Grandstand @ Showgrounds Refurbishment \$95k

Year-to-date delivery of the Capital Works Program is \$11.39m to 31 March 2025 with current commitments YTD of a further \$7.75m.



Rural City of
Wangaratta

Revenue & Rating Plan

2025-29





Welcome

Welcome to the Rural City of Wangaratta (RCOW) Revenue & Rating Plan 2025-29.

The 2020 *Local Government Act* requires all councils to publish a plan setting out how income will be generated to fund delivery of their Council Plan, and to cover a minimum period of four years following each council election.

The Revenue & Rating Plan 2025-29 (the Plan) establishes the revenue raising framework within which council proposes to work. The purpose of the Revenue & Rating Plan is to determine the most appropriate and affordable revenue and rating approach for RCOW which in conjunction with other income sources will adequately finance the objectives in the Council Plan.

The Plan is an important part of council's Integrated Planning Framework. Strategies outlined in the Plan will feed into our budgeting and long-term financial planning documents, as well as other strategic planning documents within council's Integrated Planning Framework.

Acknowledgement of Traditional Owners

We acknowledge the traditional custodians of the lands on which the Rural City of Wangaratta communities reside. We pay our respect to their Elders past, present and emerging, and celebrate and respect their continuing cultures. We are committed to walking beside all traditional owners as we move toward reconciliation.

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1. Executive Summary

The Revenue and Rating Plan is a four year plan that outlines the Rural City of Wangaratta's decision-making process on how revenues are calculated and collected and is a requirement of the *Local Government Act 2020*.

The following key changes are proposed to the structure and level of rates and charges for the 2025-26 year compared to the 2024-25 year to ensure that there is a fair and equitable distribution of the rating burden across the different types or classes of land:

- Change the definitions of Rural Residential, Rural 1 and Rural 2 differential rates to Rural <20Ha and Rural >20Ha.
- Combine Commercial and Industrial land into one category.
- Combine the three Vacant land types (excluding General Vacant land which has been vacant for more than three years) into one category.
- Remove the Mixed Use land category until a better identification process can be implemented.
- Set the Rural <20Ha and Rural >20Ha differential rates at 80% and 60% of the General Rate respectively (formerly Rural Residential 100%, Rural 1 70% and Rural 2 65%).
- Increase the Commercial and Industrial differential rates from 138% to 145% of the General Rate.
- Reduce the General Vacant land rate for land vacant for more than three years by 20% to 240% to comply with the *Local Government Act 1989* (highest differential rate must be no more than four times the lowest differential rate).

Further details including the impact of these changes is discussed within this Revenue and Rating Plan, including analysis on the average rate for each category in Appendix A.

No changes are proposed to the policies for other revenue sources covered by this Revenue and Rating Plan.

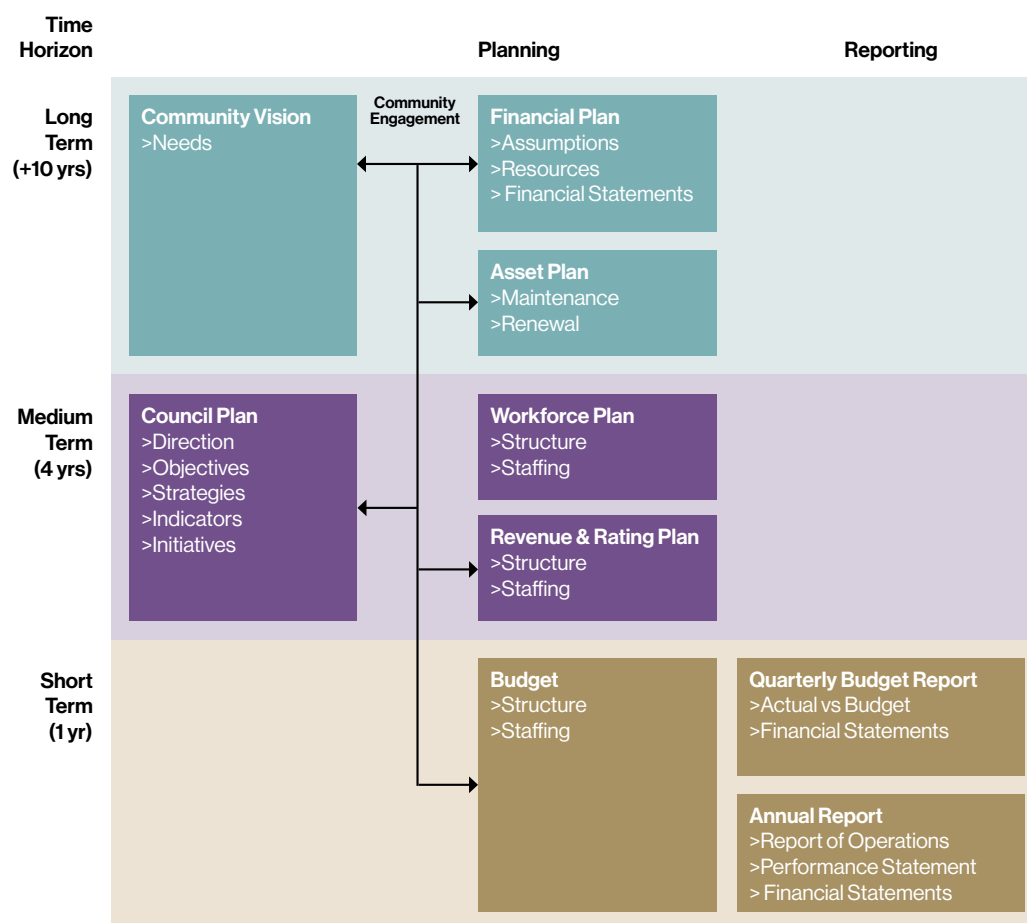
The development of the Revenue and Rating Plan 2025 has been informed by having first consulted the community through the Revenue & Spending Survey which ran from 3 December 2024 to 31 January 2025. Community feedback and rates modelling options were then reviewed and discussed by Councillors through a series of workshops running from 16 December 2024 to 31 March 2025. The Revenue and Rating Plan will be presented to the 27 May 2025 Council meeting for adoption.

2. Purpose

The *Local Government Act 2020* requires each council to prepare a Revenue and Rating Plan (the Plan) to cover a minimum period of four years following each Council election. The Plan establishes the revenue raising framework within which the Council proposes to work.

The purpose of the Plan is to determine the most appropriate and affordable revenue and rating approach for the Rural City of Wangaratta (RCOW) which in conjunction with other income sources will adequately finance the objectives in the Council Plan.

The Plan is part of the RCOW Integrated Strategic Planning Framework as set out in the following diagram.



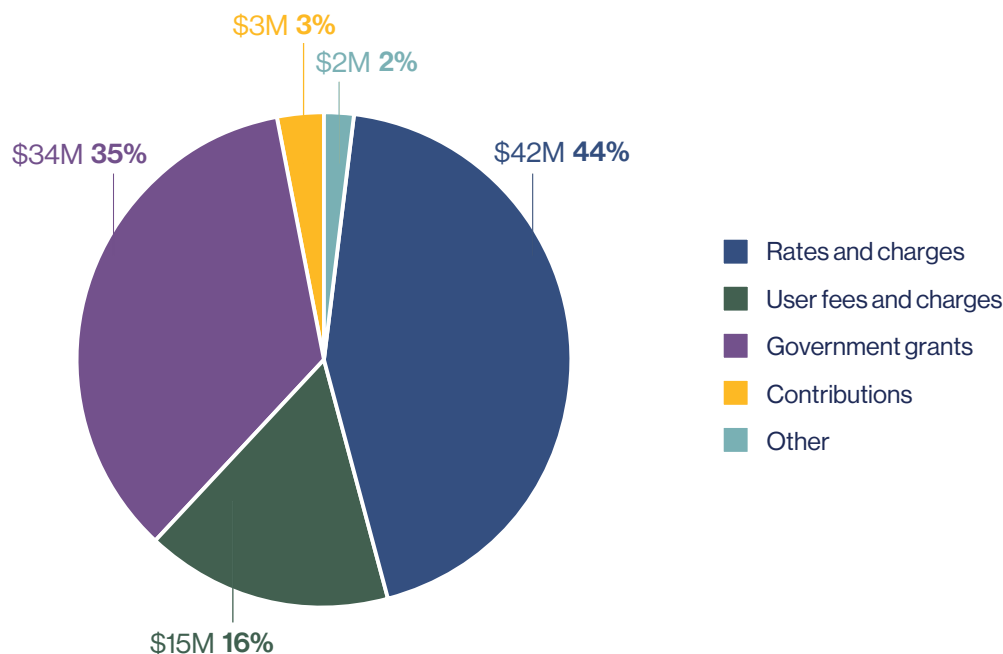
The strategies outlined in this Plan align with the objectives contained in the Council Plan and feed into the RCOW's Budget and Financial Plan, as well as other strategic planning documents.

This Plan explains how the RCOW calculates the revenue needed to fund its activities, and how the funding burden will be apportioned between ratepayers and other users of Council facilities and services. In particular, this plan sets out decisions that the RCOW has made in relation to rating options available to it under the *Local Government Act 2020* to ensure the fair and equitable distribution of rates across property owners. It also sets out principles that are used in decision making for other revenue sources such as fees and charges. The plan does not set revenue targets.

3. Introduction

The RCOW provides a number of services and facilities to its local community, and in doing so, must collect revenue to cover the cost of providing these services and facilities.

3.1 Revenue Sources



The above graph shows a breakup of the revenue the RCOW uses to fund services and facilities for the Rural City of Wangaratta community. The total revenue for the 2024-25 year was budgeted to be \$96 million with the major components being rates and charges \$42 million (44%), user fees and charges \$15 million (16%) and government grants \$34 million (35%). Government grants includes capital grants of \$9 million to fund capital works expenditure for the year. Contributions includes \$1 million of infrastructure assets expected to be handed over to the RCOW for the year.

3.2 Revenue Requirements

The Plan is a medium-term plan for how the RCOW will generate income to deliver on the Council Plan, program and services and capital works commitments over the next four years. In determining its revenue requirements, the RCOW has identified what each source of revenue is, how much will be raised in each class, and the policy rationale/assumptions for each. In doing this, the RCOW has given consideration to:

- How revenue will be generated through rates on properties (including differential rates [if any] on different property classes).
- Fixed service charges that might be applied on services such as waste or recycling.
- Fees and charges for services and programs including cost recovery policies, user charges and means testing.
- Recurrent and non-recurrent operational and capital grants from other levels of government.
- Developer contributions and other revenue.
- Revenue generated from the use or allocation of Council assets (including the application of discounts and waivers)
- Entrepreneurial, business, or collaborative activities established to deliver programs or services and generate income or reduce costs.

3.3 Revenue Balance

RCOW provides both public and private goods and services to the community. In determining if services should be funded through rates and charges or other revenue sources such as user charges, RCOW considers whether services are either entirely or partially public goods. That is, where a service provides a broad benefit to the whole community then it will be mostly funded from rates. Where individual or groups of ratepayers receive a particular benefit then the service will be mostly funded from user charges.

4. Community Engagement

This Plan outlines the RCOW decision-making process on how revenues are calculated and collected. The following public consultation process has been followed to ensure due consideration and feedback has been received from relevant stakeholders.

Whilst the *Local Government Act 2020* doesn't require community engagement to be undertaken in developing a Revenue & Rating Plan, the community has been actively consulted to help inform the RCOW Plan's development:

- Council undertook community engagement through a Revenue & Spending Survey which ran from 3 December 2024 to 31 January 2025.

To ensure broad community participation and awareness, the survey was promoted through a variety of channels, including:

- Social Media
- Mayoral Radio Interview
- Chronicle Advert
- Linking to Community Vision & Council Plan Survey

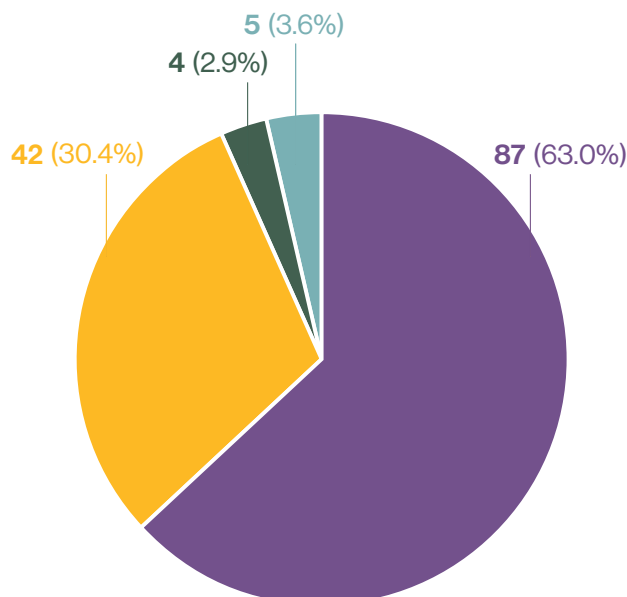
Council received responses from 138 people through the survey right across the ratepayer base and representing a broad mix of urban and rural perspectives.

The full survey and responses were provided to Councillors once it closed for their consideration.

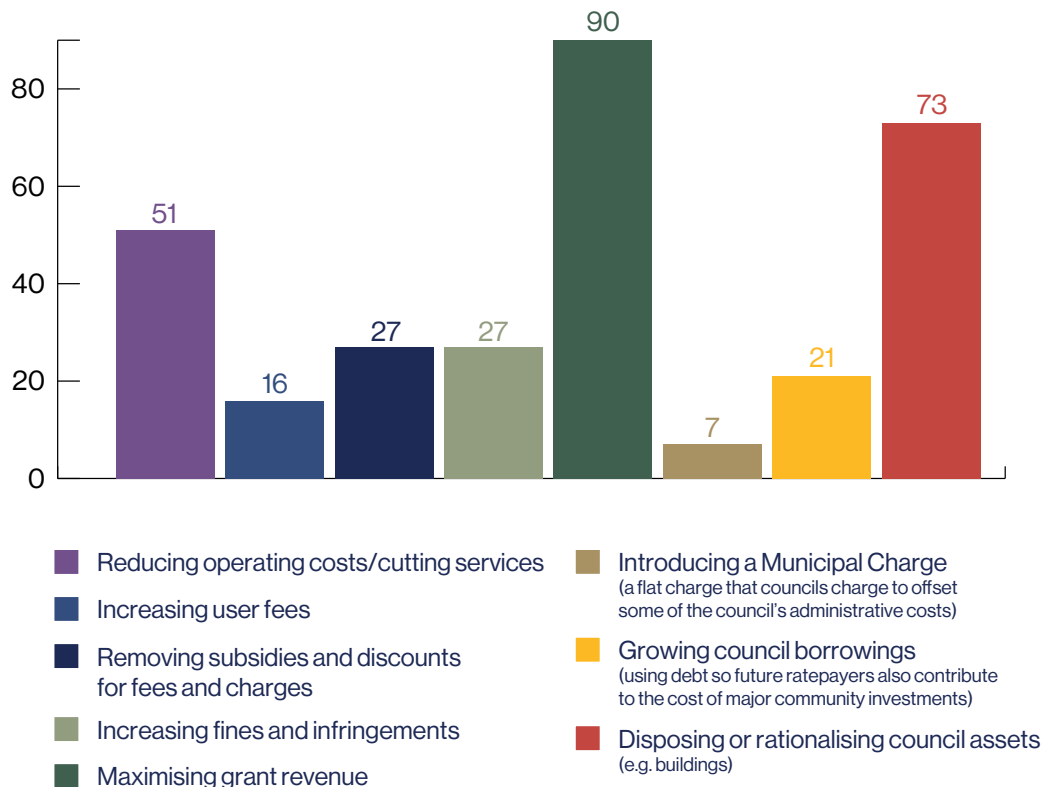
Below are some highlights:

1. How important is it to you that the Council's Revenue and Rating Plan prioritises financial sustainability?

- Very important
- Moderately important
- Not important
- I don't know



2. What other areas should the council focus on to ensure financial stability into the future?



The following are some key and common feedback areas raised in the survey relating specifically to Rates, understanding that the nature of feedback can vary significantly subject to the type of property/ies a ratepayer owns.

- Simplify the structure of the differential categories.
- Charge Rural properties less than people in town due to access to facilities and services.
- Charge higher rates for undeveloped land.
- Consider fairness in rates distribution and encouraging growth in businesses.
- Challenging whether 40 Hectares qualifies as a farm and if it should benefit by being rated as such.
- Advising farmers are struggling more due to higher cost of living and industry pressures and suggesting rating of farmland is weighted to make it financially sustainable.
- Support for a lower rates contribution from rural properties and higher rates from commercial and industrial land to better align with the actual revenue from those businesses.
- Delay higher rates on vacant properties whilst owners await subdivision and building work.
- Council to give greater visibility to how rates revenue is allocated and the resulting benefit back to the community.
- A desire for council to minimise the level of rates as much as possible.

Community feedback and rates modelling options were then reviewed and discussed by Councillors through a series of workshops running from 16 December 2024 to 31 March 2025 prior to being presented to a Council meeting for adoption.

5. Legislative Framework

The legislative framework as it applies to the raising of revenue including the levying of rates and charges by the RCOW includes the *Local Government Act 2020* (including subordinate legislation, guidelines etc) and the *Valuation of Land Act 1960*. The rates and charges provisions are as per the previous *Local Government Act 1989* including recent amendments made by the *Local Government Legislation Amendment (Rating and Other Matters) Act 2022*.

5.1 Local Government Act 2020

Section 8 Role of a Council

The role of a Council is to provide good governance in its municipal district for the benefit and wellbeing of the municipal community.

Section 9 Overarching Governance Principles

A Council must in the performance of its role give effect to the overarching governance principles. Relevant overarching governance principles include:

- Priority is to be given to achieving the best outcomes for the municipal community, including future generations.
- The economic, social and environmental sustainability of the municipal district is to be promoted.
- The municipal community is to be engaged in strategic planning and strategic decision making.
- The ongoing financial viability of the Council is to be ensured.

In giving effect to the overarching governance principles, a Council must take into account the financial management principles.

Section 101 Financial Management Principles

Relevant financial management principles include:

- Revenue, expenses, assets, liabilities, investments and financial transactions must be managed in accordance with a Council's financial policies and strategic plans.
- Financial policies and strategic plans, including the Revenue and Rating Plan, must seek to provide stability and predictability in the financial impact on the municipal community.

Section 94 The Budget

Council must adopt a budget by 30 June each year (or at another time fixed by the Minister) to include:

- The total amount that the Council intends to raise by rates and charges.
- A statement as to whether the rates will be raised by the application of a uniform rate or a differential rate.
- A description of any fixed component of the rates, if applicable.
- If the Council proposes to declare a uniform rate, the matters specified in section 160 of the *Local Government Act 1989*
- If the Council proposes to declare a differential rate for any land, the matters specified in section 161(2) of the *Local Government Act 1989*.
- Council must ensure that, if applicable, the budget also contains a statement:
- That the Council intends to apply for a special order to increase the Council's average rate cap for the financial year or any other financial year; or
- That the Council has made an application to the ESC for a special order and is waiting for the outcome of the application; or
- That a special Order has been made in respect of the Council and specifying the average rate cap that applies for the financial year or any other financial year.

5.2 Local Government Act 1989

Section 155 Rates and Charges that Maybe Declared

A council may declare the following rates and charges on rateable land:

- General rates.
- Municipal charges.
- Service rates and charges.
- Special rates and charges.

Section 157 System of Valuing Land

A council may use the site value, net annual value or capital improved value system of valuation. For the purposes of calculating the site value, net annual value or capital improved value of rateable land, a council must use the current valuations made in respect of the land under the *Valuation of Land Act 1960*.

5.3 Quantum of Rates and Charges

This Plan outlines the principles and strategic framework that Council will use in calculating and distributing the rating burden to property owners, however, the quantum of rate and charges revenue will be determined in the annual Budget.

5.4 Taxation Principles

The Victorian Government's *Local Government Better Practice Guide: Revenue and Rating Strategy 2014* states that when developing a rating strategy, in particular with reference to differential rates, the Council should give consideration to the following key good practice taxation principles:

- **Wealth Tax:** The "wealth tax" principle implies that the rates paid are dependent upon the value of a ratepayer's real property and have no correlation to the individual ratepayer's consumption of services or the perceived benefits derived by individual ratepayers from the expenditures funded from rates
- **Equity:** Horizontal equity – ratepayers in similar situations should pay similar amounts of rates (ensured mainly by accurate property valuations, undertaken in a consistent manner, their classification into homogenous property classes and the right of appeal against valuation). Vertical Equity – those who are better off should pay more rates than those worse off (the rationale applies for the use of progressive and proportional income taxation. It implies a "relativity" dimension to the fairness of the tax burden)
- **Efficiency:** Economic efficiency is measured by the extent to which production and consumption decisions by people are affected by rates
- **Simplicity:** How easily a rates system can be understood by ratepayers and the practicality and ease of administration
- **Benefit:** The extent to which there is a nexus between consumption/benefit and the rate burden
- **Capacity to pay:** The capacity of ratepayers or groups of ratepayers to pay rates
- **Diversity:** The capacity of ratepayers within a group to pay rates.

5.5 Rate Capping

The Fair Go Rates System (FGRS) sets out the maximum amount councils may increase rates in a year. For the 2024-25 year the FGRS cap was set at 2.75%. For the 2025-26 year it has been set at 3.00%. The cap applies to both general rates and municipal charges and is calculated on the basis of council's average rates and charges.

From the 2019 year, general revaluations of all properties have been undertaken on an annual basis. As a result, the actual rate increase for an individual rateable property may differ from the rate cap percentage due to changes in its valuation. Where the change in an individual property valuation is higher than the average for all rateable properties, the rate increase for that property may be greater than the cap. Where the change in the property valuation is lower than the average for all properties, the rate increase may be lower than the cap.

5.6 Emergency Services and Volunteer Fund

The Victorian Government has announced that the Fire Services Property Levy (FSPL) will be replaced with the new Emergency Services and Volunteers Fund (ESVF) from 1 July 2025.

Aimed to bolster protection for Victorians facing fires and other disasters, the key changes of the new ESVF include:

- Expansion of funding to include other emergency services in addition to the existing Fire Rescue Victoria and Country Fire Authority (CFA).
- CFA and Victoria State Emergency Service (VICSES) eligible volunteers and life members will be entitled to a rebate on the ESVF on their primary place of residence or farm, which will be administered by the State Government through the Department of Government Services.
- The Vacant Land category will be abolished, with vacant land being allocated to its corresponding land use sector.
- From 1 July 2026, a new category will be created for residential PPR, and non-PPR residential properties will incur the non-residential fixed charge. Like the FSPL, the ESVF will be calculated based on a fixed charge that varies by property type, and a variable charge based on property value. The ESVF will be collected by councils and appear on rates notices, replacing the FSPL however the revenue raised will all be passed to the Victorian Government and does not directly benefit councils.

6. Rates and Charges

Rates and charges are property taxes that allow the RCOW to raise revenue to fund essential public services to cater to their municipal population. Importantly, it is a taxation system that includes flexibility for councils to use different tools in its rating structure to accommodate issues of equity and to ensure fairness in rating for all ratepayers.

6.1 Valuation Method

Legislation

Under Section 157 of the *Local Government Act 1989* a council may use the site value, net annual value or capital improved value system of valuation. For the purposes of calculating the site value, net annual value or capital improved value of rateable land, a council must use the current valuations made in respect of the land under the *Valuation of Land Act 1960*.

Policy

The RCOW uses the capital improved value (CIV) system of valuation. This means the sum that the land might be expected to realise at the time of valuation if offered for sale on any reasonable terms and conditions which a genuine seller might in ordinary circumstances be expected to require.

6.2 Rates and Charges

Legislation

Under Section 155 of the *Local Government Act 1989*, a council may declare the following rates and charges on rateable land:

- General rates.
- Municipal charges.
- Service rates and charges.
- Special rates and charges.

Policy

The RCOW's current policy for rates and charges are set out in sections 6.3 to 6.8 below.

6.3 Differential Rates

Legislation

Under Section 158 of the *Local Government Act 1989*, a Council when declaring rates and charges must declare whether the general rates will be raised by the application of a uniform rate or differential rates.

Under Section 161 of the *Local Government Act 1989*, if a Council declares a differential rate for any land, the Council must:

- Specify the objectives of the differential rate including a definition of the types or classes of land which are subject to the rate and a statement of the reasons for the use and level of that rate.
- Specify the characteristics of the land which are the criteria for declaring the differential rate.

A Council must have regard to any Ministerial guidelines before declaring a differential rate for any land. The Minister issued Guidelines in April 2013. These guidelines attempt to spell out clearly what types and classes of land may be considered for differentials and also those that are not appropriate for differentials or need to be "carefully considered".

The highest differential rate must be no more than four times the lowest differential rate.

Policy and Charges

Council will have six differential rates. Details of the types/classes of land and the level of rate applicable to each differential is as follows:

- General: 100 percent.
- Commercial/Industrial: 145 per cent of the general rate.
- Rural <20 hectares: 80 per cent of the general rate.
- Rural >20 hectares: 60 per cent of the general rate.
- Vacant <3yrs: 200 per cent of the general rate.
- General Vacant >3 years: 240 per cent of the general rate.

The definition of each differential rate is set out in Appendices B and C.

6.4 Municipal Charge

Legislation

Under Section 158 of the *Local Government Act 1989*, a council may declare a municipal charge to cover some of the administrative costs of the council. A council's total revenue from a municipal charge in a financial year must not exceed 20 per cent of the sum total of the council's total revenue from a municipal charge and total revenue from general rates.

Policy and Charges

The RCOW does not levy a municipal charge due to its regressive nature, in that it impacts lower value properties which have a lesser capacity to pay.

6.5 Service Rates and Charges

Legislation

Under Section 162 of the *Local Government Act 1989*, a Council may declare a service rate or charge for any of the following services:

- Waste, recycling or resource recovery.
- Any other prescribed service.
- A Council must have regard to any Ministerial guidelines before declaring a service rate or charge for any land. The Minister issued Guidelines in 2024. These Guidelines set out what constitutes good practice by councils in the determination and declaration of service rates and charges and to ensure that service rates and charges:
 - Are only used to recover the reasonable costs of providing a direct service to an occupancy.
 - Are calculated and declared in a fair and transparent manner.
 - Subject to public engagement in accordance with a council's Community Engagement Policy.

Rural City of Wangaratta – Revenue & Rating Plan 2025-29

Policy and Charges.

The RCOW has the following service rates and charges:

- Kerbside: Urban and Rural 140L/240L bins and Rural 240L bin weekly collection.
- Recycling: Urban and Rural 140L/240L/360L bins.
- Food Organics and Garden Organics (FOGO): Urban and Rural.
- Glass Bin 80L: Subject to Council approval

The RCOW's policy in regard to setting waste management charges is full cost recovery.

6.6 Special Rates and Charges**Legislation**

Under Section 163 of the *Local Government Act 1989*, a Council may declare a special rate or charge for the purposes of defraying any expenses or repaying (with interest) any advance made to or debt incurred or loan raised by the Council, in relation to the performance of a function or the exercise of a power of the council, if it will be of special benefit to the persons required to pay the special rate or special charge.

Policy

The RCOW does not have any current special rates and charges schemes in place. Any schemes raised in the future will be carried out in accordance with the requirements of the *Local Government Act 1989*.

6.7 Revenue in Lieu of Rates**Legislation**

Revenue in lieu of rates is collected under rate agreements with wind and solar farms calculated in accordance with the *Electricity Industry Act 2000 (EI Act)*. Under section 94(6A) of the *EI Act*, the Payment in Lieu of Rates (PiLoR) framework allows for councils and electricity generators to negotiate annual payments and the rates payable can be any amount agreeable to both parties. If agreement cannot be reached, the *EI Act* provides for third party arbitration. The PiLoR arrangements apply only to the land on which the generation units are situated with related assets, such as transformers and connection infrastructure, being rated under the *Local Government Act 1989*.

Policy

The RCOW has one solar farm running at Glenrowan with 102MW capacity. Another solar farm is being developed in North Wangaratta with an expected capacity of 39 MW.

6.8 Cultural and Recreational Land**Legislation**

Cultural and Recreational Land is land as defined under the *Cultural and Recreational Lands Act 1963*. The objective of the rate is to recognise the large contribution that these community organisations and the volunteers make to the Municipality in the provision of sporting, cultural and recreational activities.

Policy

The RCOW has ten properties subject to this rate.

6.9 Payment of Rates and Charges**Legislation**

Under Section 167 of the *Local Government Act 1989*, a Council must allow rates and charges to be paid in four instalments. A Council may also allow rates and charges to be paid in a lump sum. Under Section 168 of the *Local Government Act 1989*, a council may also provide incentives for prompt payment.

Policy

Rates are payable by quarterly instalments in September, November, February and May. No discounts are offered for early payment. Part payments can be made towards property rates at any time. Fortnightly, monthly and Direct Debit payments are also available.

6.10 Rebates and Concessions

Legislation

Under Section 169 of the *Local Government Act 1989*, a Council may grant a rebate or concession in relation to any rate or charge to:

- Assist the proper development of the municipal district; or
- Preserve buildings or places in the municipal district which are of historical or environmental interest; or
- Restore or maintain buildings or places of historical, environmental, architectural or scientific importance in the municipal district; or
- Assist the proper development of part of the municipal district.

A Council resolution granting a rebate or concession must specify the benefit to the community as a whole resulting from the rebate or concession.

Policy

Ratepayers who hold an eligible pensioner concession card or, Veteran Affairs gold card (given for TPI, War Widow, EDA or POW) in accordance with the concession rules determined by the Department of Families, Fairness and Housing may be entitled to receive a State Government funded concession on their rates and charges for their principal place of residence. Eligible pensioners are also entitled to receive a concession on the Emergency Services and Volunteers Fund (formerly the Fire Services Property Levy).

6.11 Deferments and Waivers

Legislation

Under Section 170 of the *Local Government Act 1989*, a council may defer in whole or in part any rate or charge if the payment would cause hardship to the person. Under Section 171 of the *Local Government Act 1989*, a council may waive the whole or part of any rate or charge or interest in relation to:

- An eligible recipient.
- Any other class of persons determined by the Council for the purpose of waiving rates or charges on the grounds of financial hardship.

Under Section 171 of the *Local Government Act 1989*, a person who:

- Is suffering financial hardship.
- Would suffer financial hardship if that person paid the full amount of a rate or charge for which he or she is liable may apply to a Council for the waiver of the whole or part of any rate or charge or of any interest imposed for late payment.

Under Section 171B of the *Local Government Act 1989*, on the application of a person, a council may enter into a plan with the person for the payment of a rate or charge (including interest charged under section 172):

- Which the person is liable to pay.
- Which has not been paid by the date specified for payment.

A payment plan may be for an unpaid rate or charge.

Policy

The Council has a Financial Hardship Policy – Rates which provides assistance to ratepayers who may be experiencing financial hardship, by offering a range of special payment arrangements. Ratepayers may apply for 'Short Term Financial Hardship' for no more than one year to enter into alternative repayment arrangements. Ratepayers may also apply for 'Long Term Financial Hardship' to have rates, interest and charges deferred in whole or part. Under this arrangement rates and interest will still accrue although interest may be waived and no debt recovery action will be taken while the terms for payment are met. Financial hardship will only be considered for a ratepayer's principal place of residence.

7. Fees & Charges

Fees and charges consist of statutory fees and charges and user fees and charges. Statutory fees relate mainly to fees and fines levied in accordance with legislation and include animal registrations, *Public Health and Wellbeing Act 2008* registrations and parking fines. User fees relate to the recovery of service delivery costs through the charging of fees to users of the RCOW's services. The use of leisure, entertainment and other community facilities, and the provision of human services such as home and community care services.

7.1 Pricing Policy

All fees and charges are listed in the Fees and Charges Schedule which is published in the Annual Budget. In setting the fees and charges the RCOW takes into account the following key service performance principles under Section 106 of the *Local Government Act 2020* are met:

- Services should be provided in an equitable manner and be responsive to the diverse needs of the municipal community.
- Services should be accessible to the members of the municipal community for whom the services are intended.
- Quality and costs standards for services set by the Council should provide good value to the municipal community.

The RCOW must also comply with the government's Competitive Neutrality Policy for significant business activities it provides and adjust service prices to neutralise any competitive advantages when competing with the private sector.

7.2 Statutory Fees and Fines

Policy

Statutory fees and fines are those which the RCOW collects under the direction of legislation or other government directives. The rates used for statutory fees and fines are advised by the state government department responsible for the corresponding services or legislation, and the Council has limited discretion in applying these fees.

Fees and Fines

A summary of statutory fees and fines by major service area is as follows:

- Infringements and costs
- Town planning
- Land information certificates
- Permits and registrations
- Other

7.3 User Fees

Policy

For user fees not regulated by statute, the Council determines the extent of cost recovery for particular services consistent with the level of both individual and collective benefit that the services provide and in line with the community's expectations. The three types of non-statutory pricing are as follows:

- Market price: Price based on the benchmarked competitive prices of alternate suppliers. In general this represents full cost recovery plus an allowance for profit).
- Full cost recovery price: Price based on recovering all direct and indirect costs incurred by Council. This pricing is used in particular where a service provided by Council benefits individual customers specifically, rather than the community as a whole.
- Subsidised price: Price based on less than full cost of that service and range from full subsidies (i.e. The Council provides the service free of charge) to partial subsidies, where the Council provides the service to the user with a discount.
- The schedule of Fees and Charges in the Budget includes more than 500 individual fees and charges which are reviewed annually as part of the Budget process.

Charges, Fees and Fines

A summary of charges, fees and fines by major service area is as follows:

- Aged and community care
- Parks, Sport and Recreation
- Children and Youth Services
- Parking
- Building
- Waste management
- Leases/Licences
- Wangaratta Performing Arts & Convention Centre
- Wangaratta Art Gallery
- Wangaratta Sports & Aquatic Centre
- Library
- Cemetery
- Other

8. Other Revenue Sources

Other revenue sources that the RCOW uses to fund services and facilities include government grants, contributions and other revenue.

8.1 Government Grants

Policy

Grant revenue represents income usually received from other levels of government (Commonwealth and State). Some grants are singular and attached to the delivery of specific projects, whilst others can be of a recurrent nature and may or may not be linked to the delivery of projects. The RCOW pro-actively advocates to other levels of government for grant funding support to deliver important infrastructure and service outcomes for the community. The RCOW may use its own funds to leverage higher grant funding and maximise external funding opportunities.

When preparing its Financial Plan, the RCOW considers its project proposal pipeline, advocacy priorities, upcoming grant program opportunities, and co-funding options to determine what grants to apply for. The RCOW will only apply for and accept external funding if it is consistent with the Community Vision and does not lead to the distortion of Council Plan priorities. Grant assumptions are then clearly detailed in the RCOW's budget document. No project that is reliant on grant funding will proceed until a signed funding agreement is in place.

Government Grants

A summary of recurrent government grants by type is as follows.

Operating

- Financial assistance
- Aged and community care
- Environment
- Libraries
- Family and early childhood
- Performing arts and events
- Maternal and child health
- Projects and recreation
- Youth
- Home and community care
- Regional assessment services

Capital

- Roads to recovery

8.2 Contributions

Policy

Development contributions received as a result of Council adopted Development Contributions Plans (DCPs) are planning tools used to ensure that the RCOW's new communities have appropriate access to essential infrastructure required to ensure the safety and liveability of its suburbs. All developers are required to fund and construct local infrastructure to service new developments and housing estates. The role of development contributions is to ensure major infrastructure items such as traffic signals, sports grounds and community centres are funded equitably between multiple developers and/or landowners. Development contributions also avoid the potential of the RCOW being required to fully fund these larger infrastructure items, when there is a clear nexus between the development and the need for the infrastructure item(s).

The RCOW's policy for the development contributions system is to ensure:

- Delivery of liveable communities that contain infrastructure that meets their growing needs.
- Orderly delivery of new development and essential infrastructure.
- The equitable distribution of major Infrastructure costs across all developers / landowners, and where appropriate, Council.

The RCOW also collects contributions from developers for open space which is used for future recreation facility additions and improvements. The policy framework for open space contributions is set out in the *Subdivision Act 1988* which enshrines a nominal contribution of up to 5 per cent of the site area or equivalent land value.

Contributions

A summary of contributions by type is as follows.

- Development contribution plan.
- Open space.

8.3 Other Revenue

Policy

The RCOW earns other sources of revenue from interest and dividends on investments. The amount of revenue earned from these sources fluctuates from year to year depending on the level of cash and other investments.

Other Revenue

A summary of other revenue by type is as follows:

- Interest on investments.
- Dividends on investments.



APPENDIX A: Proposed Changes to Rates and Charges

Objectives

In distributing the rating burden across the different categories of ratepayers in the Rural City of Wangaratta, the RCOW is looking to achieve the following objectives:

- Having a rating structure that provides fairness and equity for the whole municipality.
- Striking the right balance in terms of the number and level of differential rates.
- The rating structure is supported by the rating principles (see below).

Rating Principles

The Victorian Government's Local Government Better Practice Guide: Revenue and Rating Strategy 2014 states that when developing a rating structure a Council should give consideration to the following key rating principles:

- **Wealth Tax:** The "wealth tax" principle implies that the rates paid are dependent upon the value of a ratepayer's real property and have no correlation to the individual ratepayer's consumption of services or the perceived benefits derived by individual ratepayers from the expenditures funded from rates.
- **Equity:** Horizontal equity – ratepayers in similar situations should pay similar amounts of rates. Vertical Equity – those who are better off should pay more rates than those worse off.
- **Efficiency:** Economic efficiency is measured by the extent to which production and consumption decisions by people are affected by rates.
- **Simplicity:** How easily a rates system can be understood by ratepayers and the practicality and ease of administration.
- **Benefit:** The extent to which there is a nexus between consumption/benefit and the rates paid.
- **Capacity to pay:** The capacity of ratepayers or groups of ratepayers to pay rates.
- **Diversity:** The capacity of ratepayers within a group to pay rates.

Assessment of Rating Structure

The Council received briefings from officers on an assessment of the current rating structure against the rating principles. Council also received feedback from the Rural City of Wangaratta community through its deliberative engagement processes on the current rating structure. The key findings and recommendations from these processes were as follows:

- **Rural**
 - **Equity:** Consider decreasing the Rural Land differentials to offset the increase in rate burden over the past four years (Rural: increase from 23% to 26%).
 - **Simplicity:** Consider replacing the three Rural differentials to Rural Residential <20Ha and Rural >20Ha to simplify the structure.
- **Commercial/Industrial**
 - **Equity:** Consider increasing Commercial/Industrial differentials to offset the decrease in the rate burden over the past four years (Commercial: decrease from 11% to 9%; Industrial no change at 4%).
 - **Simplicity:** Consider aggregating the Commercial/Industrial differentials as both are set at the same level.
- **Vacant Land**
 - **Simplicity:** Consider combining the three Vacant Land differentials set at 200%, into one Vacant Land differential to simplify the structure.
- **Mixed Use**
 - **Equity:** Consider removing the Mixed Use differential until a better identification process can be implemented to overcome current under reporting.

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Proposed Changes

Based on the above assessment and to ensure that there is a fair and equitable distribution of the rating burden across the different types or classes of land, the following changes are proposed to the 'structure' of differential rates for the 2025-26 year compared to the 2024-25 year:

- Change the definitions of Rural Residential, Rural 1 and Rural 2 differential rates to Rural <20Ha and Rural >20Ha.
- Combine Commercial and Industrial land into one category.
- Combine the three Vacant Land types (excluding General Vacant Land which has been vacant for three or more years) into one category called Vacant Land <3yrs.
- Remove the Mixed Use land category until a better identification process can be implemented.

The following changes are proposed to the 'level' of differential rates for the 2025-26 year compared to the 2024-25 year:

- Set the Rural <20Ha and Rural >20Ha differential rates at 80% and 60% of the General Rate respectively (formerly Rural Residential 100%, Rural 1 70% and Rural 2 65%).
- Increase the Commercial/Industrial differential rates from 138% to 145% of the General Rate.
- Reduce the General Vacant Land rate for land vacant more than three years by 20% to 240% to comply with the *Local Government Act 1989* (highest differential rate must be no more than four times the lowest differential rate).

The following tables show the change in the 2024-25 average rate for each category and/or type of land between the level of differential rates levied in the 2024-25 year "Current" and those proposed to be levied in the 2025-26 year "Modelled". The valuation bands are based on the level of valuation as at 1 January 2024.

	General				
	#Assess	2024-25 Current	2024-25 Modelled	Change \$	Change %
Up to \$99,999	41	\$208.08	\$215.69	+\$7.61	+3.7%
\$100,000 to \$199,999	440	\$452.81	\$469.38	+\$16.57	+3.7%
\$200,000 to \$299,999	1,136	\$810.68	\$840.34	+\$29.66	+3.7%
\$300,000 to \$399,999	1,701	\$1,055.23	\$1,093.84	+\$38.60	+3.7%
\$400,000 to \$499,999	2,275	\$1,374.95	\$1,425.26	+\$50.30	+3.7%
\$500,000 to \$599,999	1,692	\$1,667.72	\$1,728.73	+\$61.01	+3.7%
\$600,000 to \$699,999	1,036	\$1,962.79	\$2,034.60	+\$71.81	+3.7%
\$700,000 to \$799,999	404	\$2,268.60	\$2,351.60	+\$83.00	+3.7%
\$800,000 to \$899,999	212	\$2,572.97	\$2,667.10	+\$94.13	+3.7%
\$900,000 to \$999,999	101	\$2,877.77	\$2,983.05	+\$105.28	+3.7%
\$1,000,000 and over	131	\$3,664.23	\$3,798.28	+\$134.05	+3.7%
Total/Mean	9,169	\$1,433.04	\$1,485.47	+\$52.43	+3.7%

	Commercial				
	#Assess	2024-25 Current	2024-25 Modelled	Change \$	Change %
Up to \$99,999	30	\$254.19	\$276.85	+\$22.66	+8.9%
\$100,000 to \$199,999	83	\$657.33	\$715.95	+\$58.61	+8.9%
\$200,000 to \$299,999	94	\$1,077.01	\$1,173.04	+\$96.03	+8.9%
\$300,000 to \$399,999	88	\$1,477.83	\$1,609.60	+\$131.77	+8.9%
\$400,000 to \$499,999	76	\$1,899.11	\$2,068.44	+\$169.33	+8.9%
\$500,000 to \$599,999	86	\$2,302.40	\$2,507.69	+\$205.29	+8.9%
\$600,000 to \$699,999	38	\$2,758.27	\$3,004.21	+\$245.94	+8.9%
\$700,000 to \$799,999	38	\$3,122.27	\$3,400.67	+\$278.40	+8.9%
\$800,000 to \$899,999	35	\$3,575.89	\$3,894.74	+\$318.84	+8.9%
\$900,000 to \$999,999	18	\$3,996.71	\$4,353.07	+\$356.37	+8.9%
\$1,000,000 and over	117	\$15,241.96	\$16,601.00	+\$1,359.05	+8.9%
Total/Mean	703	\$4,039.37	\$4,399.54	+\$360.17	+8.9%

	Industrial				
	#Assess	2024-25 Current	2024-25 Modelled	Change \$	Change %
Up to \$99,999	37	\$138.61	\$150.97	+\$12.36	+8.9%
\$100,000 to \$199,999	23	\$672.07	\$732.00	+\$59.92	+8.9%
\$200,000 to \$299,999	52	\$1,024.35	\$1,115.68	+\$91.34	+8.9%
\$300,000 to \$399,999	54	\$1,454.11	\$1,583.77	+\$129.66	+8.9%
\$400,000 to \$499,999	47	\$1,921.18	\$2,092.48	+\$171.30	+8.9%
\$500,000 to \$599,999	40	\$2,290.44	\$2,494.67	+\$204.23	+8.9%
\$600,000 to \$699,999	23	\$2,720.88	\$2,963.49	+\$242.61	+8.9%
\$700,000 to \$799,999	31	\$3,131.99	\$3,411.25	+\$279.26	+8.9%
\$800,000 to \$899,999	21	\$3,541.24	\$3,857.00	+\$315.75	+8.9%
\$900,000 to \$999,999	12	\$3,996.01	\$4,352.31	+\$356.30	+8.9%
\$1,000,000 and over	76	\$9,452.26	\$10,295.06	+\$842.81	+8.9%
Total/Mean	416	\$3,208.29	\$3,494.36	+\$286.07	+8.9%

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	Rural < 20ha				
	#Assess	2024-25 Current	2024-25 Modelled	Change \$	Change %
Up to \$99,999	33	\$200.47	\$175.67	-\$24.81	-12.4%
\$100,000 to \$199,999	60	\$412.93	\$400.30	-\$12.64	-3.1%
\$200,000 to \$299,999	111	\$724.97	\$654.53	-\$70.44	-9.7%
\$300,000 to \$399,999	298	\$1,046.33	\$896.28	-\$150.06	-14.3%
\$400,000 to \$499,999	389	\$1,345.11	\$1,143.61	-\$201.50	-15.0%
\$500,000 to \$599,999	467	\$1,631.48	\$1,398.36	-\$233.11	-14.3%
\$600,000 to \$699,999	417	\$1,848.90	\$1,641.83	-\$207.08	-11.2%
\$700,000 to \$799,999	452	\$2,100.23	\$1,890.98	-\$209.24	-10.0%
\$800,000 to \$899,999	328	\$2,328.55	\$2,143.78	-\$184.77	-7.9%
\$900,000 to \$999,999	270	\$2,487.71	\$2,396.64	-\$91.06	-3.7%
\$1,000,000 and over	631	\$3,788.92	\$4,408.01	+\$619.09	+16.3%
Total/Mean	3,456	\$2,099.35	\$2,065.55	-\$33.81	-1.6%

	Rural >= 20ha				
	#Assess	2024-25 Current	2024-25 Modelled	Change \$	Change %
Up to \$99,999	19	\$204.37	\$132.14	-\$72.23	-35.3%
\$100,000 to \$199,999	17	\$369.75	\$254.97	-\$114.79	-31.0%
\$200,000 to \$299,999	31	\$615.34	\$491.76	-\$123.58	-20.1%
\$300,000 to \$399,999	58	\$863.57	\$667.81	-\$195.76	-22.7%
\$400,000 to \$499,999	82	\$1,074.93	\$852.08	-\$222.84	-20.7%
\$500,000 to \$599,999	120	\$1,382.30	\$1,044.55	-\$337.76	-24.4%
\$600,000 to \$699,999	173	\$1,574.61	\$1,235.51	-\$339.10	-21.5%
\$700,000 to \$799,999	209	\$1,808.84	\$1,422.77	-\$386.07	-21.3%
\$800,000 to \$899,999	223	\$2,023.45	\$1,610.47	-\$412.98	-20.4%
\$900,000 to \$999,999	231	\$2,236.53	\$1,798.91	-\$437.62	-19.6%
\$1,000,000 and over	1,266	\$3,936.04	\$3,656.04	-\$280.01	-7.1%
Total/Mean	2,429	\$2,854.96	\$2,540.29	-\$314.67	-11.0%

	General Vacant				
	#Assess	2024-25 Current	2024-25 Modelled	Change \$	Change %
Up to \$99,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$100,000 to \$199,999	4	\$1,014.55	\$1,051.67	+\$37.12	+3.7%
\$200,000 to \$299,999	102	\$1,572.24	\$1,629.76	+\$57.52	+3.7%
\$300,000 to \$399,999	23	\$2,205.67	\$2,286.36	+\$80.69	+3.7%
\$400,000 to \$499,999	16	\$2,534.46	\$2,627.19	+\$92.72	+3.7%
\$500,000 to \$599,999	1	\$3,429.63	\$3,555.10	+\$125.47	+3.7%
\$600,000 to \$699,999	2	\$3,954.45	\$4,099.12	+\$144.68	+3.7%
\$700,000 to \$799,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$800,000 to \$899,999	1	\$5,358.03	\$5,554.05	+\$196.02	+3.7%
\$900,000 to \$999,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$1,000,000 and over	1	\$31,702.71	\$32,862.53	+\$1,159.82	+3.7%
Total/Mean	150	\$2,027.39	\$2,101.56	+\$74.17	+3.7%

	General Vacant > 3 years				
	#Assess	2024-25 Current	2024-25 Modelled	Change \$	Change %
Up to \$99,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$100,000 to \$199,999	2	\$1,078.93	\$1,032.37	-\$46.56	-4.3%
\$200,000 to \$299,999	15	\$1,975.92	\$1,890.66	-\$85.27	-4.3%
\$300,000 to \$399,999	6	\$2,788.56	\$2,668.22	-\$120.34	-4.3%
\$400,000 to \$499,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$500,000 to \$599,999	1	\$4,244.32	\$4,061.16	-\$183.16	-4.3%
\$600,000 to \$699,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$700,000 to \$799,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$800,000 to \$899,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$900,000 to \$999,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$1,000,000 and over	0	\$0.00	\$0.00	\$0.00	0.0%
Total/Mean	24	\$2,198.85	\$2,103.96	-\$94.89	-4.3%

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	Commercial Industrial Vacant				
	#Assess	2024-25 Current	2024-25 Modelled	Change \$	Change %
Up to \$99,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$100,000 to \$199,999	4	\$961.15	\$996.31	+\$35.16	+3.7%
\$200,000 to \$299,999	10	\$1,537.84	\$1,594.10	+\$56.26	+3.7%
\$300,000 to \$399,999	10	\$2,168.84	\$2,248.19	+\$79.35	+3.7%
\$400,000 to \$499,999	12	\$2,686.65	\$2,784.93	+\$98.29	+3.7%
\$500,000 to \$599,999	6	\$3,246.55	\$3,365.33	+\$118.77	+3.7%
\$600,000 to \$699,999	1	\$4,113.11	\$4,263.59	+\$150.48	+3.7%
\$700,000 to \$799,999	3	\$4,377.55	\$4,537.71	+\$160.16	+3.7%
\$800,000 to \$899,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$900,000 to \$999,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$1,000,000 and over	2	\$9,703.05	\$10,058.03	+\$354.98	+3.7%
Total/Mean	48	\$2,693.38	\$2,791.92	+\$98.54	+3.7%

	Rural Residential Vacant				
	#Assess	2024-25 Current	2024-25 Modelled	Change \$	Change %
Up to \$99,999	3	\$532.96	\$552.45	+\$19.49	+3.7%
\$100,000 to \$199,999	17	\$970.30	\$1,005.80	+\$35.50	+3.7%
\$200,000 to \$299,999	37	\$1,427.83	\$1,480.07	+\$52.24	+3.7%
\$300,000 to \$399,999	33	\$2,153.27	\$2,232.05	+\$78.78	+3.7%
\$400,000 to \$499,999	49	\$2,725.59	\$2,825.31	+\$99.71	+3.7%
\$500,000 to \$599,999	8	\$3,323.60	\$3,445.19	+\$121.59	+3.7%
\$600,000 to \$699,999	8	\$3,843.84	\$3,984.46	+\$140.63	+3.7%
\$700,000 to \$799,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$800,000 to \$899,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$900,000 to \$999,999	0	\$0.00	\$0.00	\$0.00	0.0%
\$1,000,000 and over	5	\$10,539.09	\$10,924.66	+\$385.57	+3.7%
Total/Mean	160	\$2,409.82	\$2,497.98	+\$88.16	+3.7%

APPENDIX B: Differential Rate Definitions

Type and Description

General

All land except where otherwise classified.

General rate – 100%: The objective of this general rate is to ensure that all rateable land makes an equitable financial contribution to the cost of carrying out the functions of Council, including (but not limited to) the:

- Construction and maintenance of infrastructure assets
- Development and provision of health, recreation and community services
- Provision of general support services.

Vacant Land < 3 Years

Any land which:

1. Vacant Land is any land, which is not General Land; Commercial/Industrial Land; Rural Land <20Ha; Rural Land >20Ha; or General Vacant Land >3yrs and on which no dwelling has been erected and has not been vacant for three or more years at 1 July.

Rating differential – 200%: The objective of the Vacant General Land differential rate is to encourage development of this class of property.

Rural Land <20ha

Any land which:

1. Rural Land <20Ha is any land, which is not General Land; Commercial/Industrial Land; Rural Land >20Ha; Vacant Land; or General Vacant Land >3yrs and which is:
 - a. 'Farm land' within the meaning of the Section 2(1) of the Valuation of Land Act 1960.
 - b. Is a component of a single farm enterprise [as defined in Section 9A(5) of the Fire Services Property Levy Act 2012].
 - c. Is less than 20 hectares.

Rating differential – 80%: The objective of the Rural Land differential rate is to recognise the reduced infrastructure investment and provision of services to this class of property.

Rural Land >20ha

Any land:

1. Rural Land >20Ha is any land, which is not General Land; Commercial/Industrial Land; Rural Land <20Ha; Vacant Land; or General Vacant Land >3yrs which is:
 - 'Farm land' within the meaning of the Section 2(1) of the Valuation of Land Act 1960.
 - Is a component of a single farm enterprise [as defined in Section 9A(5) of the Fire Services Property Levy Act 2012].
 - Is equal to or greater than 20 hectares.

Rating differential – 60%: The objective of the Rural Land differential rate is to recognise the reduced infrastructure investment and provision of services to this class of property.

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Commercial/Industrial

Any land which is:

Commercial/Industrial Land is any land, which is not; General Land; Rural Land <20Ha; Rural Land >20Ha; Vacant Land; or General Vacant Land >3yrs and which is primarily used for:

- Sale of goods or services.
- Other commercial purposes.
- Industrial purposes.

and is not the owner's principal place of residence and is allocated an Australian Valuation Property Classification Code that correlates with the Commercial or Industrial classification of the Fire Services Property Levy.

Rating differential – 145%: The objective of the Commercial rate is to recognise the benefits derived by this class of property including higher infrastructure investment and general support services.

Vacant Commercial/ Industrial Land

1. Any land which is located within:
 - Mixed use Zone
 - Industrial Zone 1
 - Commercial Zone 1-2
 - Special Use Zone 1-4under the Wangaratta Planning Scheme; and
2. has developed infrastructure and utilities available to it but in respect of which no commercial or industrial use of occurring; and
3. on which there is no building affixed to the land which cannot be lawfully occupied.

Rating differential – 200%: The objective of the Vacant Commercial/Industrial differential rate is to recognise the benefits derived by this class of property including higher infrastructure investment and general support services and to encourage development of this class of property.

General Vacant > Three Years

1. Any land which is located within:
 - General Residential Zone
 - Neighbourhood Residential Zone
 - Residential Growth Zoneunder the Wangaratta Planning Scheme; and
2. on which there is no building affixed to the land which is designed and constructed primarily for residential purposes and can lawfully be used as a place of residence; and
3. which has been vacant for more than three years at 1 July; and
4. which has not changed ownership for more than three years at 1 July.

Rating differential – 240%: The objective of the General Vacant > Three Years differential rate is to encourage development of medium to long-term unimproved residential property.



Wangaratta Government Centre

62-68 Ovens St	PO Box 238	P 03 5722 0888	E council@wangaratta.vic.gov.au
Wangaratta VIC 3677	Wangaratta VIC 3676	F 03 5721 9526	W wangaratta.vic.gov.au

2025/2026 Schedule of Fees and Charges					
Description of Fees and Charges					
	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
AGED & COMMUNITY CARE - Care Management and Package Management					
Home Care Package					
Care Co-Ordination Full Cost Recovery- per hour	C	Y	\$104.00	15%	\$120.00
Care Management Full Cost Recovery - per hour	C	Y	\$140.00	14%	\$160.00
AGED & COMMUNITY CARE - Community Meals					
Community Meal Program					
Cost per meal	C	N	\$14.00	43%	\$20.00
Package Management Fee - Percentage of Client Home Care Package	C	N	15.00%	0%	15.00%
Care Management Fee - Percentage of Client Home Care Package	C	N	20.00%	-50%	10.00%
AGED & COMMUNITY CARE - Home Care					
Domestic Assistance					
Low Rate per hour	C	N	\$9.40	38%	\$13.00
Medium Rate per hour	C	N	\$22.90	53%	\$35.00
High Rate per hour	C	N	\$64.30	24%	\$80.00
Social Support Individual					
Low Rate per hour	C	N	\$8.40	55%	\$13.00
Medium Rate per hour	C	N	\$14.14	147%	\$35.00
High Rate per hour	C	N	\$65.00	23%	\$80.00
Home & Garden Maintenance					
Low Rate per hour - plus cost of materials	C	N	\$17.00	47%	\$25.00
Medium Rate per hour - plus cost of materials	C	N	\$25.00	40%	\$35.00
High Rate per hour - plus cost of materials	C	N	\$64.50	24%	\$80.00
Home Modification					
Low Rate per hour - plus cost of materials	C	N	\$17.00	47%	\$25.00
Medium Rate per hour - plus cost of materials	C	N	\$25.00	40%	\$35.00
High Rate per hour - plus cost of materials	C	N	\$64.50	24%	\$80.00
Personal Care					
Low Rate per hour	C	N	\$6.80	91%	\$13.00
Medium Rate per hour	C	N	\$13.00	169%	\$35.00
High Rate per hour	C	N	\$64.30	24%	\$80.00
Respite					
Low Rate per hour	C	N	\$5.80	124%	\$13.00
Medium Rate per hour	C	N	\$12.00	192%	\$35.00
High Rate per hour	C	N	\$64.50	24%	\$80.00
Private Agency Service					
Community Meal Program					
Cost per meal - not subsidised	C	N	N/A	N/A	\$35.00
Domestic Assistance, Personal Care, Respite					
Mon to Fri 7am to 7pm Rate per half hour	C	Y	\$40.00	13%	\$45.00
Mon to Fri 7am to 7pm rate per hour	C	Y	\$70.70	13%	\$80.00
Home & Garden Maintenance					
Rate per hour for labour only - plus cost of materials	C	Y	\$82.70	N/A	Discontinued
Rate per hour for standard mower - plus cost of materials	C	Y	\$99.80	N/A	Discontinued
Rate per hour for ride on mower - plus cost of materials	C	Y	\$106.30	N/A	Discontinued
Home Risk Assessment					
Home Risk Assessment	C	Y	N/A	N/A	\$95.00
Out of Hours - Personal Care, Respite					
Mon to Fri 7pm to 7am including Saturday - rate per half hour	C	Y	\$51.69	16%	\$60.00
Mon to Fri 7pm to 7am including Saturday - rate per hour	C	Y	\$98.70	11%	\$110.00
Public Holidays - Personal Care, Respite					
Rate per half hour	C	Y	\$69.10	16%	\$80.00
Rate per hour	C	Y	\$137.30	17%	\$160.00
Travel					
Rate per km in excess of 10 kms	C	Y	\$1.45	3%	\$1.50

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Internal Transactions from Packaged Care to Community Care					
Domestic Assistance, Personal Care, Respite					
Mon to Fri 7am to 7pm, per half hour	C	Y	NA	N/A	\$40.00
Mon to Fri 7am to 7pm, per hour	C	Y	NA	N/A	\$70.70
Home & Garden Maintenance					
Rate per hour for labour only - plus cost of materials	C	Y	NA	N/A	\$82.70
Rate per hour for standard mower - plus cost of materials	C	Y	NA	N/A	\$99.80
Rate per hour for ride on mower - plus cost of materials	C	Y	NA	N/A	\$106.30
Our of Hours - Personal Care, Respite					
Mon to Fri 7pm to 7am including Saturday - rate per half hour	C	Y	NA	N/A	\$51.70
Mon to Fri 7pm to 7am including Saturday - rate per hour	C	Y	NA	N/A	\$98.70
Public Holidays - Personal Care, Respite					
Rate per half hour	C	Y	NA	N/A	\$69.10
Rate per hour	C	Y	NA	N/A	\$137.30
Travel					
Rate per km in excess of 10 kms	C	Y	NA	N/A	\$1.45
Veteran's Home Care					
Domestic Assistance - rate per hour	C	N	\$5.00	0%	\$5.00
Home & Garden Maintenance - rate per hour	C	N	\$5.00	0%	\$5.00
Personal Care - Rate per hour to a maximum of \$10 per week	C	N	\$5.00	0%	\$5.00
Respite - no rate applicable	C	N/A	No Charge	N/A	No Charge
ANIMALS - Dog and Cat Registrations					
Dog and Cat Registration	C	N	\$50.00	0%	\$50.00
Entire Dog or Cat registration	C	N	\$150.00	0%	\$150.00
Dangerous dogs, menacing dogs, restricted breed dogs or guard dogs	C	N	\$450.00	0%	\$450.00
Domestic Animal Business (Cat) registration - includes admin and full annual audit required by Animal Welfare Victoria (AgVic)	C	N	\$330.00	6%	\$350.00
NOTE: discount of 50% on animal registration fee - requires presentation of social security pensioner discount card	C	N	50% of relevant fee	N/A	50% of relevant fee
ANIMALS - Miscellaneous					
Cat cage hire	C	N	Free	N/A	Free
Cat cage - replacement due to damage, loss or stolen	C	N	\$220.00	5%	\$230.00
ANIMALS - Pound Fees					
Impounding Fee (per head):					
Livestock	C	Y	\$130.00	4%	\$135.00
Horses	C	Y	\$130.00	4%	\$135.00
Other					
NLIS Tagging fee for stock not tagged	C	Y	\$11.50	4%	\$12.00
Destruction Expenses reasonably incurred	C	Y	Pass on	N/A	Pass on
Disposal Fee	C	Y	\$24.50	2%	\$25.00
Transport Fee: Expenses reasonably incurred	C	Y	Pass on	N/A	Pass on
Veterinary Fee: Expenses reasonably incurred	C	Y	Pass on	N/A	Pass on
Sustenance Fee per head per day:					
Livestock	C	Y	\$17.00	6%	\$18.00
Horses	C	Y	\$17.00	6%	\$18.00
ANIMALS - Pound Fees - Release Fee					
Release fee for seized domestic animals: dogs	C	N	\$230.00	4%	\$240.00
Release fee for seized domestic animals: cats	C	N	\$115.00	4%	\$120.00
BUILDING - Building Permit - Commercial					
Up to \$40,000	C	Y	\$2,036.75	3%	\$2,097.85
\$40,001 to \$100,000	C	Y	\$2,737.70	3%	\$2,819.85
\$100,001 to \$500,000 Fee = cost of work / 80 or minimum \$3000	C	Y	\$3,120.00	3%	\$3,213.60
\$500,001 +	C	Y	By Quote	N/A	By Quote

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
BUILDING - Building Permit - Domestic - Major works					
2-Unit development {(cost of work / 80) or min fee}	C	Y	\$2,402.25	3%	\$2,474.30
3 or more unit development {(cost of work / 80) or min fee}	C	Y	\$3,494.00	3%	\$3,598.80
Demolitions - (Commercial - Class 3 - 9) {(cost of work / 20) or min fee}	C	Y	\$1,560.00	3%	\$1,606.80
Demolitions - (Domestic single storey - Class 1 & 10 only)	C	Y	\$1,561.00	3%	\$1,607.85
Extensions/alterations (Major) - 4 inspections incl {(cost of work / 80) or min fee}. (eg applies to substantial extensions to a Class 1 or 2 buildings with additions greater than 25% of the existing floor area and/or alterations greater than 50% of the existing floor area)	C	Y	\$2,080.00	3%	\$2,142.40
New Dwellings (includes relocated dwellings) - 4 inspections incl {(cost of work / 80) or min fee}	C	Y	\$2,080.00	3%	\$2,142.40
BUILDING - Building Permit - Domestic - Minor works					
Swimming pools & Safety Barriers - 2 Inspections incl	C	Y	\$761.60	3%	\$784.45
Extensions/alterations (Minor - up to \$16,000 cost of works) - 4 inspections incl. (eg applies to extensions to a Class 1 or 2 buildings with additions under than 25% of the existing floor area and/or alterations under than 50% of the existing floor area).	C	Y	\$2,080.00	3%	\$2,142.40
Carports, Fences, Verandas, Patios, Mast and Minor Alterations & Assitons or Masts - 2-3 inspections incl - <\$1600 (Note: Minor alterations may include internal structural alterations to a Class 1, 2 or 10 buildings or additions to a Class 10 building)	C	Y	\$2,080.00	3%	\$2,142.40
Demolitions - (Domestic low rise - Class 10 only)	C	Y	\$1,560.00	3%	\$1,606.80
Garages, Carports, Verandas, Patios, Pergolas, Sheds etc. - 4 inspections incl - \$16,001 or greater {(cost of work / 80) or min fee}. (Note: Minor alterations may include substantial internal structural alterations to a Class 1, 2 or 10 building or additions to a Class 10 building)	C	Y	\$1,560.00	3%	\$1,606.80
Restump, Re-blocking, Under Pinning, etc.. - 2 inspections incl	C	Y	\$1,560.00	3%	\$1,606.80
BUILDING - Building Permit Levy					
Building Permit Levy - 0.00128% of contract amount (Levy only applies where cost of contract amount is more than \$10,000) – set by State Govt. Fee subject to change in line with amendments to the regulations	S	N	.128 cents per \$1	N/A	To be advised
BUILDING - Inspections					
Private - Additional Inspections, non-mandatory inspections, contract inspections (within 25 km radius of Ovens St office)	C	Y	\$312.00	3%	\$321.35
Consultancy fee - Building Reports, Pool Safety Reports, Subdivision reports (Reg 503), Essential Safety Measures Reports, etc.. Per hour. (Note: Fee quote to be provided based on estimated of scope of works by Building Coordinator or MBS)	C	Y	\$312.00	3%	\$321.35
BUILDING - Other					
Archive retrieval - file available electronically	C	N	\$99.70	3%	\$102.70
Advertising to adjoining landowners	C	N	\$137.80	3%	\$141.95
Archive file retrieval - Paper copies (Building search fee + scanned copies of required documents. No printing)	C	Y	\$322.90	3%	\$332.60
Title retrieval fee	C	N	\$94.10	3%	\$96.90
Lodgement fees where cost of building work is more than \$10,000 (In accordance with Reg 45). Fee subject to change in line with amendments to the regulations.	S	N	\$134.40	N/A	\$138.45
Staged Building Permit	C	Y	\$229.60	3%	\$236.50
Amendments to Approved Plan & Building Permit	C	Y	\$269.10	3%	\$277.15
Extension of time to Building Permit	C	Y	\$229.60	3%	\$236.50
Request for Information in accordance with Reg 51(1), (2) & (3) (each) – Max. fee set in accordance with Reg 52. Fee subject to change in line with amendments to the regulations	S	N	\$52.10	N/A	To be advised
Legal Point of Discharge (Reg. 133) – Max. fee set in accordance with Reg 36(4). Fee subject to change in line with amendments to the regulations	S	N	\$159.55	N/A	To be advised
Liquor licencing reports	C	Y	\$1,260.00	3%	\$1,297.80
Owner Builder Report - (Minor work)s under section 137B	C	Y	\$571.20	3%	\$588.35
Owner Builder Report - Dwellings (Major works) under section 137B	C	Y	\$1,371.95	3%	\$1,413.10

Description of Fees and Charges					
	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
BUILDING - Report & Consent					
Report and Consent – Part 5, 6 & 10, Reg 132(1) and Reg 134(2) - (each) - Max fee set in accordance with Reg 36(2). Fee subject to change in line with amendments to the regulations.	S	N	\$320.25	N/A	To be advised
Report and Consent – Reg 116 protection of public. Max fee set in accordance with Reg 36(3). Fee subject to change in line with amendments to the regulations.	S	N	\$324.95	N/A	To be advised
Report and Consent – Demolition under section 29A - Max fee set in accordance with Reg 312(1). Fee subject to change in line with amendments to the regulations.	S	N	\$93.90	N/A	To be advised
BUILDING - Security deposits & bonds					
Demolition/removal of Dwellings Security Deposit (Held in Trust) - (Reg 323(1))	S	N	The lesser of equivalent to the cost of works; or \$102 per m2 of floor area	N/A	To be advised
Demolish/ relocate/re-erected buildings Security Deposit (Held in Trust) - In accordance with Reg 323(2) the amount held in trust must not exceed the lesser of; the estimated cost of carrying out the work authorised by the building permit; or \$5,000. In accordance with section 22 of the Act, the amount is to the discretionary (per building surveyor or building coordinators authority) Amount is subject to change in line with amendments to the regulations - (Reg 323(2))	S	N	The lesser of equivalent to the cost of works; or \$5,000	N/A	To be advised
BUILDING - Swimming Pools & Spas - Administration fees					
Registration of swimming pool or spa (Reg. 147P(2) - fee subject to change in line with amendments to the regulations)	S	Y	\$35.10	N/A	To be advised
Information search fee for registration of swimming pool or spa (Reg.147P(2) - fee subject to change in line with amendments to the regulations)	S	Y	\$52.10	N/A	To be advised
Lodgement of CBC for swimming pool or spa (Reg.147X(2)- fee subject to change in line with amendments to the regulations)	S	Y	\$22.55	N/A	To be advised
Lodgement of CBNC for swimming pool or spa (Reg.147ZJ(2) - fee subject to change in line with amendments to the regulations)	S	Y	\$424.60	N/A	To be advised
Inspection of swimming pool or spa barrier for compliance certification following registration	C	Y	\$312.00	3%	\$321.35
Re-inspection of swimming pool or spa barrier following non-compliance (per inspection)	C	Y	\$312.00	3%	\$321.35
BUILDING - Temporary approvals & POPE					
Temporary Siting approvals x3 Structures	C	Y	\$495.00	3%	\$509.85
Temporary Siting approvals more than 3 Structures	C	Y	\$626.00	3%	\$644.80
Place of Public Entertainment (Pope) approvals - Attendance of greater than 5,000 persons and more than 5 Prescribed structures	C	Y	\$1,943.00	3%	\$2,001.30
Place of Public Entertainment (Pope) approvals - Attendance up to 5000 persons and 5 Prescribed Structure	C	Y	\$1,713.45	3%	\$1,764.85
Place of Public Entertainment (Pope) approvals- Attendance up to 1000 persons and 1 Prescribed Structure	C	Y	\$1,258.75	3%	\$1,296.50
CARAVAN PARKS					
Up to 25 Sites (per 3 year renewal fee as per Schedule 2 of the Residential Tenancy Act & fee unit set by Monetry Unit Act)	S	N	\$277.60	N/A	To be advised
25-50 sites (per 3 year renewal fee as per Schedule 2 of the Residential Tenancy Act & fee unit set by Monetry Unit Act)	S	N	\$555.20	N/A	To be advised
50 - 100 sites (per 3 year renewal fee as per Schedule 2 of the Residential Tenancy Act & fee unit set by Monetry Unit Act)	S	N	\$1,110.45	N/A	To be advised
Notice of transfer of ownership	S	N	N/A	N/A	To be advised

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
CEMETERY					
Grave and cremated sites					
Right of Interment bodily remains At Need - Child - First interment - Under 2 years	S	Y	\$249.60	N/A	To be advised
Right of Interment bodily remains At Need - Children's lawn - First interment	S	Y	\$550.00	N/A	To be advised
Right of Interment bodily remains At Need - Adult - First interment - General and Lawn	S	N	\$1,515.00	N/A	To be advised
Right of Interment bodily remains At Need - Adult - First interment - Vaults (1.5 blocks)	S	N	\$2,575.00	N/A	To be advised
Right of Interment cremated remains At Need - Single - Perpetual tenure - Niche Wall	S	N	\$1,095.00	N/A	To be advised
Right of Interment cremated remains At Need - Double - Perpetual tenure - Rose Bush	S	N	\$1,530.00	N/A	To be advised
Right of Interment cremated remains At Need - Multiple - Perpetual tenure - Shrub or Bush	S	N	\$1,825.00	N/A	To be advised
Administration - Miscellaneous					
Administration fees miscellaneous - Interment out of standard hours (per half hour)	S	Y	\$90.00	N/A	To be advised
Administration fees miscellaneous - Hire of facilities and equipment - Lowering device	S	Y	\$32.00	N/A	To be advised
Administration fees miscellaneous - Search of cemetery records	S	N	\$29.00	N/A	To be advised
Administration fees miscellaneous - Hire of facilities and equipment - Canopy/ Chairs	S	Y	\$48.00	N/A	To be advised
Administration fees miscellaneous - Interment out of hours (Weekends and Public Holidays)	S	Y	\$1,150.00	N/A	To be advised
Administration fees miscellaneous - Hire of facilities and equipment - Extra usage	S	Y	\$40.00	N/A	To be advised
Administration fees miscellaneous - Hire of facilities and equipment - Plaque cleaning	S	Y	\$280.00	N/A	To be advised
Interment Services					
Interment Services Interment of bodily remains - Adult - all interments	S	Y	\$1,595.00	N/A	To be advised
Interment Services Interment of bodily remains - Child over 2 years	S	Y	\$915.20	N/A	To be advised
Interment Services Interment of bodily remains - Child under 2 years	S	Y	\$490.00	N/A	To be advised
Interment Services - Oversized grave	S	Y	\$115.00	N/A	To be advised
Interment Services - Grave capping - Vault sealing	S	Y	\$1,695.00	N/A	To be advised
Interment Services of bodily remains - Each additional 0.3m	S	Y	\$124.80	N/A	To be advised
Interment Services Interment of cremated remains - Scattering of cremated ashes	S	Y	\$220.00	N/A	To be advised
Interment Services Interment of cremated remains - Interment in grave	S	Y	\$475.00	N/A	To be advised
Interment Services Interment of cremated remains - Interment in memorial - Rose Bush	S	Y	\$475.00	N/A	To be advised
Interment Services Interment of cremated remains - Interment in memorial - Shrub or Tree	S	Y	\$475.00	N/A	To be advised
Interment Services Interment of cremated remains - Interment in memorial - Niche Wall	S	Y	\$475.00	N/A	To be advised
Interment Services Reopening grave - with cover	S	Y	\$270.40	N/A	To be advised
Interment Services Exhumation - also for lift and reposition	S	Y	\$2,360.00	N/A	To be advised
Memorials					
Memorial permit fees Installation - New headstone and base with existing foundation - Single grave - General	S	N	\$270.40	N/A	To be advised
Memorial permit fees Installation - New headstone and base with existing foundation - Single grave - Lawn (excluding flower container)	S	N	\$210.00	N/A	To be advised
Memorial permit fees Renovation - Additional inscription	S	N	\$95.00	N/A	To be advised
Memorial permit fees Installation - New headstone and base with existing foundation - Single grave - Childrens Lawn (excluding flower container)	S	N	\$88.40	N/A	To be advised
Memorial permit fees Installation - Affixing bronze externally supplied plaque and or granite panel or other base by Cemetery - Affixing or installation or placement fee	S	Y	\$155.00	N/A	To be advised
Memorialisation - all sizes and styles	S	N	POA	N/A	To be advised
Memorialization - Rock/ boulder - Granite blocks	S	N	POA	N/A	To be advised

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
CHILDREN AND YOUTH SERVICES - Hire of meeting room					
Security Fobs (1st free, subsequent fobs non refundable)	C	N	\$20.00	3%	\$20.60
Hire of Meeting Room per hour:					
- all other users	C	Y	\$35.50	3%	\$36.60
- by not-for-profit community groups	C	Y	\$22.50	3%	\$23.20
- no charge for current tenants	C	N	No charge	N/A	No charge
CHILDREN'S SERVICES - Family Day Care					
Administration Levy per hour	C	N	\$2.90	3%	\$3.00
Educator Levy per week	C	N	\$24.30	3%	\$25.00
CHILDREN'S SERVICES - Late pickup of child					
To be applied to families that pickup children late resulting in a need to pay staff additional time - per instance	C	N	\$33.00	3%	\$34.00
CHILDREN'S SERVICES - Long Day Care Centre					
Sessional Fees					
Casual Fees					
Daily	C	N	\$141.00	1%	\$142.90
Permanent Fees					
Daily	C	N	\$135.00	4%	\$140.00
CORPORATE SERVICES - Freedom of Information					
Application fee may be waived or reduced if it would cause the applicant hardship.					
Proposed fees to be updated with update in FOI regulations and/or Monetary Units Act changes.					
Fees units under the Monetary Units Act 2004 are updated by Gazette each year					
Freedom of Information application - 2 fee units	S	N	\$32.70	N/A	To be advised
Photocopying - per A4 page	S	N	\$0.25	N/A	To be advised
Search fee - per hour or part thereof	S	N	\$24.86	N/A	To be advised
Supervision (inspection, listening or viewing of documents) - per 15 minutes	S	N	\$6.24	N/A	To be advised
CORPORATE SERVICES - Property Database Information					
Land Information Certificate (LIC) Prescribed fee by legislation	S	N	\$29.72	N/A	\$30.60
Urgent certificate (issued within 24 hours) – additional charge to LIC	C	Y	\$87.00	3%	\$89.60
Provision of historical rates data/file retrieval (Post 1999)	C	Y	\$27.50	3%	\$28.35
Provision of historical rates data/file retrieval (Pre 2000)	C	Y	\$136.00	3%	\$140.10
Dishonoured Payment Administration Fee (Direct Debit)	C	Y	\$19.00	3%	\$19.55
Fencing Notice Fee	C	Y	\$19.00	3%	\$19.55
Adverse Possession search fee	C	Y	\$406.00	3%	\$418.20
CORPORATE SERVICES - Property Management (Annual Rental Fee)					
Community Group - Category 1	C	Y	\$130.00	4%	\$135.00
Community Group - Category 2	C	Y	\$325.00	4%	\$337.00
EVENTS					
Minor Events					
<i>A Minor event will have some of the following characteristics: ATTENDANCE (less than 200 people), AMPLIFICATION (Amplified music, announcements), MINOR INFRASTRUCTURE (Total space of temporary structures does not exceed 50m2). Example: Moonlight Movies</i>					
Minor Events - 3M X 3M					
Volunteer - Food, Produce, Beverages, General	C	Y	\$13.00	4%	\$13.50
Community - Food, Produce, Beverages, General	C	Y	\$25.00	4%	\$26.00
Small Business - Food, Produce, Beverages, General	C	Y	\$38.50	3%	\$39.50
Commercial - Food, Produce, Beverages, General	C	Y	\$44.00	3%	\$45.50
Commercial - Alcohol	C	Y	\$57.00	4%	\$59.00
Electricity	C	Y	\$14.00	4%	\$14.50
Minor Events - 6M X 3M					
Volunteer - Food, Produce, Beverages, General	C	Y	\$18.50	3%	\$19.00
Community - Food, Produce, Beverages, General	C	Y	\$38.00	3%	\$39.00
Small Business - Food, Produce, Beverages, General	C	Y	\$63.50	3%	\$65.50
Commercial - Food, Produce, Beverages, General	C	Y	\$75.50	3%	\$78.00
Commercial - Alcohol	C	Y	\$100.50	3%	\$103.50
Electricity	C	Y	\$14.00	4%	\$14.50

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Medium Events					
A Medium event will have some of the following characteristics: ATTENDANCE (less than 1000 people), FOOD - (Serving, Selling, External Vendors), AMPLIFICATION (Amplified music, announcements), MINOR INFRASTRUCTURE (Total space of temporary structures does not exceed 100m2). LIQUOR (Where liquor is consumed as part of the event). IMPACT TO TRAFFIC/ROADS (Where an event is held on or near a road that requires road closures or traffic management). Example: Outdoor Ball					
Medium Events - 3M X 3M					
Volunteer - Food, Produce, Beverages, General	C	Y	\$18.50	3%	\$19.00
Community - Food, Produce, Beverages, General	C	Y	\$32.00	3%	\$33.00
Small Business - Food, Produce, Beverages, General	C	Y	\$50.00	3%	\$51.50
Commercial - Food, Produce, Beverages, General	C	Y	\$57.00	4%	\$59.00
Commercial - Alcohol	C	Y	\$75.50	3%	\$78.00
Electricity	C	Y	\$20.00	3%	\$20.50
Medium Events - 6M X 3M					
Volunteer - Food, Produce, Beverages, General	C	Y	\$32.00	3%	\$33.00
Community - Food, Produce, Beverages, General	C	Y	\$50.00	3%	\$51.50
Small Business - Food, Produce, Beverages, General	C	Y	\$85.90	3%	\$88.50
Commercial - Food, Produce, Beverages, General	C	Y	\$100.50	3%	\$103.50
Commercial - Alcohol	C	Y	\$119.00	3%	\$122.50
Electricity	C	Y	\$20.00	3%	\$20.50
Major Events					
A Major event will have some of the following characteristics: ATTENDANCE (less than 5000 people), FOOD - (Serving, Selling, External Vendors), AMPLIFICATION (Amplified music, announcements), INFRASTRUCTURE (Total space of temporary structures may or may not exceed 100m2), IMPACT TO TRAFFIC/ROADS (Where an event is held on or near a road that requires road closures or traffic management) LIQUOR (Where liquor is consumed as part of the event). Example: Down By The River					
Major Events - 3M X 3M					
Volunteer - Food, Produce, Beverages, General	C	Y	\$32.00	3%	\$33.00
Community - Food, Produce, Beverages, General	C	Y	\$50.00	3%	\$51.50
Small Business - Food, Produce, Beverages, General	C	Y	\$75.50	3%	\$78.00
Commercial - Food, Produce, Beverages, General	C	Y	\$114.00	3%	\$117.50
Commercial - Alcohol	C	Y	\$139.00	3%	\$143.00
Electricity	C	Y	\$27.00	4%	\$28.00
Major Events - 6M X 3M					
Volunteer - Food, Produce, Beverages, General	C	Y	\$50.00	3%	\$51.50
Community - Food, Produce, Beverages, General	C	Y	\$75.50	3%	\$78.00
Small Business - Food, Produce, Beverages, General	C	Y	\$114.00	3%	\$117.50
Commercial - Food, Produce, Beverages, General	C	Y	\$176.00	3%	\$181.50
Commercial - Alcohol	C	Y	\$201.00	3%	\$207.00
Electricity	C	Y	\$27.00	4%	\$28.00
Marquee Events					
A Marquee event will have some of the following characteristics: ATTENDANCE (more than 5000 people), FOOD - (Serving, Selling, External Vendors), AMPLIFICATION (Amplified music, announcements), INFRASTRUCTURE (Total space of temporary structures may or may not exceed 100m2), IMPACT TO TRAFFIC/ROADS (Where an event is held on or near a road that requires road closures or traffic management), HIGH RISK ACTIVITIES (Air displays, Motorcycle stunts) LIQUOR (Where liquor is consumed by more than 50% of attendees for more than 5 hours), AMUSEMENTS Multiple mechanical amusement rides, FIREWORKS (Indoor and/or outdoor pyrotechnics display). Example: NAB Challenge Game					
Marquee Events - 3M X 3M					
Volunteer - Food, Produce, Beverages, General	C	Y	\$75.50	3%	\$78.00
Community - Food, Produce, Beverages, General	C	Y	\$114.00	3%	\$117.50
Small Business - Food, Produce, Beverages, General	C	Y	\$176.00	3%	\$181.50
Commercial - Food, Produce, Beverages, General	C	Y	\$289.50	3%	\$299.00
Commercial - Alcohol	C	Y	\$327.00	3%	\$337.00
Electricity	C	Y	\$27.00	4%	\$28.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Marquee Events - 6M X 3M					
Volunteer - Food, Produce, Beverages, General	C	Y	\$114.00	3%	\$117.50
Community - Food, Produce, Beverages, General	C	Y	\$176.00	3%	\$181.50
Small Business - Food, Produce, Beverages, General	C	Y	\$289.50	3%	\$298.00
Commercial - Food, Produce, Beverages, General	C	Y	\$503.00	3%	\$518.00
Commercial - Alcohol	C	Y	\$541.00	3%	\$557.00
Electricity	C	Y	\$27.00	4%	\$28.00
Soundshell - Merriwa Park					
Per hour (minimum 3 hours)	C	Y	\$76.00	4%	\$79.00
Power usage (evening functions requiring lights, per hour) Including GST	C	Y	\$38.00	3%	\$39.00
FIREWOOD COLLECTION					
Firewood Collection (2 cubic meters) with a permit					
1 unit	C	Y	\$25.00	4%	\$26.00
Concession card holder 1 unit	C	Y	\$16.50	3%	\$17.00
HEALTH - Aquatic Pools					
Registration of Category 1 Aquatic Facility under Public Health and Wellbeing Act 2008 (1 pool/spa/interactive water feature)	C	N	\$352.75	N/A	\$363.25
Registration of each additional pool/spa interactive water feature within same Category 1 Aquatic Facility	C	N	\$100.75	N/A	\$103.75
Renewal of Category 1 Aquatic Facility under Public Health and Wellbeing Act 2008 (equates to 90% of annual registration fee)	C	N	\$317.50	N/A	\$327.00
Transfer fee of Category 1 Aquatic Facility under Public Health and Wellbeing Act 2008 (equates to 90% of annual registration fee)	C	N	\$317.50	N/A	\$327.00
HEALTH - Registered Premises					
Food premises					
Class 1 registration fee (fixed)	C	N	\$671.90	3%	\$692.05
Class 1 renewal fee (fixed) (equates to 90% of annual registration fee)	C	N	\$604.70	3%	\$622.85
Class 2 registration fee (fixed or mobile)	C	N	\$560.00	3%	\$576.80
Class 2 renewal fee (fixed or mobile) (equates to 90% of annual registration fee)	C	N	\$504.00	3%	\$519.10
Class 2 registration / renewal fee (temporary)	C	N	50% of registration fee (Class 2 fixed or mobile)	N/A	50% of registration fee (Class 2 fixed or mobile)
Class 3 registration fee (fixed or mobile)	C	N	\$280.00	3%	\$288.40
Class 3 renewal fee (fixed or mobile) (equates to 90% of annual registration fee)	C	N	\$252.00	3%	\$259.55
Class 3 registration / renewal fee (temporary)	C	N	50% of registration fee (Class 3 fixed or mobile)	N/A	50% of registration fee (Class 3 fixed or mobile)
Class 3a registration fee (fixed)	C	N	\$280.00	3%	\$288.40
Class 3a renewal fee (fixed) (equates to 90% of registration fee)	C	N	\$252.00	3%	\$259.55
New premises assessment (not applicable for temporary)	C	N	\$220.70 plus registration fee	N/A	\$220.70 plus registration fee
Additional inspections	C	N	\$224.00	3%	\$230.70
Pro-Rata registration - new applications after 1 July	C	N	Based on 50% registration fee	N/A	Based on 50% registration fee
Other premises					
Registration - Beauty Therapy, Colonic Irrigation, Hairdressing, Tattooing, activities involving skin penetration, or any other business that poses a risk to public health - Registration	C	N	\$263.20	3%	\$271.10
Renewal - Beauty Therapy, Colonic Irrigation, Hairdressing, Tattooing, activities involving skin penetration, or any other business that poses a risk to public health	C	N	\$207.20	3%	\$213.40
Hairdresser/Make-up Artist/Spray Tanning (one off registration fee)	C	N	\$263.20	3%	\$271.10
Prescribed Accommodation	C	N	\$408.70	3%	\$420.95
Renewal Prescribed Accommodation	C	N	N/A	N/A	\$336.75
All classes - charge for late payment	C	N	50% of original fee	N/A	50% of original fee
Sporting, Community and Charitable Groups (reduced fee) (fixed, mobile or temporary)	C	N	\$62.65	3%	\$64.55
Transfer of Premises	C	N	50% of annual registration fee	N/A	50% of annual registration fee

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
HEALTH - Septic Tank Permits					
Application for a permit for minor alteration to an on-site wastewater management system (septic system). Fee includes includes assessment, inspections and permit.	S	N	\$608.30	N/A	To be advised
Application for a permit to install a septic system includes assessment, inspections and permits to install and use the system.	S	N	\$798.20	N/A	To be advised
Additional assessment and/or inspections.	S	N	\$101.25	N/A	To be advised
Application to transfer of an onsite wastewater management system (septic) permit.	S	N	\$162.15	N/A	To be advised
Application to amend an onsite wastewater management system (septic) permit	S	N	\$169.50	N/A	To be advised
Application to renew an onsite wastewater management system (septic) permit	S	N	\$135.70	N/A	To be advised
Application for a report and consent assessment	C	N	\$109.80	3%	\$113.10
Copy of septic permit	C	N	\$109.80	3%	\$113.10
Septic plan search fee (includes copy of plan)	C	N	\$109.80	3%	\$113.10
HEALTH - Vaccinations					
Flu Vaccine	C	Y	\$27.50	0%	\$27.50
Flu Vaccine (delivery of free vaccines)	C	Y	\$11.00	3%	\$11.35
Boostrix	C	Y	N/A	N/A	\$75.00
KIOSK HIRE (Corner of Murphy & Reid Streets, Wangaratta)					
Casual Users					
Kiosk Hire - per day, Commercial	C	Y	\$55.00	3%	\$56.70
Kiosk Hire - per day, Community	C	N/A	No charge	N/A	No charge
LIBRARY - General charges					
Replacement cost for lost or damaged items - if no purchase price listed					
Adult book - fiction	C	Y	\$32.00	0%	\$32.00
Adult book - large print	C	Y	\$55.00	0%	\$55.00
Adult book - non fiction	C	Y	\$33.00	0%	\$33.00
Teen book- fiction	C	Y	\$20.00	0%	\$20.00
Junior book - fiction	C	Y	\$15.00	0%	\$15.00
Junior book - non fiction	C	Y	\$24.00	0%	\$24.00
Light romance	C	Y	\$2.00	0%	\$2.00
Magazine	C	Y	\$11.00	0%	\$11.00
Book on disc - adult	C	Y	\$109.00	1%	\$110.00
Book on disc - junior	C	Y	\$60.00	0%	\$60.00
Single disc	C	Y	entire replacement cost of set	N/A	entire replacement cost of set
DVD - adult	C	Y	\$25.00	0%	\$25.00
DVD - junior	C	Y	\$19.00	0%	\$19.00
DVD TV - adult	C	Y	NA	N/A	\$40.00
MP3 - adult	C	Y	\$108.00	4%	\$112.00
MP3 - junior	C	Y	\$67.00	0%	\$67.00
Non collection of reserved items					
Non collection of reserved items - charged per item	C	Y	\$2.00	0%	\$2.00
Library cards					
replacement of lost or damaged card	C	Y	\$3.00	0%	\$3.00
Photocopying / Printing					
A4 B&W (per side)	C	Y	\$0.20	0%	\$0.20
A4 Colour (per side)	C	Y	\$1.00	0%	\$1.00
A3 B&W (per side)	C	Y	\$0.40	0%	\$0.40
A3 Colour (per side)	C	Y	\$2.00	0%	\$2.00
Printout from microfilm printer	C	Y	\$0.20	0%	\$0.20
Inter-library loans					
requests for items obtained via Inter-library loan and any associated postage costs, including photocopies	C	Y	as charged by supplier	N/A	as charged by supplier
Interlibrary Loan strap/barcode	C	Y	\$4.20	0%	\$4.20

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Minor damage					
damaged barcode or minor damage to item	C	Y	\$3.50	0%	\$3.50
Replacement of audio-visual cover					
DVD case	C	Y	\$3.00	0%	\$3.00
Talking book case	C	Y	\$15.50	3%	\$16.00
Research fee					
Per half hour	C	Y	\$30.00	7%	\$32.00
Telephone calls					
Local calls only	C	Y	\$0.50	0%	\$0.50
Programs and activities					
Charges may be applied on cost recovery basis	C	Y	cost recovery basis	N/A	cost recovery basis
Disc cleaning					
Per disc	C	Y	\$4.50	3%	\$4.65
Miscellaneous					
Earphones	C	Y	\$1.00	50%	\$1.50
USB	C	Y	\$8.00	6%	\$8.50
LIBRARY - Hiring of facilities					
Community Room					
Volunteer - hourly rate (minimum of one hour)	C	Y	\$15.50	0%	\$15.50
Volunteer - full day fee	C	Y	\$93.00	0%	\$93.00
Community - hourly fee (minimum of one hour)	C	Y	\$21.00	0%	\$21.00
Community - full day fee	C	Y	\$126.00	0%	\$126.00
Business - hourly rate (minimum of one hour)	C	Y	\$42.50	0%	\$42.50
Business - full day rate	C	Y	\$255.00	0%	\$255.00
Seminar Room					
Volunteer - hourly rate (minimum of one hour)	C	Y	\$13.50	0%	\$13.50
Volunteer - full day rate	C	Y	\$81.00	0%	\$81.00
Community - hourly fee (minimum of one hour)	C	Y	\$16.00	0%	\$16.00
Community - full day fee	C	Y	\$96.00	0%	\$96.00
Business - hourly rate (minimum of one hour)	C	Y	\$32.00	0%	\$32.00
Business - full day rate	C	Y	\$192.00	0%	\$192.00
Small Meeting Room					
Volunteer - hourly rate (minimum of one hour)	C	Y	\$10.50	0%	\$10.50
Volunteer - full day rate	C	Y	\$63.00	0%	\$63.00
Community - hourly fee (minimum of one hour)	C	Y	\$13.00	0%	\$13.00
Community - full day rate	C	Y	\$78.00	0%	\$78.00
Business - hourly rate (minimum of one hour)	C	Y	\$26.00	0%	\$26.00
Business - full day rate	C	Y	N/A	N/A	\$156.00
Bainz Gallery					
Exhibitions with artwork or material for sale	C	Y	\$112.00	7%	\$120.00
LOCAL LAWS - Droving of Livestock					
Permit application fee (non-refundable) including field inspections and administration	C	N	\$220.00	3%	\$226.00
Bond (cash or bank cheque)	C	N	\$1,800.00	3%	\$1,854.00
LOCAL LAWS - Footpath Permits					
Consumption of Alcohol	C	N	\$55.00	9%	\$60.00
The impoundment release fee of A- frames, goods and table and chairs etc.	C	N	\$90.00	2%	\$92.00
Application fee for permit to use footpath (outdoor eating or display of goods or free standing advertising signs) - charge based on work to issue, audit and inspect footpath activity and associated administration	C	Y	\$110.00	3%	\$113.00
Renewal fee reduced by 30% of full fee for using footpath for outdoor eating or display of goods or free standing advertising signs) - charge based on work to issue, audit and inspect footpath activity and associated administration. Full application fee payable if not paid by due date	C	Y	\$77.00	4%	\$80.00
Application fee for a permit to Exercise / Personal Training in public parks - Seasonal user	C	Y	\$340.00	3%	\$350.00
LOCAL LAWS - Footpath security deposit and footpath inspections					
Footpath Inspection Fee	C	Y	\$200.00	3%	\$205.00
Footpath Security Deposit - placed in Trust Account	C	N	\$700.00	3%	\$720.00
Tapping into Council drains	C	N	\$202.50	4%	\$210.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
LOCAL LAWS - Itinerant Trading Permits					
Application Fee	C	Y	\$45.00	4%	\$47.00
Day Event	C	Y	\$83.00	2%	\$85.00
Seasonal Permit	C	Y	\$350.00	3%	\$360.00
Yearly Permit	C	Y	\$580.00	3%	\$600.00
Yearly (weekends only)	C	Y	\$468.00	0%	\$470.00
LOCAL LAWS - Obstructions on Council Roads (including banners)					
Commercial banners per permit	C	N	\$23.00	9%	\$25.00
Community banners	C	N/A	No Charge	N/A	No charge
LOCAL LAWS - Parking infringements, impounded vehicles and shopping trolleys					
Impounded vehicles - Holding Fee per day	C	Y	\$36.00	6%	\$38.00
Impounded Vehicles - plus towing fee reasonably incurred	C	Y	\$250.00	4%	\$260.00
Release impounded goods fee - vehicle	C	Y	\$122.00	2%	\$125.00
Release impounded goods fee - goods	C	Y	\$61.00	3%	\$63.00
Parking Fees per hour	C	Y	\$1.10	9%	\$1.20
Parking Infringement Notices - determined by VicRoads Infringement	C	Y	\$92.00	3%	\$95.00
Penalty Units - maximum of 0.5 penalty units					
LOCAL LAWS - Parking Permits					
Per month	C	Y	\$65.00	3%	\$67.00
Under Cover					
Per month	C	Y	\$110.00	3%	\$113.00
LOCAL LAWS - Parking Vouchers					
CBD Timed Parking Voucher - Per Month	C	Y	NA	N/A	\$15.00
CBD Timed Parking Voucher - Per Year	C	Y	NA	N/A	\$100.00
LOCAL LAWS - Permits					
Permit application fee for Grazing of Livestock - (non refundable) fee includes administration, site inspection and monitoring	C	N	\$215.00	3%	\$221.00
Keeping excess number of animals	C	Y	\$86.00	2%	\$88.00
LOCAL LAWS - Recreational Vehicles (residential area)					
Recreational Vehicles (residential area - per permit per year)	C	N	\$83.50	3%	\$86.00
LOCAL LAWS - Rubbish Hoppers and Clothing Recycling bins					
Community/charitable (clothing)	C	N	\$220.00	3%	\$226.00
Other (skip bin)	C	N	\$95.00	3%	\$98.00
LOCAL LAWS - Street Appeals, Buskers and Street Stalls					
Commercial activities per day	C	N	\$18.00	6%	\$19.00
Community activities	C	N/A	No charge	N/A	No charge
Open air burning - Residential and commercial area	C	N	\$84.00	2%	\$86.00
LOCAL LAWS - Vehicle crossings and temporary vehicle crossings					
New or Altered Crossing	C	N	\$325.00	3%	\$335.00
Storage of machinery and second hand goods (residential and commercial area).	C	N	\$325.00	3%	\$335.00
Temporary Crossing	C	N	\$185.00	3%	\$190.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
MURRAY TO MOUNTAINS RAIL TRAIL - Permits, Licences & Leases					
Annual or specified period:					
Community Events - With or without trail closure	C	Y	No Charge plus outgoings	N/A	No Charge plus outgoings
Authorised Crossings:					
Farm access – vehicle (no trucks) and stock movement only	C	N/A	No Charge	N/A	No Charge
Community Events					
1 or more days - With or without closure of trail	C	Y	No charge, except for outgoings i.e. cost of advertising	N/A	No charge, except for outgoings i.e. cost of advertising
Community Events					
Commercial operator - With or without trail closure	C	Y	\$73.00	3%	\$75.00
Licence (with DSE approval) 3 Year Renewable					
Conservation or Re-vegetation	C	N/A	No Charge	N/A	No Charge
Licence (with DSE approval) 3 Year Renewable					
Grazing					
	C	Y	\$125.00 application fee (80% refundable if application not successful), \$41 per hectare/per year plus any outgoings with a minimum charge per licence of \$69.00	N/A	\$125.00 application fee (80% refundable if application not successful), \$41 per hectare/per year plus any outgoings with a minimum charge per licence of \$69.00
Licence (with DSE approval) 3 Year Renewable					
Hay or crash grazing	C	N	No Charge	N/A	No Charge
Licence (with DSE approval) 3 Year Renewable					
Lease (with DSE approval) 21 year - On application	C	Y	POA	N/A	POA
Licence (with DSE approval) 3 Year Renewable					
Yard / Storage (urban)	C	Y	\$73.00	3%	\$75.00
Commercial operator - With or without trail closure	C	Y	\$73.00	3%	\$75.00
Residential Access – existing (former authorised railway crossing)	C	N	\$0.00	N/A	\$0.00
Residential Access – no previous authorisation	C	Y	\$135.00	4%	\$140.00
With gates not conforming	C	Y	\$135.00	4%	\$140.00
NED KELLY DISCOVERY HUB					
Hire Fee - Ned Kelly Discovery Hub - viewing platform	C	Y	\$75.00	7%	\$80.00
Hire Fee - Ned Kelly Discovery Hub - viewing platform - hosting with food or beverages	C	Y	\$300.00	3%	\$310.00
Hire Fee - Ned Kelly Discovery Hub - excess cleaning fees	C	Y	\$600.00	3%	\$620.00
Bond - Ned Kelly Discovery Hub - hire	C	Y	\$600.00	3%	\$620.00
Entry - Ned Kelly Discovery Hub - Per Adult	C	Y	\$5.00	0%	\$5.00
Entry - Ned Kelly Discovery Hub - Per Senior/Pension	C	Y	\$3.00	0%	\$3.00
Entry - Ned Kelly Discovery Hub - Group Bookings (10 or More)	C	Y	\$3.00	0%	\$3.00
Entry - Ned Kelly Discovery Hub - School Groups	C	Y	N/A	N/A	\$20.00
PARKS AND GARDENS					
Bond (A)	C	N	\$1,075.00	3%	\$1,107.30
Commercial Promotions usage:	C	Y	\$290.00	3%	\$298.70
Facility and Open Space Keys (Bond C)	C	N	\$27.00	3%	\$27.80
Mitchell Avenue Amenities (Bond B)	C	N	\$55.00	3%	\$56.70
There is no fee charged for holding a function within Council's parks and gardens	C	N	\$0.00	N/A	\$0.00
PARKS, SPORT & RECREATION - Bowmans / Murrumbidgee Hall					
Bond	C	N	\$800.00	3%	\$824.00
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$280.00	3%	\$288.40
Hall Hire community rate	C	Y	\$114.00	3%	\$117.40
Cleaning per hour	C	Y	\$52.00	3%	\$53.55

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
PARKS, SPORT & RECREATION - Carboor Soldiers Memorial Hall					
Bond	C	N	\$530.00	3%	\$545.90
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$208.00	3%	\$214.25
Hall Hire community rate	C	Y	\$104.00	3%	\$107.10
Caravans (per night)	C	Y	\$41.00	3%	\$42.25
Hire of Grounds	C	Y	\$52.00	3%	\$53.55
PARKS, SPORT & RECREATION - Edi Upper Hall					
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$169.00	4%	\$175.00
Kitchen Facilities/ Kitchen Hire	C	Y	\$73.00	3%	\$75.00
Small Meeting Room - (Supper Room) business	C	Y	\$28.30	-12%	\$25.00
Chairs	C	Y	\$1.00	0%	\$1.00
Bench seats	C	Y	\$2.80	257%	\$10.00
Equipment tables	C	Y	\$5.50	82%	\$10.00
Tennis court hire with lights (per hour)	C	Y	\$11.40	-12%	\$10.00
Community sign hire	C	Y	\$11.40	-12%	\$10.00
PARKS, SPORT & RECREATION - Eldorado Memorial Hall					
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$104.00	0%	\$104.00
Hall Hire Community Rate - Per Hour	C	Y	\$21.00	0%	\$21.00
Major Events (i.e. weddings)	C	Y	\$104.00	0%	\$104.00
Kitchen Facilities/ Kitchen Hire	C	Y	\$46.80	0%	\$46.80
Small Meeting Room - (Supper Room) business	C	Y	\$46.80	0%	\$46.80
Chairs	C	Y	\$5.45	N/A	NO CHARGE
PARKS, SPORT & RECREATION - Everton Hall and Sporting Complex					
Bond	C	N	\$300.00	-67%	\$100.00
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$156.00	12%	\$175.00
Hall Hire community rate	C	Y	\$78.00	12%	\$87.50
Major Events (i.e. weddings)	C	Y	\$312.00	12%	\$350.00
Hall hire – half day/evening 4hrs	C	Y	\$156.00	12%	\$175.00
Kitchen Facilities/ Kitchen Hire	C	Y	\$78.00	-1%	\$77.00
Small Meeting Room - (Supper Room) business	C	Y	\$78.00	-1%	\$77.00
Small Meeting Room - (Supper Room) - community/local	C	Y	\$39.00	0%	\$39.00
Chairs	C	Y	\$0.70	0%	\$0.70
Equipment tables	C	Y	\$7.25	-3%	\$7.00
Urn	C	Y	\$10.40	-4%	\$10.00
BBQ Trailer	C	Y	\$26.00	-23%	\$20.00
Tennis court hire with lights (per hour)	C	Y	\$5.20	-4%	\$5.00
PARKS, SPORT & RECREATION - Ground & Light Charges					
Casual Users - Light Charges					
Hourly charge - Winter season	C	Y	\$17.25	3%	\$17.75
Seasonal Users - Light charges					
Seasonal Agreements - Winter Senior Sport	C	Y	\$1,200.00	3%	\$1,236.00
Seasonal Agreements - Winter Junior Sport	C	Y	\$400.00	3%	\$412.00
Casual Users					
Full Day (maximum 8 hours)	C	Y	\$121.00	3%	\$124.65
Half Day (or part thereof, maximum 4 hours)	C	Y	\$66.00	3%	\$68.00
Seasonal Users					
Seasonal Agreements - Winter & Summer (% of Previous Seasonal Fee)	C	Y	4.00%	0%	5.00%

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
PARKS, SPORT & RECREATION - HP Barr Community Centre					
Casual Users - Commercial					
Hourly Rate (applies up to 3 hours)	C	Y	\$52.50	3%	\$54.10
Commercial daily rate	C	Y	\$350.00	3%	\$360.50
Casual Users - Community					
Hourly Rate (applies up to 3 hours)	C	Y	\$31.50	3%	\$32.45
Per day or night	C	Y	\$200.00	3%	\$206.00
Security deposit	C	Y	\$635.00	3%	\$654.05
PARKS, SPORT & RECREATION - HP Barr Multipurpose Centre (WJ Findlay Oval)					
Venue Hire Fee					
Casual User - Community (hourly rate, up to 3 hours)	C	Y	\$31.50	3%	\$32.45
Casual User - Community (up to 8 hours)	C	Y	\$200.00	3%	\$206.00
Casual User - Commercial Rate (hourly rate)	C	Y	\$52.50	3%	\$54.10
Commercial daily rate	C	Y	\$300.00	3%	\$309.00
Per hour after midnight	C	Y	\$56.00	3%	\$57.70
Venue Bond					
Security Deposit *	C	N	\$635.00	3%	\$654.05
PARKS, SPORT & RECREATION - Milawa Public Hall & Park					
Booking Fee (non refundable)	C	N	\$26.00	-4%	\$25.00
Bond	C	N	\$520.00	-4%	\$500.00
Lost key fee	C	Y	\$104.00	-4%	\$100.00
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$416.00	-4%	\$400.00
Hall Hire community rate	C	Y	\$104.00	-4%	\$100.00
Major Events (i.e. weddings)	C	Y	\$728.00	-4%	\$700.00
Small Meeting Room - (Supper Room) business	C	Y	\$52.00	-4%	\$50.00
Small Meeting Room - (Supper Room) - community/local	C	Y	\$31.00	-3%	\$30.00
Chairs	C	Y	\$2.05	N/A	NO CHARGE
Equipment tables	C	Y	\$10.40	N/A	NO CHARGE
Cleaning per hour	C	Y	\$62.00	-3%	\$60.00
PARKS, SPORT & RECREATION - Moyhu Soldiers Memorial Hall					
Bond	C	N	\$185.00	3%	\$190.55
Lost key fee	C	Y	\$20.75	-4%	\$20.00
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$124.80	4%	\$130.00
Hall Hire community rate	C	Y	\$124.80	4%	\$130.00
Major Events (i.e. weddings)	C	Y	\$156.00	-17%	\$130.00
Hall hire – half day/evening 4hrs	C	Y	\$62.40	108%	\$130.00
Kitchen Facilities/ Kitchen Hire	C	Y	\$31.20	-4%	\$30.00
Small Meeting Room - (Supper Room) business	C	Y	\$31.20	12%	\$35.00
Small Meeting Room - (Supper Room) - community/local	C	Y	\$26.00	3%	\$26.80
Chairs	C	Y	\$1.00	0%	\$1.00
Bench seats	C	Y	\$5.20	-4%	\$5.00
Cleaning per hour	C	Y	\$31.20	-4%	\$30.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
PARKS, SPORT & RECREATION - Myrrhee Soldiers Memorial Hall					
Hire of Hall					
Bond	C	N	\$114.40	-13%	\$100.00
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$167.20	-10%	\$150.00
Hall Hire community rate	C	Y	\$36.40	202%	\$110.00
Chairs	C	Y	\$3.30	-9%	\$3.00
Equipment tables	C	Y	\$10.90	-8%	\$10.00
PARKS, SPORT & RECREATION - Old Murrumgee Hall					
Bond	C	N	\$415.00	1%	\$420.00
Lost key fee	C	Y	\$31.20	3%	\$32.15
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$171.60	2%	\$175.00
Hall Hire community rate	C	Y	\$57.20	5%	\$60.00
Major Events (i.e. weddings)	C	Y	\$171.60	2%	\$175.00
Hall hire – half day/evening 4hrs	C	Y	\$104.00	6%	\$110.00
Equipment tables	C	Y	\$10.40	-4%	\$10.00
Hire of Grounds	C	Y	\$41.60	-4%	\$40.00
PARKS, SPORT & RECREATION - Oxley Hall					
Bond	C	N	\$520.00	-4%	\$500.00
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$416.00	-40%	\$250.00
Hall Hire community rate	C	Y	\$31.20	-4%	\$30.00
Major Events (i.e. weddings)	C	Y	\$884.00	13%	\$1,000.00
Hall hire – half day/evening 4hrs	C	Y	\$124.80	20%	\$150.00
Small Meeting Room - (Supper Room) business	C	Y	\$31.20	3%	\$32.15
Chairs	C	Y	\$1.00	0%	\$1.00
Equipment tables	C	Y	\$5.20	-4%	\$5.00
Urn	C	Y	\$10.40	-4%	\$10.00
Cleaning per hour	C	Y	\$52.00	-33%	\$35.00
PARKS, SPORT & RECREATION - Rodeo Grounds (Events Precinct)					
Casual Users - Commercial					
Full day	C	Y	\$295.00	3%	\$303.85
Hourly Rate (applies up to 3 hours)	C	Y	\$45.00	3%	\$46.35
Casual Users - Community					
Full day	C	Y	\$147.00	3%	\$151.40
Hourly Rate (applies up to 3 hours)	C	Y	\$25.00	3%	\$25.75
Venue Bond					
Security Deposit *	C	N	\$590.00	3%	\$607.70
PARKS, SPORT & RECREATION - Wangaratta Showgrounds					
Commercial Events					
Fee	C	Y	\$495.00	3%	\$509.85
Community Events					
Fee	C	Y	\$320.00	3%	\$329.60
Lions Club of Wangaratta					
Ground Use - per year	C	Y			
Storeroom/Clubroom/ use of space for Swap Meet per year	C	Y	TBA	N/A	TBA
Ovens and Murray Football/Netball League Inc.					
Hosting of Grand final	C	Y	\$1,585.00	3%	\$1,632.55
Hosting of Finals Match	C	Y	\$650.00	3%	\$669.50
Wangaratta & District Cricket Association					
Electricity – annual usage fee	C	Y	100%	0%	100%
Use of ground and buildings (incl. grandstand) - per year	C	Y	\$1,575.00	3%	\$1,622.30
Wangaratta A & I Society					
Electricity - percentage of special meter reading	C	Y	100%	0%	100%
Use of ground and buildings (incl. grandstand)	C	Y	\$3,780.00	3%	\$3,893.40

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Wangaratta Bridge Club					
Ground use - Club Rooms per year	C	Y	\$635.00	3%	\$654.05
Wangaratta Football and Netball Club Inc.					
Use of grounds and buildings (incl. grandstand, gate takings, membership and oval fence advertising) per season	C	Y	\$11,970.00	3%	\$12,329.10
Wangaratta Junior Football League					
Use of grounds - per year	C	Y	\$1,270.00	3%	\$1,308.10
Wangaratta Kennel & Obedience Dog Club Inc.					
Electricity - As per meter reading	C	Y	100%	0%	100%
Use of grounds and building - per year	C	Y	\$1,270.00	3%	\$1,308.10
Wangaratta Players					
Use of Clubrooms (per year)	C	Y	\$945.00	3%	\$973.35
Wangaratta Sports Club					
Electricity - percentage of special meter reading	C	Y	100%	0%	100%
Use of ground and buildings (incl. grandstand) - per year	C	Y	\$635.00	3%	\$654.05
Wangaratta Table Tennis Association					
Electricity - As per meter reading	C	Y	100%	0%	100%
PARKS, SPORT & RECREATION - Wangaratta Sports Development Centre					
Change Room 1, 2 or 3					
Commercial Per day	C	Y	\$241.00	3%	\$248.25
Commercial Per hour	C	Y	\$91.00	3%	\$93.75
Commercial Per hour thereafter	C	Y	\$25.00	3%	\$25.75
Community Per day	C	Y	\$121.00	3%	\$124.65
Community Per hour	C	Y	\$26.00	3%	\$26.80
Community Per hour thereafter	C	Y	\$11.50	3%	\$11.85
Community Room Monday - Friday					
Commercial Per day	C	Y	\$182.00	3%	\$187.45
Commercial Per hour	C	Y	\$61.50	3%	\$63.35
Commercial Per hour thereafter	C	Y	\$18.50	3%	\$19.05
Community Per day	C	Y	\$90.00	3%	\$92.70
Community Per hour	C	Y	\$29.50	3%	\$30.40
Community Per hour thereafter	C	Y	\$11.00	3%	\$11.35
Upper Deck Function Area					
Commercial Per day	C	Y	\$738.00	3%	\$760.15
Commercial Per hour	C	Y	\$246.00	3%	\$253.40
Commercial Per hour thereafter	C	Y	\$124.00	3%	\$127.70
Community Per day	C	Y	\$372.00	3%	\$383.15
Community Per hour	C	Y	\$126.00	3%	\$129.80
Community Per hour thereafter	C	Y	\$61.50	3%	\$63.35
PARKS, SPORT & RECREATION - Wareena Hall (located in Swan Street)					
Casual Users - Commercial					
Hourly Rate (applies up to 3 hours)	C	Y	\$52.50	3%	\$54.10
Daily Rate	C	Y	\$300.00	3%	\$309.00
Casual Users - Community					
Hourly Rate (applies up to 3 hours)	C	Y	\$31.00	3%	\$31.95
Per day or night	C	Y	\$200.00	3%	\$206.00
Venue Bond					
Security Deposit	C	N	\$500.00	3%	\$515.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
PARKS, SPORT & RECREATION - Whitfield Recreation Reserve (King Valley Community Centre)					
Bond	C	N	\$416.00	3%	\$428.50
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$312.00	3%	\$321.35
Major Events (i.e. weddings)	C	Y	\$624.00	3%	\$642.70
Hall hire – half day/evening 4hrs	C	Y	\$104.00	3%	\$107.10
Small Meeting Room - (Supper Room) business	C	Y	\$78.00	3%	\$80.35
Small Meeting Room - (Supper Room) - community/local	C	Y	\$31.20	3%	\$32.15
Chairs	C	Y	\$1.00	5%	\$1.05
Equipment tables	C	Y	\$5.20	3%	\$5.35
Crockery	C	Y	\$52.00	3%	\$53.55
Cleaning per hour	C	Y	\$41.60	3%	\$42.85
Hire of grounds	C	Y	\$11.40	3%	\$11.75
Pizza Oven	C	Y	\$52.00	3%	\$53.55
PARKS, SPORT & RECREATION - Whorouly Hall					
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$68.60	3%	\$70.65
Hall hire – half day/evening 4hrs	C	Y	\$34.30	3%	\$35.35
Small Meeting Room - (Supper Room) - community/local	C	Y	\$11.40	3%	\$11.75
PARKS, SPORT & RECREATION - Whorouly Memorial Park Reserve					
Hire of Hall functions: Full day (8am to 12 midnight) or Evening (6pm to 12 midnight) includes insurance	C	Y	\$312.00	3%	\$321.35
Major Events (i.e. weddings)	C	Y	\$407.65	3%	\$419.90
Hall hire – half day/evening 4hrs	C	Y	\$218.40	3%	\$224.95
Kitchen Facilities/ Kitchen Hire	C	Y	\$114.40	3%	\$117.85
Small Meeting Room - (Supper Room) business	C	Y	\$36.40	3%	\$37.50
Small Meeting Room - (Supper Room) - community/local	C	Y	\$34.30	3%	\$35.35
Bar Area	C	Y	\$114.40	3%	\$117.85
Caravans	C	Y	\$15.60	3%	\$16.05
Whorouly Cricket Club - Ground Fee & Function Room Fee (1 function)	C	Y	\$1,245.60	3%	\$1,282.95
Whorouly Football/Netball Club - Ground Fee & Function Room Fee (5 functions)	C	Y	\$6,129.65	3%	\$6,313.55
Whorouly Tennis Club -Court Fee & Function Room Fee (1 function)	C	Y	\$513.55	3%	\$528.95
PARKS, SPORT & RECREATION - WJ Findlay Oval					
Ovens & King Football League					
Ground use Competition Matches	C	Y	\$640.00	3%	\$659.20
Ground use Grand Final	C	Y	\$1,280.00	3%	\$1,318.40
Wangaratta Rovers Football & Netball Club Inc.					
Use of grounds and buildings (incl. grandstand, gate takings, membership and oval fence advertising) per season	C	Y	\$11,970.00	3%	\$12,329.10
PLANNING - Application to amend Planning Scheme					
Stage 1					
a) Considering a request to amend a planning scheme; and	S	N	\$3,364.00	N/A	\$3,464.90
b) Exhibition and notice of the amendment; and					
c) Considering any submissions which do not seek a change to the amendment; and					
d) If applicable, abandoning the amendment.					

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Stage 2 a) Considering submissions which seek a change to an amendment, and where necessary, referring the submissions to a panel:					
i) Up to 10 submissions	S	N	\$16,672.90	N/A	\$17,173.10
ii) 11 to 20 submissions	S	N	\$33,313.20	N/A	\$34,312.60
iii) More than 20 submissions	S	N	\$44,531.90	N/A	\$45,867.85
b) Providing assistance to a panel ; and c) Making a submission to the panel; and d) Considering the panel's report; and e) After considering submissions and the report, if applicable, abandoning the amendment.	S	N	Determined on a case by case basis by Planning Panel Victoria	N/A	Determined on a case by case basis by Planning Panel Victoria
Stage 3 a) Adopting the amendment or a part of an amendment; and b) Submitting the amendment for approval by the Minister; and c) giving the notice of the approval of the amendment.	S	N	\$530.70	N/A	\$546.60
Stage 4 a) Consideration by the Minister of a request to approve an amendment; and b) Giving notice of approval of an amendment.	S	N	\$530.70	N/A	\$546.60
Private PS Amendments Advertising fee (for private PS amendments)	C	N	\$181.40	3%	\$186.85
Panel Fees - Application for Planning Scheme amendment Full cost of Panel to be paid by applicant if matter is to go to a Panel Hearing	S	N	Actual panel Cost	N/A	Actual panel Cost
Combined Planning Scheme Amendment and Planning Permit application The fee for an application for a planning permit combined with a request for amendment of a planning scheme, made in accordance with section 96A, is the sum of the amounts shown for the relevant Stage above (request to amend the scheme) plus the full amount of the higher planning permit fees, plus 50% of the lower of the fees which would have applied if separate applications had been made.	S	N	Per Above (request to amend the scheme) plus the full amount of the higher planning permit fees, plus 50% of the lower of the fees which would have applied if separate applications had been made.	N/A	Per Above (request to amend the scheme) plus the full amount of the higher planning permit fees, plus 50% of the lower of the fees which would have applied if separate applications had been made.
PLANNING - Other Fees					
Application for a certificate of compliance under section 97N	S	N	\$359.25	N/A	\$370.05
Copy of planning permit including plans	C	Y	\$118.77	3%	\$122.35
Investigating past permits and/or written planning advice	C	Y	\$179.24	3%	\$184.60
Written planning advice (confirmation of permit requirements)	C	Y	\$179.24	3%	\$184.60
Pre-application meetings including written advice (50% of the fee removed from the application fee if the advice indicates a permit is needed and an application is lodged)	C	N	\$208.00	3%	\$214.25
Preparing a Section 173 agreement	C	Y	Market Cost	N/A	Market Cost
Advertising fee per sign	C	Y	\$45.00	33%	\$60.00
Advertisement in newspaper circulating generally in district	C	Y	\$154.60	3%	\$159.25
Advertising fee for each letter required (previous year was flat fee and not charged per letter)	C	Y	\$3.50	3%	\$3.60
Amending or ending a Section 173 Agreement	S	N	\$726.70	N/A	To be advised
Extension of time of planning permits	C	Y	\$252.00	19%	\$300.00
If a permit for a development is required only due to the application of an Heritage Overlay and the cost of works is less than \$30,000	C	N	\$0.00	N/A	\$0.00
Secondary Consent to endorsed plans	C	Y	\$311.43	12%	\$350.00
Timber harvesting plans - Inspection fee (per inspection)	C	Y	\$118.77	3%	\$122.35

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
PLANNING - Planning Permit Applications					
Change or allow a new use of the land	S	N	\$1,453.35	N/A	To be advised
Amendment to change what the permit allows, or change any or all conditions	S	N	\$1,453.35	N/A	To be advised
Single Dwelling					
To develop land, or to use and develop land for a single dwelling per lot, or to undertake development ancillary to the use of the land for a single dwelling per lot if the estimated cost of the development is:					
Up to \$10,000	S	N	\$220.45	N/A	To be advised
> \$10,000 ≤ \$100,000	S	N	\$694.00	N/A	To be advised
> \$100,000 ≤ \$500,000	S	N	\$1,420.70	N/A	To be advised
> \$500,000 ≤ \$1,000,000	S	N	\$1,535.00	N/A	To be advised
> \$1,000,000 ≤ \$2,000,000	S	N	\$1,649.35	N/A	To be advised
Vic SMART					
A permit that is the subject of a Vic Smart application if the estimated cost of the development is:					
Up to \$10,000	S	N	\$220.45	N/A	To be advised
More than \$10,000	S	N	\$473.55	N/A	To be advised
Vic Smart application to subdivide or consolidate land	S	N	\$220.45	N/A	To be advised
All other development					
To develop land if the estimated cost of the development is:					
Up to \$100,000	S	N	\$1,265.55	N/A	To be advised
> \$100,000 ≤ \$1,000,000	S	N	\$1,706.50	N/A	To be advised
> \$1,000,000 ≤ \$5,000,000	S	N	\$3,764.05	N/A	To be advised
> \$5,000,000 ≤ \$15,000,000	S	N	\$9,593.85	N/A	To be advised
> \$15,000,000 ≤ \$50,000,000	S	N	\$28,297.70	N/A	To be advised
> \$50,000,000	S	N	\$63,589.00	N/A	To be advised
Subdivision					
To subdivide an existing building	S	N	\$1,453.35	N/A	To be advised
To subdivide land into two lots	S	N	\$1,453.35	N/A	To be advised
To effect a realignment of a common boundary between lots or to consolidate two or more lots	S	N	\$1,453.35	N/A	To be advised
To subdivide land	S	N	\$1,453.35	N/A	To be advised
To remove a restriction (within the meaning of the Subdivision Act 1988) over land if the land has been used or developed for more than two years before the date of the applications in a manner which would have been lawful under the <i>Planning and Environment Act 1987</i> but for the existence of the restriction	S	N	\$1,453.35	N/A	To be advised
To create, vary or remove a restriction within the meaning of the Subdivision Act 1988; or To create or remove a right of way	S	N	\$1,453.35	N/A	To be advised
To create, vary or remove an easement other than a right of way; or To vary or remove a condition in the nature of an easement other than a right of way in a Crown grant	S	N	\$1,453.35	N/A	To be advised
A permit not otherwise provided for in the Regulations	S	N	\$1,453.35	N/A	To be advised
Subdivision Certification and Engineering					
Certification of a plan of subdivision	S	N	\$192.70	N/A	To be advised
Alteration of plan	S	N	\$122.45	N/A	To be advised
Amendment of certified plan	S	N	\$155.10	N/A	To be advised
Engineering costs based on the estimated cost of construction works:					
Checking of engineering plans	S	N	0.75%	N/A	To be advised
Engineering plan prepared by Council	S	N	3.50%	N/A	To be advised
Supervision of works	S	N	2.50%	N/A	To be advised

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Satisfaction Matters The fee for determining a matter where a planning scheme specifies that the matter must be done to the satisfaction of a responsible authority or a referral authority	S	N	\$359.25	N/A	To be advised
Combined Permit Application If the application for a planning permit is for any combination of the classes of application outlined previously, the fee for the planning permit is the sum arrived at by adding the higher of the fees plus 50% of the lower of the fees which would have applied if separate applications had been made	S	N	Higher use/development fee plus 50% of the lower use/development fee	N/A	To be advised
Permit Applications for More Than One Class (1) An application for more than one class of permit (2) An application to amend a permit in more than one class	S	N	The sum of: The highest of the fees which would have applied if separate applications were made; and 50% of each of the other fees which would have applied if separate applications were made.	N/A	To be advised
Amending an Application After Notice Has Been Given (1) Section 57A - Request to amend an application for permit after notice has been given; or (2) Section 57A – Request to amend an application for an amendment to a permit after notice has been given	S	N	40% of the application fee for that class of permit or amendment to permit; and Where the class of application is changing to a new class of higher application fee, the difference between the fee for the application to be amended and the fee for the new class.	N/A	To be advised
REGIONAL CERTIFYING BODY					
Fee for certification per application	C	Y	\$570.00	3%	\$587.10
Small Development Engineering Fee	C	N	\$783.84	3%	\$807.40
TREE VALUATION					
Cost for the removal of a tree 0-2 years that does not comply with the 'general guidelines for removal' Removal (no grinding), disposal, purchase replacement (45L) and maintenance of replacement until established	C	Y	\$300.00	3%	\$309.00
Cost for the removal of a tree 3-5 years that does not comply with the 'general guidelines for removal' Removal (no grinding), disposal, purchase replacement (100L) and maintenance of replacement until established	C	Y	\$505.00	3%	\$520.10
Cost for the removal of a tree 5-8 years that does not comply with the 'general guidelines for removal' Removal (no grinding), disposal, purchase replacement (200L) and maintenance of replacement until established	C	Y	\$800.00	3%	\$824.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
WANGARATTA AERODROME					
Aircraft Parking:					
No charge for first 3 days	C	N	NO CHARGE	N/A	NO CHARGE
Daily fee after 3 days	C	Y	\$10.50	5%	\$11.00
Aircraft Parking - Monthly fee	C	Y	\$187.00	2%	\$190.00
Aircraft Parking - Annual fee	C	Y	\$1,500.00	3%	\$1,550.00
Terminal hire per day	C	Y	\$200.00	5%	\$210.00
Bond	C	Y	\$200.00	5%	\$210.00
Terminal - set up / pack per day	C	Y	\$100.00	0%	\$100.00
Runway Hire - Closure	C	Y	\$200.00	25%	\$250.00
After hours closure	C	Y	\$200.00	25%	\$250.00
Terminal cleaning (as required)	C	Y	\$500.00	3%	\$515.00
Aerodrome Staff Attendance (ARO) - per hour	C	Y	\$50.00	10%	\$55.00
Runway hire	C	Y	\$200.00	25%	\$250.00
WANGARATTA ART GALLERY - COMMERCIAL					
Entry Fee (Gallery 1 & 2)					
Entry Fee	C	Y	Donation	N/A	Donation
Venue hire ~ Gallery 1					
Per hour rate (subject to gallery suitability)	C	Y	\$234.70	3%	\$241.75
Venue hire ~ Gallery 2					
Workshop Hall (per hour, min 3 hours)	C	Y	\$48.25	3%	\$49.70
Per day (8 hours)	C	Y	\$235.25	3%	\$242.30
Per week - individual	C	Y	\$470.50	3%	\$484.60
Per week - group	C	Y	\$586.50	3%	\$604.10
Two week exhibition fee - individual	C	Y	\$962.00	3%	\$990.85
Two week exhibition fee - group	C	Y	\$1,055.50	3%	\$1,087.15
WANGARATTA ART GALLERY - COMMUNITY RATES					
Entry Fee (Gallery 1 & 2)					
Entry Fee	C	Y	Donation	N/A	Donation
Venue hire ~ Gallery 1					
Per hour rate (subject to gallery suitability)	C	Y	\$117.80	3%	\$121.35
Venue hire ~ Gallery 2					
Workshop Hall (per hour, min 3 hours)	C	Y	\$24.10	3%	\$24.80
Per day (8 hours)	C	Y	\$117.80	3%	\$121.35
Per week - individual	C	Y	\$235.20	3%	\$242.25
Per week - group	C	Y	\$294.00	3%	\$302.80
Two week exhibition fee - individual	C	Y	\$470.50	3%	\$484.60
Two week exhibition fee - group	C	Y	\$527.80	3%	\$543.65
WANGARATTA ART GALLERY - Event Staffing					
Events requiring staffing will be charged an hourly rate to cover salaries per hr - minimum 3 hours - Mon - Fri	C	Y	\$61.75	3%	\$63.60
Mon-Fri: Overtime Level 1 - per hour (when a staff member is required for more than 8 hours and less than 10 hours continuously. Time is charged to the nearest 15 minute increment)	C	Y	applicable hourly rate + \$26.20 additional per hour	3%	applicable hourly rate + \$27 additional per hour
Events requiring staffing will be charged an hourly rate to cover salaries per hr - minimum 3 hours - Sat & Sun	C	Y	\$72.80	3%	\$75.00
Sat-&Sun: Overtime Level 1 - per hour (when a staff member is required for more than 8 hours and less than 10 hours continuously. Time is charged to the nearest 15 minute increment)	C	Y	applicable hourly rate + \$26.20 additional per hour	3%	applicable hourly rate + \$27 additional per hour
Events requiring staffing will be charged an hourly rate to cover salaries per hr - minimum 3 hours - Public Holidays	C	Y	\$121.20	3%	\$124.85
Public Holidays: Overtime Level 1 - per hour (when a staff member is required for more than 8 hours and less than 10 hours continuously. Time is charged to the nearest 15 minute increment.)	C	Y	applicable hourly rate + \$26.20 additional per hour	3%	applicable hourly rate + \$27 additional per hour
WANGARATTA GOVERNMENT CENTRE - Council Chambers hire					
Monday – Friday					
Full day hire (between 8.30am – 5.00pm - includes access & vacate time)	C	Y	\$545.00	3%	\$561.35
Additional hours – charged in blocks of ONE hour	C	Y	\$68.00	3%	\$70.05
1/2 day hire (4 hour block)	C	Y	\$260.00	3%	\$267.80

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
WANGARATTA PERFORMING ARTS & CONVENTION CENTRE - Hiring of facilities - COMMERCIAL					
Box Office / Ticketing Costs					
Per ticket - with dollar value	C	Y	\$4.40	2%	\$4.50
Per tickets - complimentary tickets	C	Y	\$1.20	67%	\$2.00
Specialised ticket sales (preparation of seating plans, priority ticketing etc.)	C	Y	\$1.00	0%	\$1.00
- Additional charge					
Merchant Fee (Card Processing Fee)	C	Y	1.85%	0%	1.85%
Merchandise commission	C	Y	10.00%	0%	10.00%
Box office operation fee (when ticket sales are less than 100 paid tickets. Final charges will be based on the minimum fee listed OR actual attendance ~ whichever is greater	C	Y	\$145.00	3%	\$150.00
Setup fee for offsite events	C	Y	\$250.00	3%	\$257.50
Minor changes to ticketing details after "on sale"	C	Y	\$0.00	N/A	\$0.00
Medium changes to ticketing details after "on sale"	C	Y	\$85.00	4%	\$88.00
Major changes to ticketing details after "on sale"	C	Y	\$170.00	3%	\$175.00
Cancellation of booking after "on sale"	C	Y	\$170.00	3%	\$175.00
AND (when cancelled) applicable inside ticket charge for every ticket sold	C	Y	\$4.40 / \$1.20	2% / 67%	\$4.50 / \$2.00
AND (when cancelled) MERCHANT FEE (Card Processing Fee)	C	Y	1.85%	0%	1.85%
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	N/A	N/A	\$320.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	N/A	N/A	\$600.00
Performance Deposit - Commercial Hirer	C	Y	N/A	N/A	\$1,000.00
Fees charged to ticket purchaser					
Mail fee	C	Y	\$11.00	9%	\$12.00
Exchange fee	C	Y	\$3.00	0%	\$3.00
Ticket re-print fee	C	Y	\$3.00	0%	\$3.00
Transaction fee	C	Y	\$3.00	0%	\$3.00
Alpine MDF Theatre - Performance / Function					
Monday – Friday					
4 hour hire - MINIMUM (includes 1 x technical staff member)	C	Y	\$1,280.00	3%	\$1,320.00
Additional hours – charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$320.00	3%	\$330.00
Monday - Friday ~ Rehearsal or nonperformance day					
Rehearsal 4 hour hire - MINIMUM (includes 1 x technical staff member)	C	Y	\$1,172.00	2%	\$1,200.00
Rehearsal additional hours - charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$293.00	2%	\$300.00
Saturday & Sunday					
4 hour hire - MINIMUM (includes 1 x technical staff member)	C	Y	\$1,540.00	3%	\$1,580.00
Additional hours – charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$385.00	3%	\$395.00
Saturday - Sunday ~ Rehearsal or nonperformance day					
Rehearsal 4 hour hire - MINIMUM (includes 1 x technical staff member)	C	Y	\$1,424.00	3%	\$1,460.00
Rehearsal additional hours - charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$356.00	3%	\$365.00
Public Holidays (CLOSED Christmas Day & Good Friday)					
4 hour hire - MINIMUM (includes 1 x technical staff member)	C	Y	\$2,080.00	3%	\$2,140.00
Additional hours – charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$520.00	3%	\$535.00
Public Holidays ~ Rehearsal or nonperformance day					
Rehearsal 4 hour hire - MINIMUM (includes 1 x technical staff member)	C	Y	\$1,932.00	3%	\$1,992.00
Rehearsal additional hours - charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$483.00	3%	\$498.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Memorial Hall A - Function (smaller section)					
Monday - Friday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$360.00	-18%	\$295.00
Correction for actual costs					
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$720.00	-18%	\$590.00
Night Rate	C	Y	\$540.00	N/A	Discontinued
Night Rate - Hourly Rate - 3 Hour Minimum	C	Y	N/A	N/A	\$120.00
Additional hours – charged in blocks of ONE hour	C	Y	\$90.00	-18%	\$73.75
Saturday - Sunday					
Half day hire (08:30am - 12:30pm OR 1.00pm - 5.00pm ~ includes access & vacate time)	C	Y	\$424.00	-17%	\$350.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$848.00	-17%	\$700.00
Night rate	C	Y	\$636.00	N/A	Discontinued
Night Rate - Hourly Rate - 3 Hour Minimum	C	Y	N/A	N/A	\$160.00
Additional hours – charged in blocks of ONE hour	C	Y	\$106.00	-17%	\$87.50
Public Holidays (CLOSED Christmas Day & Good Friday)					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$580.00	3%	\$600.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$1,160.00	3%	\$1,200.00
Night Rate - Hourly Rate - 3 Hour Minimum	C	Y	N/A	N/A	\$160.00
Night Rate - Hourly Rate - 3 Hour Minimum	C	Y	N/A	N/A	\$200.00
Night Rate	C	Y	\$870.00	N/A	Discontinued
Additional hours – charged in blocks of ONE hour	C	Y	\$145.00	3%	\$150.00
Memorial Hall B (Larger section)					
Monday - Friday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$576.00	1%	\$580.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$1,152.00	1%	\$1,160.00
Night Rate	C	Y	\$864.00	1%	\$870.00
Additional hours – charged in blocks of ONE hour	C	Y	\$144.00	1%	\$145.00
Saturday - Sunday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$624.00	0%	\$625.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$1,248.00	0%	\$1,250.00
Night Rate	C	Y	\$936.00	0%	\$940.00
Additional hours – charged in blocks of ONE hour	C	Y	\$156.00	0%	\$156.00
Public Holidays (CLOSED Christmas Day & Good Friday)					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$816.00	0%	\$820.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$1,632.00	0%	\$1,640.00
Night Rate	C	Y	\$1,224.00	0%	\$1,225.00
Additional hours – charged in blocks of ONE hour	C	Y	\$204.00	0%	\$205.00
Memorial Hall - A & B					
Monday - Friday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$720.00	0%	\$720.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$1,440.00	0%	\$1,440.00
Night Rate	C	Y	\$1,080.00	0%	\$1,080.00
Additional hours – charged in blocks of ONE hour	C	Y	\$180.00	0%	\$180.00
Saturday - Sunday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$864.00	0%	\$864.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$1,728.00	0%	\$1,728.00
Night Rate	C	Y	\$1,296.00	0%	\$1,296.00
Additional hours – charged in blocks of ONE hour	C	Y	\$216.00	0%	\$216.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Public Holidays (CLOSED Christmas Day & Good Friday)					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$1,080.00	0%	\$1,080.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$2,160.00	0%	\$2,160.00
Night Rate	C	Y	\$1,620.00	0%	\$1,620.00
Additional hours – charged in blocks of ONE hour	C	Y	\$270.00	0%	\$270.00
Conference Room					
Monday – Friday					
Half day hire (8.30am – 12.30pm – includes access & vacate time). Adjusted to cover actual costs.	C	Y	\$248.00	0%	\$248.00
Full day hire (between 8.30am – 5.00pm - includes access & vacate time)	C	Y	\$496.00	0%	\$496.00
Night Rate	C	Y	\$372.00	0%	\$372.00
Additional hours – charged in blocks of ONE hour	C	Y	\$62.00	0%	\$62.00
Saturday - Sunday					
Half day hire (8.30am – 12.30pm – includes access & vacate time)	C	Y	\$280.00	0%	\$280.00
Full day hire (between 8.30am – 5.00pm - includes access & vacate time)	C	Y	\$560.00	0%	\$560.00
Night Rate	C	Y	\$420.00	0%	\$420.00
Additional hours – charged in blocks of ONE hour	C	Y	\$70.00	0%	\$70.00
Public Holidays (CLOSED Christmas Day & Good Friday)					
Half day hire (8.30am – 12.30pm – includes access & vacate time)	C	Y	\$360.00	0%	\$360.00
Full day hire (between 8.30am – 5.00pm - includes access & vacate time)	C	Y	\$720.00	0%	\$720.00
Night Rate	C	Y	\$540.00	0%	\$540.00
Additional hours – charged in blocks of ONE hour	C	Y	\$90.00	0%	\$90.00
Other Facilities					
Tier 1 - Standard Hire / No Pre-Rig	C	Y	N/A	N/A	N/A
Tier 2 - Minor Set Up / Small Pre-Rig	C	Y	N/A	N/A	\$366.00 + staffing 2 x 3hrs
Tier 3 - Major Set Up / Large Pre-Rig	C	Y	N/A	N/A	\$732.00 + staffing 2 x 6hrs
Specialist Theatre Lighting	C	Y	N/A	N/A	\$165.00 + staffing & equipment hire
Specialist Theatre Audio	C	Y	N/A	N/A	\$165.00 + staffing & equipment hire
Specialist Theatre AV	C	Y	N/A	N/A	\$165.00 + staffing & equipment hire
Band set up	C	Y	N/A	N/A	\$185.00
Tier 1 - Standard Hire / No Set Up	C	Y	N/A	N/A	\$0.00
Tier 2 - Minor / Small Set Up	C	Y	N/A	N/A	\$35.00
Tier 3 - Major / Large Set Up	C	Y	N/A	N/A	\$122.00
Meeting Room Set Up	C	Y	N/A	N/A	\$61.00
Function Set Up	C	Y	N/A	N/A	\$122.00
Meeting Room Set Up	C	Y	N/A	N/A	\$122.00
Function / Banquet Set Up	C	Y	N/A	N/A	\$275.00
Theatre Style Set Up	C	Y	N/A	N/A	\$244.00
Function / Banquet Set Up	C	Y	N/A	N/A	\$360.00
Expo / Trade Show Set Up	C	Y	N/A	N/A	\$290.00
Kitchen - per day (includes cool room)	C	Y	\$460.00	4%	\$480.00
Abnormal cleaning (per hour) - minimum three hours	C	Y	\$70.00	14%	\$80.00
Grand Piano (per session, including tuning to <i>performance standard</i>)	C	Y	\$450.00	3%	\$465.00
Grand Piano (untuned)	C	Y	\$100.00	20%	\$120.00
Opening of orchestra pit	C	Y	\$465.00	3%	\$480.00
Installation of apron	C	Y	\$465.00	3%	\$480.00
Relocation of control position to bio box	C	Y	\$350.00	3%	\$360.00
Installation of Stage Projection Cinema Screen	C	Y	\$230.00	2%	\$235.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	N/A	N/A	\$122.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
WANGARATTA PERFORMING ARTS & CONVENTION CENTRE - Hiring of facilities - COMMUNITY					
Box Office / Ticketing Costs					
Per ticket - with dollar value	C	Y	\$3.10	10%	\$3.40
Per tickets - complimentary tickets	C	Y	\$1.20	4%	\$1.25
Specialised ticket sales (preparation of seating plans, priority ticketing etc..) - Additional charge	C	Y	\$1.00	0%	\$1.00
Merchant Fee (Card Processing Fee)	C	Y	1.85%	0%	1.85%
Merchandise commission	C	Y	10.00%	0%	10.00%
Box office operation fee (when ticket sales are less than 100 paid tickets. Final charges will be based on the minimum fee listed OR actual attendance ~ whichever is greater)	C	Y	\$145.00	3%	\$149.50
Setup fee for offsite events	C	Y	\$250.00	3%	\$257.50
Minor changes to ticketing details after "on sale"	C	Y	\$0.00	N/A	\$0.00
Medium changes to ticketing details after "on sale"	C	Y	\$85.00	4%	\$88.00
Major changes to ticketing details after "on sale"	C	Y	\$170.00	3%	\$175.00
Cancellation of booking after "on sale"	C	Y	\$170.00	3%	\$175.00
And (when cancelled) applicable inside ticket charge for every ticket sold	C	Y	\$3.10 / \$1.20	10% / 4%	\$3.40 / \$1.25
And (when cancelled) Merchant Fee (Card Processing Fee)	C	Y	1.85%	0%	1.85%
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	N/A	N/A	\$195.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	N/A	N/A	\$350.00
Performance Deposit - Community Hirer	C	Y	N/A	N/A	\$500.00
Fees charged to ticket purchaser					
Mail fee	C	Y	\$11.00	9%	\$12.00
Exchange fee	C	Y	\$3.00	0%	\$3.00
Ticket re-print fee	C	Y	\$3.00	0%	\$3.00
Transaction fee	C	Y	\$3.00	0%	\$3.00

Description of Fees and Charges					
	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Alpine MDF Theatre - Performance / Function	C	Y			
Monday – Friday					
4 hour hire - Minimum (includes 1 x technical staff member)	C	Y	\$940.00	3%	\$968.00
Additional hours – charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$235.00	3%	\$242.00
Monday - Friday ~ Rehearsal or nonperformance day					
Rehearsal 4 hour hire - MINIMUM (includes 1 x technical staff member)	C	Y	\$880.00	3%	\$904.00
Rehearsal additional hours - charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$220.00	3%	\$226.00
Saturday & Sunday					
4 hour hire - Minimum (includes 1 x technical staff member)	C	Y	\$1,120.00	3%	\$1,152.00
Additional hours – charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$280.00	3%	\$288.00
Saturday - Sunday ~ Rehearsal or nonperformance day					
Rehearsal 4 hour hire - Minimum (includes 1 x technical staff member)	C	Y	\$1,048.00	3%	\$1,080.00
Rehearsal additional hours - charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$262.00	3%	\$270.00
Public Holidays (CLOSED Christmas Day & Good Friday)					
4 hour hire - Minimum (includes 1 x technical staff member)	C	Y	\$1,600.00	3%	\$1,648.00
Additional hours – charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$400.00	3%	\$412.00
Public Holidays ~ Rehearsal or nonperformance day					
Rehearsal 4 hour hire - Minimum (includes 1 x technical staff member)	C	Y	\$1,500.00	3%	\$1,544.00
Rehearsal additional hours - charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$375.00	3%	\$386.00
Memorial Hall A - Function (smaller section)					
Monday - Friday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$252.00	-17%	\$210.00
Correction for actual costs.					
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$504.00	-17%	\$420.00
Night Rate	C	Y	\$378.00	N/A	Discontinued
Additional hours – charged in blocks of ONE hour	C	Y	\$63.00	-17%	\$52.50
Night Rate - Hourly Rate - 3 Hour Minimum	C	Y	N/A	N/A	\$90.00
Saturday - Sunday					
Half day hire (08:30am - 12:30pm OR 1.00pm - 5.00pm ~ includes access & vacate time)	C	Y	\$296.00	-16%	\$250.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$592.00	-16%	\$500.00
Night rate	C	Y	\$444.00	N/A	Discontinued
Additional hours – charged in blocks of ONE hour	C	Y	\$74.00	-16%	\$62.50
Night Rate - Hourly Rate - 3 Hour Minimum	C	Y	N/A	N/A	\$120.00
Public Holidays (CLOSED Christmas Day & Good Friday)					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$404.00	3%	\$416.10
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$808.00	3%	\$832.25
Night Rate	C	Y	\$606.00	N/A	Discontinued
Additional hours – charged in blocks of ONE hour	C	Y	\$101.00	3%	\$104.05

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Memorial Hall B (Larger section)					
Monday - Friday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$404.00	0%	\$404.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$808.00	0%	\$808.00
Night Rate	C	Y	\$606.00	0%	\$606.00
Additional hours – charged in blocks of ONE hour	C	Y	\$101.00	0%	\$101.00
Saturday - Sunday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$440.00	0%	\$440.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$880.00	0%	\$880.00
Night Rate	C	Y	\$660.00	0%	\$660.00
Additional hours – charged in blocks of ONE hour	C	Y	\$110.00	0%	\$110.00
Public Holidays (CLOSED Christmas Day & Good Friday)					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$568.00	0%	\$568.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$1,136.00	0%	\$1,136.00
Night Rate	C	Y	\$852.00	0%	\$852.00
Additional hours – charged in blocks of ONE hour	C	Y	\$142.00	0%	\$142.00
Memorial Hall - A & B					
Monday - Friday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$504.00	0%	\$504.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$1,008.00	0%	\$1,008.00
Night Rate	C	Y	\$756.00	0%	\$756.00
Additional hours – charged in blocks of ONE hour	C	Y	\$126.00	0%	\$126.00
Saturday - Sunday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$604.00	0%	\$604.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$1,208.00	0%	\$1,208.00
Night Rate	C	Y	\$906.00	0%	\$906.00
Additional hours – charged in blocks of ONE hour	C	Y	\$151.00	0%	\$151.00
Public Holidays (CLOSED Christmas Day & Good Friday)					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$756.00	3%	\$778.70
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$1,512.00	3%	\$1,557.35
Night Rate	C	Y	\$1,134.00	3%	\$1,168.00
Additional hours – charged in blocks of ONE hour	C	Y	\$189.00	3%	\$194.65
Conference Room					
Monday – Friday					
Half day hire (8.30am – 12.30pm – includes access & vacate time). Adjusted to cover actual costs	C	Y	\$172.00	0%	\$172.00
Full day hire (between 8.30am – 5.00pm - includes access & vacate time)	C	Y	\$344.00	0%	\$344.00
Night Rate	C	Y	\$258.00	0%	\$258.00
Additional hours – charged in blocks of ONE hour	C	Y	\$43.00	0%	\$43.00
Saturday - Sunday					
Half day hire (8.30am – 12.30pm – includes access & vacate time)	C	Y	\$196.00	0%	\$196.00
Full day hire (between 8.30am – 5.00pm - includes access & vacate time)	C	Y	\$392.00	0%	\$392.00
Night Rate	C	Y	\$294.00	0%	\$294.00
Additional hours – charged in blocks of ONE hour	C	Y	\$49.00	0%	\$49.00
Public Holidays (CLOSED Christmas Day & Good Friday)					
Half day hire (8.30am – 12.30pm – includes access & vacate time)	C	Y	\$252.00	0%	\$252.00
Full day hire (between 8.30am – 5.00pm - includes access & vacate time)	C	Y	\$504.00	0%	\$504.00
Night Rate	C	Y	\$378.00	0%	\$378.00
Additional hours – charged in blocks of ONE hour	C	Y	\$63.00	0%	\$63.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Other Facilities					
Tier 1 - Standard Hire / No Pre-Rig	C	Y	N/A	N/A	N/A
Tier 2 - Minor Set Up / Small Pre-Rig	C	Y	N/A	N/A	\$366.00 + staffing 2 x 3hrs
Tier 3 - Major Set Up / Large Pre-Rig	C	Y	N/A	N/A	\$732.00 + staffing 2 x 6hrs
Specialist Theatre Lighting	C	Y	N/A	N/A	\$165.00 + staffing & equipment hire
Specialist Theatre Audio	C	Y	N/A	N/A	\$165.00 + staffing & equipment hire
Specialist Theatre AV	C	Y	N/A	N/A	\$165.00 + staffing & equipment hire
Band set up	C	Y	N/A	N/A	\$185.00
Tier 1 - Standard Hire / No Set Up	C	Y	N/A	N/A	\$0.00
Tier 2 - Minor / Small Set Up	C	Y	N/A	N/A	\$35.00
Tier 3 - Major / Large Set Up	C	Y	N/A	N/A	\$122.00
Meeting Room Set Up	C	Y	N/A	N/A	\$61.00
Function Set Up	C	Y	N/A	N/A	\$122.00
Meeting Room Set Up	C	Y	N/A	N/A	\$122.00
Function / Banquet Set Up	C	Y	N/A	N/A	\$275.00
Theatre Style Set Up	C	Y	N/A	N/A	\$244.00
Function / Banquet Set Up	C	Y	N/A	N/A	\$360.00
Expo / Trade Show Set Up	C	Y	N/A	N/A	\$290.00
Kitchen - per day (includes cool room)	C	Y	\$325.00	3%	\$335.00
Abnormal cleaning (per hour) - minimum three hours	C	Y	\$70.00	14%	\$80.00
Grand Piano (per session, including tuning to <i>performance standard</i>)	C	Y	\$450.00	3%	\$465.00
Grand Piano (untuned)	C	Y	\$100.00	20%	\$120.00
Opening of orchestra pit	C	Y	\$465.00	3%	\$480.00
Installation of apron	C	Y	\$465.00	3%	\$480.00
Relocation of control position to bio box	C	Y	\$350.00	3%	\$360.00
Installation of Stage Projection Cinema Screen	C	Y	\$230.00	2%	\$235.00
WANGARATTA PERFORMING ARTS & CONVENTION CENTRE - Hiring of facilities - VOLUNTEER					
Box Office / Ticketing Costs					
Per ticket - with dollar value	C	Y	\$2.20	2%	\$2.25
Per tickets - complimentary tickets	C	Y	\$1.20	4%	\$1.25
Specialised ticket sales (preparation of seating plans, priority ticketing etc...) - Additional charge	C	Y	\$1.00	0%	\$1.00
Merchant Fee (Card Processing Fee)	C	Y	1.85%	0%	1.85%
Merchandise commission	C	Y	10.00%	0%	10.00%
Box office operation fee (when ticket sales are less than 100 paid tickets. Final charges will be based on the minimum fee listed OR actual attendance ~ whichever is greater)	C	Y	\$145.00	3%	\$150.00
Setup fee for offsite events	C	Y	\$250.00	3%	\$257.50
Minor changes to ticketing details after "on sale"	C	Y	\$0.00	0%	\$0.00
Medium changes to ticketing details after "on sale"	C	Y	\$85.00	4%	\$88.00
Major changes to ticketing details after "on sale"	C	Y	\$170.00	3%	\$175.00
Cancellation of booking after "on sale"	C	Y	\$170.00	3%	\$175.00
And (when cancelled) applicable inside ticket charge for every ticket sold	C	Y	\$2.20 / \$1.20	2% / 4%	\$2.25 / \$1.25
And (when cancelled) MERCHANT FEE (Card Processing Fee)	C	Y	1.85%	0.00%	1.85%
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	N/A	N/A	\$125.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	N/A	N/A	\$240.00
Fees charged to ticket purchaser					
Mail fee	C	Y	\$11.00	9%	\$12.00
Exchange fee	C	Y	\$3.00	0%	\$3.00
Ticket re-print fee	C	Y	\$3.00	0%	\$3.00
Transaction fee	C	Y	\$3.00	0%	\$3.00

Description of Fees and Charges					
	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Alpine MDF Theatre - Performance / Function					
Monday – Friday					
4 hour hire - Minimum (includes 1 x technical staff member)	C	Y	\$780.00	3%	\$800.00
Additional hours – charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$195.00	3%	\$200.00
Monday - Friday ~ Rehearsal or nonperformance day					
Rehearsal 4 hour hire - Minimum (includes 1 x technical staff member)	C	Y	\$720.00	3%	\$740.00
Rehearsal additional hours - charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$180.00	3%	\$185.00
Saturday & Sunday					
4 hour hire - Minimum (includes 1 x technical staff member)	C	Y	\$928.00	3%	\$956.00
Additional hours – charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$232.00	3%	\$239.00
Saturday - Sunday ~ Rehearsal or nonperformance day					
Rehearsal 4 hour hire - Minimum (includes 1 x technical staff member)	C	Y	\$860.00	3%	\$884.00
Rehearsal additional hours - charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$215.00	3%	\$221.00
Public Holidays (CLOSED Christmas Day & Good Friday)					
4 hour hire - Minimum (includes 1 x technical staff member)	C	Y	\$1,300.00	3%	\$1,340.00
Additional hours – charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$325.00	3%	\$335.00
Public Holidays ~ Rehearsal or nonperformance day					
Rehearsal 4 hour hire - Minimum (includes 1 x technical staff member)	C	Y	\$1,240.00	3%	\$1,280.00
Rehearsal additional hours - charged in blocks of ONE hour (includes 1 x technical staff member)	C	Y	\$310.00	3%	\$320.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Memorial Hall A - Function (smaller section)					
Monday - Friday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$180.00	-17%	\$150.00
Correction for actual costs.					
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$360.00	-17%	\$300.00
Night Rate - Hourly Rate - 3 Hour Minimum	C	Y	N/A	N/A	\$60.00
Night Rate	C	Y	\$270.00	N/A	Discontinued
Additional hours – charged in blocks of ONE hour	C	Y	\$45.00	-17%	\$37.50
Saturday - Sunday					
Half day hire (08:30am - 12:30pm OR 1.00pm - 5.00pm ~ includes access & vacate time)	C	Y	\$212.00	-13%	\$185.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$424.00	-13%	\$370.00
Night Rate - Hourly Rate - 3 Hour Minimum	C	Y	N/A	N/A	\$90.00
Night rate	C	Y	\$318.00	N/A	Discontinued
Additional hours – charged in blocks of ONE hour	C	Y	\$53.00	-13%	\$46.25
Public Holidays (CLOSED Christmas Day & Good Friday)					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$288.00	4%	\$300.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$576.00	4%	\$600.00
Night Rate - Hourly Rate - 3 Hour Minimum	C	Y	N/A	N/A	\$120.00
Night Rate	C	Y	\$432.00	N/A	Discontinued
Additional hours – charged in blocks of ONE hour	C	Y	\$72.00	74%	\$125.00
Memorial Hall B (Larger section)					
Monday - Friday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$288.00	0%	\$288.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$576.00	0%	\$576.00
Night Rate	C	Y	\$432.00	0%	\$432.00
Additional hours – charged in blocks of ONE hour	C	Y	\$72.00	0%	\$72.00
Saturday - Sunday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$312.00	0%	\$312.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$624.00	0%	\$624.00
Night Rate	C	Y	\$468.00	0%	\$468.00
Additional hours – charged in blocks of ONE hour	C	Y	\$78.00	0%	\$78.00
Public Holidays (CLOSED Christmas Day & Good Friday)					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$408.00	0%	\$408.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$816.00	0%	\$816.00
Night Rate	C	Y	\$612.00	0%	\$612.00
Additional hours – charged in blocks of ONE hour	C	Y	\$102.00	0%	\$102.00
Memorial Hall - A & B					
Monday - Friday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$360.00	0%	\$360.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$720.00	0%	\$720.00
Night Rate	C	Y	\$540.00	0%	\$540.00
Additional hours – charged in blocks of ONE hour	C	Y	\$90.00	0%	\$90.00
Saturday - Sunday					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$432.00	0%	\$432.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$864.00	0%	\$864.00
Night Rate	C	Y	\$648.00	0%	\$648.00
Additional hours – charged in blocks of ONE hour	C	Y	\$108.00	0%	\$108.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Public Holidays (CLOSED Christmas Day & Good Friday)					
Half day hire (08:30am - 12:30pm ~ includes access & vacate time)	C	Y	\$540.00	0%	\$540.00
Full day hire (between 8.30am – 5.00pm ~ includes access & vacate time)	C	Y	\$1,080.00	0%	\$1,080.00
Night Rate	C	Y	\$810.00	0%	\$810.00
Additional hours – charged in blocks of ONE hour	C	Y	\$135.00	0%	\$135.00
Conference Room					
Monday – Friday					
Half day hire (8.30am – 12.30pm – includes access & vacate time). Adjusted to cover actual costs.	C	Y	\$124.00	0%	\$124.00
Full day hire (between 8.30am – 5.00pm - includes access & vacate time)	C	Y	\$248.00	0%	\$248.00
Night Rate	C	Y	\$186.00	0%	\$186.00
Additional hours – charged in blocks of ONE hour	C	Y	\$31.00	0%	\$31.00
Saturday - Sunday					
Half day hire (8.30am – 12.30pm – includes access & vacate time)	C	Y	\$140.00	0%	\$140.00
Full day hire (between 8.30am – 5.00pm - includes access & vacate time)	C	Y	\$280.00	0%	\$280.00
Night Rate	C	Y	\$210.00	0%	\$210.00
Additional hours – charged in blocks of ONE hour	C	Y	\$35.00	0%	\$35.00
Public Holidays (CLOSED Christmas Day & Good Friday)					
Half day hire (8.30am – 12.30pm – includes access & vacate time)	C	Y	\$180.00	0%	\$180.00
Full day hire (between 8.30am – 5.00pm - includes access & vacate time)	C	Y	\$360.00	0%	\$360.00
Night Rate	C	Y	\$270.00	0%	\$270.00
Additional hours – charged in blocks of ONE hour	C	Y	\$45.00	0%	\$45.00
Other Facilities					
Tier 1 - Standard Hire / No Pre-Rig	C	Y	N/A	N/A	N/A
Tier 2 - Minor Set Up / Small Pre-Rig	C	Y	N/A	N/A	\$366.00 + staffing 2 x 3hrs
Tier 3 - Major Set Up / Large Pre-Rig	C	Y	N/A	N/A	\$732.00 + staffing 2 x 6hrs
Specialist Theatre Lighting	C	Y	N/A	N/A	\$165.00 + staffing & equipment hire
Specialist Theatre Audio	C	Y	N/A	N/A	\$165.00 + staffing & equipment hire
Specialist Theatre AV	C	Y	N/A	N/A	\$165.00 + staffing & equipment hire
Band set up	C	Y	N/A	N/A	\$185.00
Tier 1 - Standard Hire / No Set Up	C	Y	N/A	N/A	\$0.00
Tier 2 - Minor / Small Set Up	C	Y	N/A	N/A	\$35.00
Tier 3 - Major / Large Set Up	C	Y	N/A	N/A	\$122.00
Meeting Room Set Up	C	Y	N/A	N/A	\$61.00
Function Set Up	C	Y	N/A	N/A	\$122.00
Meeting Room Set Up	C	Y	N/A	N/A	\$122.00
Function / Banquet Set Up	C	Y	N/A	N/A	\$275.00
Theatre Style Set Up	C	Y	N/A	N/A	\$244.00
Function / Banquet Set Up	C	Y	N/A	N/A	\$360.00
Expo / Trade Show Set Up	C	Y	N/A	N/A	\$290.00
Kitchen - per day (includes cool room)	C	Y	\$230.00	4%	\$240.00
Abnormal cleaning (per hour) - minimum three hours	C	Y	\$70.00	14%	\$80.00
Grand Piano (per session, including tuning to performance standard)	C	Y	\$450.00	3%	\$465.00
Grand Piano (un tuned)	C	Y	\$100.00	20%	\$120.00
Opening of orchestra pit	C	Y	\$465.00	3%	\$480.00
Installation of apron	C	Y	\$465.00	3%	\$480.00
Relocation of control position to bio box	C	Y	\$350.00	3%	\$360.00
Installation of Stage Projection Cinema Screen	C	Y	\$230.00	2%	\$235.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Other Facilities - Equipment & Production					
Equipment Hire - Blinder Bars DAILY RATE	C	Y	\$32.00	0%	\$32.00
Equipment Hire - Blinder Bars WEEKLY RATE	C	Y	\$64.00	100%	\$128.00
Equipment Hire - Hazer x 1 (Set of 2) DAILY RATE	C	Y	\$52.00	4%	\$54.00
Equipment Hire - Hazer x 1 (Set of 2) WEEKLY RATE	C	Y	\$208.00	4%	\$216.00
Equipment Hire - Inhouse Follow Spot x 1 DAILY RATE	C	Y	\$125.00	4%	\$130.00
Equipment Hire - Inhouse Follow Spot x 1 WEEKLY RATE	C	Y	\$500.00	4%	\$520.00
Equipment Hire - LED Ground Row/Floor LX x 4 - DAILY RATE	C	Y	\$240.00	2%	\$245.00
Equipment Hire - LED Ground Row/Floor LX x 4 - WEEKLY RATE	C	Y	\$480.00	2%	\$490.00
Equipment Hire - LED Can Package - DAILY RATE	C	Y	\$110.00	5%	\$115.00
Equipment Hire - LED Can Package - WEEKLY RATE	C	Y	\$260.00	4%	\$270.00
Equipment Hire - 2 x Moving Head Profile - DAILY RATE	C	Y	\$160.00	3%	\$165.00
Equipment Hire - Moving Head Profile x 2 - WEEKLY RATE	C	Y	\$320.00	3%	\$330.00
Equipment Hire - Moving Head Profile x 4 - DAILY RATE	C	Y	\$250.00	4%	\$260.00
Equipment Hire - Moving Head Profile x 4 - WEEKLY RATE	C	Y	\$500.00	4%	\$520.00
Equipment Hire - Mirror Ball DAILY RATE	C	Y	\$32.00	0%	\$32.00
Equipment Hire - Mirror Ball WEEKLY RATE	C	Y	\$64.00	100%	\$128.00
Equipment Hire - other external hires as required by performance and conference clients			AS PER SUPPLIER	N/A	AS PER SUPPLIER
Equipment Hire - Smoke Machine x 1 DAILY RATE	C	Y	\$55.00	2%	\$56.00
Equipment Hire - Smoke Machine x 1 WEEKLY RATE	C	Y	\$210.00	7%	\$224.00
Equipment Hire - Short-Throw Projector - DAILY RATE	C	Y	\$55.00	2%	\$56.00
Equipment Hire - Short-Throw Projector - WEEKLY RATE	C	Y	\$160.00	3%	\$164.00
Equipment Hire - Strobe x 1 DAILY RATE	C	Y	\$52.00	4%	\$54.00
Equipment Hire - Strobe x 1 WEEKLY RATE	C	Y	\$208.00	4%	\$216.00
Equipment Hire - AV Switcher & Control	C	Y	N/A	N/A	\$50.00
Equipment Hire - Major 240v power extension, distro or 3 phase electricity	C	Y	N/A	N/A	\$68.00
Equipment Hire - 3 to 6 on stage panel microphones	C	Y	N/A	N/A	\$45.00
Equipment Hire - Dedicated internet / network connection	C	Y	N/A	N/A	\$24.00
Equipment Hire - Wireless Headset / Lapel	C	Y	N/A	N/A	\$30.00
Equipment Hire - WPACC Laptop x 1 DAILY RATE	C	Y	N/A	N/A	\$25.00
Equipment Hire - Woodtop Bar & Fridge x 1 DAILY RATE	C	Y	N/A	N/A	\$50.00
Event Production - Functions and Events - Full Standard WPACC Equipment, Specialist Lighting & Audio Programming, Additional Technical Set Up >6 Hours. Excludes Technician/Operator hours during event (charged at staffing rates)	C	Y	\$550.00	3%	\$566.00
Event Live-Stream/Video Conferencing/Hybrid AV. Beyond Standard AV (Includes additional Laptops, AV Switcher, Webcams, Tripod, Monitors, Microphones). Excludes Technician/Operator hours during event (charged at staffing rates)	C	Y	\$160.00	3%	\$165.00
WANGARATTA PERFORMING ARTS & CONVENTION CENTRE - Secretarial services					
Photocopying / Printing					
A4 colour	C	Y	\$2.55	4%	\$2.65
A4 B&W	C	Y	\$0.80	0%	\$0.80
A3 colour	C	Y	\$4.80	3%	\$4.95
A3 B&W	C	Y	\$1.25	4%	\$1.30
Flipchart					
Flipchart paper - additional pads	C	Y	AS PER SUPPLIER	N/A	AS PER SUPPLIER
Laminating					
A4	C	Y	\$2.70	4%	\$2.80
A3	C	Y	\$4.90	3%	\$5.05
Performance Marketing					
Performance Marketing - Dedicated EDM	C	Y	\$257.00	3%	\$265.00
Performance Marketing - 'Like Audience' EDM	C	Y	\$154.00	N/A	Discontinued
Performance Marketing - Website Homepage & Landing Slide for 1 month	C	Y	\$257.00	3%	\$265.00
Performance Marketing - other social media, print, radio, TV marketing and promotions as required by Hirer	C	Y	AS PER SUPPLIER	N/A	AS PER SUPPLIER

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
WANGARATTA PERFORMING ARTS & CONVENTION CENTRE - Staffing					
Staff Rates (min 3 hours)					
Monday – Friday					
Technical Staff per hour (min 3 hours)	C	Y	\$61.00	3%	\$63.00
FOH Supervisor per hour (min 3 hours)	C		\$61.00	3%	\$63.00
Ushers / Front of House Staff (per hour, minimum of 3 hours)	C	Y	\$50.50	3%	\$52.00
Overtime Level 1 - per hour (when a staff member is required for more than 8 hours and less than 10 hours continuously. Time is charged to the nearest 15 minute increment)	C	Y	applicable hourly rate + \$25.00 additional per hour	0%	applicable hourly rate + \$25.00 additional per hour
Overtime Level 2 - per hour (when a staff member is required continuously for 10 hours or more. Time is charged to the nearest 15 minute increment.)	C	Y	applicable hourly rate + \$49.00 additional per hour	2%	applicable hourly rate + \$50.00 additional per hour
Saturday - Sunday					
Technical Staff per hour (min 3 hours)	C	Y	\$72.00	3%	\$74.00
FOH Supervisor per hour (min 3 hours)	C	Y	\$72.00	3%	\$74.00
Ushers / Front of House Staff (per hour, minimum of 3 hours)	C	Y	\$61.00	3%	\$63.00
Overtime Level 1 - per hour (when a staff member is required for more than 8 hours and less than 10 hours continuously. Time is charged to the nearest 15 minute increment)	C	Y	applicable hourly rate + \$25.00 additional per hour	0%	applicable hourly rate + \$25.00 additional per hour
Overtime Level 2 - per hour (when a staff member is required continuously for 10 hours or more. Time is charged to the nearest 15 minute increment)	C	Y	applicable hourly rate + \$49.00 additional per hour	2%	applicable hourly rate + \$50.00 additional per hour
Public Holidays (CLOSED Christmas Day & Good Friday)					
Technical Staff per hour (min 3 hours)	C	Y	\$120.00	3%	\$124.00
FOH Supervisor per hour (min 3 hours)	C	Y	\$120.00	3%	\$124.00
Ushers / Front of House Staff (per hour, minimum of 3 hours)	C	Y	\$99.50	3%	\$102.00
Overtime Level 1 - per hour (when a staff member is required for more than 8 hours and less than 10 hours continuously. Time is charged to the nearest 15 minute increment)	C	Y	applicable hourly rate + \$25.00 additional per hour	0%	applicable hourly rate + \$25.00 additional per hour
Overtime Level 2 - per hour (when a staff member is required continuously for 10 hours or more. Time is charged to the nearest 15 minute increment)	C	Y	applicable hourly rate + \$49.00 additional per hour	2%	applicable hourly rate + \$50.00 additional per hour

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
WANGARATTA SPORTS & AQUATIC CENTRE					
Pool Entry					
Pool Entry - Adult	C	Y	\$8.50	4%	\$8.80
Pool Entry - 10 visit - Adult	C	Y	\$76.50	4%	\$79.20
Pool Entry - Child (Under 16) / Concession	C	Y	\$6.00	3%	\$6.20
Pool Entry - 10 visit - Child (Under 16) / Concession	C	Y	\$54.00	4%	\$56.00
Pool Entry - Family	C	Y	\$20.50	2%	\$21.00
Pool Entry - 10 visit - Family	C	Y	\$184.50	3%	\$190.00
Pool Entry - Family - Concession	C	Y	\$14.50	3%	\$15.00
Pool Entry - 10 visit - Family - Concession	C	Y	\$130.00	3%	\$134.00
Summer Season Pass - Family	C	Y	\$184.50	3%	\$190.00
Summer Season Pass - Family - Concession	C	Y	\$130.00	3%	\$134.00
Pool Carnival Spectator Entry	C	Y	NA	N/A	\$5.00
Learn to Swim					
<i>To Jan 2026:</i>					
Learn to Swim Membership (30 min) – fortnightly debit	C	Y	\$28.50	11%	\$31.50
Learn to Swim Membership (30 min) – fortnightly debit - Concession	C	Y	\$19.95	5%	\$21.00
<i>From Feb 2026 - Same price per class, now charged fortnightly over 11 rather than 12 months, with free holiday pool access in January:</i>					
Learn to Swim Membership (30 min) – fortnightly debit	C	Y	N/A	N/A	\$34.15
Learn to Swim Membership (30 min) – fortnightly debit - Concession	C	Y	N/A	N/A	\$24.00
Squad Learn to Swim lessons (45min) - fortnightly debit	C	Y	\$42.75	3%	\$44.00
Learn to Swim Class (per class – invoiced or funded payment)	C	Y	\$18.53	4%	\$19.20
LTS holiday intensive program rate (30mins x 5 days)	C	Y	\$93.00	2%	\$95.00
Learn to Swim - private lesson - one child - 30 mins	C	Y	\$55.50	3%	\$57.20
Learn to Swim - private lesson - two children - 30 mins (price per child)	C	Y	\$27.75	3%	\$28.60
Group Fitness					
Group Fitness Class	C	Y	\$19.00	3%	\$19.50
Group Fitness Class - 10 visits	C	Y	\$171.00	3%	\$176.00
Group Fitness Class - Concession	C	Y	\$13.50	4%	\$14.00
Group Fitness Class - Concession - 10 visits	C	Y	\$121.50	3%	\$125.50
Group Fitness Instructor private booking - per hr	C	Y	\$150.00	3%	\$154.50
Gym Session					
Casual	C	Y	\$22.00	2%	\$22.50
Casual - 10 visit	C	Y	\$198.00	3%	\$204.00
Casual Concession	C	Y	\$15.40	4%	\$16.00
Casual Concession - 10 visit	C	Y	\$138.60	3%	\$143.00
7 day Max Access (Full Centre) Pass	C	Y	\$44.00	3%	\$45.50
Gym Assessment	C	Y	\$68.00	3%	\$70.00
Student / Client private consult (no instructor required) - per gym visit, per person	C	Y	\$8.50	4%	\$8.80
Body Composition Scan	C	Y	\$42.00	2%	\$43.00
Personal Training					
Personal training - 5 visit x 30 min sessions pack (member only)	C	Y	\$211.50	3%	\$218.00
Personal Training - 5 visit x 30 min sessions pack (non-member only)	C	Y	\$234.00	3%	\$241.00
30 mins - member - per session - 1 on 1	C	Y	\$47.00	3%	\$48.50
30 mins - member - per session - 2 on 1	C	Y	\$62.50	4%	\$65.00
30 mins - non-member - per session - 1 on 1	C	Y	\$52.00	3%	\$53.60
30 mins - non-member - per session - 2 on 1	C	Y	\$72.00	3%	\$74.50
Hire Rates					
25m Lane Hire (Indoor) - per hour	C	Y	\$37.00	3%	\$38.00
50m Lane Hire (Outdoor) - per hour	C	Y	\$37.00	3%	\$38.00
Program Pool - full pool per hour	C	Y	\$74.00	3%	\$76.00
Program Pool - half pool per hour	C	Y	\$37.00	3%	\$38.00
Warm Water Pool - half pool per hour	C	Y	\$46.00	2%	\$47.00
Warm Water Pool - whole pool per hour	C	Y	\$92.00	3%	\$95.00
Pool carnival up to 4 hours	C	Y	\$600.00	3%	\$620.00
Pool carnival 4 hours or more	C	Y	\$1,200.00	3%	\$1,240.00
Inflatable Hire with 3 x Lifeguards (Per Hour)	C	Y	NA	N/A	\$175.00
Studio Room Hire - per hour	C	Y	\$70.00	3%	\$72.00
Meeting Room #1 - per hour	C	Y	\$30.00	3%	\$31.00
Allied Health professional private consult room booking - per hr	C	Y	\$25.00	3%	\$25.80
Allied Health professional private consult room booking - half day (4hr)	C	Y	\$80.00	3%	\$82.00
Allied health professional private consult room booking - full day	C	Y	\$150.00	3%	\$155.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Duty Manager - per hour	C	Y	\$52.50	3%	\$54.10
Lifeguard - per hour	C	Y	\$52.50	3%	\$54.10
Swim Instructor - per hour	C	Y	\$52.50	3%	\$54.10
Memberships - Fortnightly					
Joining Fee: Full Access Membership	C	Y	N/A	N/A	\$90.00
Joining Fee: Gym or Group Fitness with Pool Membership	C	Y	N/A	N/A	\$60.00
Joining Fee: Pool Membership	C	Y	N/A	N/A	\$40.00
Membership - Pool	C	Y	\$21.00	3%	\$21.60
Membership - Gym or Group Fitness with Pool	C	Y	\$42.00	3%	\$43.30
Membership - Full Centre Access	C	Y	\$52.00	3%	\$53.60
Membership - Full Centre - Off Peak (8am-3pm)	C	Y	\$32.00	3%	\$33.00
Membership - Pool - Concession	C	Y	\$14.50	3%	\$15.00
Membership - Gym or Group Fitness with Pool - Concession	C	Y	\$29.40	3%	\$30.30
Membership - Full Centre Access - Concession	C	Y	\$36.40	4%	\$38.00
Membership - Pool - Family	C	Y	\$42.00	3%	\$43.30
Membership - Pool - Family - Concession	C	Y	\$29.40	4%	\$30.50
Full Centre Corporate membership rate (5+ employees)	C	Y	\$36.50	4%	\$38.00
Teen Gym membership (13 -17 yrs)	C	Y	\$25.00	3%	\$25.80
Squash / Racquetball (per hour)					
Squash court hire per court	C	Y	\$16.00	2%	\$16.40
Casual Squash Court use - per person, per entry - non-exclusive use	C	Y	\$4.00	N/A	Discontinued
Squash court hire exclusive use of all 6 courts	C	Y	\$80.00	3%	\$82.00
<i>Subject to booking arrangements equivalent to prior year's total hours:</i>					
WS&RC Squash Court Seasonal Hire (8 - 11 wks, 1 hour per week) Junior 4 Courts	N/A	N/A	\$500.00	3%	\$515.00
WS&RC Squash Court Seasonal Hire (14 wk, 2 hours per week) Senior 6 Courts	N/A	N/A	\$2,000.00	3%	\$2,060.00
Schools					
Casual stadium & squash court use - per person, per entry - non-exclusive use	C	Y	\$4.00	3%	\$4.10
Group Fitness Instructor fee, per class per hour	C	Y	\$125.00	3%	\$129.00
Supervised Gym Session, per hour	C	Y	\$125.00	3%	\$129.00
Swimming lessons (ratio 1:7 - 1:10) per child	C	Y	\$9.00	3%	\$9.30
School - recreation swim, per student	C	Y	\$4.75	3%	\$4.90
Stadium					
Casual stadium use - per person, per entry - non-exclusive personal use	C	Y	\$4.00	3%	\$4.10
Casual stadium program entry - per person, per entry	C	Y	NA	N/A	\$10.00
Stadium Court 2-3 hire/Training/Casual Use - per court, per hour - exclusive use inc. volleyball, pickleball, badminton, netball.	C	Y	\$37.50	3%	\$38.60
Stadium Courts 4-5 hire/Training/Casual Use - per court, per hour - exclusive use, inc volleyball, pickleball, badminton, netball.	C	Y	\$43.00	3%	\$44.40
Long court, per hour - exclusive use	C	Y	\$46.00	3%	\$47.40
Stadium Show Court hire, per hour - incl grand stand	C	Y	\$96.00	0%	\$96.00
Stadium Show Court hire, per hour - Community User Group Rate	C	Y	N/A	N/A	\$50.00
Stadium Show Court Event hire - up to 4hr	C	Y	\$600.00	N/A	Discontinued
Stadium Show Court Event hire - more than 4hr, up to 8 hrs	C	Y	\$1,200.00	N/A	Discontinued
Additional court cleaning	C	Y	N/A	N/A	At Cost
Gymnastics - Intermediate - 45 mins	C	Y	\$13.50	3%	\$13.90
Gymnastics - Senior - 45 mins	C	Y	\$13.50	3%	\$13.90
Gymnastics - Senior - 60 mins	C	Y	\$16.50	3%	\$17.00
Kinder Gymnastics	C	Y	\$8.50	4%	\$8.80
Wangaratta Basketball Incorporated (WBI):					
<i>Subject to booking arrangements equivalent to prior year's total hours:</i>					
WBI Stadium Seasonal Court Hire (12 - 16 wks, 10 hours per week), Show Court 1	C	Y	\$4,000.00	3%	\$4,120.00
WBI Stadium Seasonal Court Hire (12 - 16 wks, 10 hours per week), Court 2 or 3	C	Y	\$3,000.00	3%	\$3,090.00
WBI Stadium Seasonal Court Hire (12 - 16 wks, 10 hours per week), Long Court (Courts 2 & 3)	C	Y	NA	N/A	\$3,846.00
WBI Stadium Seasonal Court Hire (12 - 16 wks, 10 hours per week), Court 4 or 5	C	Y	\$3,500.00	3%	\$3,605.00
Miscellaneous					
Shower	C	Y	\$4.00	3%	\$4.10
Fob or Membership Card Purchase or Replacement			\$30.00	0%	\$30.00

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
WASTE MANAGEMENT - Bowser Landfill					
Commercial cartage contractors					
General Waste for commercial contractors	C	Y	\$349.00	2%	\$354.70
Recyclable Materials (concrete / raw wood / trunks / branches)	C	Y	\$84.78	18%	\$100.00
Processed wood and timber disposal	C	Y	\$195.49	3%	\$201.00
Green Waste (grass/small pruning's)	C	Y	\$84.78	16%	\$98.00
Metal	C	N/A	FREE	N/A	FREE
Low Level Contaminated Soil	C	Y	\$412.00	3%	\$425.00
Asbestos	C	Y	\$304.00	3%	\$314.00
Uncontaminated Fill material	C	N	\$113.69	3%	\$117.00
Fee for non-conforming waste, i.e. tyres, mattress, e-waste, liquid and oils and illegal asbestos	C	Y	\$197.00	3%	\$202.90
WASTE MANAGEMENT - Disposal fees					
Waste Administration Fee (Landfill and Transfer Station)	C	Y	\$40.00	3%	\$41.20
General Waste					
General Waste minimum (garbage bag / up to 30L)	C	Y	\$4.50	4%	\$4.70
General Waste wheelie bin	C	Y	\$14.00	3%	\$14.40
1/4m3 General Waste (0.25m3)	C	Y	\$24.00	3%	\$24.60
1/2m3 General Waste (0.5m3)	C	Y	\$47.00	5%	\$49.20
3/4m3 General Waste (0.75m3)	C	Y	\$71.00	4%	\$73.80
General Waste - per cubic metre	C	Y	\$94.00	5%	\$98.40
Recyclable Materials					
1/4m3 Timber (minimum) (0.25m3)	C	Y	\$12.50	4%	\$13.00
1/2 m3 Timber (0.5m3)	C	Y	\$25.00	4%	\$26.00
Timber - per cubic metre	C	Y	\$50.00	4%	\$52.00
1/4m3 Concrete & Rubble (minimum) (0.25m3)	C	Y	\$12.50	4%	\$13.00
1/2 m3 Concrete & Rubble (0.5m3)	C	Y	\$25.00	4%	\$26.00
Concrete - (per cubic metre) up to a maximum of 2 cubic metres	C	Y	\$42.00	24%	\$52.00
Car/motorcycle tyres (P)	C	Y	\$7.00	14%	\$8.00
Truck Tyres Small - Light weight / small / 4WD	C	Y	\$15.50	3%	\$16.00
Truck Tyres Large (LT) - includes forklift & bobcat tyres up to 0.5m high.	C	Y	\$19.50	8%	\$21.00
Forklift Tyres up to 1m high	C	Y	\$45.00	4%	\$47.00
Tractor Tyres up to 1m high	C	Y	\$113.46	3%	\$117.00
Tractor Tyres up to 2m high	C	Y	\$176.00	3%	\$182.00
Earthmoving Tyres Small up to 1m high	C	Y	\$150.00	3%	\$155.00
Earthmoving Tyres Medium up to 1.5m high	C	Y	\$259.00	3%	\$267.00
Earthmoving Tyres Large up to 2m high	C	Y	\$504.92	3%	\$521.00
Cot Mattress All Sizes	C	Y	\$12.50	4%	\$13.00
Single Mattress	C	Y	\$36.50	4%	\$38.00
Double/queen/king Mattress	C	Y	\$40.00	5%	\$42.00
Other					
Furniture items - Small & medium single items (chairs, tables) - each	C	Y	\$9.50	5%	\$10.00
Furniture items - Large & multiple items (lounge suites, dining suites, cupboards, wardrobes) Equivalent to a 2 seater settee	C	Y	\$36.50	4%	\$38.00
Recyclable Materials					
Metal - scrap metals, white goods (except fridges)	C	N/A	FREE	N/A	FREE
Fridges, Freezers & Air Conditioners	C	Y	\$22.00	5%	\$23.00
Glass, aluminum cans, PET plastic, HDPE plastic, paper, cardboard, polystyrene	C	N/A	FREE	N/A	FREE
Green waste - Minimum fee (≤0.25 per cubic metre)	C	Y	\$4.50	4%	\$4.70
1/2m3 Green waste (0.5m3)	C	Y	\$9.50	-1%	\$9.40
Green waste - per cubic metre	C	Y	\$19.00	-1%	\$18.80
All E-waste per individual item	C	N/A	FREE	N/A	FREE
Household Batteries	C	N/A	FREE	N/A	FREE
Car Batteries	C	N/A	FREE	N/A	FREE
Fluorescent Globes	C	N/A	FREE	N/A	FREE
Paint Tins	C	N/A	FREE	N/A	FREE
Polystyrene (resident)	C	N/A	FREE	N/A	FREE
Polystyrene (commercial)	C	Y	\$11.00	-55%	\$5.00
Gas Bottles (up to 10kg)	C	Y	\$16.00	-50%	\$8.00
Motor Oil (accepted at Markwood & Wangaratta)	C	N/A	FREE	N/A	FREE
Plastic Oil Containers < 20 litres	C	N/A	FREE	N/A	FREE
Plastic Oil Containers > 20 litres	C	Y	\$5.00	10%	\$5.50
Metal Oil Containers	C	N/A	FREE	N/A	FREE
Drum Muster Approved Chemical Drums	C	N/A	FREE	N/A	FREE
Garbage					
Public place event bins (Garbage)	C	Y	\$14.00	4%	\$14.50

Description of Fees and Charges	Statutory (S) or Council (C)	GST Y/N	2024/25 Fee Inc. GST	Change %	2025/26 Fee Inc. GST
Public place event bins (Organics)	C	Y	\$14.00	4%	\$14.50
Public place event bins (Recycling)	C	Y	\$14.00	4%	\$14.50
Public place event bins (outside ordinary hours) per hr	C	Y	\$240.00	4%	\$250.00
Weekly garbage (Kerbside) collection for Rural Commercial premises only	C	Y	\$825.00	3%	\$850.00
Kitchen Caddie	C	Y	\$17.00	3%	\$17.50
WORKS WITHIN A ROAD RESERVE					
Arterial Road					
Minor Works - Not conducted on any part of the roadway, shoulder or pathway	S	N	\$261.28	N/A	To be advised
Works other than minor works - Conducted on any part of the roadway, shoulder or pathway	S	N	\$705.46	N/A	To be advised
Minor Works - Not conducted on any part of the roadway, shoulder or pathway	S	N	\$155.14	N/A	To be advised
Works other than minor works - Not conducted on any part of the roadway, shoulder or pathway	S	N	\$493.17	N/A	To be advised
Municipal road or non-arterial State road where maximum speed limit at any time is more than 50 kph					
Minor Works - Conducted on any part of the roadway, shoulder or pathway	S	N	\$151.87	N/A	To be advised
Works other than minor works - Conducted on any part of the roadway, shoulder or pathway	S	N	\$703.82	N/A	To be advised
Minor Works - Not conducted on any part of the roadway, shoulder or pathway	S	N	\$97.98	N/A	To be advised
Works other than minor works - Not conducted on any part of the roadway, shoulder or pathway	S	N	\$383.76	N/A	To be advised
Municipal road or non-arterial State road where maximum speed limit at any time is less than 50 kph					
Minor Works - Conducted on any part of the roadway, shoulder or pathway	S	N	\$151.87	N/A	To be advised
Works other than minor works - Conducted on any part of the roadway, shoulder or pathway	S	N	\$383.76	N/A	To be advised
Minor Works - Not conducted on any part of the roadway, shoulder or pathway	S	N	\$97.98	N/A	To be advised
Works other than minor works - Not conducted on any part of the roadway, shoulder or pathway	S	N	\$97.98	N/A	To be advised
Driveways					
Installed on a 50km/h or less road	C	N	\$391.92	3%	\$403.70
Installed on a 60km/h-100km/h road	C	N	\$710.36	3%	\$731.65
Road Opening, Landscaping and Asset Protection					
Works 10sqm or less	C	N	\$97.98	3%	\$100.90
Works greater than 10sqm	C	N	\$155.14	3%	\$159.80
Asset protection permit	C	N	\$97.98	3%	\$100.90
Barricading around buildings					
Works 10sqm or less	C	N	\$97.98	3%	\$100.90
Works greater than 10sqm	C	N	\$155.14	3%	\$159.80

*S11A Instrument of Appointment and Authorisation (Planning and
Environment Act 1987)*

Wangaratta Rural City Council

**Instrument of Appointment and Authorisation
(*Planning and Environment Act 1987* only)**

Instrument of Appointment and Authorisation (*Planning and Environment Act 1987*)

In this instrument "**officer**" means -

**Manager Statutory Services
Planning Coordinator
Senior Planner
Town Planner**

By this instrument of appointment and authorisation Wangaratta Rural City Council -

1. under s 147(4) of the *Planning and Environment Act 1987* – authorises the officers to carry out the duties or functions and to exercise the powers of an authorised officer under the *Planning and Environment Act 1987*; and
2. under s 313 of the *Local Government Act 2020* authorises the officers either generally or in a particular case to institute proceedings for offences against the Acts and regulations described in this instrument.

It is declared that this instrument -

- comes into force immediately upon its execution;
- remains in force until varied or revoked.

This instrument is authorised by a resolution of the Wangaratta Rural City Council
on

Date: **TBC**

*S11B Instrument of Appointment and Authorisation
(Environment Protection Act 2017)*

Wangaratta Rural City Council

**Instrument of Appointment and Authorisation
(*Environment Protection Act 2017* only)**

S11B Instrument of Appointment and Authorisation (*Environment Protection Act 2017*)

Instrument of Appointment and Authorisation (*Environment Protection Act 2017*)

In this instrument "**officer**" means -

**Environmental Health Technical Officer/Team Leader Environmental Health
Environmental Health Officer**

By this instrument of appointment and authorisation, Wangaratta Rural City Council -

under s 242(2) of the *Environment Protection Act 2017* ('**Act**') and the Instrument of Delegation of the Environment Protection Authority under the Act dated 4 June 2021 - appoints the officer to be authorised officers for the purposes of exercising the powers and functions set out in the Instrument of Direction of the Environment Protection Authority under the Act dated 4 June 2021;

under s 242(2A) of the *Environment Protection Act 2017* ('**Act**') and the Instrument of Delegations of the Environment Protection Authority under the Act dated 4 June 2021 – appoints the officers to be authorised officers for the purposes of exercising the powers and functions set out in the Instrument of Direction of the Environment Protection Authority under the Act dated 4 June 2021

It is declared that this instrument -

- comes into force immediately upon its execution;
- remains in force until varied or revoked.

This instrument is authorised by a resolution of the Wangaratta Rural City Council on **TBC**.



Audit and Risk Committee Charter 2024

Policy Type	Major Council Policy
Department	Council-wide
Date of Council Endorsement	TBC
Date for Review	TBC
Responsible Officer	Governance and Reporting Advisor
Authorising Officer	Director Corporate and Leisure
Version Reference Number	2.0
SIM Reference Number	TBC

1. Purpose of Charter

1.1 Establishment

- a. The Rural City of Wangaratta ('Council') Audit and Risk Committee ('Committee') was established under section 53 and 54 of the Local Government Act 2020 (Vic) ('the Act').

1.2 Functions and Responsibilities

- a. The functions and responsibilities of this Committee are to, in accordance with section 54 of the Act:
 - i. monitor the compliance of Council policies and procedures with the overarching governance principles, the Act, any associated Regulations and any Ministerial directions; and
 - ii. monitor council's financial and performance reporting; and
 - iii. monitor and provide advice on risk management and fraud prevention systems and controls; and
 - iv. oversee internal and external audit functions.
- b. This Charter sets out the membership, responsibilities and obligations of the Committee and other associated governance and administrative functions.

2. Committee Membership

2.1 Members

- a. The Committee must comprise at least 5 members, including:
 - i. two members who are councillors; and
 - ii. at least 3 and up to 4 other independent members.
- b. The chairperson must be appointed by the Committee by resolution and must be an independent member.
- c. The chairperson may be appointed for a one or two-year term by Committee resolution.
- d. Prospective members of the Committee must be appointed by Council resolution and only after an expression of interest process for each vacancy has been undertaken.
- e. Councillors and existing Committee Members must be afforded the opportunity to vet any prospective candidates to ensure each candidate's suitability.
- f. Independent members must collectively have expertise in financial and risk management, experience in public sector management and experience in cybersecurity.
- g. Council will actively promote inclusion, gender diversity and cultural diversity during an expression of interest and recruitment process.

2.2 Remuneration

- a. Independent members must be paid a fee for their membership on the Committee.
- b. The fee amount must be indexed by 2 percent each 1 July, unless otherwise determined by Council resolution at least every two years.
- c. The fee will be paid per meeting at the end of each quarter in arrears for all quarterly meetings and pro rata for all special meetings.
- d. Councillors must not be paid a fee for their membership of the Committee.

2.3 Induction of members

- a. New and prospective members should be provided with access to the:
 - i. Committee Charter;
 - ii. Committee Annual Work Plan
 - iii. Long Term Financial Plan
 - iv. Council Plan;
 - v. the most recent council plan performance report;
 - vi. Annual Report
 - vii. Budget.

- viii. Risk Management Policy, Framework and Risk Appetite Statement;
- ix. Council Strategic Risk Register and Operational Risk Register;
- x. the agenda and minutes of the two most recent committee meetings;
- xi. the current VAGO Letter of Memorandum;
- xii. the current Internal Audit Strategy;
- xiii. the previous four internal audit final reports; and
- xiv. a list of all open actions arising from the Committee, internal audit or external audit.

2.4 Conduct

- a. All members of the Committee must provide an Initial and Biannual Personal Interest Return whenever directed by Council staff.
- b. A Register of all disclosable conflicts of interest must be provided to the Governance and Reporting Advisor at least three months after each independent member commencing their term. Any material changes to each independent member's conflicts of interest must be reporting to the Governance and Reporting Advisor as soon as practicable.
- c. All independent members must act in good faith and due propriety and must exercise reasonable professional judgement and expertise to support the Council in maintaining sound levels of governance and prudent financial, risk and performance management.
- d. A Committee member who does not comply with their obligations

under the Act may have their membership terminated.

2.5 Insurance and indemnity

- a. Council must indemnify and keep indemnified each member of the Committee, exercising any function or power on behalf of this Committee against all actions or claims in respect of any act or thing done or omitted to be done in good faith. Council's insurance policies shall cover members of the committee while engaged in the business of the committee.
- b. As councillors have professional indemnity insurance by virtue of their elected position, there is no additional requirement for Council to indemnify councillors for their Committee membership.

2.6 Authority

- i. The Committee is advisory only and does not have any delegated functions, duties or authority. The Committee may only make recommendations to Council or Council's Corporate Management Team ('CMT'). The Committee is independent of Council.

2.7 Terms of office

a. Councillors

- i. Members who are councillors may be appointed for either a one or two year term by council resolution.

b. Independent members

- i. Independent members may be appointed for a term of up to 3 years.
- ii. Council retains the option to extend an independent member's term by a further 3 year term by Council resolution.

The terms of office of independent members may be arranged to avoid more than 2 independent members retiring at the same time.

3. Committee responsibilities**3.1 Risk management**

- a. The committee must monitor and provide advice on risk management systems and controls, including:
 - iii. Monitoring and providing advise on Council's risk culture;
 - iv. Reviewing significant strategic and emerging risks;
 - v. Providing specialist industry risk advice;
 - vi. Receiving reports on significant control failures;
 - vii. Monitoring major lawsuits;
 - viii. Reviewing compliance investigations;
 - ix. Monitoring the development and implementation of the risk management framework;

- x. Reviewing the risk profile and risk appetite annually.

3.2 Fraud prevention

- a. The committee must monitor and provide advice on fraud prevention systems and controls, including:
 - i. Monitoring the development and implementation of a fraud prevention framework;
 - ii. Reviewing councillor and CEO expenses;
 - iii. Reviewing credit card expenditure;
 - iv. Receiving reports on major fraud incidents.

3.3 Internal and external audit

- a. The committee must oversee internal and external audit functions, including:
 - i. Facilitating discussion between the internal and external auditors to promote compatibility, to the extent appropriate, between their audit programs;
 - ii. Contributing to the internal and external audit strategy;
 - iii. Reviewing the interim and final management letter;
 - iv. Monitoring the status of internal and external audit actions;
 - v. Recommending to the Chief Executive Officer the appointment of

an internal auditor;

vi. Endorsing the internal audit program;

vii. Reviewing final internal audit reports;

viii. Monitoring the status of Committee meeting actions.

3.4 Council policies

- a. The Committee must monitor the compliance of Council Policies and Major Council Policies with the overarching governance principles and with the Act and the regulations and any Ministerial directions.
- b. The compliance of policies that are mandated by the *Local Government Act 2020* (Vic), have a significant impact on council's operations and/or have a significant impact on the community will be presented as a priority.
- c. The Committee will be presented with an opportunity to request a specific compliance policy analysis (for clarity, this refers to a non-Major Council Policy or Council Policy) when endorsing the Annual Work Plan in December each year.

3.5 Council financial and performance reporting

- a. The Committee must monitor Council financial and performance reporting.
- b. Monitoring processes may include:

- i. Reviewing the most recently reported financial statements;
- ii. Reviewing the most recently reported council plan project status report;
- iii. Reviewing the most recently reported council plan measures report;
- iv. Review the annual financial statements and performance statement having considered implications of accounting standards, policies, and practices, processes used to make material accounting estimates, material adjustments arising from the external audit process and material variances from prior years.
- v. Recommending adoption of the annual financial report, financial statements and performance statement to Council.

3.6 Business Continuity Planning and Disaster Recovery

- a. The Committee must, at least once per year, review Council's business continuity and disaster recovery processes.

4. Governance and Administrative Procedures

4.1 Date, time, and place of meetings

- a. The Committee must schedule five meetings each year; four quarterly Committee meetings and one special meeting in September to consider the Draft Financial and Performance Statements.

4.2 Meeting procedures

- a. Council's Governance Rules do not apply to the proceedings of Audit and Risk Committee Meetings.
- b. Notwithstanding 4.2a, all recommendations made by Council officers must be moved and seconded by a member of the Committee (including a councillor representative).

4.3 Attendance

- a. Members may participate in meetings by attending in person or virtually.
- b. Where a member does not attend 2 meetings within a 12-month period without sufficient reason or without an approved leave of absence, the member may be removed from the Committee by Council resolution and only after the request to remove this member has been recommended by
 - b. Committee resolution.
- c. 4.2(b) may only commence the member has been given the opportunity to explain the reasons for the absences and procedural fairness and natural justice must be actively considered before any determination is made.
- d. A quorum for a meeting is at least 2 independent members and at least 1 councillor.

4.4 Non-members may attend meetings

- a. The Chief Executive Officer or their nominee should attend all meetings except when the committee chooses to meet without management in attendance.

- b. Members of Council staff who have authored a report on an agenda must attend the meeting that the agenda relates to in person or through a nominee.
- c. Other members of Council staff may attend to support the committee and provide advice and information.
- d. A representative of the internal auditor should attend all meetings.
- e. A representative of the external auditor:
 - i. should attend all meetings; and
 - ii. must attend meetings where the draft annual financial report and results of an external audit are on the meeting agenda.

5. Business at meetings

5.1 Order of business

- a. At the chairperson's discretion, the order of business for meetings should follow the example set out below:
 - i. pre-meeting auditor briefing;
 - ii. welcome;
 - iii. **present, absent and apologies and** granting of leave of absence;
 - iv. confirmation of minutes of previous meetings;
 - v. conflict of interest disclosure;
 - vi. CEO and emerging risks and risk management reports;

- vii. fraud prevention report;
- viii. internal and external audit report
- ix. Council policy compliance report;
- i. Council financial and performance reporting.

5.2 Annual work program

- a. An annual work program must be adopted at or before the last meeting each calendar year for the following calendar year.
- b. The annual work program should set out a program of meetings, reports, internal audits, and committee activities including the timing of the committee annual committee performance assessment and biannual audit and risk reports to the Council.

5.3 Minutes

- a. Unconfirmed minutes must be provided in draft form to the Committee within 2 weeks after the meeting.
- b. Unconfirmed minutes must not be published on Council's website.
- c. A report summarising the meeting content will be included in the agenda of the next practicable Council meeting.

6. References

Legislation

- *Local Government Act 2020*

7. Review

This Charter must be reviewed by Council at least once in each Council term or at the Committee's discretion.

Version History	Date of review	Reason for review
1.0	September 2020	Establishment of Charter in accordance with the Act.
2.0	May 2024	Review of Charter to satisfy section 54 of the Act.



Audit and Risk Committee Charter 2024

Policy Type	Major Council Policy
Department	Council-wide
Date of Council Endorsement	TBC
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 - ii. at least 3 and up to 4 other independent members.
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- d. Prospective members of the Committee must be appointed by Council resolution and only after an expression of interest process for each vacancy has been undertaken.
- e. Councillors and existing Committee Members must be afforded the opportunity to vet any prospective candidates to ensure each candidate's suitability.
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- g. Council will actively promote inclusion, gender diversity and cultural diversity during an expression of interest and recruitment process.

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- d. A Committee member who does not comply with their obligations

under the Act may have their membership terminated.

2.5 Insurance and indemnity

- a. Council must indemnify and keep indemnified each member of the Committee, exercising any function or power on behalf of this Committee against all actions or claims in respect of any act or thing done or omitted to be done in good faith. Council's insurance policies shall cover members of the committee while engaged in the business of the committee.
- b. As councillors have professional indemnity insurance by virtue of their elected position, there is no additional requirement for Council to indemnify councillors for their Committee membership.

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- i. The Committee is advisory only and does not have any delegated functions, duties or authority. The Committee may only make recommendations to Council or Council's Corporate Management Team ('CMT'). The Committee is independent of Council.

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a. Councillors

- i. Members who are councillors may be appointed for either a one or two year term by council resolution.

b. Independent members

- i. Independent members may be appointed for a term of up to 3 years.
- ii. Council retains the option to extend an independent member's term by a further 3 year term by Council resolution.

The terms of office of independent members may be arranged to avoid more than 2 independent members retiring at the same time.

3. Committee responsibilities**3.1 Risk management**

- a. The committee must monitor and provide advice on risk management systems and controls, including:
 - iii. Monitoring and providing advise on Council's risk culture;
 - iv. Reviewing significant strategic and emerging risks;
 - v. Providing specialist industry risk advice;
 - vi. Receiving reports on significant control failures;
 - vii. Monitoring major lawsuits;
 - viii. Reviewing compliance investigations;
 - ix. Monitoring the development and implementation of the risk management framework;

- x. Reviewing the risk profile and risk appetite annually.

3.2 Fraud prevention

- a. The committee must monitor and provide advice on fraud prevention systems and controls, including:
 - i. Monitoring the development and implementation of a fraud prevention framework;
 - ii. Reviewing councillor and CEO expenses;
 - iii. Reviewing credit card expenditure;
 - iv. Receiving reports on major fraud incidents.

3.3 Internal and external audit

- a. The committee must oversee internal and external audit functions, including:
 - i. Facilitating discussion between the internal and external auditors to promote compatibility, to the extent appropriate, between their audit programs;
 - ii. Contributing to the internal and external audit strategy;
 - iii. Reviewing the interim and final management letter;
 - iv. Monitoring the status of internal and external audit actions;
 - v. Recommending to the Chief Executive Officer the appointment of

an internal auditor;

vi. Endorsing the internal audit program;

vii. Reviewing final internal audit reports;

viii. Monitoring the status of Committee meeting actions.

3.4 Council policies

- a. The Committee must monitor the compliance of Council Policies and Major Council Policies with the overarching governance principles and with the Act and the regulations and any Ministerial directions.
- b. The compliance of policies that are mandated by the *Local Government Act 2020* (Vic), have a significant impact on council's operations and/or have a significant impact on the community will be presented as a priority.
- c. The Committee will be presented with an opportunity to request a specific compliance policy analysis (for clarity, this refers to a non-Major Council Policy or Council Policy) when endorsing the Annual Work Plan in December each year.

3.5 Council financial and performance reporting

- a. The Committee must monitor Council financial and performance reporting.
- b. Monitoring processes may include:

- i. Reviewing the most recently reported financial statements;
- ii. Reviewing the most recently reported council plan project status report;
- iii. Reviewing the most recently reported council plan measures report;
- iv. Review the annual financial statements and performance statement having considered implications of accounting standards, policies, and practices, processes used to make material accounting estimates, material adjustments arising from the external audit process and material variances from prior years.
- v. Recommending adoption of the annual financial report, financial statements and performance statement to Council.

3.6 Business Continuity Planning and Disaster Recovery

- a. The Committee must, at least once per year, review Council's business continuity and disaster recovery processes.

4. Governance and Administrative Procedures

4.1 Date, time, and place of meetings

- a. The Committee must schedule five meetings each year; four quarterly Committee meetings and one special meeting in September to consider the Draft Financial and Performance Statements.

4.2 Meeting procedures

- a. Council's Governance Rules do not apply to the proceedings of Audit and Risk Committee Meetings.
- b. Notwithstanding 4.2a, all recommendations made by Council officers must be moved and seconded by a member of the Committee (including a councillor representative).

4.3 Attendance

- a. Members may participate in meetings by attending in person or virtually.
- b. Where a member does not attend 2 meetings within a 12-month period without sufficient reason or without an approved leave of absence, the member may be removed from the Committee by Council resolution and only after the request to remove this member has been recommended by
 - b. Committee resolution.
- c. 4.2(b) may only commence the member has been given the opportunity to explain the reasons for the absences and procedural fairness and natural justice must be actively considered before any determination is made.
- d. A quorum for a meeting is at least 2 independent members and at least 1 councillor.

4.4 Non-members may attend meetings

- a. The Chief Executive Officer or their nominee should attend all meetings except when the committee chooses to meet without management in attendance.

- b. Members of Council staff who have authored a report on an agenda must attend the meeting that the agenda relates to in person or through a nominee.
- c. Other members of Council staff may attend to support the committee and provide advice and information.
- d. A representative of the internal auditor should attend all meetings.
- e. A representative of the external auditor:
 - i. should attend all meetings; and
 - ii. must attend meetings where the draft annual financial report and results of an external audit are on the meeting agenda.

5. Business at meetings

5.1 Order of business

- a. At the chairperson's discretion, the order of business for meetings should follow the example set out below:
 - i. pre-meeting auditor briefing;
 - ii. welcome;
 - iii. **present, absent and apologies and** granting of leave of absence;
 - iv. confirmation of minutes of previous meetings;
 - v. conflict of interest disclosure;
 - vi. CEO and emerging risks and risk management reports;

- vii. fraud prevention report;
- viii. internal and external audit report
- ix. Council policy compliance report;
- i. Council financial and performance reporting.

5.2 Annual work program

- a. An annual work program must be adopted at or before the last meeting each calendar year for the following calendar year.
- b. The annual work program should set out a program of meetings, reports, internal audits, and committee activities including the timing of the committee annual committee performance assessment and biannual audit and risk reports to the Council.

5.3 Minutes

- a. Unconfirmed minutes must be provided in draft form to the Committee within 2 weeks after the meeting.
- b. Unconfirmed minutes must not be published on Council's website.
- c. A report summarising the meeting content will be included in the agenda of the next practicable Council meeting.

6. References

Legislation

- *Local Government Act 2020*

7. Review

This Charter must be reviewed by Council at least once in each Council term or at the Committee's discretion.

Version History	Date of review	Reason for review
1.0	September 2020	Establishment of Charter in accordance with the Act.
2.0	May 2024	Review of Charter to satisfy section 54 of the Act.

Community engagement summary on a page

Developing our new Council Plan



We have been engaging with communities across the Rural City of Wangaratta to help develop our new Council Plan and Municipal Public Health and Wellbeing Plan (MPHWP).

Between November 2024 - March 2025, we engaged with more than 2,000 people from across our region including community groups, local businesses, organisations, Council staff and service providers.

Engagement activities included deliberative community workshops, surveys, pop-up events, staff engagement and workshops with key advisory groups.

We have collected more than 3,200 items of feedback across the engagement period.



Your top 10 priorities for the future

From your feedback, we have identified the top ten priorities that were most important to you. When developing our new Council Plan and updating our Community Vision we will take these priorities into account, considering Council's role, responsibility and available resources.

The top 10 priorities are summarised below.

1.	Wangaratta, a place for everyone	6.	Cost of living and affordability
2.	Community health and wellbeing	7.	Community safety
3.	Places and spaces for community connection and culture	8.	Violence and harm from drug and alcohol usage
4.	Transport, roads and infrastructure	9.	Local economy and employment
5.	Care for nature and the environment	10.	Communication, accountability and transparency

How we engaged

During the engagement period, more than 2,000 people participated across a range of engagement activities undertaken between November 2024 to March 2025.

**529**

Surveys completed

**118**Community participants across
3 x deliberative workshops**1,162**Sticky notes
collected**340+**Quick poll votes across
8 x community pop-ups**116**Children's worksheets
completed**600+**Targeted engagements
completed**50+**Council staff engaged
across workshops**10**Conversation kits
completed

Across all of these activities, we collected
over **3,200+** ideas from our community.



Rural City of
Wangaratta

Community Engagement Summary Report

Developing Rural City of Wangaratta's
new Council Plan

May 2025



Community engagement summary on a page

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We acknowledge the traditional owners of the lands on which the Rural City of Wangaratta communities reside. We pay our respects to their Elders past, present and emerging, and celebrate and respect their continuing cultures. We are committed to walking beside all traditional owners as we move toward reconciliation.

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Document Control

Version	Date of Issue	Author	Reviewer
Draft Council Plan Community Engagement Summary Report, Rural City of Wangaratta	4 April, 2025	LB / MI / SO	DF
Council Plan Community Engagement Summary Report, Rural City of Wangaratta	14 April, 2025	LB	DF
Final Council Plan Community Engagement Summary Report, Rural City of Wangaratta	6 May, 2025	LB	DF

Snapshot of engagement findings

Overview of engagement process

Over the past four months, Rural City of Wangaratta (RCOW) has engaged with over 2,000 people, collecting more than 3,200 pieces of feedback from community members, local groups, stakeholders, and staff to help shape the future of the region. Led by CoFutures and supported by SGS Economics and Planning, this comprehensive engagement program heard from diverse voices across the municipality to inform an updated Community Vision, a new Council Plan 2025–29, Municipal Public Health and Wellbeing Plan (MPHWP), and 10-Year Financial Plan. Engagement was undertaken using deliberative engagement methods, as specified in the Local Government Act 2020 (Vic).

Engagement activities were broad-reaching and targeted, using a variety of tools to reach as many people as possible. This approach ensured that the voices of underrepresented community groups were also heard. Engagement tools included online and hard copy surveys, deliberative community workshops, targeted workshops, children's worksheets, quick polls, and conversation kits. Additionally, the engagement involved pop-up sessions at community events, outreach to priority demographic cohorts, and staff participation in surveys and workshops.

Feedback gathered through this process directly informs the Community Vision, the Council Plan, the integrated MPHWP, and will guide the development of Council's 10-Year Financial Plan and 2025/26 Budget.

This report summarises feedback from all community engagement activities including the deliberative community workshops, surveys, targeted community engagement and community events.



Figure 1 – Community members participating in the deliberative workshops, March 2025

Top community priorities

Across all engagement activities undertaken, feedback was provided across a wide range of topics. The community were encouraged to think about the region's future in a holistic way, encouraging ideas – big and small – to make RCOW an even better place in the years to come.

Through the engagement process (especially during the deliberative community workshops), the community was provided additional context of the current financial context in which Council operates and the importance of sustainably managing future spending and resource allocation. Taking this into account, Council will review community feedback and top priorities in a manner that will balance community aspirations with Council's resources, roles and responsibilities.

Across all community consultation and stakeholder engagement undertaken during this engagement phase, the top community priorities are summarised below.

Theme	What the community told us	Council's role
1. Wangaratta, a place for everyone	The community strongly values Wangaratta's diverse, inclusive and family-friendly character along with its local services, and access to nature and open spaces. Key priorities for maintaining this identity include fostering a respectful and welcoming community, enhancing services for families and children and supporting vulnerable groups.	<ul style="list-style-type: none"> Support delivery and advocacy of services and programs.
2. Community health and wellbeing	Promoting and supporting positive health and wellbeing outcomes remains a high priority. Improving access to affordable healthcare services, mental health support and aged and disability care were strongly supported across the community.	<ul style="list-style-type: none"> Advocate for improved access to healthcare and services that support community wellbeing.
3. Places and spaces for community connection and culture	Social infrastructure plays a vital role in strengthening community connection, supporting positive health and wellbeing outcomes and improving quality of life. There is strong support for prioritising spaces that enable recreation, arts, culture, sport and events for all ages.	<ul style="list-style-type: none"> Support maintenance and delivery of quality places and spaces that enable community connection.
4. Transport, roads and infrastructure	Maintaining roads, paths and improving local transport options was identified as a top priority when it comes to allocating resources and spending, particularly for people living in regional and rural localities.	<ul style="list-style-type: none"> Maintain local infrastructure and manage local traffic. Advocate to state government for improvements to major roads and enhanced public transport options.

5. Care for nature and the environment	The region's natural landscapes and environment is highly valued. Community feedback highlights a strong awareness to address impacts of climate change and improve sustainable practices such as recycling, waste management, responsible use of resources and a circular economy. Protecting the natural environment alongside maintenance and improvement of open spaces to support healthy lifestyles was also a priority.	<ul style="list-style-type: none"> Support, facilitate and advocate for practices that care for the environment, and improve sustainability in RCOW. Deliver waste management and resource recovery services.
6. Cost of living and affordability	Community feedback outlined a preference for Council to focus on delivering valued services and making better use of existing infrastructure and facilities. There was also a strong desire for Council to play a role in addressing cost of living pressures, with particular concern around housing stress and affordability in the region.	<ul style="list-style-type: none"> Support delivery of Council's core community services. Advocate for measures that reduce cost of living and improve affordability for the community.
7. Community safety	Safety in public spaces is a key concern across all demographic groups. There is a desire to improve perceptions of safety, especially in parks and along streets, and to ensure inclusive, accessible environments for older adults and people with disabilities.	<ul style="list-style-type: none"> Continue to maintain and manage public spaces and infrastructure. Support community groups and organisations that raise awareness and help vulnerable members of our community.
8. Violence and harm from drug and alcohol usage	Concerns about family violence and harm from drug and alcohol usage was frequently raised, particularly by younger people. The community supports increased focus and resources to prevent and address these challenges.	<ul style="list-style-type: none"> Work with others to advocate and increase support.
9. Local economy and employment	Supporting local businesses and job creation in the region was a key priority. The community would like to see efforts to retain young people in the region and support local career pathways.	<ul style="list-style-type: none"> Support local businesses in RCOW. Encourage and promote opportunities for younger people.
10. Communication, accountability and transparency	There is support for more transparent communication between Council and the community. Priorities include more meaningful engagement, greater collaboration, efficient decision-making and timely access to information.	<ul style="list-style-type: none"> Maintain and enhance ongoing engagement and communication with the community on local matters.

The community's vision for the future

A key objective of the engagement process was to review and update the current Community Vision Statement. Overall, the community had diverse opinions on the current vision but shared common ideas for refining the existing vision statement.

43% of long survey participants felt that the current Community Vision Statement is still relevant. Notably, there was a generally a lower agreement rate for people living with a disability while younger people (aged 18–34) tended to have a higher agreement rate.

Based on these insights, the Community Vision Statement was further tested with the community during the series of deliberative workshops. While there were mixed reactions to the current statement, overall, participants identified:

- Support for maintaining key values such as urban rural balance, natural beauty, inclusivity and community identity.
- A need to refine language and terminology to make the statement more relatable.
- Opportunities to improve the presentation of the statement including shortening its length and using more accessible language.
- Overall improvements to the clarity and purpose of the statement including the tense and tone of the statement.

Feedback from Council staff felt that the Community Vision Statement generally captured the right sentiments, however identified opportunities for further refinement, aligned with the above suggestions from the community.

When thinking about future aspirations of the community, a range of priorities and opportunities were expressed, the most common being associated with supporting health and wellbeing, maintaining the 'Wangaratta lifestyle' and carefully (and sustainably) balancing growth with infrastructure.

Thematic feedback

There are currently six overarching themes which provide pillars in the Council Plan 2021-2025. The survey asked participants to rank each of these themes in order of most important to least important. Based on a weighted average, the order of importance of existing themes was: Wellbeing, Lifestyle, Environment, Economy, Growth, and Leadership.

Responses to the quick poll at community pop-up sessions also ranked Wellbeing and Environment the most important, and descriptions of health and wellbeing, lifestyle (including play) and environment featured prominently amongst younger people through various youth engagement activities and worksheets.

The importance of wellbeing featured strongly across all community consultation activities and engagement. It was noted by many survey respondents and participants that the theme of 'Wellbeing' was considered to be extremely broad and intersects many other factors such as cost of living, community safety, recreation, environment and healthy lifestyles.

Notably, people living in townships and rural areas ranked the theme of 'Infrastructure' as more important, with maintenance of roads and buildings being a key priority.

For the deliberative community workshops the number of themes were refined to four: Wellbeing, Environment, Economy, and Infrastructure. During the workshops, participants shared a total of 509 ideas in response to these themes, the majority of which related to the theme of wellbeing.

Using these four themes and looking across all feedback received the top priorities, by key theme, are summarised below.

Theme	Key insights
Wellbeing	<ul style="list-style-type: none"> Key priority areas included better access to health and mental health services, support for aged and disability care, relief from financial pressures. A desire for increased opportunities for a range of recreational and social activities including access to arts and cultural events. Enhancing equitable access to services was consistently identified as a priority, particularly for older people, young people, people with disability, families, people on lower incomes, and residents living in regional areas.
Environment	<ul style="list-style-type: none"> The need to protect and maintain natural environment, trees, paths, and waterways was highlighted, along with the importance of nature and green spaces for supporting mental and physical health. There was strong support to maintain the quality of existing parks and gardens, while also improving their accessibility, appearance, and value to the community. The importance of improved waste and recycling management was emphasised, including the need for community-wide education and better facilities.
Economy	<ul style="list-style-type: none"> Easing financial pressures, particularly for vulnerable groups, was identified as a key concern, with concern on the rising cost of living, housing affordability, and the increase in homelessness. There was strong support for promoting local business development and job creation to strengthen local employment opportunities and help retain young people in the region. The need for sustainable growth was highlighted and to ensure that future economic development does not compromise the environment and natural character.
Infrastructure	<ul style="list-style-type: none"> Common suggestions included improving road maintenance, reducing congestion, and improving access to affordable parking options. Improving walking, cycling, public transport access, safety, and overall accessibility was emphasised, particularly to support positive physical and mental wellbeing outcomes. Better management of public infrastructure and facilities was seen as essential to support the region's growing population.

Other

- The importance of inclusive engagement practices, clear communication, and transparent information sharing was emphasised.
- There were recurring suggestions for more effective resource allocation and a stronger focus on core Council responsibilities, including roads, waste management, and community infrastructure.

Top health and wellbeing priorities

There is a legislative requirement and responsibility for Council to plan for the health and wellbeing of the community. This must also have regard to climate change, specify measures to prevent family violence and undertake a gender impact assessment.

When it comes to top health and wellbeing priorities, responses from the community survey and general community feedback highlighted the following top priorities:

- Addressing cost of living and affordability (including homelessness);
- Improving community safety;
- Prevention of violence (including family and violence against women); and
- Support for mental health and wellbeing (including availability and accessibility of health services and hospitals).

Discussion about health and wellbeing arose across a range of consultation activities including during the deliberative community workshops and in the conversation kits. In these forums, priorities identified by the community included:

- Greater support is needed for various social and demographic groups including older people, people living with a disability, low-income groups, and vulnerable groups including people experiencing homelessness.
- More recreational, arts and cultural opportunities for community to participate in, including family friendly and youth-orientated activities.
- A focus on strengthening social inclusivity and connections including safe places and spaces for people to connect socially.
- Greater equity of access to different services particularly for rural communities and vulnerable residents.

A series of targeted engagement workshops and meetings were held with representatives and specialists working across a range of health and wellbeing organisations in the region. Alongside these community priorities (above), stakeholders also identified the following key priorities:

- Food security and healthy eating;
- Racism, discrimination and gender inequality;
- Reducing harm from alcohol, drugs, smoking and vaping.

Top spending, funding and resourcing priorities

The community was asked to provide feedback about how Council should allocate its spending and resources over the coming years. We heard that the majority of the community is either satisfied, or feels neutral about Council's current allocation of resources.

In the deliberative community workshops, participants were provided with further information about Council's expenditure over the past four years, including its funding sources, where money is spent and the mismatch between the increase in rates and annual expenditure. In this context, a range of ideas were shared that sought Council to focus and prioritise resources on:

- Promote equitable wellbeing and support for vulnerable people
- Protect the natural environment and improve waste management
- Maintain roads, paths, and community infrastructure
- Grow the local economy and increase employment opportunities
- Improve Council's communication with the community

Feedback from surveys was also broadly consistent with top priorities being:

- Roads, paths, bridges, cycling tracks, shared pathways;
- Parks, gardens and open spaces along with environment, conservation and sustainability;
- Services for aged and disability care;
- Community wellbeing, mental health and social inclusion; and
- Family and early childhood.

Overall, there was also a recurring and underlying theme of 'future sustainability' with a range of feedback received around the importance of implementing sustainable management practices and initiatives such as renewable materials, sustainable transport, addressing climate risks and embedding long-term thinking and financial sustainability into all decision-making.

1. Introduction

1.1. Project overview

Rural Council of Wangaratta (RCOW) is developing a new Council Plan 2025-29, informed by an updated Community Vision for the next 20 years. The new Council Plan will incorporate the Municipal Public Health and Wellbeing Plan and will inform the development of the 10-Year Financial Plan and Annual Budget. The purpose of each document is summarised below:

- **The Community Vision** establishes the community's aspirations for the future of the municipality over the next 20 years.
- **The Council Plan 2025-29** sets Rural City of Wangaratta's strategic direction and priorities over the next 4 years aligned with the directions of the Community Vision.
- **The Municipal Public Health and Wellbeing Plan (MPHWP)** outlines goals and actions to improve the health and wellbeing of our community and should align with the Victorian Public Health and Wellbeing priorities. It will be incorporated into the new Council Plan.
- **The 10 Year Financial Plan 2025-2035** provides a long-term view of resources and proposed allocation, covering all aspects of Council's roles and responsibilities.
- **The 2025/26 Annual Budget** sets out the budget for the immediate and subsequent financial years with respect to revenue, funding and financing of major initiatives*.

Community and stakeholder engagement is fundamental to the development of the Community Vision and Council Plan. Across the engagement period, more than 3,200 pieces of unique feedback were received from more than 2,000 participants. This report summarises feedback from all community engagement activities including the deliberative community workshops, surveys, targeted community engagement and community events.

* It is noted that an additional community engagement process is being undertaken to inform the development of the 2025/2026 Annual Budget. Priorities identified in Rates, Revenue and Spending Priorities Survey should be read in conjunction with the findings of this Report.

1.2. Engagement objectives

In accordance with the Local Government Act 2020 (Vic), the objectives of engagement for the development of the updated Community Vision and new Council Plan are:

- To understand community values and priorities, and how they've changed in the past four years, to inform the Community Vision and Council Plan.
- To foster a share sense of ownership of the refreshed Community Vision and new Council Plan across the Council organisation and elected representatives.
- To educate community members about Council's role in strategic planning and why it's important.
- To educate community members on the Municipal Public Health and Wellbeing Plan, and why its inclusion in the Council Plan is important.
- Demonstrate RCOW's commitment to listening to and serving its constituents through a meaningful engagement process.

1.3. Project stages

The overall project stages for the development of the Council Plan and Community Vision are outlined in the diagram below. Key engagement phases are highlighted in blue. Project Stages 1–3 have now been completed. Feedback and insights from the engagement process will directly inform the development of the updated Community Vision and draft Council Plan.

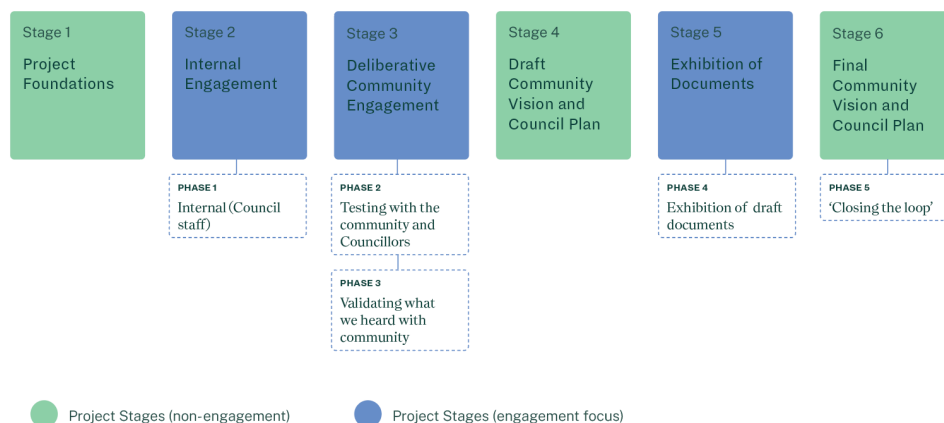


Figure 2 – Project stages

1.4. How to read this report

This engagement report contains the following sections:

- **Chapter 3 – What we did.** This section presents an overview of all engagement and activities undertaken including the type, date, location and number of participants engaged for each activity.
- **Chapter 4 – What we heard: community workshops.** This section presents the findings from the deliberate engagement process involving three community workshops.
- **Chapter 5 – What we heard: surveys.** This section presents the findings from the long and short community surveys grouped into four sub-sections: Community Vision and Council Plan, Public Health and Wellbeing, Services and Resource Allocation and Other Considerations.
- **Chapter 6 – What we heard: other engagement activities.** This section provides a summary of feedback received via other engagement activities including children's worksheet, community pops up and conversation kits.
- **Chapter 7 – What we heard: targeted community engagement.** This section provides a high-level summary of feedback from key targeted community engagement activities.



Figure 3 – Engaging on the Community Vision Statement, Community Pop Up December 2024

2. What we did

2.1. Summary of engagement activities

During the engagement period, more than 3,200 items of feedback across dozens of community engagement events was received. More than 2,000 people participated across all community and stakeholder engagement activities undertaken between November 2024 to March 2025. **Table 1** provides a summary of the community and stakeholder engagement program, including number of participants. In some instances, participation numbers have been estimated due to exact numbers not being possible to determine.

Table 1 - Community and stakeholder engagement program

Engagement activity	Mode / Location	Date	# participants
Deliberative community workshops			Total=: 118
Community workshop 1	In person	15 March 2025	41
Community workshop 2	In person	17 March 2025	40
Community workshop 3	In person	18 March 2025	37
Broad community engagement			Total: 581
Community survey The community survey comprised of 22 accessible questions to gather data around key topics relating to the community vision, priorities for the Council Plan and MPHWP, and Council's allocation of resources, as well as respondent demographic information.	Connect Wangaratta and hard copy	3 December 2024 – 9 February 2025	354 (351 online; 3 hard copy)
Short survey This short survey comprised of 7 accessible questions to gather information about key topics relating to the community vision, priorities for the Council Plan and MPHWP, and Council's allocation of resources.	Hard copy	15 December 2024 – 9 February 2025	89
Children's / schools worksheet From Yarrunga Primary School, Library, WSAC Family Fun Day, WSAC Open Day, Holiday Care Program and Mitchell Avenue Family Fun Day.	Hard copy	1 December 2024 – 9 February 2025	116

Conversation Kit An educational resource booklet to support deliberative engagement, comprising 8 pages of information, discussion prompts and activities to be completed individually or as a group.	Hard copy	13 March 2025 – 14 March 2025	~17
Community Vision Poll A short survey comprising 3 questions to gather data about the perceived relevance of the current Community Vision and priorities for the future.	Connect Wangaratta	9 December 2024 – 9 February 2025	5
Community events (quick poll)			Total 349
Carols by Candlelight	In person	14 December 2024	84
Wangaratta Farmers Market	In person	14 December 2024	62
Moyhu Market	In person	21 December 2024	21
Apex Park Christmas Market	In person	21 December 2024	15
Milawa Carols	In person	22 December 2024	102
WSAC Family fun day pop-up session This event also included distribution of short form survey.	In person	15 January 2025	28
WSAC Youth Pool Party This event also included distribution of short form survey.	In person	24 January 2025	Exact number unable to be determined
Mitchell Ave Family Fun Day This event also included distribution of short form survey.	In person	26 January 2025	37
Connect Wangaratta webpage			Total 2,130+
Total visits across the engagement period	Online	November 2024 – March 2025	2,000+
Total document downloads (e.g. Community Vision 2033, Council Plan Conversation Kit, Children's worksheet)	Online	November 2024 – February 2025	130+
Targeted engagement			Total 200+
Youth Council workshop #1	In person	29 November 2024	18
Youth Council workshop #2	In person	18 February 2025	10
Health and Wellbeing Partnership workshop #1	In person	4 December 2024	8

Health and Wellbeing Partnership workshop #2	In person	26 February 2025	10
Wangaratta Economic Forum	In person	20 February 2025	Exact number unable to be determined
MPHWP Executives workshop	In person	17 March 2025	12
Project 365 event	In person	22 February 2025	Exact number unable to be determined
Arts Culture Advisory Committee meeting 1	In person	3 February 2025	12
Arts Culture Advisory Committee meeting 2	In person	2 April 2025	12
Environment and Sustainability Working Group works	In person	4 March 2025	10
Council staff engagement			Total 134+
Staff survey The staff survey comprised of 22 accessible questions to gather data around key topics relating to the community vision, priorities for the Council Plan and MPHWP, and Council's allocation of resources, as well as respondent demographic information.	Connect Wangaratta (limited access)	8 November 2024 – 23 November 2024	86
Staff workshops Workshops with Council staff on different topics, to gather feedback on key topics relating to the Council Plan and MPHWP, and Council's allocation of resources.	Online and in person	27 November 2024; 5 February 2025; 19 March 2025	48+

3. What we heard – deliberative community workshops

3.1. Overview of workshop and format

The Local Government Act (2020) states in section 55 that deliberative engagement practices must be included in Council's community engagement policy and be able to be applied to the development of the Community Vision, Council Plan, Long-Term Financial Plan and Asset Plan. In accordance with this requirement, three deliberative community workshops were undertaken in March 2025 to provide the community with an opportunity to be involved in directly shaping actions and priorities for the new Council Plan. Aligned with Rural City of Wangaratta's Community Engagement Policy (202), the workshops sought to promote authentic engagement, diverse community representation, consideration of all views, accessible and relevant information and transparency across all stages of engagement.

To encourage participation from a wide range of community members, the deliberative community workshops were organised as three separate sessions held across a Saturday, Monday and Tuesday. Each workshop was held at the Wangaratta Performing Arts Centre and lasted three hours. The format of each workshop was designed to allow participants enough time to thoughtfully consider and discuss information and different perspectives and work together to form viewpoints and provide input.

As shown in **Table 2**, a total of 118 community participants attended across the three days of workshops.

Table 2: Council Plan Community Workshops participants

Workshops	No. of Participants
Saturday 15 March 2025, 10.00am – 1.00pm	41
Monday 17 March 2025, 9.30am – 12.30pm	40
Tuesday 18 March 2025, 9.30am – 12.30pm	37
Total	118

Participation

Invitation to participate in the workshops was open to all community members who live and/ or work in the Rural City of Wangaratta. Council promoted an open expression of interest via Connect Wangaratta for any members of the community to self-select to register to participate in one of the three community workshops.

Participation was also promoted by Council through various media channels including local newspapers, radio, social media and media releases. The workshops were also scheduled to occur towards the end of the public consultation period to enable opportunity to raise awareness amongst community members. In accordance with contemporary and leading engagement practice, participants were incentivised to attend and acknowledged for their time through a \$100 gift voucher which was provided to all participants.

As a result of the design and recruitment approach, the workshops were attended by 118 people reflecting a diversity of residents. **Figure 4** shows the distribution of age groups and attendees across all workshops.

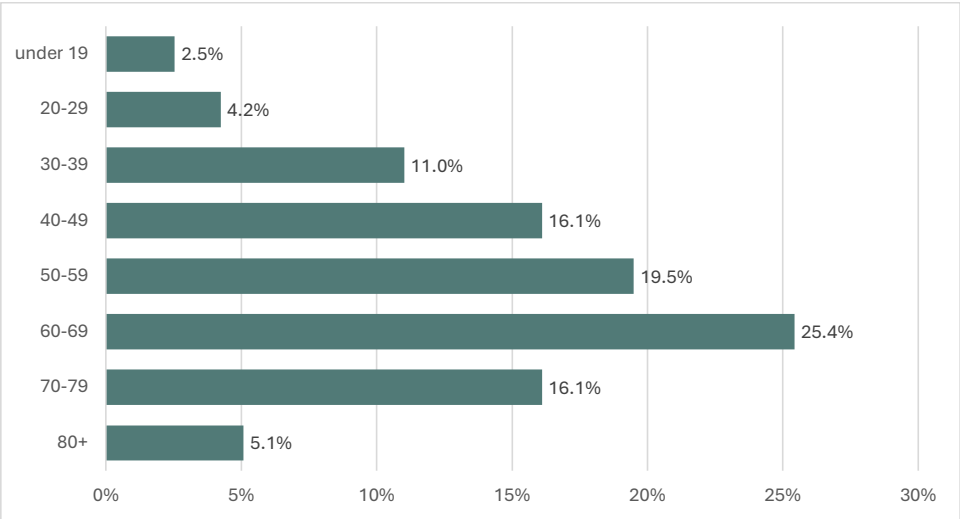


Figure 4 – Community workshops participants age distribution (n=118)

3.2. Workshop agenda

Ahead of the workshop, participants were emailed a pre-reading pack to help understand background information about the Council Plan, insights into earlier community engagement, guiding principles for engagement and what to expect on the day. The three sessions were facilitated by an independent facilitator and each followed the same structure. This is summarised below.

Part 1: Welcome and setting the scene

Council staff and the facilitator led a presentation for all participants, encompassing:

- Overview of context including key achievements over the last four years, purpose of the Council Plan and relationship with the Municipal Public Health and Wellbeing Plan, Community Vision and Long-Term Financial Plan provided by Council staff.
- Summary of community feedback through engagement on the Council Plan by the facilitator.
- Principles for workshop discussion to ensure respectful, healthy conversations and ensure everyone's contributions were listened to and valued.

Part 2: Conversation pods

In groups of approximately 8–9 people, participants spent 10 minutes at one of five 'conversation pods'. Each conversation pod was themed around one of the following: wellbeing, infrastructure, economy and environment, and the Communitive Vision.

At each pod, participants had the opportunity to listen to a council expert provide background context and share high level challenges and opportunities associated with each theme. Participants could also share initial thoughts and ask questions of council leaders. Finally, each group nominated a scribe to capture any questions or ideas on an 'ideas canvas'.

Part 3: Developing and prioritising ideas

Participants worked together in the same five groups in Part 2 in a self-structured way to:

- Refine the Community Vision by editing the existing Community Vision and/or sharing their ideas and sentiments on a worksheet.
- Share ideas for the Council Plan by adding sticky notes to a worksheet categorised by one of the four themes or 'other'.

Following these activities, each participant was provided one sticky dot to identify the idea they felt was the top priority for the Council Plan.

As the final activity of the workshop, each group was invited to nominate a spokesperson to report back a summary of key ideas and priorities they identified to all participants.

A summary of the findings from these activities across all three workshops is provided on the following pages.

3.3. Community Vision



Key takeaways:

- **Future-focused:** participants suggested maintaining the tone of the statement to be future-focused while also retaining core values such as local identity, accessibility, education, inclusion, and sustainable growth.
- **Refinements to language:** many participants sought rewording of unclear terms or phrases — particularly the word “courageous” and “mature” — and called for clearer, more relatable language throughout the statement.
- **Improving presentation:** feedback highlighted the need to simplify and shorten the statement, use more accessible language, and enhancing the visual structure for greater clarity and impact.
- **Mixed reactions to current content:** while some elements like urban–rural balance, natural beauty, and inclusion were supported, certain terms like “innovation” and “courageous” were viewed as vague or irrelevant.
- **Support for inclusive and resilient themes:** elements of inclusivity and resilience were seen as strengths of the existing statement and should be retained or expanded.

Participants worked together in groups to provide feedback on the current Community Vision Statement. Each group discussed potential changes they would like to see, and documented the aspects they liked or disliked, as well as their ideas of what should be included in the Community Vision on a worksheet.

A total of 218 ‘marked up’ responses were recorded. These mark ups have been categorised and coded as follows:

- Adding a new value
- Strengthening or updating an existing value
- Deleting a phrase or word
- Reword or rephrase
- Improve statement or presentation.

In addition to these editing suggestions, other comments were also categorised into the general themes of:

- Like / support current statement
- Dislike / don’t support the current statement
- Other.

Figure 5 below shows the distribution of feedback per the above coding framework.

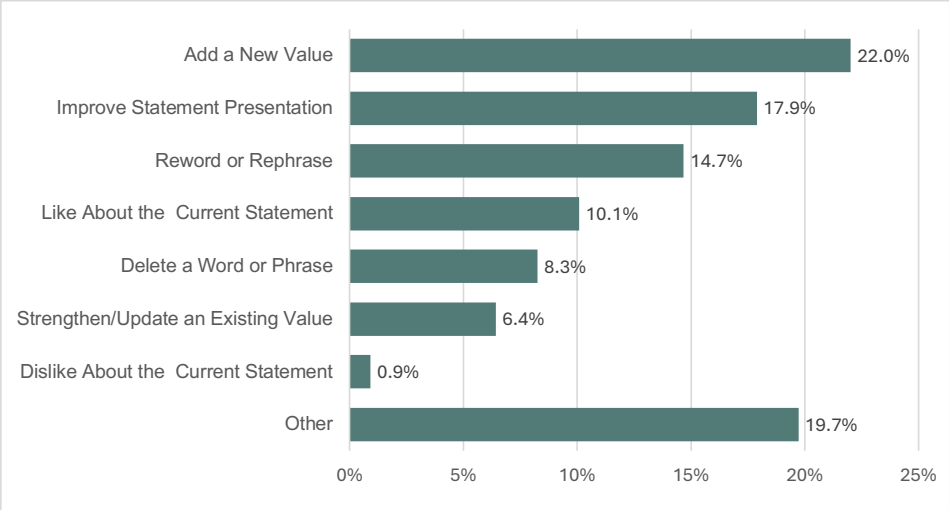


Figure 5 – Feedback distribution regarding Community Vision Statement (n=218 comments across community workshops)

Table 3 and Table 4 provide a summary of the most frequently re-occurring feedback under each category. The most frequently raised comments included:

- Suggestions to add a new value to the statement (48 comments)
- Improve statement presentation (39 comments)
- Reword or rephrase parts of the text (32 comments)

Table 3 – Suggested changes on the current Community Vision Statement – (151 comments across community workshops)

Theme	Summary of key insights by sub-theme
Add a new value (48 comments)	<ul style="list-style-type: none"> • Future-focused - participants suggested maintaining the tone of being future-focused while also retaining core values such as local identity, accessibility, education, inclusion, and sustainable growth. • Unique identity and local character - participants wanted the vision to better reflect Wangaratta's distinctiveness – its culture, nature, people, and position as a regional gateway. • Accessibility and equity - there was support for greater access to services and fairness across urban and rural areas, and across socio-economic groups. • Education and lifelong learning - community members highlighted education and learning as core to future prosperity, personal growth, and informed decision-making. • Community belonging and inclusion - participants called for a stronger sense of connection, pride, and inclusivity across the community's social and cultural fabric. • Sustainable growth and youth attraction - there was support for population growth if it is planned and sustainable and appeals to younger generations.
Strengthen/update an existing value (14 comments)	<ul style="list-style-type: none"> • Evolving the meaning of inclusion and diversity - participants emphasised that inclusion must go beyond words to reflect all genders, cultures, locations, and lived experiences.
Delete a word or phrase (18 comments)	<ul style="list-style-type: none"> • Remove the word "courageous" - participants repeatedly questioned the word "courageous," finding it not meaningful in this context. • Remove sentence about "mature and healthy landscape" - participants questioned the third sentence, suggesting it was unnecessary, wordy, or did not reflect current community priorities.
Reword or rephrase (32 comments)	<ul style="list-style-type: none"> • Reconsidering the word "courageous" - participants expressed that "courageous" felt unclear, misaligned, or unnecessary, and offered alternatives like resilient, open-minded, or thriving. • Clarifying and updating the first sentence - there was a call for clearer language in the first sentence to better reflect values like fairness, inclusivity, and evolving identity. • Rewording "to engage, to prosper..." phrase - participants suggested updating the final phrase to be more modern, active, and inspiring (e.g. thrive, elevate, connect).

Improve statement presentation / structure (39 comments)	<ul style="list-style-type: none">• Make the vision statement shorter -participants emphasised that the statement is too long and should be simplified into fewer, clearer sentences.• Use simpler and more accessible language -there was a desire for easy-to-understand, inclusive language that suits all age groups and literacy levels.• Present visually for impact -there were suggestions to change formatting— using bold, bullet points, or visuals — to improve clarity and engagement.• Ensure the vision is aspirational, not fixed -participants highlighted the need for the language to express future intent, not just current identity.• Start with the final line as a headline -community members suggested using the fourth sentence as the headline or lead-in statement, as it was clear and memorable.
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Table 4 - Comments relating to 'likes or dislikes' of the Current Community Vision Statement – (24 comments across community workshops)

Theme	Summary of key insights by sub-theme
Like about the current statement (22 comments)	<ul style="list-style-type: none">• Support for urban–rural balance - there was clear support for keeping the mention of balance between urban and rural living in the vision.• Appreciation for natural beauty -participants emphasised that referencing the region's natural beauty remains important and strongly valued by the community.• Positive response to inclusivity -community members highlighted that the mention of inclusion was appreciated and aligned with their values.• Value placed on resilience -participants felt that the reference to resilience reflected the community's identity and should remain in the statement.
Dislike about the current statement (2 comments)	<ul style="list-style-type: none">• Discomfort with the word “innovation” - some participants expressed strong dislike for the word “innovation,” suggesting it feels vague or irrelevant in this context.
Other (43 comments)	<ul style="list-style-type: none">• A number of 'other' comments were also recorded across this activity. These statements have been categorised as 'other' due to the way they were provided on the worksheets. These other comments were either questions about the community vision statement (not providing specific suggestions) or comments unrelated to the statement but more generally the Council Plan.

3.4. Themes

Participants were asked to work together in groups to identify ideas for the Council Plan organised into the themes of; wellbeing, environment, economy, infrastructure and 'other'. Group discussions were unstructured, with some tables nominating scribes to capture the group discussion on the worksheet, while others wrote down ideas and discussed as they placed sticky notes on the worksheet.

A total of 509 ideas were captured on 15 worksheets across the three community workshops. These have been analysed thematically with the insights from each theme summarised below.

Wellbeing



Key takeaways:

- Creating more equitable access to services, facilities and infrastructure was commonly mentioned as important, particularly for older people, youth, people with a disability, families, people on low incomes and people living in rural areas.
- Many ideas shared included the need to enable more opportunities for inclusive and affordable recreation and cultural activities.
- Several ideas emphasised the importance of social inclusivity and connection to wellbeing.
- Although not directly within Council's remit, participants also expressed a priority to support accessible transport, health and mental health facilities and services, and affordable housing.

There was a total of 116 ideas shared by the community for the theme of wellbeing. As shown in **Figure 6**, the community shared the most ideas relating to:

- Supporting specific groups (29.3%),
- Recreational and cultural opportunities (22.4%),
- Social inclusivity and connection (21.6%).

Table 5 provides a summary of the key comments under each of these categories.

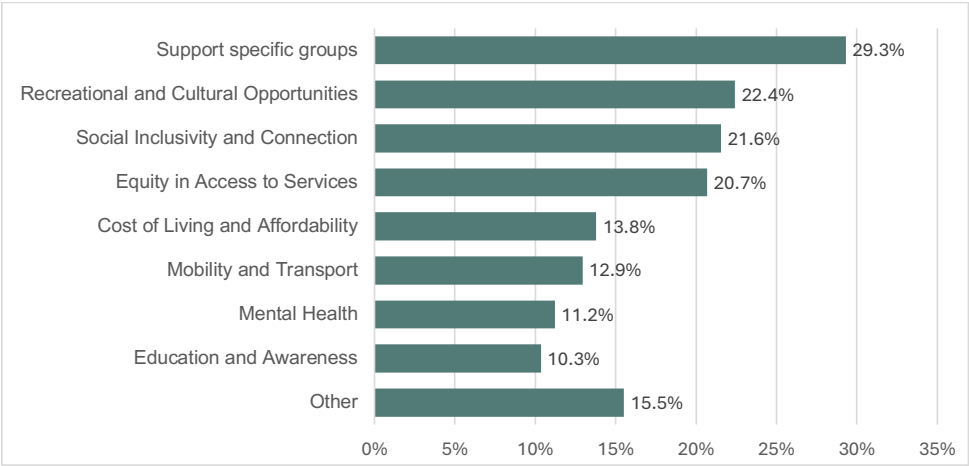


Figure 6 - Wellbeing thematic summary (116 comments across community workshops)

Table 5 - Summary of ideas for ‘Wellbeing’ theme (116 comments across community workshops)

Wellbeing theme	Summary of key insights by sub-theme
Support specific groups (34 comments)	<ul style="list-style-type: none">• Expand support for older people -community members highlighted the need for more accessible transport, aged care services, parking, and social opportunities for seniors.• Improve disability access and inclusion -there was a call for better physical access, more inclusive planning, and targeted support for people with disabilities.• Strengthen services for low-income and disadvantaged groups - participants highlighted the importance of equitable access to recreation, health, education, and events for low-income families.• Better support for young people and families -community members called for more youth-focused spaces, services, and intergenerational connection programs.
Recreational and cultural opportunities (26 comments)	<ul style="list-style-type: none">• Expand access to inclusive and affordable recreation -participants emphasised the need for inclusive, affordable recreation options, especially for disadvantaged families and non-competitive users.• More variety and choice in sport and recreation -community members highlighted the need for a broader mix of recreational activities beyond mainstream sports.

Social inclusivity and connection (25 comments)	<ul style="list-style-type: none"> • Strengthening social connection - participants emphasised the importance of fostering everyday social connection to improve community wellbeing and reduce isolation. • Supporting volunteering and civic engagement - community members highlighted a need to build volunteer capacity and foster greater involvement in community life. • Building community group capacity - there was a call for better support and visibility of local community groups to grow their impact and sustainability.
Equity in access to services (24 comments)	<ul style="list-style-type: none"> • Improve access for rural communities - participants emphasised that rural residents often face barriers to services and called for more equitable distribution across the municipality. • Increase affordability of services and facilities - community members highlighted the need for low-cost options in health, community spaces, recreation, and events to ensure access for all. • Enhance accessible infrastructure and transport - there was a call for improved physical and social accessibility, particularly for people with disabilities and limited mobility. • Strengthen access to health and crisis services - participants highlighted gaps in health, mental health, and crisis response services especially for vulnerable and young people.
Cost of living and affordability (16 comments)	<ul style="list-style-type: none"> • Homelessness and housing support - community members highlighted the urgent need for affordable housing options and increased homelessness services and facilities. • Affordable health services - participants emphasised the need for bulk-billing clinics and reduced costs for general and mental health services.
Mobility and transport (15 comments)	<ul style="list-style-type: none"> • Make parking more accessible and inclusive - community members highlighted issues with digital parking systems and called for more age-friendly and accessible parking solutions. • Improve accessibility for people with mobility needs - participants called for stronger commitment to transport and infrastructure that supports people with disabilities and mobility limitations.
Mental health (13 comments)	<ul style="list-style-type: none"> • Address stigma and social factors linked to mental health - community members highlighted the need to reduce stigma and recognise the links between mental health, poverty, addiction, and housing instability. • Improve access and affordability of mental health services - there was a call for more accessible and affordable mental health services, especially for disadvantaged and vulnerable community members.
Other (18 comments)	<ul style="list-style-type: none"> • Practical and outcome-focused wellbeing action - participants emphasised that wellbeing initiatives should lead to tangible, practical outcomes that improve everyday life and services.

Environment

 **Key takeaways:**

- Protecting and expanding tree canopy and open spaces was commonly mentioned as a key idea.
- Greater support for a circular economy, including recycling services and education about recycling was recorded.
- Enhanced waterway health and education about the environment were also priorities.
- Planning for climate change impacts and supporting renewable energy and were commonly noted in participants' ideas.
- Participants emphasised the need to encourage environmentally responsible growth and tourism, and to protect and enhance biodiversity and habitat.

There was a total of 96 ideas shared by the community for the theme of environment. As shown in **Figure 7**, a majority of ideas shared by the community were regarding **open spaces and vegetation** (42. 7%).

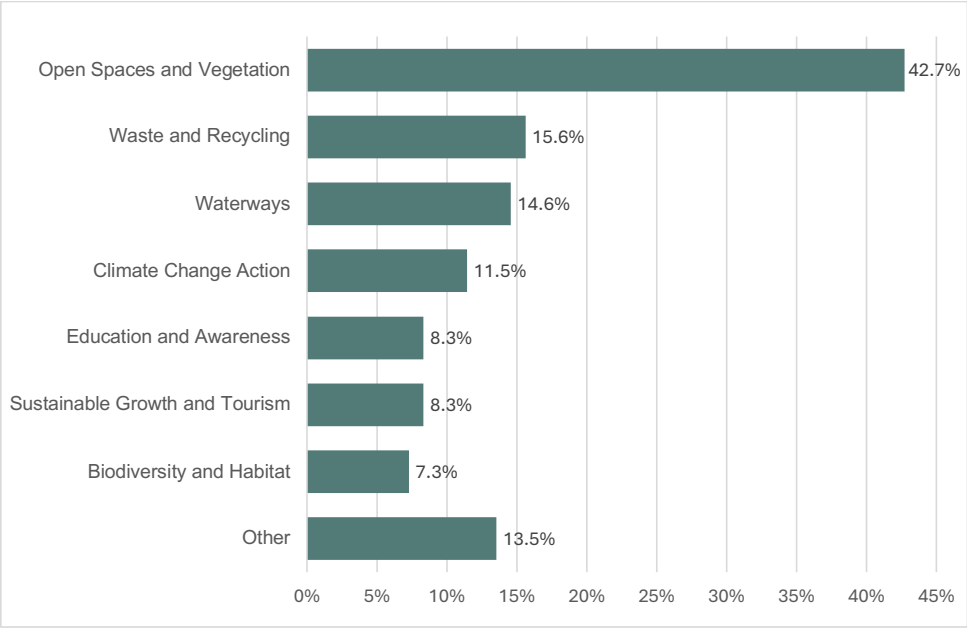


Figure 7 - Environment thematic summary (96 comments across community workshops)

Table 6 provides a summary of the key comments under each of these categories.

Table 6 - Summary of ideas for 'Environment' theme (96 comments across community workshops)

Environment Theme	Summary of key insights by sub-theme
Open spaces and vegetation (41 comments)	<ul style="list-style-type: none"> • Expand and maintain tree canopy - participants emphasised the importance of expanding tree canopy through strategic planning, preservation, and maintenance across all neighbourhoods. • Maintain and improve open spaces - there was a call to maintain the quality of existing parks and gardens, while improving their accessibility, appearance, and community value. • Develop strategic planning and governance for open space - there was a call for stronger planning, inter-agency collaboration, and transparent governance of public open space and vegetation.
Waste and recycling (15 comments)	<ul style="list-style-type: none"> • Improve waste and recycling education - participants emphasised the importance of community-wide and school-based education to improve recycling habits and reduce waste. • Increase public access of recycling and waste services - community members highlighted the need for more bins, regular waste pick-up, and accessible recycling points.
Waterways (14 comments)	<ul style="list-style-type: none"> • Improve waterway cleanliness and litter management - participants emphasised the need to remove rubbish, weeds, and debris from rivers, creeks, and drains to protect local waterways. • Restore and maintain creek and riparian health - there was a call for improved management of smaller creeks, better flow maintenance, and more attention beyond major rivers.
Climate change action (11 comments)	<ul style="list-style-type: none"> • Plan and adapt for climate impacts - participants emphasised the need for proactive planning, adaptation, and mitigation strategies to respond to climate-related risks and extreme weather events. • Support renewable energy and electrification - community members highlighted the importance of encouraging household solar, energy storage, and policies that transition away from fossil fuels.
Education and awareness (8 comments)	<ul style="list-style-type: none"> • Expand environmental education in schools - participants emphasised the need for more education on sustainability, waste, and climate action in school programs and curricula. • Strengthen community recycling education - community members highlighted the importance of public education campaigns to promote recycling habits across households, events, and local businesses.
Sustainable growth (8 comments)	<ul style="list-style-type: none"> • Encourage environmentally responsible development - participants emphasised that new housing and growth should include trees, open space, and climate-sensitive design features.

Biodiversity and habitat (7 comments)	<ul style="list-style-type: none">• Protect and enhance native vegetation and habitat - participants emphasised the importance of preserving native vegetation, improving habitat connectivity, and maintaining biodiversity in both urban and natural settings.
Other (13 comments)	<ul style="list-style-type: none">• Improve public toilet and visitor facilities - participants emphasised the need for more and better-maintained public toilets, especially in nature areas used by tourists and vulnerable groups.

Economy



Key takeaways:

- Supporting and promoting local business development, including youth employment opportunities, and leveraging tourism opportunities were common themes among ideas.
- Many ideas shared related to public infrastructure such as car parking, as well as shops and services.
- Creative and cultural investment, such as supporting festivals and arts events was identified as a key opportunity.
- Participants also highlighted efficient resourcing, education and upskilling, and improved waste reduction and management.
- Many 'other comments' were also provided related to addressing financial pressures and improving affordability more generally.

There was a total of 101 ideas shared by the community for the theme of economy. **Figure 8** shows that most of the ideas shared by the community were regarding **economic development** (19.8%) and **public infrastructure** (15.8%).

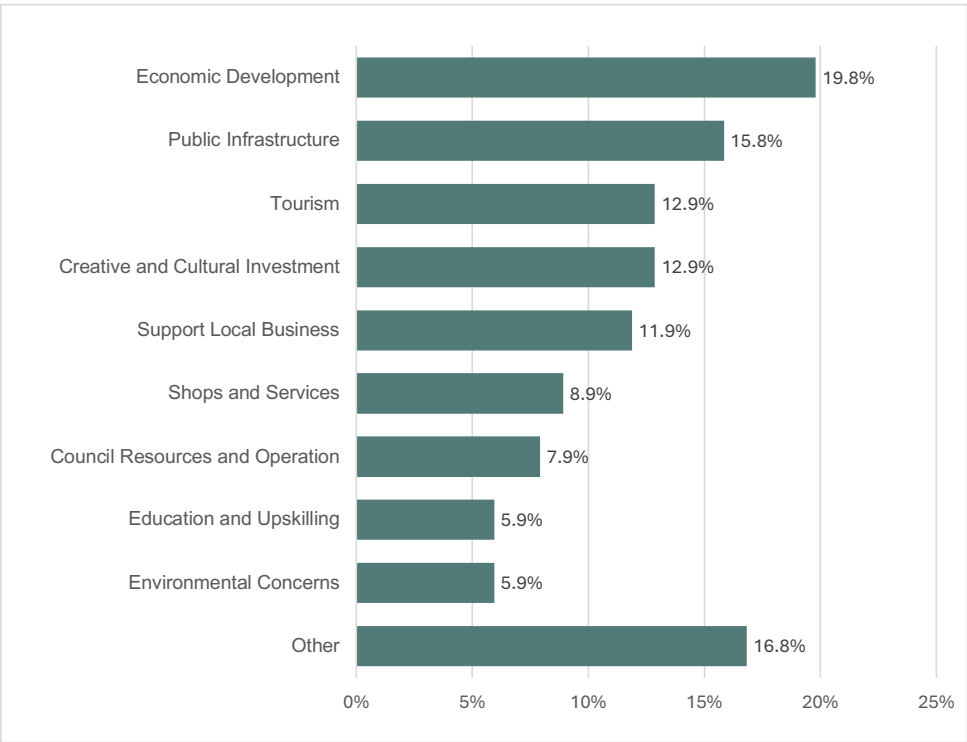


Figure 8 - Economy thematic summary (101 comments across community workshops)

Table 7 - Summary of ideas for 'Economy' theme (101 comments across community workshops)

Economy Theme	Summary of key insights by sub-theme
Economic development (20 comments)	<ul style="list-style-type: none"> • Attract and grow local business and industry - participants emphasised the need to attract new businesses, support innovation, and encourage industry investment to grow the local economy. • Leverage tourism and natural assets for economic growth - community members highlighted the potential of tourism, arts, and the natural environment to drive sustainable economic development and regional attraction. • Create more youth employment opportunities - there was a call for stronger support for young people to access local jobs, training, and career pathways.
Public infrastructure (16 comments)	<ul style="list-style-type: none"> • Remove or limit parking meters in the CBD - community members highlighted strong opposition to parking meters, calling for free or more accessible parking in central areas.
Tourism (13 comments)	<ul style="list-style-type: none"> • Attract visitors through events and natural assets - community members highlighted opportunities to increase tourism through festivals, natural parks, canoe trails, and high-quality open spaces. • Improve visitor information and promotion - participants emphasised the need for better visitor information, maps, and tourism promotion to help attract and guide tourists.
Creative and cultural investment (13 comments)	<ul style="list-style-type: none"> • Support festivals and events for all ages - participants emphasised the importance of diverse, inclusive festivals and cultural events to connect the community and attract visitors. • Invest in arts, culture and creative infrastructure - community members highlighted that strong investment in cultural infrastructure like arts precincts and libraries supports liveability, wellbeing and economic activity.
Support local business (12 comments)	<ul style="list-style-type: none"> • Promote and support local retail and hospitality - participants emphasised the need to reinvigorate the CBD and promote local shops to compete with larger chains and online retailers.
Shops and services (9 comments)	<ul style="list-style-type: none"> • Revitalise and strengthen the CBD - participants emphasised the need to make the CBD more vibrant by filling vacant shops, encouraging extended hours, and supporting local retail.
Council resources and operation (8 comments)	<ul style="list-style-type: none"> • Improve financial efficiency and oversight - participants emphasised the need for greater transparency and scrutiny in council spending.
Education and upskilling (6 comments)	<ul style="list-style-type: none"> • Support local upskilling and career pathways - participants emphasised the importance of providing local training, education, and real-world skills to address workforce shortages and support economic growth.

Environmental concerns (6 comments)	<ul style="list-style-type: none">• Improve waste reduction and management -participants highlighted concerns about local waste, supermarket disposal, and access to services like dumping vouchers and rural recycling options.
Other (17 comments)	<ul style="list-style-type: none">• Overall 'other feedback' provided related to addressing financial pressures and improving affordability. Participants emphasised the need to reduce cost-of-living impacts, financial strain, and barriers to community wellbeing and economic participation.

Infrastructure



Key takeaways:

- Improving road maintenance, planning for future traffic management, and increasing car parking were identified as common ideas for the Council Plan.
- Walking and cycling access and safety were also highlighted as important priorities.
- Strategic planning for sustainable growth and preparedness for climate resilience, including renewable energy were mentioned as important considerations.
- Advocacy for improved public transport was a common theme, cutting across a range of ideas and topics.
- Many ‘other’ comments recorded identified a need for improved communication and engagement between Council and the community, alongside improved planning processes.

There was a total of 123 ideas shared by the community for the theme of infrastructure. **Figure 9** shows that most ideas shared by the community were regarding **roads and traffic** (25.2%).

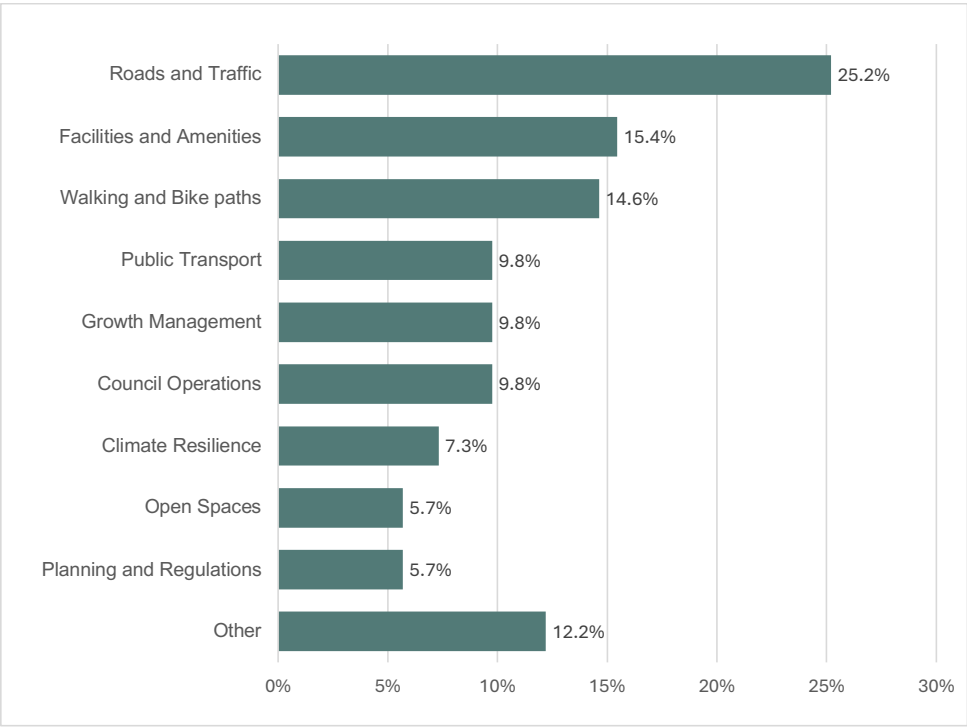


Figure 9 - Infrastructure thematic summary (123 comments across community workshops)

Table 8 - Summary of ideas for 'Infrastructure' theme (123 comments across community workshops)

Infrastructure theme	Summary of key insights by sub-theme
Roads and traffic (31 comments)	<ul style="list-style-type: none"> • Improve road maintenance and fix potholes -community members highlighted the need for proactive, long-term road maintenance solutions instead of repeated patching or delayed responses. • Reduce congestion and improve traffic flow -participants emphasised the need to redirect heavy traffic from the CBD and plan for better movement around town. • Increase and improve parking options -participants highlighted parking shortages, especially for larger vehicles, and called for more accessible and free parking in central areas.
Facilities and amenities (19 comments)	<ul style="list-style-type: none"> • Improve and maintain public amenities and facilities -participants emphasised the need to upgrade shared community spaces, improve maintenance, and ensure key facilities are functional and clean.
Walking and bike paths (18 comments)	<ul style="list-style-type: none"> • Improve footpaths and walking access -participants emphasised the need for safer, continuous, and accessible footpaths across older streets, residential areas, and town centres. • Enhance pedestrian safety and crossings -community members highlighted the need for better pedestrian crossings— especially near schools, hospitals, and busy intersections— to ensure child and elder safety. • Expand and connect bike paths -there was a request for safer cycling infrastructure, extended bike trails, and better road sharing between cyclists and vehicles.
Public transport (12 comments)	<ul style="list-style-type: none"> • Expand public transport coverage and frequency -participants emphasised the need for more regular and widespread transport services across towns and rural areas to improve access to essential services. • Make services more accessible and comfortable -community members highlighted the need for smaller, more accessible buses and improvements to facilities like shelters and seating at bus stops.
Growth management (12 comments)	<ul style="list-style-type: none"> • Plan for long-term, sustainable growth -participants emphasised the need for future-proof planning and 50-year infrastructure strategies to guide responsible development and climate resilience.
Council operations (12 comments)	<ul style="list-style-type: none"> • Strengthen communication and engagement -participants emphasised the need for better communication between Council and community, especially across rural and urban areas and departments. • Improve transparency and accountability -community members highlighted the need for clear, consistent processes around tenders, spending, and communication of council decisions.

Climate resilience (9 comments)	<ul style="list-style-type: none"> • Plan infrastructure for climate adaptation - participants emphasised the need to future-proof infrastructure to withstand floods, extreme weather, and long-term climate pressures. • Invest in renewable energy and storage - community members highlighted the need to expand solar energy and battery systems, including micro-grids and non-lithium storage options.
Open spaces (7 comments)	<ul style="list-style-type: none"> • Increase and improve open space - community members highlighted the importance of creating, enhancing, and maintaining open spaces as vital assets for leisure, environment, and community wellbeing.
Planning and regulations (7 comments)	<ul style="list-style-type: none"> • Update planning and building regulations - community members highlighted the need to update planning schemes and building regulations to better support long-term sustainability and local priorities. • Improve strategic, long-term infrastructure planning - participants emphasised the importance of linking planning with infrastructure delivery and future-proofing design for growth and climate resilience.
Other (15 comments)	<ul style="list-style-type: none"> • Support local economy and visitor attraction - community members highlighted the need to attract tourists and support business growth through incentives, varied shops, and promotion of local assets.

Other comments



Key takeaways:

- Improving communication and information sharing with the community was mentioned frequently as a key priority.
- Several comments were made to encourage inclusive community engagement.
- Simplifying and clarifying the planning process and enhancing accountability and outcome measurement were noted among ideas.
- Improving public transport between rural towns and regional centres was noted among several ideas, along with economic development and tourism, increased affordable housing, social inclusion and environmental sustainability.

Participants captured 73 comments as 'other' categories. As shown in **Figure 10**, the majority of 'other' ideas related to **Council operation and communication** (34.2%).

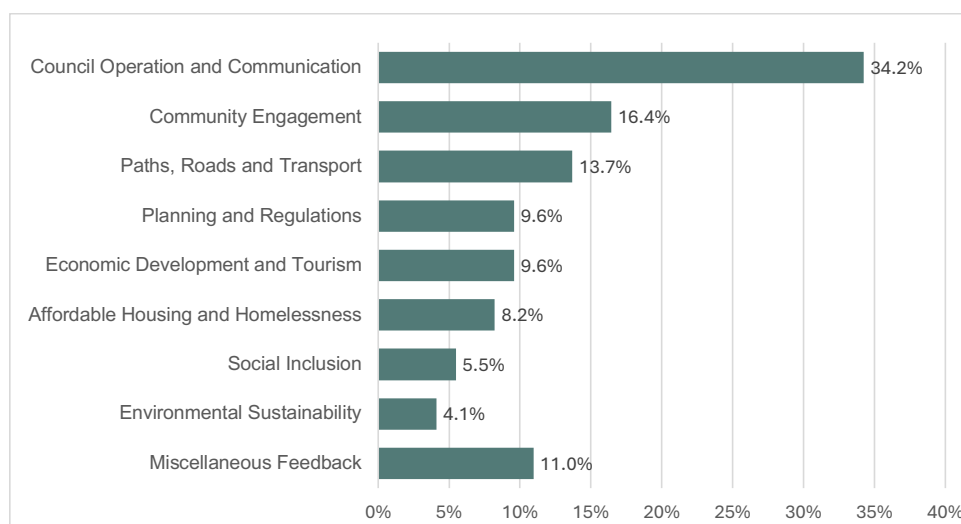


Figure 10 – 'Other' thematic summary (73 comments across community workshops)

It is noted that 'Other' was a category provided on the worksheets, along with the themes of 'Wellbeing', 'Environment', 'Economy' and 'Infrastructure'. This category was provided as a place for participants to put any ideas that they felt did not fit with the other four themes. While there may seem to be some overlap with the ideas put under 'Other' and the four themes, ideas have not been reorganised under other themes to ensure that participants' intentions are reflected in the reporting process.

Table 9 - Summary of other by theme (73 comments across community workshops)

'Other' theme	Summary of key insights by sub-theme
Council operation and communication (25 comments)	<ul style="list-style-type: none"> • Improve communication with the community -community members highlighted the need for clearer, more consistent and accessible communication between council and the public. • Create better feedback and communication loops - participants emphasised the need for council to actively listen, close feedback loops, and keep residents informed on decisions and actions taken. • Improve access to information and services - there was a call for clearer, centralised access to service information, especially for those without digital access. • Strengthen collaboration across government agencies - participants highlighted the importance of council working more closely with state government and other agencies to coordinate services and funding.
Community engagement (12 comments)	<ul style="list-style-type: none"> • Increase opportunities for casual, inclusive engagement - participants emphasised the value of informal and family-friendly events that encourage broad community involvement across all ages and backgrounds. • Improve communication and visibility of engagement opportunities - there was a call for better promotion and clearer pathways for community members to participate in council activities and local initiatives.
Paths, roads, and transport (10 comments)	<ul style="list-style-type: none"> • Improve rural and regional public transport - participants emphasised the need for more frequent, reliable, and flexible public transport options connecting rural towns and regional centres.
Planning and regulations (7 comments)	<ul style="list-style-type: none"> • Simplify and clarify the planning process - participants emphasised the need to make planning systems clearer, faster, and less open to inconsistent interpretation. • Improve accountability and outcome measurement - community members highlighted the importance of focusing on fewer but more meaningful actions and improving how planning outcomes are measured.
Economic development and tourism (7 comments)	<ul style="list-style-type: none"> • Promote and support small business - community members highlighted the need for council to actively support and promote small businesses to strengthen the local economy.
Affordable housing and homelessness (6 comments)	<ul style="list-style-type: none"> • Increase access to affordable and safe housing - participants emphasised the urgent need for more affordable, accessible, and secure housing for low-income and vulnerable residents.
Social inclusion (4 comments)	<ul style="list-style-type: none"> • Strengthen inclusion across all communities - participants emphasised the importance of ensuring smaller towns, multicultural communities, and all neighbourhoods feel equally recognised and included.

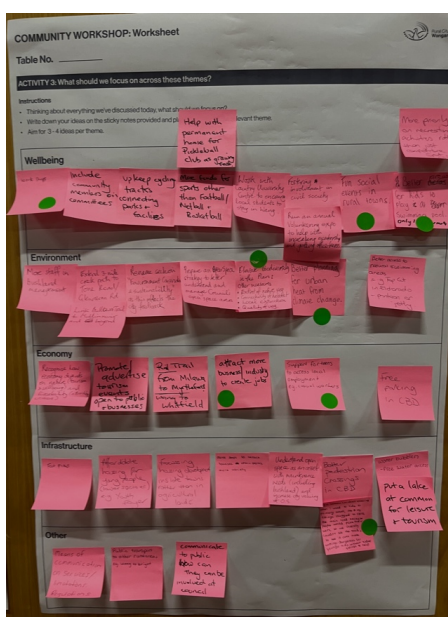
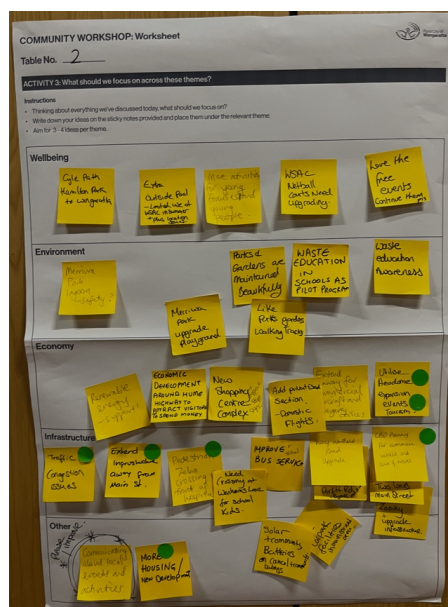
Environmental sustainability (3 comments)	<ul style="list-style-type: none">• Support for sustainable living options -community members highlighted the importance of encouraging environmentally sustainable housing and improving waste management practices.
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3.5. Community prioritisation

For the last community workshop activity, participants were asked to prioritise their long list of ideas based on the topics identified in the previous activity. Each participant was given one sticker to place on the idea that they felt was most important. At the conclusion of the exercise, the worksheets containing all ideas and stickers were displayed on the walls for everyone to view.

Across the three community workshops, a total of 116 stickers were placed on ideas. The breakdown of stickers by theme is as follows:

- Wellbeing theme –33
- Environment theme –23
- Economy theme –23
- Infrastructure theme –26
- Other –11



42

Key findings

Based on the priorities identified, a summary of key priorities in relation to each theme are as follows:

Wellbeing

- **Social and recreational opportunities:** Community members highlighted the importance of more opportunities for sports, cultural activities, and events to strengthen social connections and wellbeing.
- **Access to services:** Participants emphasised the need for improved access to health and wellbeing services, particularly for certain cohorts such as rural residents, disadvantaged groups, children and older people.
- **Awareness and promotion of existing services:** There was a call for better promotion of existing health and wellbeing services to ensure community members can access support when needed.

Environment

- **Protecting and enhancing natural spaces:** Participants emphasised the importance of maintaining and improving local waterways, open and green spaces, vegetation and biodiversity.
- **Climate change and sustainable development:** There were calls for better planning and initiatives to address climate change, reduce urban heat, and promote sustainability in housing and development.
- **Waste management and recycling:** Community members highlighted the need for minimised waste and enhanced recycling efforts, as well as education on reducing waste.

Economy

- **Supporting local business and economic growth:** Participants emphasised the importance of supporting local businesses, attracting funding and fostering tourism.
- **Economic opportunities:** There was a call for increased economic opportunities, with a focus on local employment access for young people and support for community groups.
- **Efficient use of public funds and resources:** Community members highlighted the need for efficient use of funds, with a focus on prioritising projects that contribute to economic growth.

Infrastructure

- **Sustainable infrastructure and development:** Participants emphasised the importance of implementing sustainable infrastructure practices, such as using renewable materials and ensuring regulations support long-term sustainability.
- **Improving transportation and accessibility:** Community members highlighted the need for better public transport options, increased accessibility for all residents, and improvements to crossings and footpaths to support safety and ease of travel.
- **Road and infrastructure maintenance:** There was a call for improved road maintenance and better management of existing infrastructure.

Other

- **Housing and development:** Participants emphasised the need for more housing and new development, including affordable housing and temporary access housing for those in need.
- **Communication and feedback:** Participants highlighted the need for better communication between the Council and the public, with an emphasis on listening and providing feedback to the community.

Table 10 contains all prioritised ideas under each theme, developed during the three community workshops. These ideas have been transcribed verbatim, as written during the workshop (i.e. they have not been altered or adjusted for reporting purposes).

Table 10 – A list of all prioritised ideas (116 stickers)

Wellbeing priority

Identified action area / priority - wellbeing	No. of sticker votes
More accessibility programs / infrastructure - more commitment to accessibility.	2
Accessible communication (e.g., easy-read communication board at parks, images representation).	2
Timed Free Parking.	2
Free Parking – No Apps. -?? lodged detection of exceeded time limits. -Parking lines to fines.	2
More variety of social sports, and recreation.	1
Need more readily available info on resources for health.	1
Improve/link cycling networks across Wangaratta.	1
We have improved awareness of and reduced stigma re mental health/illness. Let's do the same for alcohol + other drug users, gambling, poverty + homelessness.	1
Work with others to promote local wellbeing initiatives e.g. loaves +fishes.	1
Workshops.	1
Fun social events in rural towns.	1
Better areas for kids to play at swimming pool.	1
Arts & culture projects promote social cohesion and inclusion, making the community vibrant.	1
Maintenance of historic building + not selling off, but utilise for community groups, Historical society.	1
Mountain bike park (specific Quarry). Maintain Warby rages trail.	1
Access to wellbeing services outside the city.	1
Awareness: Multi-pronged approach to raising awareness for the great existing programs & services available.	1
Tech Hub.	1
Aged Care Hub.	1
Access to services in town – sport, health, arts, facilities for rural people. Equity for young + old in rural areas.	1
Greater awareness of emergency safety to increase resilience.	1

Projects on community connecting, esp. neighbours & services.	1
Aged Parking.	1
Council's involvement in "wellbeing" area needs to be practical measures.	1
Arts & Culture important.	1
continue running events that improve community connections/mental health.	1
Extreme weather events affect people, creates trauma. Preparing for these events is looking after well-being.	1
More homeless support!!	1
Accessible & affordability for disadvantaged. sport/pool/swimming lesson/vets/health. Outreach health and dental services, vet services, counselling (drug/alc), mental health.	1

Environment priority

Identified action area / priority - environment	No. of sticker votes
Focus on viable & sustainable environmental management with a focus also on spending toward future gains and not shying away from that.	2
More green spaces / parks, wide verges -keep the old trees / public art.	2
Need to integrate environment impact statements into business plans and need to assess impacts of tourism / farming.	2
Clean up creeks from overgrown native weeds.	2
Focus on our water points for leisure & attraction. Multiple rivers beaches (walk).	1
New plantings - native (indigenous ideally), minimise rubbish, passive solar homes e.g. facing North + no black roofs, education.	1
Improvement of maintenance services – weeds, parks, roads, cleanliness.	1
Elevate biodiversity in the plan: other treasures. -Extent of native veg. -Connectivity of habitat. -Local extinction. -Quality of veg.	1
Better planning for urban heat from climate change.	1
Waterways advocacy — tree canopy.	1
Look after our rivers and waterways by removing plastic litter! -no litter reduction plan evident today. -litter reduction not have a RCOW contact available.	1

Merriwa Park gardens. More budget allocation.	1
Increase tree canopy -meet targets.	1
Recycling education. Assist businesses to recycle more, esp. green waste.	1
Balance b/w west & south Wangaratta parks, more trees and development in south areas.	1
Addressing impacts of climate change.	1
Stop camping at Porters Lane – Make it a picnic area again.	1
Access to environment increase with regular maintenance & upkeep.	1
Tree planting – Contributes to climate change. Schools involved with tree planting. Educational - Schools/students learning firsthand. Plus contributing to mitigating.	1

Economy priority

Identified action area / priority - economy	No. of sticker votes
Build capacity of community to attract funding + opportunities.	3
Utilise aerodrome expansion events & tourism.	2
Tourism, ecological growth, attracting people & business to Wang.	2
Prioritises growth & development.	2
More festival attraction-based events.	1
Advocate for local business with respect to state and federal grants for energy transition and business ideas.	1
Attract more business/industry to create jobs.	1
Support for teens to access local employment –e.g., casual workers.	1
Efficiency? Councils? Staff vs. consultants.	1
Community shopping centre.	1
Emerging ideas + needs from rural residents face to face.	1
Support local business E.g., info centre for visitors to display business.	1
Priority \$\$\$. Where money is spent, wasted monies, e.g. where they are used.	1
Other means of raising funds for shrine development.	1

Financial Access to sporting facilities.	1
Sporting + community group funding to support minority groups.	1
Economic opportunities for young people.	1
Affordable to promote growth.	1

Infrastructure priorities

Identified action area / priority - infrastructure	No. of sticker votes
More open space.	2
Focus again on the basics of a healthy community rather than "stuff."	2
Infrastructure to be more affordable & accessible for all.	2
Change the regulations (municipal Planning Scheme, building regulations, etc) to support sustainable futures.	1
Improve Public transport → in town, into town, into municipal.	1
Renewable Material in Roads & Parks. Make it Mandatory Policy.	1
Traffic congestion issues.	1
Extend infrastructure away from Main St.	1
Pedestrian zebra crossing in front of hospital.	1
CBD planning for economic benefit and ease of travel.	1
Fix water tower lights.	1
improved/increased transport options to improve access to services.	1
50-year plans highlighting major infrastructure to be constructed - put into planning scheme.	1
Appin Street "children crossing". When I used to ride to primary school, me & my siblings struggled to cross the main road because people would park their cars, so we literally couldn't see the road, to see if cars were coming. Dangerous for younger kids without older siblings to help.	1
Transparency in what income v expense, rural v urban. Path for disabled. Has state funding decreased for roads? How can we raise funding locally?	1
Improve communication between rural & city on priorities & decision making.	1
Road maintenance — potholes, corrugated gravel roads.	1
Clean table drains, stop road washing.	1

Second river crossing.	1
Advocacy for better building regulations - more sustainable residential development.	1
Accessible parents' room.	1
Increase access to health services – Hospital, public health.	1
Safety + footpath + lighting + roads.	1

Other priorities

Identified action area / priority - other	No. of sticker votes
More housing/new development.	1
Arts & culture ticks lots of boxes: tourism, economy.	1
Lack of communication from Council to the public, need to think about method of communications.	1
Feedback loop.	1
Connect to the CALD community via North East multicultural Assoc.	1
Community education + directory.	1
Temporary access housing.	1
Affordable housing.	1
"Planning.	1
- Needs clarified + Simplified - not open to individual interpretation".	1
Proud of Wangaratta.	1
Listen!	1

4. What we heard – surveys

4.1. Overview

This section provides an overview of findings from the long community survey and short community survey. It also includes cross-reference to key findings from a staff survey. The findings from each question in the long and short community surveys are grouped as follows:

- Community Vision and Council Plan;
- Public Health and Wellbeing;
- Services and Resource Allocation; and
- Other Considerations.

Where relevant, findings from key demographic, regional or other community groups have also been documented to highlight nuances from particular cohorts across the community that may differ from broader community sentiments.

Staff survey

The staff survey comprised 22 questions to gather data around key topics relating to the community vision, priorities for the Council Plan and MPHWP and Council's allocation of resources, as well as respondent demographic information.

A total of 86 staff surveys were completed.

Long community survey

The long community survey was designed and structured in a consistent manner to the staff survey to ensure consistency of feedback and reporting. Following feedback from the staff survey, some minor wording adjustments were made to some questions to improve their clarity.

A total of 354 long community surveys were completed.

Short community survey

The short community survey was a truncated version of the online survey, comprising 5 questions, to engage participants quickly at the pop-up events. The pop-up events were designed to reach a diverse group of community members during their day-to-day life and enable them to provide feedback in an easy, convenient way.

While there is some overlap in questions asked in both the online and pop-up surveys, there are also some differences. **Table 11** highlights which question from each survey is reported in each theme of this section. Where there is overlap, findings have been reported together.

A total of 89 short survey responses were completed across 8 community pop-up events.

Table 11 - What we heard –community engagement framework

Report theme	Community and staff survey questions	Short form survey questions
Who we heard from	<ul style="list-style-type: none"> What is your age group? How would describe your gender? What is your connection to Rural City of Wangaratta?* How long have you lived here? What are of the Rural City of Wangaratta do you currently live in? Do you identify as Aboriginal or Torres Strait Islander? What cultural background or ethnicity do you most identify with? What is your household's annual income?* Do you consider yourself to be a person living with a disability or a carer? I identify as having / care for someone with the below disability types 	NIL
Community Vision and Council Plan	<ul style="list-style-type: none"> In a few words, tell us what you love about your community today. Thinking about the next twenty years, do you think our current Community Vision statement still reflects the aspirations of the greater Wangaratta community and our future aspirations? When thinking about the future of your community, what is most important to you? Tell us in a few words why you chose this response: The current Community Vision is structured around six themes. Rank each theme in order of priority and importance to you 	<ul style="list-style-type: none"> Share up to 3 words that capture what you want your community to be in the future. When thinking about the future of your community, what is the most important to you?
Health and wellbeing	<ul style="list-style-type: none"> As part of the Council Plan, which health and wellbeing priorities do you think should be a focus for the Rural City of Wangaratta in 2025-2029? Tell us why you made these choices*. 	<ul style="list-style-type: none"> When thinking about health and wellbeing priorities for Council, what is most important to you?
Council services	<ul style="list-style-type: none"> Please tell us which Council services are most important for Council to allocate resources to? 	<ul style="list-style-type: none"> What are the top 3 areas you'd like to see prioritised in council funding?
Any other feedback	<ul style="list-style-type: none"> Is there any other feedback you would like to provide about the Council Plan, Municipal Public Health and Wellbeing Plan, or Community Vision. Public Health and Wellbeing Plan or Community Vision? 	<ul style="list-style-type: none"> Is there any other feedback you would like to provide about the Council Plan?

* denotes questions that were slightly adjusted between the community and staff survey.

4.2. Who we heard from – surveys



Key takeaways:

- The largest group of long survey participants were aged 35 -49 years.
- 61.9% of long survey respondents reside in Wangaratta Central.
- Approximately 35% of long survey respondents were from regional localities across Rural City of Wangaratta.
- Nearly half of long survey respondents have lived in Rural City of Wangaratta for more than 20 years.
- 17.6% of long survey respondents either identify as living with a disability (8.8%) or identify as carers for a person with a disability (8.8%).

Age

Across the long survey, we heard from a range of people of different ages. As shown in **Figure 11** the largest group of participants (25.1%) were aged 35 to 49 years, closely followed by those aged 60 to 69 (24.9%). Participants aged 50 to 59 made up 19.8% of responses, while those aged 70 to 84 accounted for 18.4%.

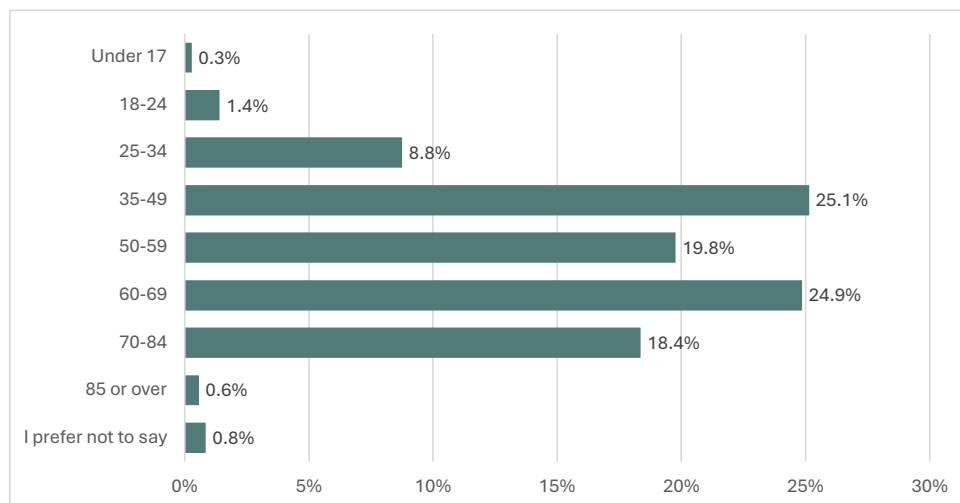


Figure 11 - What is your age group? (354 participants across the long survey)

Gender

Figure 12 shows the majority of long survey participants identified as female (61.0%), followed by male respondents, who made up 36.7% of the total. A smaller proportion of participants identified as non-binary or gender diverse (0.6%) and transgender 0.3%.

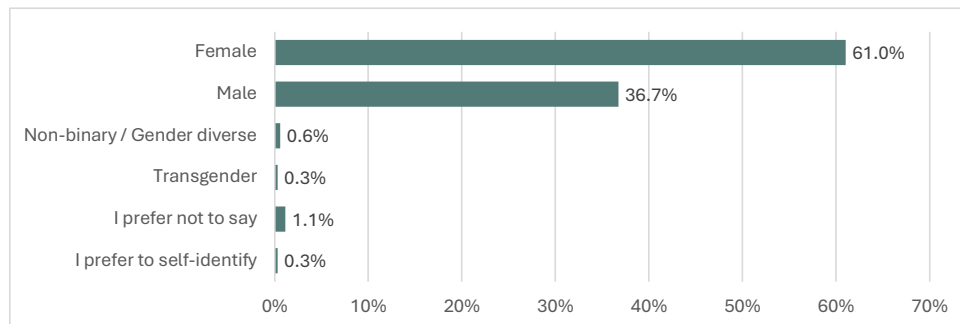


Figure 12 - How would you describe your gender? (n=354 long survey participants)

Connection to Rural City of Wangaratta

As shown in **Figure 13**, the majority of long survey respondents (94.1%) live in the municipality. Additionally, 39.3% have family and/or friends who reside in the area, while 34.7% work in Wangaratta. A smaller proportion (13.6%) own and operate a business in the city, and 1.4% either study or attend school there. Another 1.4% grew up in the area but have since moved away.

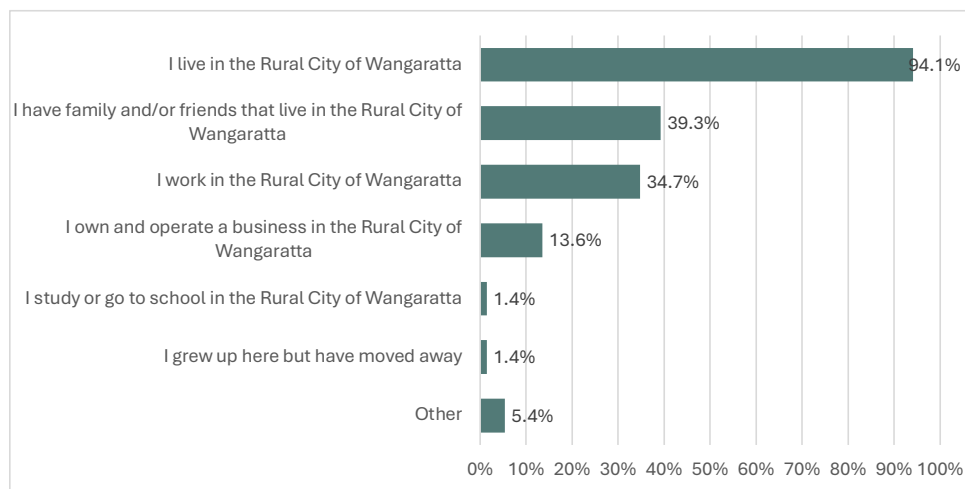


Figure 13 - What is your connection to the Rural City of Wangaratta? (n=354 long survey participants)

Length of time living in RCOW

Nearly half of long survey respondents (49.1%) have lived in the Rural City of Wangaratta for more than 20 years. Another 22.0% have lived in the area for 1 to 5 years, while 18.1% have been residents for 11 to 20 years. A smaller proportion, 9.3%, have lived in Wangaratta for 6 to 10 years, and 1.5% have been residents for less than a year.

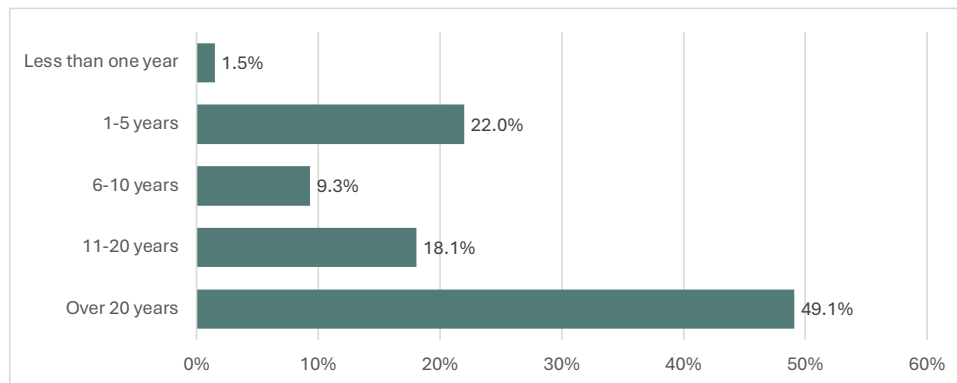


Figure 14 - How long have you lived here? (n=332 long survey participants)

Where participants live

61.9% of respondents of the long form survey reside in Wangaratta Central. Other areas with notable representation include Greta Valley and Snow Road, each accounting for 8.1% of respondents, followed by the Northern District at 7.5%. Ovens Valley represents 6.3% of responses, while 5.1% of participants live in King Valley.

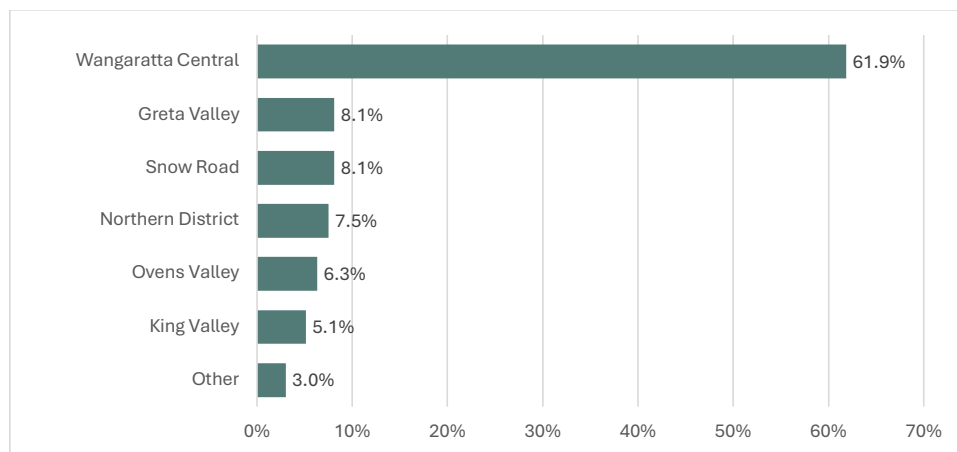


Figure 15 - What area of the Rural City of Wangaratta do you currently live in? (n=333 long survey participants)

Aboriginal or Torres Strait Islander

93.5% of long form survey respondents do not identify as Aboriginal or Torres Strait Islander. A small proportion, 2.0%, identified as Aboriginal.

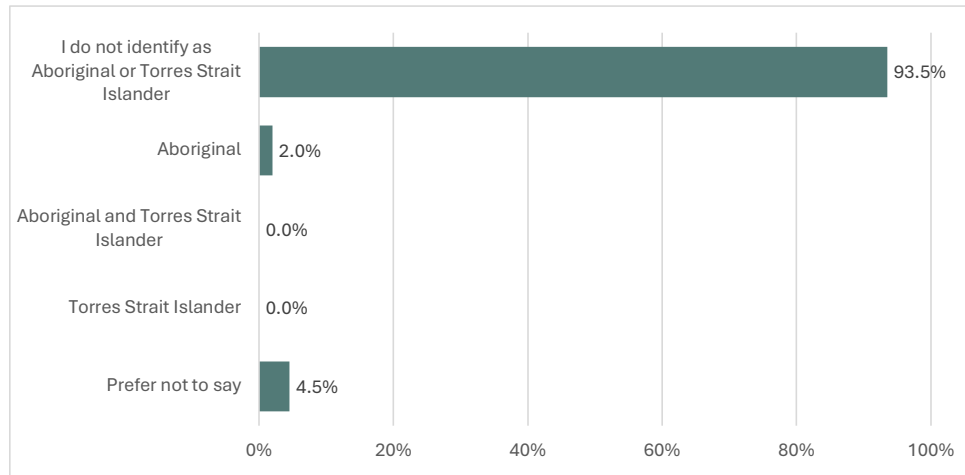


Figure 16 - Do you identify as Aboriginal or Torres Strait Islander? (n=335 long survey participants)

Cultural background or ethnicity

The long survey results show that 83.6% of respondents identify with an Australian cultural background. Other identified backgrounds include English (6.5%), Filipino (1.4%), Scottish (1.4%), Italian (1.1%), and Irish (1.1%). Additionally, 4.8% of respondents selected "Other" to describe their cultural background or ethnicity.

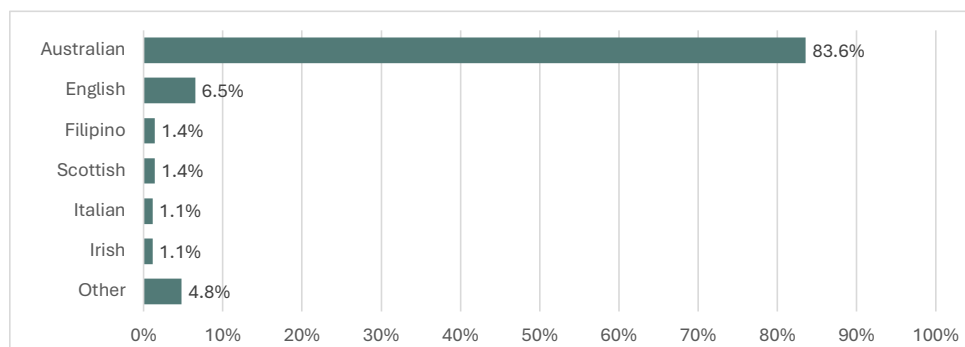


Figure 17 - What cultural background or ethnicity do you most identify with? (n=335 long survey participants)

Household annual income

Amongst participants who provided income details in long form survey, the largest group (18.7%) reported earning \$150,000 or more. The next most common income range was \$60,000–\$89,999, representing 16.4% of respondents, followed by \$30,000–\$59,999 (13.6%) and \$90,000–\$119,999 (11.3%). A smaller proportion of respondents reported household incomes of \$120,000–\$149,999 (8.2%) or \$0–\$29,999 (7.1%).

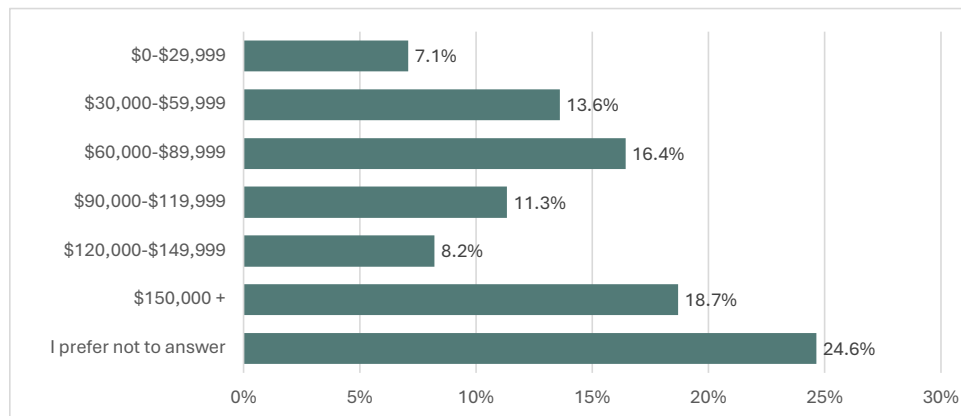


Figure 18 - What is your household's annual income? (n=353 long survey participants)

People living with a disability or carer

78.1% of respondents of long form survey reported that they do not have a disability or care for someone with a disability. Among the remaining respondents, 8.8% identify as living with a disability, and another 8.8% identify as carers for a person with a disability. Additionally, 4.3% of participants chose not to disclose whether they have a disability.

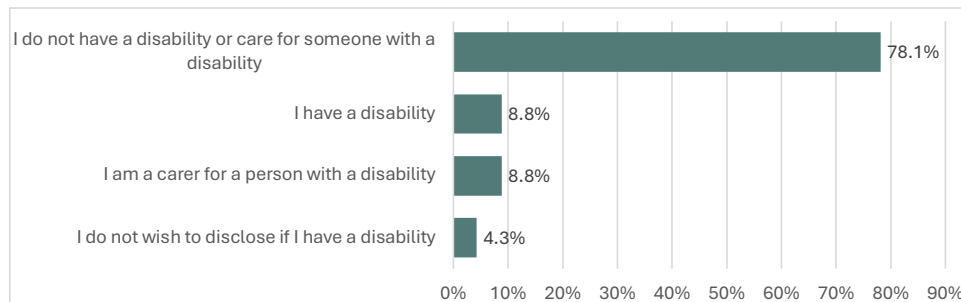


Figure 19 - Do you consider yourself to be a person living with a disability or a carer? (n=338 long survey participants)

Disability type

Among the 77 survey participants in long form survey who identified as having or caring for someone with a disability, 31.8% reported a physical disability, making it the most common category. Neurological disabilities were the second most frequently reported at 25.2%, followed by intellectual disabilities at 11.2%. Additionally, 9.3% of respondents preferred not to specify the type of disability. Other reported disabilities included hearing impairments (8.4%), vision impairments (3.7%), communication disabilities (3.7%), and acquired brain injuries (1.9%). A further 4.7% selected "Other" to describe a disability type not listed.

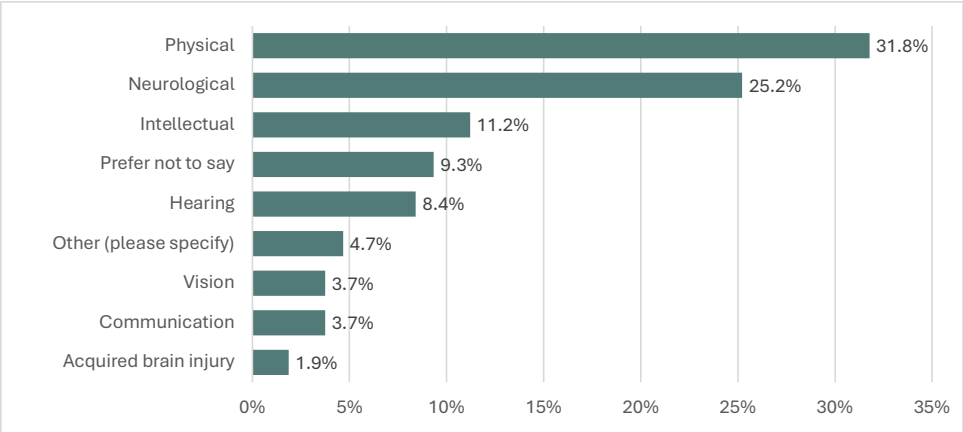


Figure 20 - I identify as having / care for someone with the below disability types: (n=77 long survey participants)

4.3. Community vision and themes



Key takeaways:

- The sense of community is a key value that people love about the Rural City of Wangaratta.
- More than 40% of participants believe the Community Vision statement reflects their aspirations, while many remain unsure.
- Infrastructure, environment, health, and affordability were the top priorities for the community's future.
- Wellbeing, lifestyle, and environment were the top priorities arising in the Community Vision themes.

Long survey – key values

Participants in the long survey were asked to describe what they love about the community today in a few words. As shown in **Figure 21**, the most frequently mentioned aspect were:

- The community and its people (46.5%)
- Nature and open spaces (24.5%)
- Diversity and inclusiveness (14.2%)
- Accessibility and location (9.7%)
- Recreation and sports (8.7%)
- Facilities and services (8.7%)

10.6% of long survey participants highlighted additional 'other' aspects they love about the community, including:

- A great place to live and work (8 comments)
- Hardworking people (6 comments)
- Traditional values (3 comments), and
- The weather (3 comments),

Since participants could mention multiple aspects, the totals in Figure 21 exceed 100%.

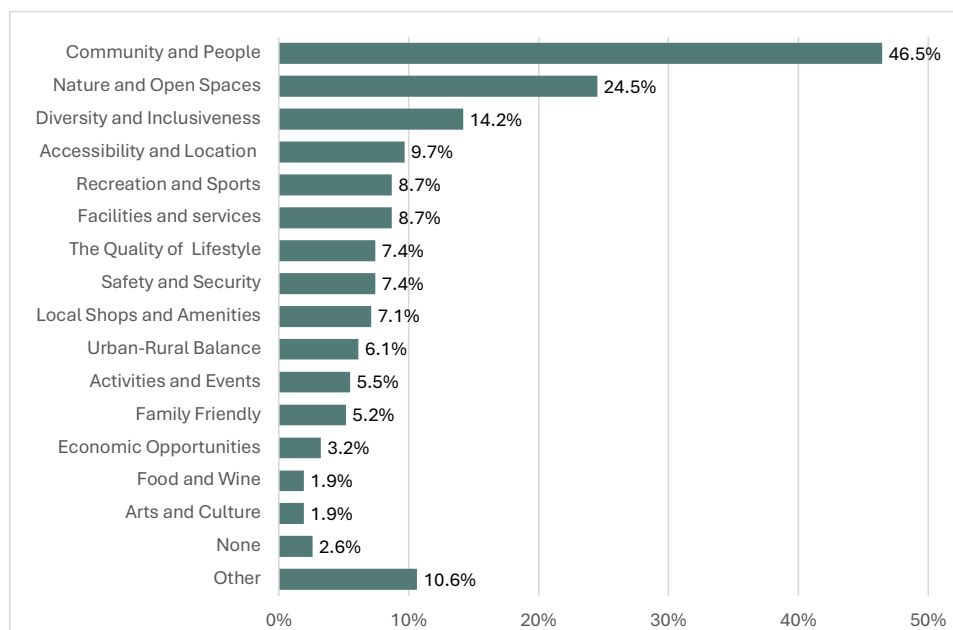


Figure 21 - In a few words, tell us what you love about your community today: (n=310 long community survey)

Short survey – key values

Short survey participants were asked to share up to three words describing their vision for the community's future. Larger text indicates more frequently mentioned words. As shown in **Figure 22**, "safe/safety" was the most commonly highlighted word (29 mentions), followed by "inclusive/inclusion" (18 mentions) and "affordable/affordability" (11 mentions).



Figure 22 - Share up to 3 words that capture what you want your community to be in the future (89 responses across the short survey)

Cohort specific analysis – aspects participants like / value

Alongside the broader community sentiments, key cohorts and groups expressed and emphasised slightly different values.

Table 12 – Aspects key cohorts appreciate about the Rural City of Wangaratta today: (n=310 long community survey, n=68 upper primary student worksheet, n=86 internal staff survey)

Key cohort	Insight
People living with a disability	<ul style="list-style-type: none">There was a slight difference for this cohort. Compared to the overall survey population, this cohort more frequently highlighted safety and security as well as accessibility and location as aspects they appreciate most.
Younger people (18-34)	<ul style="list-style-type: none">There was a difference for this cohort. Compared to the overall survey population, this cohort more frequently highlighted activities and events, and local shops and amenities as aspects they appreciate most.
Children	<ul style="list-style-type: none">Upper primary students most appreciated swimming pools and splash parks, followed by safety, play, and sports, and then quietness, trees, and animals in their community.
People living in the regions	<ul style="list-style-type: none">There was a slight difference for this cohort. Compared to the overall survey population, this cohort slightly more frequently highlighted community and people as aspects they appreciate most.
Council Staff	<ul style="list-style-type: none">There was a difference for this cohort. Compared to the overall survey population, this cohort more frequently highlighted food and wine as aspects they appreciate most.

Long survey – Community Vision Statement relevance

Long survey participants were asked whether the current Community Vision statement still reflects the community's present and future aspirations. As shown in **Figure 23**, 43.3% responded 'Yes,' indicating that the statement aligns with the community's aspirations, while 16.7% answered 'No' and 39.9% were 'Not sure'.

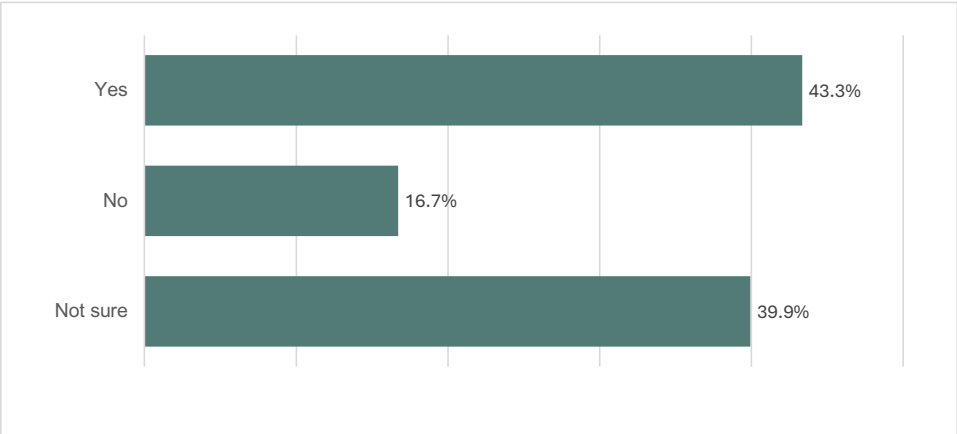


Figure 23 - Thinking about the next twenty years, do you think our current Community Vision statement still reflects the aspirations of the greater Wangaratta community and our future aspirations? (353 participants across the long survey)

Cohort specific analysis – Community Vision Statement relevance

Alongside the broader community sentiments, some cohorts and groups expressed and emphasised slightly level of agreement with the community vision statement.

Table 13 – Community Vision Statement relevance for key cohorts: (n=353 long community survey, n=86 internal staff survey)

Key cohort	Insight
People living with a disability	<ul style="list-style-type: none">There was a difference for this cohort. Regarding relevance of the Community Vision for Wangaratta's future, people living with a disability/carers had a lower agreement rate than overall.
Young People (18-34)	<ul style="list-style-type: none">There was a minor difference for this cohort. Regarding relevance of the Community Vision for Wangaratta's future, young people had a slightly higher agreement rate than overall.
Council Staff	<ul style="list-style-type: none">There was a major difference for this cohort. Regarding relevance of the Community Vision for Wangaratta's future over the next four years, Council staff had a notably higher agreement rate than overall.

Top community priorities

Both long form and short survey participants were asked about what is important to them when thinking about the future of the community. As these questions were phrased slightly differently with different answer options, they have been reported separately. Important features to participants across both the long and short surveys include:

- **Key community priorities** – Infrastructure, environment, health, and affordability were the most important concerns in both surveys.
- **Differences in emphasis** – The long survey prioritised infrastructure, while the short survey placed more emphasis on health and affordability.

Long survey – top priorities

Participants in the long survey were asked to identify the top three priorities for the future of the community. As shown in **Figure 24**, the most frequently chosen priorities were:

- Infrastructure (maintenance of roads, buildings, etc.) (53.4%)
- Environment and sustainability (39.5%)
- Health and safety (39.3%),
- Affordability (30.5%),
- Green and open spaces (27.4%).

Since participants could select multiple options, the totals in **Figure 24** exceed 100%. Participants were also asked to explain their choices, and a summary of their comments is presented in

Table 14.

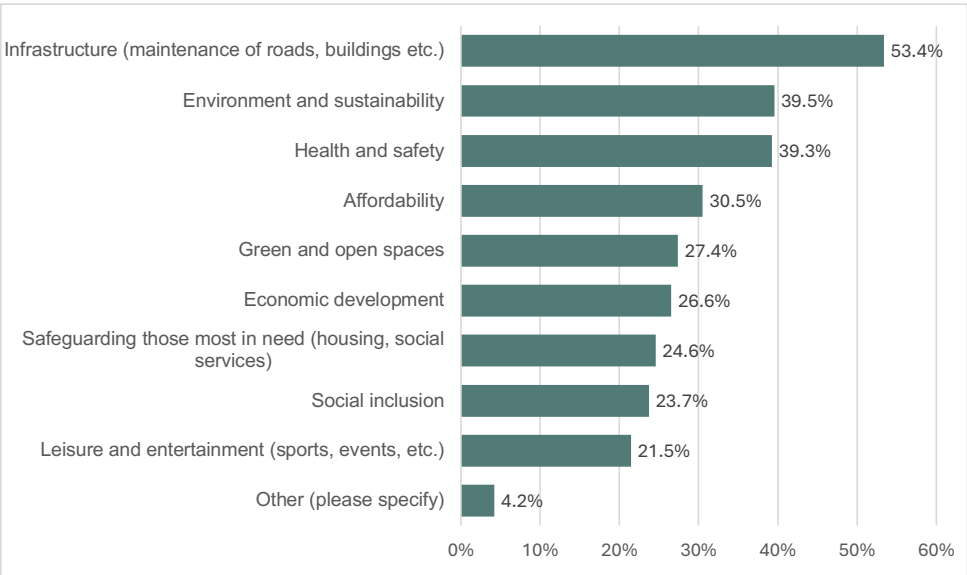


Figure 24 - When thinking about the future of your community, what is most important to you? (pick top three) (354 participants across the long survey)

Table 14 - Tell us in a few words why you chose this response (317 participants across the long survey)

Theme	Insights
Infrastructure (maintenance of roads, buildings etc.) (130 comments)	<ul style="list-style-type: none"> • Road maintenance and safety - survey respondents highlighted concerns about deteriorating roads, potholes, and congestion, stressing the need for urgent upgrades. • Infrastructure for growth - participants emphasised the need to expand roads, footpaths, and public facilities to support the region's growing population. • Balanced development - respondents urged infrastructure upgrades to prioritise sustainability, preserve green spaces, and ensure a more walkable city.
Environment and sustainability (109 comments)	<ul style="list-style-type: none"> • Protecting green spaces - respondents highlighted the need to preserve parks, trees, and open spaces for biodiversity and air quality. • Addressing climate change - participants stressed the importance of resilience, planning, and education to manage climate impacts. • Sustainable development - feedback emphasised balancing urban growth with environmental sustainability and responsible land use.
Health and safety (111 comments)	<ul style="list-style-type: none"> • Access to healthcare services - survey respondents emphasised the need for better access to hospitals, mental health support, and affordable healthcare. • Safety and crime prevention - participants highlighted concerns about crime, road safety, and community wellbeing, calling for improved security measures. • Support for vulnerable groups - respondents stressed the importance of aiding the elderly, homeless, and victims of violence.
Affordability (74 comments)	<ul style="list-style-type: none"> • Housing affordability - survey respondents highlighted concerns about high housing costs, limited low-income housing, and increasing homelessness. • Cost of living pressures - participants reported rising expenses, including council rates, food, and essential services, making daily life difficult. • Retaining young people - respondents stressed that affordability is key to keeping young families and skilled workers in the community.
Green and open spaces (68 comments)	<ul style="list-style-type: none"> • Protecting green spaces - survey respondents stressed the need to preserve parks, trees, and open spaces for biodiversity and air quality. • Green spaces for health and wellbeing - participants highlighted the benefits of open spaces for mental health, social inclusion, and recreation. • Sustainable development - respondents called for integrating green infrastructure, tree planting, and sustainable design into future development.

Economic development (78 comments)	<ul style="list-style-type: none"> • Supporting local businesses - respondents emphasised the need to attract and retain businesses by reducing costs and supporting economic growth. • Job creation and retention - participants highlighted the importance of local employment opportunities to keep young people and skilled workers in the community. • Balanced growth and sustainability - feedback stressed the need for economic growth while maintaining affordability, protecting green spaces, and ensuring sustainability.
Safeguarding those most in need (housing, social services) (75 comments)	<ul style="list-style-type: none"> • Affordable housing for vulnerable residents - respondents highlighted the urgent need for affordable housing to address homelessness. • Better support for socially disadvantaged groups - participants stressed the importance of supporting vulnerable groups, including elderly and disabled residents. • Improved social services and community wellbeing - many respondents called for enhanced access to social services, including mental health support.
Social inclusion (61 comments)	<ul style="list-style-type: none"> • Support for vulnerable and marginalised groups - respondents emphasised the need for inclusivity, particularly for the elderly, disabled, and diverse communities. • Access to social and community spaces - participants highlighted the importance of social interaction, events, and spaces for community gatherings. • Economic and educational opportunities for inclusion - respondents linked social inclusion with education, employment, and economic sustainability to ensure community well-being.
Leisure and entertainment (sports, events, etc.) (60 comments)	<ul style="list-style-type: none"> • Expanding sporting infrastructure - participants highlighted the need for improved sports facilities to support growing demand. • More community events and entertainment - respondents called for more events and entertainment options for all age groups. • Leisure for health and social inclusion - many stressed the importance of leisure activities in supporting wellbeing and community connections.
Other	<ul style="list-style-type: none"> • Concerns over council spending and priorities (5 comments) - participants expressed disagreement with council spending, calling for a focus on essential services rather than unnecessary projects. • Need for better infrastructure and connectivity (4 comments) - respondents highlighted the need for road repairs, transport connectivity, and maintaining public facilities. • Social inclusion and community engagement (3 comments) - participants emphasised the importance of social inclusion, cultural activities, and public spaces for community connection.

Short community survey – top priorities

Participants in the short survey were asked to identify the top three priorities for the future of the community. Ten multiple choice options were provided. As shown in **Figure 25**, the most frequently chosen priorities were:

- Health and safety (53.9%)
- Affordability (48.3%)
- Infrastructure (maintenance of roads, buildings, etc.) (41.6%)
- Environment and sustainability (38.2%)
- Green and open spaces (33.7%)

Since participants could select multiple options, the totals in **Figure 25** exceed 100%.

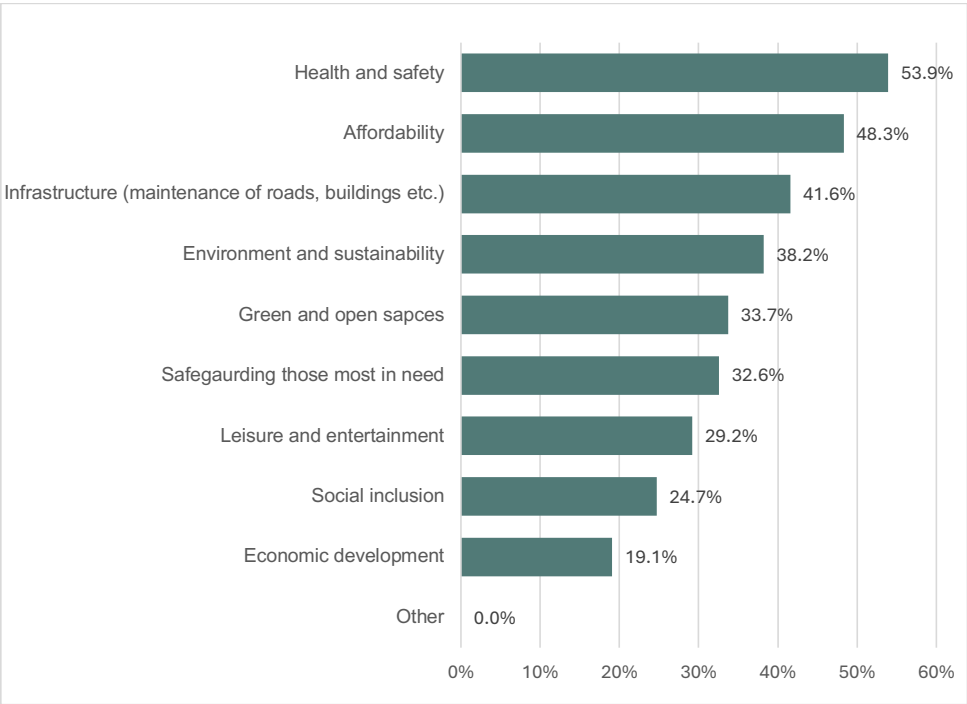


Figure 25 - When thinking about the future of your community, what is most important to you? (pick 3) (89 participants across the short survey)

Long and short survey comparison – top priorities

When comparing the feedback from the short and long surveys, there were some notable differences. While both prioritised infrastructure, environment and sustainability, short survey respondents placed greater emphasis on health and safety, affordability, and green and open spaces.

Additionally, as the short survey was primarily completed on paper, some respondents selected more than three choices, leading to higher scores across most categories.

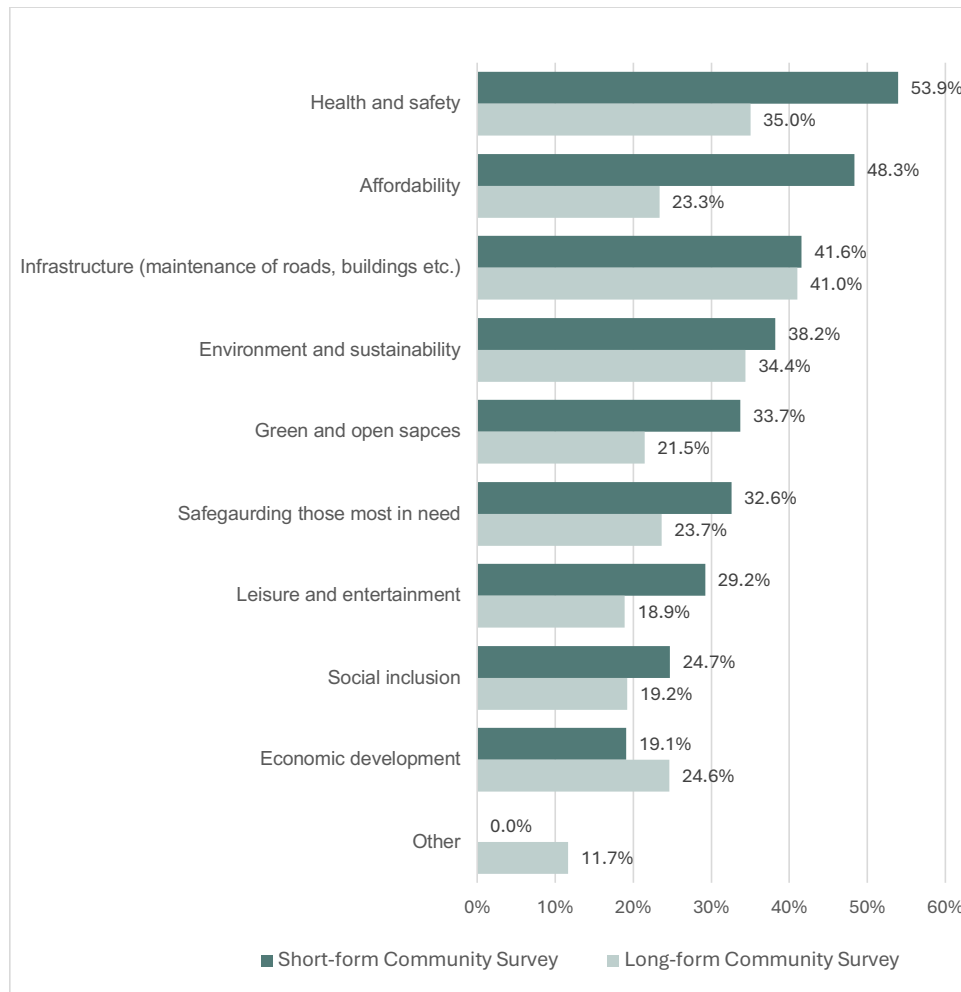


Figure 26 - Comparison of long- and short community Surveys: key priorities for the future, when thinking about the future of your community, what is most important to you? (pick 3)

Ranking current Community Vision / Council Plan themes

Participants in the long survey were asked to rank the six themes from highest to lowest priority within the Community Vision and Council Plan. As shown in **Table 15**, 'Wellbeing' received the highest average ranking (2.92 out of 6), followed by 'Lifestyle' (3.14) and 'Environment' (3.19). The distribution of responses for each theme is presented in **Figure 27**.

Figure 27 The current Community Vision is structured around six themes. Rank each theme in order of priority and importance to you: (353 participants across the long survey)

Participants also explained their choices, with a summary of their comments provided in **Table 16**.

Table 15 - The current Community Vision is structured around six themes. Rank each theme in order of priority and importance to you: (353 participants across the long survey)

Theme	Average Rank
Wellbeing	2.92 (highest priority theme)
Lifestyle	3.14
Environment	3.19
Economy	3.71
Growth	3.90
Leadership	4.12 (lowest priority theme)

Table 16 - Why did you put the themes in that order? (258 participants across the long survey)

Theme	Insights
Wellbeing (49 comments)	<ul style="list-style-type: none">Prioritising people's wellbeing - respondents emphasised that community wellbeing should come before economic growth, ensuring a safe, healthy, and inclusive environment.Wellbeing and environment are closely linked - many participants noted that a healthy environment directly contributes to the wellbeing of the community.

Lifestyle (44 comments)	<ul style="list-style-type: none"> • Lifestyle as the key attraction to the region - respondents emphasised that the primary reason people choose to live in Wangaratta is the lifestyle, with its balance of nature, community, and opportunities. • Balancing growth with lifestyle and infrastructure - many participants stressed that while growth is important, it should not come at the expense of lifestyle and infrastructure.
Environment (43 comments)	<ul style="list-style-type: none"> • Protecting and preserving the natural environment - respondents stressed the importance of protecting Wangaratta's natural environment, including rivers, vegetation, and landscapes, to maintain a high quality of life. • Balancing environmental sustainability and economic growth - many respondents highlighted the need for sustainable growth that does not compromise the environment, suggesting that economic and environmental interests must be aligned. • Addressing climate change and future sustainability - several respondents expressed concerns about climate change and the need for leadership to ensure environmental resilience for future generations.
Economy (35 comments)	<ul style="list-style-type: none"> • Economic growth supports jobs and future prosperity - respondents emphasised that economic growth is necessary to provide jobs, attract businesses, and secure a strong future for the community. • Balancing economic growth with affordability and infrastructure - many respondents highlighted the need for growth to be accompanied by affordable housing and essential infrastructure to sustain the economy.
Growth (22 comments)	<ul style="list-style-type: none"> • Growth to maintain services and opportunities - many respondents linked growth to job creation, economic sustainability, and ensuring Wangaratta remains competitive with other regional centres. • Balancing growth with environmental and social priorities - respondents stressed that growth should not come at the expense of affordability, the environment, or community wellbeing.
Leadership (31 comments)	<ul style="list-style-type: none"> • Strong and transparent leadership for growth - participants highlighted the need for proactive, ethical, and transparent leadership to drive community growth and sustainability. • Leadership as a foundation for economic and community wellbeing - respondents emphasised that good leadership ensures economic stability, community wellbeing, and access to essential services. • Leadership balancing environmental and social priorities - many stressed the role of leadership in balancing environmental sustainability with economic and social needs.

Cohort specific analysis - top priorities

Alongside the broader community sentiments, key cohorts and groups expressed and emphasised slightly different priorities.

Table 17 – Top priorities for key cohorts: (n=354 long community survey, n=116 upper and lower primary student worksheet, n=86 internal staff survey)

Key cohort	Insight
People living with a disability	<ul style="list-style-type: none"> There was a major difference in priorities for this cohort. This cohort placed greater emphasis on health and safety, social inclusion, safeguarding those most in need (housing, social services), and affordability compared to the overall survey population. There was a difference in priorities for this cohort. This cohort placed greater emphasis on leadership, wellbeing, and growth compared to the overall survey population.
Younger people (18-34)	<ul style="list-style-type: none"> There was a difference in priorities for this cohort. This cohort placed greater emphasis on affordability, social inclusion and leisure and entertainment (sports, events, etc.) compared to the overall survey population. There was a minor difference in priorities for this cohort. This cohort placed slightly greater emphasis on economy compared to the overall survey population.
Children	<ul style="list-style-type: none"> Based on their drawings, their ideas for improving the community most focused on reducing waste, followed by play and sports, and then swimming pools and splash parks. Lower primary students frequently wished for more play areas, followed by animals and trees in their community.
People living in Wangaratta CBD	<ul style="list-style-type: none"> There was no significant difference for this cohort compared with broader community feedback.
People living in the regions	<ul style="list-style-type: none"> There was a difference in priorities for this cohort. This cohort placed greater emphasis on Infrastructure (maintenance of roads, buildings etc.) compared to the overall survey population. There was a minor difference in priorities for this cohort. This cohort placed slightly greater emphasis on lifestyle compared to the overall survey population.
Council Staff	<ul style="list-style-type: none"> There was a difference in priorities for this cohort. Council staff placed greater emphasis on affordability and leisure and entertainment (sports, events, etc.) compared to the overall survey population. On the other hand they put less emphasis on infrastructure (maintenance of roads, buildings etc.) and health and safety.

Relevance of six themes

Long survey participants were asked whether the six themes in the Community Vision remain relevant. As shown in **Figure 28**, 24.0% responded that they are 'still relevant,' while 2.7% answered 'not relevant,' and 1.6% were 'not sure.'

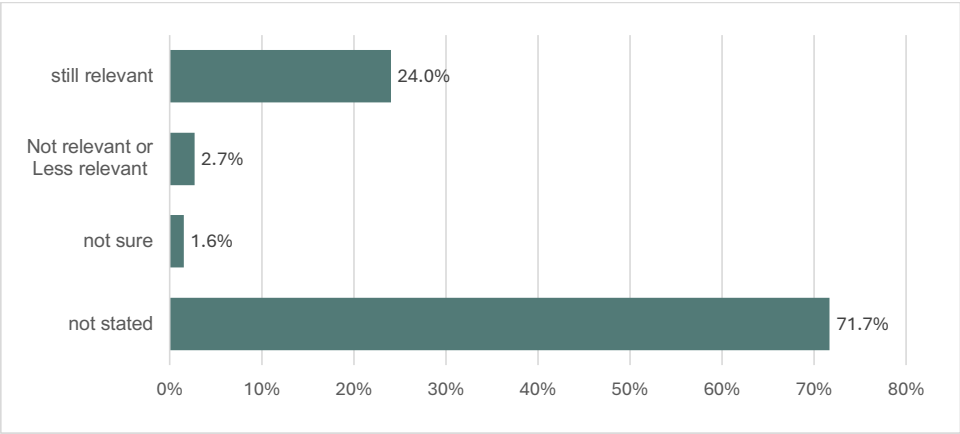


Figure 28 - Do you think they are still relevant? Why or why not? (258 participants across the long survey)

4.4. Health and wellbeing



Key takeaways:

- Cost of living and community safety were the top health and wellbeing priorities for survey participants.
- Participants prioritised health and wellbeing, environment and green spaces, and infrastructure.
- Young people (18-34 years) placed emphasis on reducing harm from alcohol, drug use and smoking/vaping, and increasing active living.
- For people living with a disability, priorities included mental health and wellbeing, racism, discrimination and gender inequality, and cost of living and housing affordability.

Both long and short survey participants were asked about health and wellbeing priorities. As these questions were phrased slightly differently with different answer options, they have been reported separately. Important features to participants across both the long and short surveys include:

- **Cost of living and housing affordability** was the top priority in both surveys, with over half of respondents selecting it as a key concern.
- **Community safety, mental health, and violence prevention** were also highly ranked, reflecting strong concerns about public safety and wellbeing.

Long community survey – top health and wellbeing priorities

Participants in the long survey were asked to identify the top three health and wellbeing priorities for the future of the community. Ten multiple choice options were provided, based on the Victorian Health and Wellbeing Priorities and asked participants to select their top three. As shown in **Figure 29**, the most frequently selected priority was:

- the cost of living and housing affordability, including homelessness (53.0%),
- community safety (48.4%)
- prevention of violence, including family violence and violence against women (46.5%),
- mental health and wellbeing (45.6%),
- increasing active living (27.5%).

Since participants could choose multiple options, the totals in **Figure 29** exceed 100%.

Table 18 provides a summary of participants' comments explaining their choices.

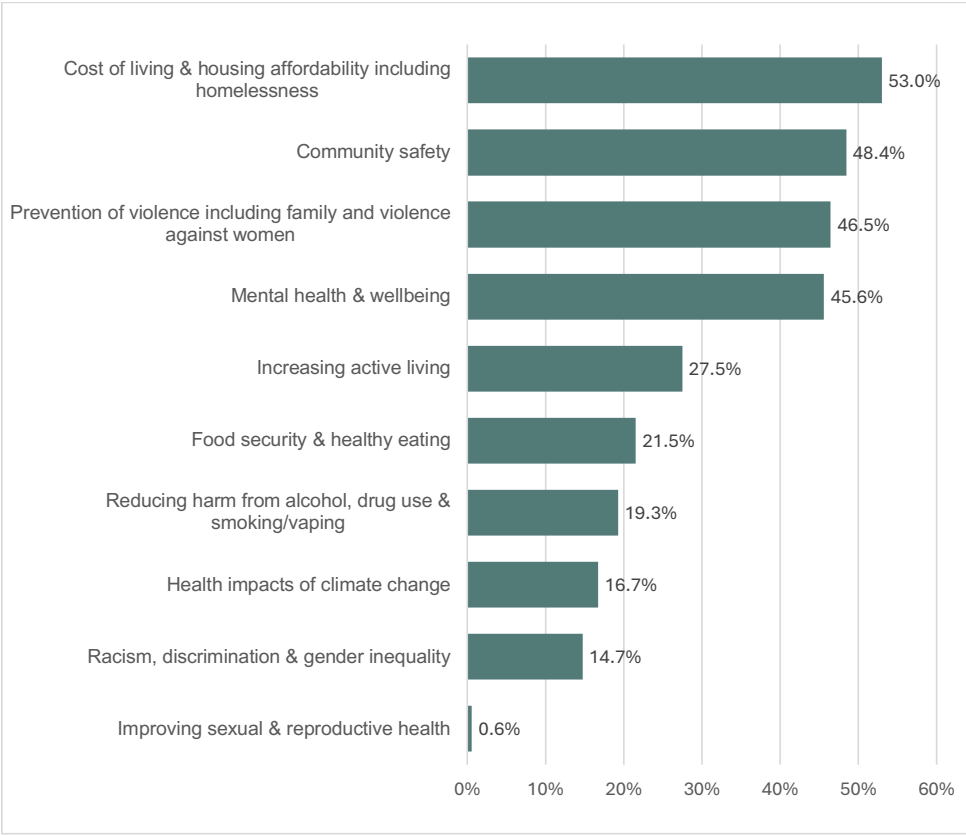


Figure 29 - As part of the Council Plan, which health and wellbeing priorities do you think should be a focus for the Rural City of Wangaratta in 2025-2029? (pick top three most important to you) (353 participants across the long survey)

Table 18 – Tell us why you made these choices: (261 participants across the long survey)

Theme	Insights
Cost of living & housing affordability including homelessness (47 comments)	<ul style="list-style-type: none">• Rising cost of living and mental health - respondents expressed concern that the high cost of living is worsening mental health, trapping people in financial stress and family violence.• Housing affordability and homelessness - respondents called for urgent action on affordable housing, linking it to safety, wellbeing, and preventing homelessness.• Impact on families and community stability - respondents linked financial insecurity, housing stress, and food security to broader social issues, calling for support for vulnerable groups.

Community safety (53 comments)	<ul style="list-style-type: none"> • Crime and community safety concerns - respondents highlighted concerns about crime, break-ins, and feeling unsafe in public spaces, calling for stronger safety measures. • Family violence and substance abuse impact safety - respondents linked community safety concerns to family violence, drug and alcohol use, and the need for stronger prevention efforts. It is noted that this feedback also intersects with the category below, however, has been reported against this 'sub-theme for data accuracy. • Safe public spaces and community respect - many respondents emphasised the need for well-maintained public spaces, proper lighting, and fostering a culture of respect and inclusion.
Prevention of violence including family and violence against women (31 comments)	<ul style="list-style-type: none"> • Link between family violence and mental health - respondents highlighted that family violence and mental health challenges often go hand in hand, with rural areas struggling to provide adequate support. • Crime and family violence threaten community safety - community members expressed concerns about rising crime rates and family violence, emphasising the need for increased safety measures.
Mental health & wellbeing (49 comments)	<ul style="list-style-type: none"> • Limited mental health services in rural areas - respondents highlighted the lack of accessible mental health services, particularly in rural areas, making it difficult for individuals to get timely support. • Cost of living impacting mental wellbeing - the rising cost of living is seen as a major contributor to poor mental health, leading to stress, financial hardship, and difficulty accessing essential services. • Link between mental health, safety and violence - concerns were raised about safety in the community, including rising crime rates and violence, which directly impact mental health and wellbeing.
Increasing active living (17 comments)	<ul style="list-style-type: none"> • Active living and community health - respondents highlighted the benefits of active living for physical and mental health, emphasising the need for accessible spaces and programs. • Affordability and accessibility of active lifestyles - respondents stressed the importance of making active lifestyles affordable and accessible to all.
Food security & healthy eating (15 comments)	<ul style="list-style-type: none"> • Protecting agricultural land for local food security - respondents expressed concerns about overdevelopment reducing agricultural land, impacting food security for the community. • Healthy eating as a preventative health measure - many believe promoting healthy eating is essential for improving mental and physical well-being while reducing future health issues. • Access to food for vulnerable community members - ensuring all residents, especially vulnerable groups, have access to food was a key concern, with suggestions for initiatives like school breakfast programs.

Reducing harm alcohol, drug use & smoking/vaping (18 comments)	<ul style="list-style-type: none"> • Substance abuse and community safety - respondents expressed concerns about the link between drug and alcohol use and crime, violence, and public safety. • Health and social harms of substance use - respondents highlighted the health impacts of drug, alcohol, and vaping use, stressing the burden on healthcare and social services. • Education and prevention strategies - respondents emphasised the need for better education, prevention, and harm reduction strategies for drug, alcohol, and vaping use.
Health impacts of climate change (9 comments)	<ul style="list-style-type: none"> • Climate change and public health risks - respondents highlighted climate change as a direct threat to public health, affecting food security, infrastructure, and mental health. • Extreme weather and community wellbeing - respondents expressed concerns about the impact of rising temperatures and extreme weather on physical and mental health.
Racism, discrimination & gender inequality (8 comments)	<ul style="list-style-type: none"> • LGBTQIA+ and ethnic minorities face discrimination - respondents expressed concerns about discrimination against LGBTQIA+ individuals and ethnic minorities, highlighting its impact on mental health and safety. • Gender-based violence and harassment are concerns - multiple respondents highlighted experiences of gender-based violence and harassment, calling for stronger protections and community awareness.

Notably, long survey participants (48.2%, 126 comments) provided additional explanations for how they ranked the themes. These included:

- The impact of themes on and support for other elements (26 comments)
- The scope of the Council's responsibility (22 comments)
- Personal concerns and priorities (18 comments)
- The urgency of current issues (18 comments)
- Their importance (10 comments), and
- Their relevance to the entire community (9 comments)

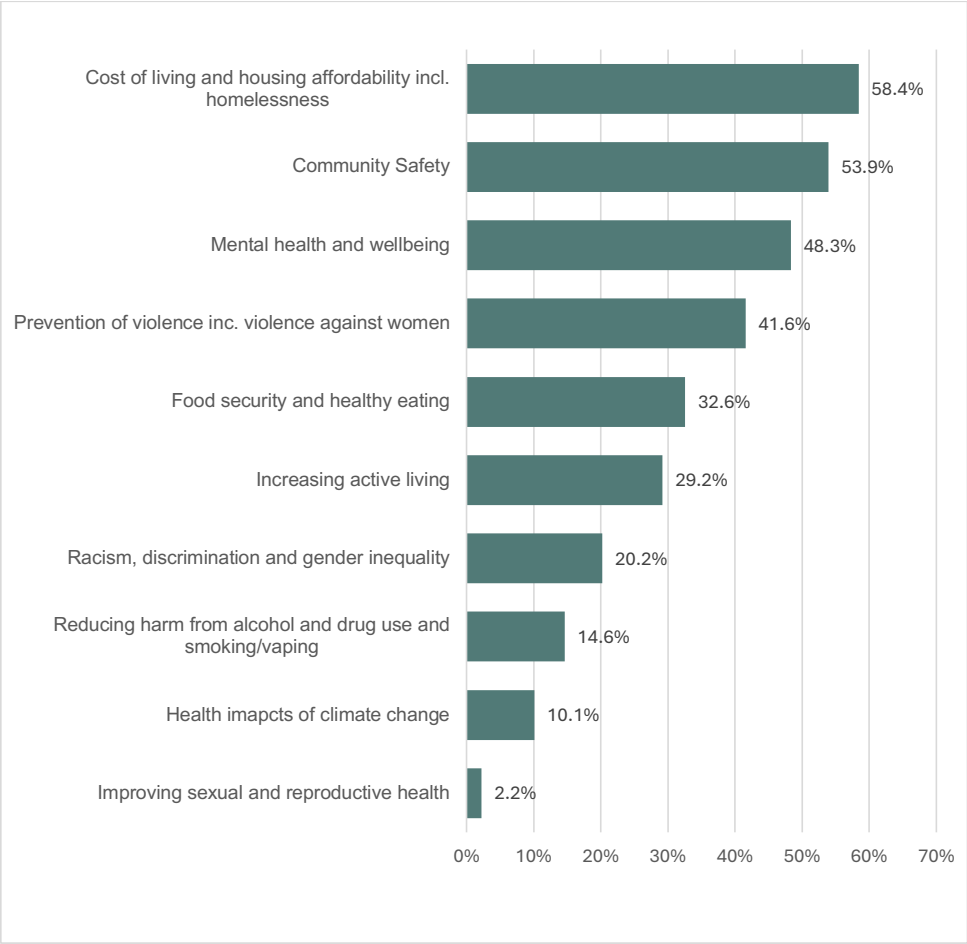
Short community survey – top health and wellbeing priorities

Participants in the short survey were also asked to identify the top three health and wellbeing priorities for the future of the community. As shown in **Figure 30**, the most frequently selected priority were:

- Cost of living and housing affordability, including homelessness (58.1%),
- Community safety (53.5%)
- Mental health and wellbeing (47.7%)
- Prevention of violence, including family violence and violence against women (39.5%)
- Food security and healthy eating (30.2%).

Since participants could choose multiple options, the totals in **Figure 30** exceed 100%.

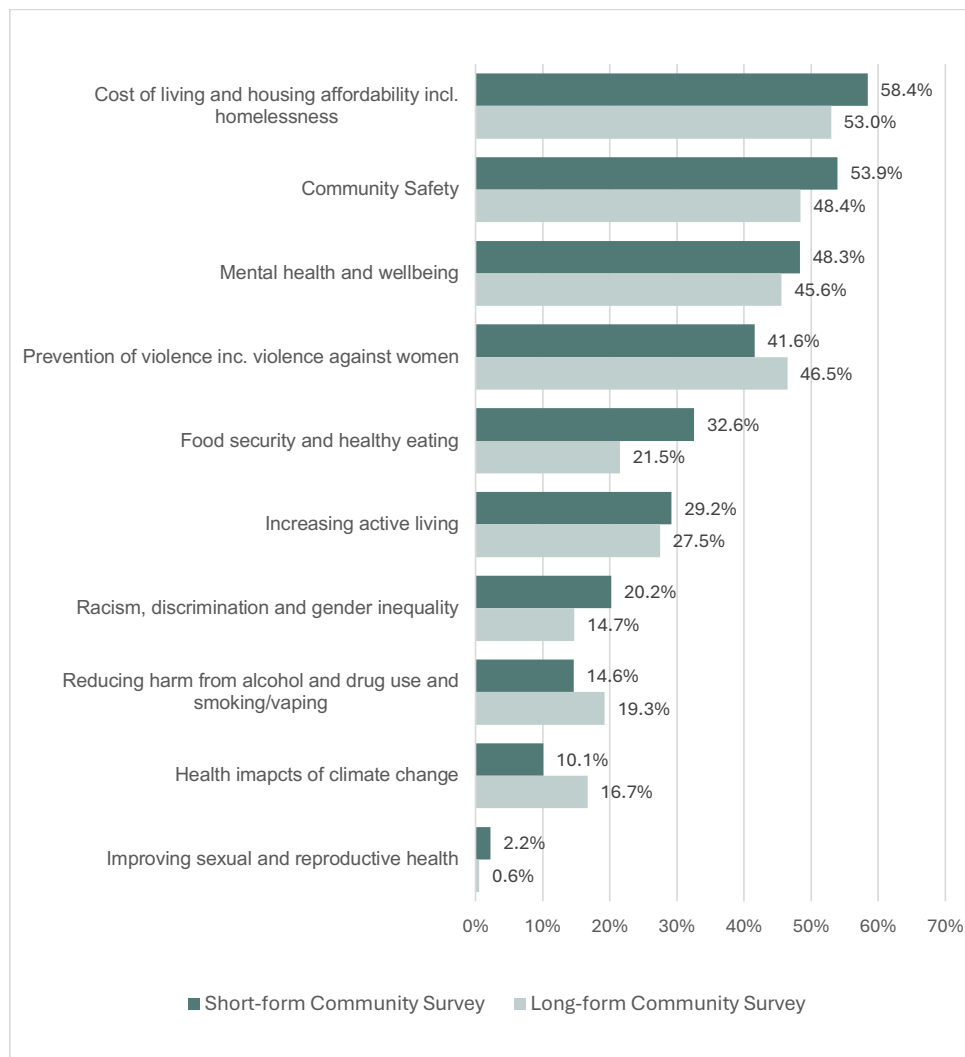
Figure 30- When thinking about health and wellbeing priorities for Council, what is most important to you? (pick 3) (89 participants across the short survey)



Health and wellbeing priorities - Comparison between long and short survey

Although there are minor differences between the long and short surveys, the results are largely consistent. Additionally, as the short survey was mainly completed on paper, some respondents selected more than three choices, resulting in higher scores across most categories.

Figure 31 - Comparison of long- and short community key health and wellbeing priorities



Cohort specific analysis – top health and wellbeing priorities

Alongside the broader community sentiments, key cohorts and groups expressed and emphasised different health and wellbeing priorities.

Table 19– Top priorities in health and wellbeing: (n=353 long community survey, n=116 upper and lower primary student worksheet, n=86 internal staff survey)

Key cohort	Insight
People living with a disability	<ul style="list-style-type: none"> There was a major difference in priorities for this cohort. This cohort placed greater emphasis on mental health and wellbeing, racism, discrimination & gender inequality, and cost of living & housing affordability compared to the overall survey population.
Younger people (18-34)	<ul style="list-style-type: none"> There was a major difference in priorities for this cohort. This cohort placed greater emphasis on reducing harm from alcohol, drug use & smoking/vaping and increasing active living compared to the overall survey population.
People living in Wangaratta CBD	<ul style="list-style-type: none"> There was a minor difference in priorities for this cohort. This cohort placed slightly prevention of violence including family and violence against women compared to the overall survey population.
People living in the regions	<ul style="list-style-type: none"> There was a minor difference in priorities for this cohort. This cohort placed slightly greater emphasis on food security & healthy eating compared to the overall survey population.
Council Staff	<ul style="list-style-type: none"> There was a difference in priorities for this cohort. Council staff placed greater emphasis on mental health and wellbeing, and health impacts of climate change compared to the overall survey population.

Other feedback

Participants in the long survey were invited to provide additional feedback on the Council Plan, Municipal Public Health and Wellbeing Plan, or Community Vision. As shown in **Table 20**, the most shared feedback related to **health and wellbeing** (23.6%), followed by **environment and green spaces** (18.5%), and **roads, transport, and infrastructure** (18.5%).

Table 20 - Is there any other feedback you would like to provide about the Council Plan, Municipal Public Health and Wellbeing Plan or Community Vision? (157 participants across the long survey)

Theme	Insights
Health and wellbeing (37 comments)	<ul style="list-style-type: none">• Improving access to health services - survey respondents highlighted the need for better access to affordable healthcare, hospital expansion, and support for health professionals to address workforce shortages.• Enhancing sports and recreation facilities - respondents emphasised the importance of investing in sports infrastructure, walking tracks, and recreational activities to improve community health and wellbeing.• Addressing mental health and wellbeing - participants highlighted concerns about mental health services, early intervention, and programs to prevent substance abuse and family violence.
Environment and green spaces (29 comments)	<ul style="list-style-type: none">• Expanding and maintaining green spaces - respondents highlighted the need for more green spaces in housing estates and public areas, with shade, seating, and connectivity to walking tracks.• Sustainable planning and transport - survey participants highlighted the need for planning measures to integrate green spaces, reduce traffic congestion, and promote alternative transport options.• Climate resilience and environmental protection - survey responses highlighted concerns about climate change, its impact on public health, and the need to protect natural assets while promoting environmental sustainability.
Roads, transport, and infrastructure (29 comments)	<ul style="list-style-type: none">• Road maintenance and safety - respondents emphasised the need for better road maintenance, fixing potholes, and improving traffic management to enhance safety.• Public transport and accessibility - many respondents pointed out the need for better public transport options, particularly in outer areas, and improved pedestrian and cycling infrastructure.• Infrastructure to support growth - residents highlighted concerns about rapid urban expansion without the necessary infrastructure to support it, including traffic congestion and parking issues.

Support for specific groups (28 comments)	<ul style="list-style-type: none"> • Support for vulnerable populations - respondents highlighted the need for better services for neurodiverse individuals, the elderly, and vulnerable residents, including housing and health support. • Opportunities for youth and community engagement - there is a strong call for more activities, mentoring, and engagement opportunities for young people and the broader community. • Diversity, inclusion, and social cohesion - residents stressed the importance of supporting diverse populations, including indigenous, LGBTIQ+, and culturally diverse communities.
Council operations, communications, and management (24 comments)	<ul style="list-style-type: none"> • Efficiency in planning and core services - respondents emphasised the need for faster planning permit approvals, better council service delivery, and a stronger focus on essential services such as roads, waste management, and infrastructure. • Transparency and accountability in decision-making - respondents highlighted concerns about council transparency, financial management, and the need for clear, measurable outcomes in planning and decision-making. • Improved communication and community engagement - respondents called for better communication between council departments and with the public, including clearer updates on local projects, policies, and opportunities for community input.
Community facilities (20 comments)	<ul style="list-style-type: none"> • Improved sporting infrastructure and facility upgrades - respondents highlighted the need for better sports facilities, including dedicated spaces for hockey, pickleball, and cycling, to accommodate growing participation. • Expansion of sports precincts for youth and tourism - respondents expressed support for expanding Wangaratta's sports precincts to boost tourism, increase participation, and provide opportunities for young people. • Better maintenance and accessibility of existing sports facilities - respondents raised concerns about the maintenance of current sports facilities, calling for improved accessibility and funding for a wider range of sports.
Activities, programmes, events (18 comments)	<ul style="list-style-type: none"> • Expanded youth programs and engagement opportunities - respondents highlighted the need for more activities and engagement opportunities for youth, including mentoring programs and outdoor recreational spaces. • Better community events and recreational activities - respondents expressed interest in more community events and public activities, including music festivals, market days, and better use of public parks. • Improved access to fitness and wellbeing programs - respondents emphasised the need for affordable and accessible fitness programs, including gym memberships, free classes, and community wellness initiatives.

Community inclusivity and respect (15 comments)	<ul style="list-style-type: none"> • Cultural inclusion and respect for diversity - respondents emphasised the importance of fostering a community that respects and includes people from all backgrounds, including indigenous people, LGBTQIA+ individuals, and those from diverse cultural backgrounds. • Better support for people with disabilities - respondents called for improved accessibility, advocacy, and services for people with disabilities, highlighting issues of exclusion and limited support. • Encouraging community connection and shared spaces - respondents stressed the need for more public spaces that encourage social interaction and community engagement.
Safety (including prevention of violence) (15 comments)	<ul style="list-style-type: none"> • Improving community safety and crime prevention - respondents emphasised the need for stronger measures to improve safety, prevent crime, and reduce community violence. • Addressing family violence and substance abuse - respondents highlighted the link between family violence, alcohol, and drug abuse, calling for stronger intervention and prevention strategies.
Sports (14 comments)	<ul style="list-style-type: none"> • Improved sporting infrastructure for emerging and non-traditional sports - respondents emphasised the need for better facilities for sports like pickleball, hockey, and cycling, highlighting a lack of support for emerging and non-traditional sports. • Expansion of sports precincts and multi-sport facilities - respondents supported the development of large-scale sports precincts to attract participation, tourism, and local economic benefits. • Maintenance and accessibility of existing sports facilities - respondents expressed concerns about the condition of current sporting facilities and called for more inclusive and affordable access.
Employment and economy (14 comments)	<ul style="list-style-type: none"> • Job opportunities and workforce retention - respondents emphasised the need for better job opportunities, particularly for young people and professionals, to retain and attract a skilled workforce. • Support for local businesses and industry growth - respondents stressed the importance of supporting local businesses and industries to strengthen Wangaratta's economy and reduce reliance on external markets. • Economic development through infrastructure and tourism - respondents highlighted the need for strategic economic development, balancing infrastructure, tourism, and local business sustainability.
Community engagement and involvement (14 comments)	<ul style="list-style-type: none"> • Youth engagement and opportunities - respondents emphasised the need for more activities and opportunities for young people, including skills development, mentoring, and recreational spaces. • Community consultation and inclusive decision-making - respondents stressed the importance of ongoing, transparent consultation processes that genuinely reflect community needs and priorities.

Housing and homelessness (10 comments)	<ul style="list-style-type: none"> • Affordable housing for families and seniors - respondents emphasised the need for safe and affordable housing for families, seniors, and those on low incomes to support community stability. • Homelessness support and prevention - community members expressed concerns about homelessness and the need for better support services and housing solutions. • Sustainable and community-focused housing development - calls for environmentally friendly and community-conscious housing solutions that align with the region's needs.
Other	<ul style="list-style-type: none"> • Support for a people-centric approach - respondents emphasised the importance of prioritising people's needs over infrastructure and beautification projects. • Call for practical and measurable planning - respondents highlighted the need for simplified, flexible, and measurable plans to guide council operations effectively. • Concerns over spending priorities - respondents expressed concerns over council spending, particularly on beautification projects and external agreements. • Parking and traffic management concerns - respondents raised concerns about parking policies and traffic congestion, calling for improved solutions.

4.5. Services, funding and resource allocation



Key takeaways:

- 25.7% of long survey respondents were satisfied or very satisfied, while 50.6% participants were neutral with the Council's current allocation of resources.
- Roads were the top priority for services and spending, followed by environmental services and aged and disability care. Maintaining roads and infrastructure was a higher priority for people living in regional areas.
- Short survey participants prioritised parks, gardens and public open spaces, followed by aged and disability care and family and early childhood services.
- Community and infrastructure improvements were the main priorities for additional resources.

Level of satisfaction with Council's resource allocation

Long survey participants were asked how satisfied they were with the Council's current allocation of resources. As shown in **Figure 32**, 3.1% responded that they were 'very satisfied,' and 22.6% were 'satisfied' with the current allocation. Meanwhile, 50.6% remained 'neutral,' neither satisfied nor dissatisfied. In contrast, 4.0% answered 'very dissatisfied,' and 19.8% were 'dissatisfied.'

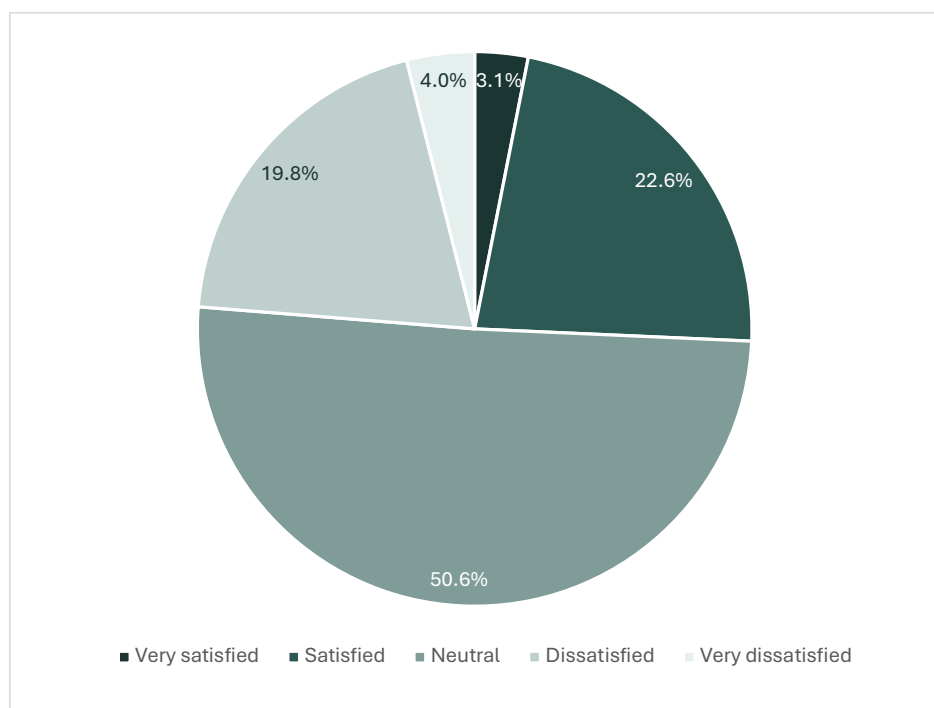


Figure 32 - How satisfied are you with Council's current allocation of resources (such as funding and services) (354 participants across the long survey)

Most important Council services

Both long form and short survey participants were asked about priorities regarding the Council's resource allocation. As these questions were phrased differently with different answer options, they have been reported separately. Important features to participants across both the long and short surveys include:

- **Roads were the top priority** – Roads, paths, bridges, and cycling tracks received the highest priority in the long survey (93.6%), while roads and bridges were among the top selections in the short survey (31.4%).
- **Survey differences** – The long survey prioritised roads and infrastructure, while the short survey had split options for roads and footpaths, resulting in fewer votes for each.

Long community survey – most important Council services

Participants in the long survey were asked to rate 12 categories in terms of priority for the Council's resource allocation, selecting from 'Very important,' 'Important,' 'Neutral/Average,' 'Less important,' or 'Not important.'

As shown in **Figure 33**, the highest priority was given to:

- Roads, paths, bridges, cycling tracks, and shared pathways, with 93.6% of respondents rating them as 'Very important' or 'Important.'
- This was followed by environment-related services, including parks, gardens, public open spaces, conservation, and sustainability (85.3%).
- Aged and disability care was prioritised by 82.4% of respondents,
- Recreation and community facilities (79.0%)
- Kerbside collection, transfer stations, waste services, and landfill as 'Very important' or 'Important. (78.7%)

Since participants could select multiple options, the totals in **Figure 33** exceed 100%.

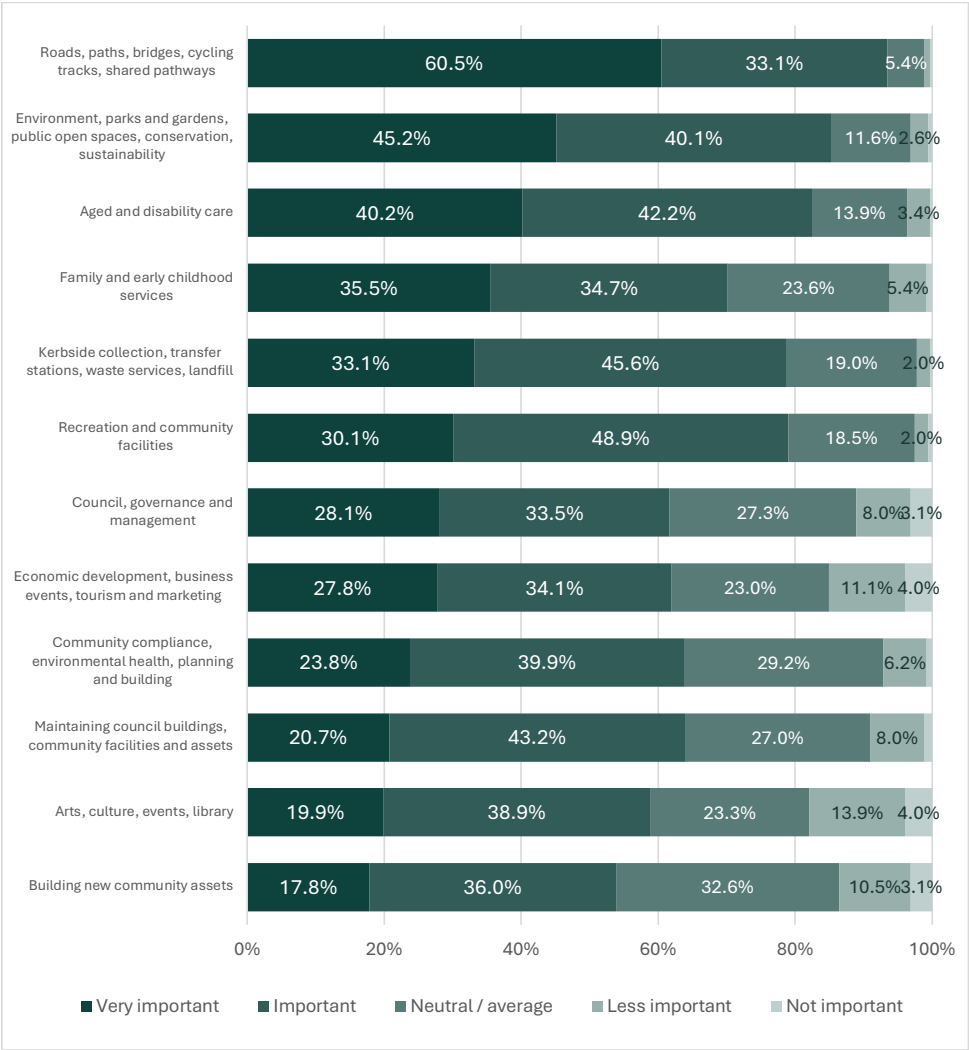


Figure 33 - Please tell us which Council services are most important for Council to allocate resources to: (354 participants across the long survey)

Short community survey – top priorities for resource allocation

Participants in the short survey were asked to select their top three priorities for the Council's resource allocation.

As shown in **Figure 34**, the highest priorities were:

- Parks and gardens, public open spaces (40.7%),
- Aged and disability care (33.7%) and family and early childhood services (33.7%).
- Roads and bridges were also a key concern, selected by 31.4% of respondents,
- Community wellbeing, mental health, and social inclusion (31.4%).

Since participants could choose multiple options, the totals in **Figure 34** exceed 100%. **Table 21** provides a summary of participants' comments explaining their choices.

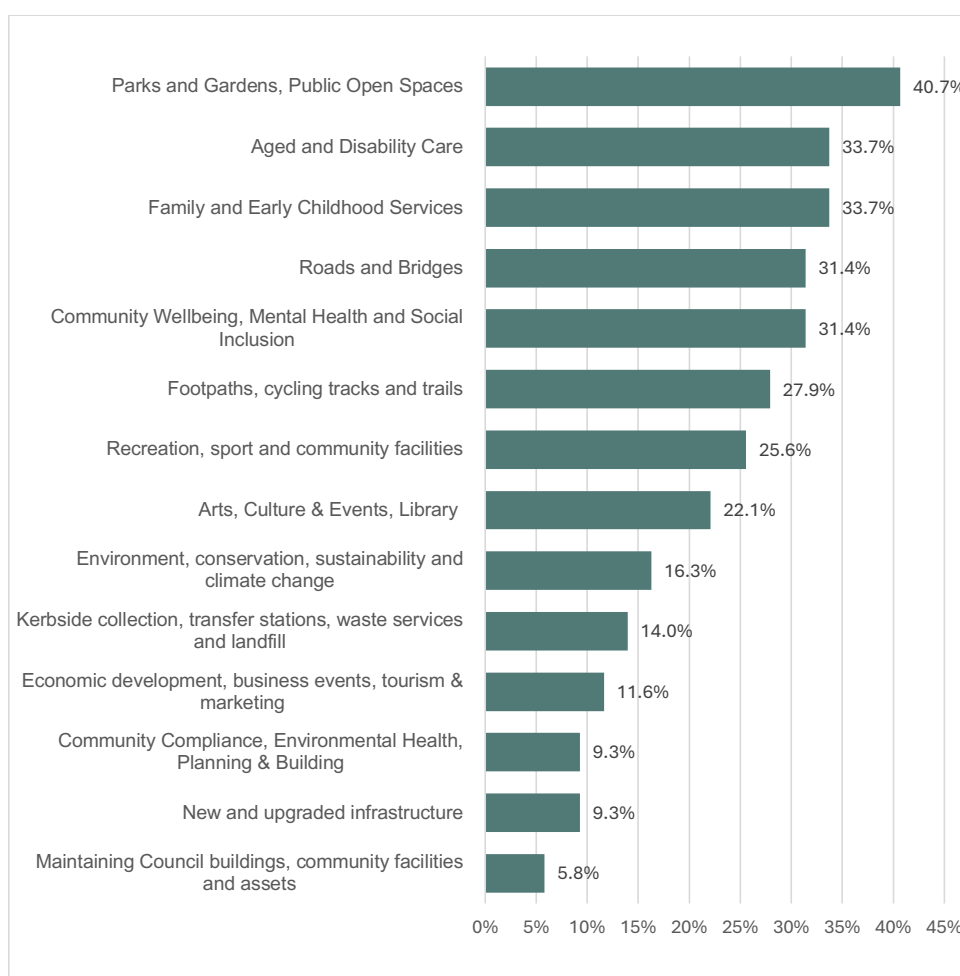


Figure 34 - What are your top 3 areas you'd like to see prioritised in Council funding? (86 participants across the short survey)

Table 21 - Tell us more about why you chose those 8 priorities for spending (73 comments across the short survey)

Theme	Insights
Parks and gardens, public open spaces (22 comments)	<ul style="list-style-type: none"> • Parks and open spaces for wellbeing - respondents highlighted the importance of parks and open spaces for mental and physical health. • Beautification and maintenance of public spaces - participants want well-maintained parks, gardens, and green spaces to attract visitors and benefit the community. • Accessibility and inclusion in public spaces - respondents stressed the need for parks and open spaces that are accessible for all ages and abilities.
Aged and disability care (18 comments)	<ul style="list-style-type: none"> • Increasing demand for aged and disability care - respondents highlighted the growing need for aged and disability care services, including staffing and financial support. • Access to quality and inclusive care - participants stressed the importance of high-quality care and inclusive support services for ageing and disabled residents.
Family and early childhood services (18 comments)	<ul style="list-style-type: none"> • Increased demand for childcare and early education - respondents stressed the need for more day care centres and better-funded early childhood services. • Family wellbeing and community growth - participants highlighted that strong family services contribute to community safety, inclusion, and overall development.
Roads and bridges (22 comments)	<ul style="list-style-type: none"> • Road condition and maintenance – survey respondents highlighted deteriorating roads, potholes, and unsafe conditions, urging urgent upgrades and regular maintenance. • Traffic and connectivity issues – participants noted increased congestion, bottlenecks, and difficulty navigating the town, calling for improved road networks and new routes. • Council priorities and funding – respondents emphasised that roads and bridges should be a core focus for councils, with better allocation of funds to critical infrastructure.
Community wellbeing, mental health, and social inclusion (24 comments)	<ul style="list-style-type: none"> • Mental health support and accessibility - respondents emphasised the need for better mental health services and support across all ages. • Social inclusion and community belonging - participants highlighted the importance of inclusive communities where everyone feels safe, valued, and connected. • Youth and aging population needs - survey responses stressed the need for youth engagement programs and adequate aged care services.

Footpaths, cycling tracks and trails (17 comments)	<ul style="list-style-type: none"> • Footpath accessibility and safety – respondents highlighted missing footpaths and unsafe conditions, particularly for people with mobility issues. • Cycling infrastructure and signage – participants emphasised the need for better-maintained and clearly marked cycling tracks for safety and navigation. • Health and environmental benefits – respondents stressed the importance of footpaths and cycling tracks for physical activity, mental health, and reducing car dependency.
Recreation, sport, and community facilities (13 comments)	<ul style="list-style-type: none"> • Importance of sport for health and inclusion – respondents highlighted sport as essential for physical health, mental well-being, and social inclusion. • Need for more recreational facilities – participants emphasised the need for expanded community facilities and entertainment spaces to support youth and families. • Green spaces and outdoor activities – respondents valued green spaces and outdoor activities for recreation, community well-being, and attracting residents.
Arts, culture & events, library (11 comments)	<ul style="list-style-type: none"> • Community events strengthen social connections – respondents emphasised the importance of events in fostering a strong community and attracting visitors. • Supporting arts and cultural facilities – participants highlighted the need for investment in galleries, cultural spaces, and artistic programs.
Environment, conservation, sustainability, and climate change (9 comments)	<ul style="list-style-type: none"> • Access to nature and open spaces – participants stressed the importance of green spaces, trees, and clean air for mental and physical well-being. • Sustainable planning – respondents emphasised the need for balanced growth that considers environmental sustainability and infrastructure upgrades.
Kerbside collection, transfer stations, waste services and landfill (5 comments)	<ul style="list-style-type: none"> • Waste services as a core council responsibility – respondents emphasised waste management should be a council priority, with concerns over affordability and cleanliness.
Economic development business events, tourism & marketing (10 comments)	<ul style="list-style-type: none"> • Enhancing tourism and local events – participants highlighted the need for more events and attractions to boost tourism. • Supporting local businesses and retail growth – respondents emphasised the importance of expanding business opportunities and suburban retail areas.
Community compliance, environmental health, planning & building (7 comments)	<ul style="list-style-type: none"> • Managing growth and infrastructure – respondents emphasised the need for sustainable planning to accommodate population growth and infrastructure demands.

New and upgraded infrastructure (5 comments)	<ul style="list-style-type: none">• Enhancing infrastructure for safety and well-being -participants emphasised the importance of infrastructure in creating a safer, more inclusive community.
Maintaining council buildings, community facilities and assets (3 comments)	<ul style="list-style-type: none">• Providing safe and inclusive spaces -participants emphasised the need for well-maintained facilities to foster inclusion and engagement.

Table 22 – Resource allocation satisfaction and prioritisation: (n=354 long community survey, n=86 internal staff survey)

Key cohort	Insight
People living with a disability	<ul style="list-style-type: none"> There was a major difference for this cohort. This cohort are less satisfied with resource allocation by the Council compared to the overall survey population. There was a difference in comments on resource allocation for this cohort. This cohort placed greater emphasis on roads maintenance, aged and disability care, waste service, environment and green spaces, and health and wellbeing compared to the overall survey population.
Young People (18-34)	<ul style="list-style-type: none"> There was a minor difference for this cohort. This cohort are less satisfied with resource allocation by the Council compared to the overall survey population. There was a difference in comments on resource allocation for this cohort. This cohort placed greater emphasis on environment and green spaces, recreation, community facilities, and family and early childhood services compared to the overall survey population.
People living in Wangaratta CBD	<ul style="list-style-type: none"> There was a difference in comments on resource allocation for this cohort. This cohort placed greater emphasis on arts and culture, maintaining council assets, and economic development compared to the overall survey population.
People living in the regions	<ul style="list-style-type: none"> There was a difference for this cohort. This cohort are less satisfied with resource allocation by the Council compared to the overall survey population. There was a difference in comments on resource allocation for this cohort. This cohort placed greater emphasis on Council operations, processes, and communications compared to the overall survey population.
Council Staff	<ul style="list-style-type: none"> There was a major difference for this cohort. Council staff are notably more satisfied with resource allocation by the Council compared to the overall survey population. There was a difference in comments on resource allocation for this cohort. This cohort placed greater emphasis on maintaining council assets compared to the overall survey population. On the other hand, they put less emphasis on roads, paths, bridges, cycling tracks, shared pathways, environment and open spaces, and council governance and management.

Cohort specific analysis – top services

Alongside the broader community sentiments, key cohorts and groups expressed and emphasised different perspectives on service and resource allocation.

Table 23 – Resource allocation satisfaction and prioritisation for key cohorts (n=354 long community survey, n=86 internal staff survey)

Key cohort	Insight
People living with a disability	<ul style="list-style-type: none"> There was a major difference for this cohort. This cohort are less satisfied with resource allocation by the Council compared to the overall survey population. There was a difference in comments on resource allocation for this cohort. This cohort placed greater emphasis on roads maintenance, aged and disability care, waste service, environment and green spaces, and health and wellbeing compared to the overall survey population.
Younger People (18-34)	<ul style="list-style-type: none"> There was a minor difference for this cohort. This cohort are less satisfied with resource allocation by the Council compared to the overall survey population. There was a difference in comments on resource allocation for this cohort. This cohort placed greater emphasis on environment and green spaces, recreation, community facilities, and family and early childhood services compared to the overall survey population.
People living in Wangaratta CBD	<ul style="list-style-type: none"> There was a difference in comments on resource allocation for this cohort. This cohort placed greater emphasis on arts and culture, maintaining council assets, and economic development compared to the overall survey population.
People living in the regions	<ul style="list-style-type: none"> There was a difference for this cohort. This cohort are less satisfied with resource allocation by the Council compared to the overall survey population. There was a difference in comments on resource allocation for this cohort. This cohort placed greater emphasis on Council operations, processes, and communications compared to the overall survey population.
Council Staff	<ul style="list-style-type: none"> There was a major difference for this cohort. Council staff are notably more satisfied with resource allocation by the Council compared to the overall survey population. (Q20) There was a difference in comments on resource allocation for this cohort. This cohort placed greater emphasis on maintaining council assets compared to the overall survey population. On the other hand, they put less emphasis on roads, paths, bridges, cycling tracks, shared pathways, environment and open spaces, and council governance and management. (Q21)

4.6. Other considerations

Both long form and short survey participants were asked whether there were any additional considerations for the Council in managing its services, spending, or resources, as well as any specific projects, buildings, or initiatives they would like to see funded. Important features to participants across both the long and short surveys include:

- **Community facilities, infrastructure, and council services** were key areas for additional investment, with calls for better maintenance, accessibility, and transparency.

Long community survey – any other feedback

Participants in the long survey were asked whether there were any additional considerations for the Council in managing its services, spending, or resources, as well as any specific projects, buildings, or initiatives they would like to see funded. As shown in **Table 24**, the most frequently mentioned areas of feedback were:

- Community facilities and amenities (34.1%),
- Council operations, processes, communications, and management (22.5%),
- Transport infrastructure, including roads, footpaths, and cycling (20.9%).

A summary of these comments is presented in **Table 24**.

Table 24 - Is there anything else that Council needs to consider when managing its services, spending or resources, or are there any specific projects, buildings, or initiatives you'd like to see council invest in? (182 participants across the long survey)

Theme	Insights
Community facilities and amenities (62 comments)	<ul style="list-style-type: none">• Improving and expanding green spaces and parks -community members expressed the need for better maintenance, additional seating, tree planting, and increased community involvement in local parks and green spaces.• Upgrading and expanding community facilities -respondents advocated for improvements to existing community spaces, such as libraries, senior citizen centres, and recreational facilities, to enhance accessibility and usability.• Increased support for emerging sports and recreation -respondents highlighted the importance of investing in emerging sports, particularly pickleball, and improving existing recreational infrastructure.
Council operations, processes, communications, and management (41 comments)	<ul style="list-style-type: none">• Focus on core services -respondents expressed concerns about council expenditures on less-essential projects, calling for a stronger focus on core responsibilities such as roads, waste management, and community infrastructure.• Improve internal efficiency and accountability -respondents raised concerns about council staffing levels, consultant use, and inefficiencies in decision-making, calling for greater transparency and accountability in council operations.• Enhance community engagement and responsiveness -community members want better communication from the council, increased responsiveness to concerns, and more transparency in decision-making processes.

Transport infrastructure (including roads, footpaths, and cycling) (38 comments)	<ul style="list-style-type: none"> • Improving road maintenance and safety - respondents highlighted the need for better road maintenance, pothole repairs, and improved traffic management to enhance safety. • Enhancing public and active transport options - community members called for improved public transport, expanded cycling infrastructure, and better pedestrian facilities. • Addressing traffic congestion and urban planning - there were repeated concerns about traffic congestion, particularly in the CBD, and calls for better urban planning to support population growth.
Maintenance and beautification (36 comments)	<ul style="list-style-type: none"> • Better maintenance of roads, footpaths, and public spaces - respondents called for improved maintenance of roads, footpaths, and public spaces to enhance safety, accessibility, and overall community experience. • Improved management of parks, gardens, and green spaces - respondents emphasised the importance of investing in public green spaces, tree planting, and community-led maintenance programs to improve the environment and public enjoyment.
Sport and recreation (30 comments)	<ul style="list-style-type: none"> • Investment in pickleball and hockey facilities - respondents highlighted the need for dedicated facilities for growing sports such as pickleball and hockey to accommodate increasing participation. • More accessible aquatic and outdoor recreation facilities - respondents emphasised the importance of improving access to pools, splash parks, and river recreation areas for all ages. • Support for emerging and alternative sports - respondents called for increased investment in non-traditional sports such as pickleball, mountain biking, bmx, and alternative cycling options.
Sustainability, environment, and green spaces (27 comments)	<ul style="list-style-type: none"> • Protection and maintenance of green spaces - respondents emphasised the need to protect existing natural areas, ensure sustainable development, and maintain public parks and gardens. • Sustainable urban development and renewable energy - respondents highlighted the importance of incorporating sustainability into urban planning, including solar energy and biodiversity initiatives. • Enhancing public parks and recreation spaces - respondents called for improvements in local parks, including seating, pathways, lighting, and increased accessibility.
Arts and culture (22 comments)	<ul style="list-style-type: none"> • Mixed opinions on arts and cultural spending - while some respondents support investment in arts and cultural spaces, others believe funds should be directed toward essential services rather than sculptures and art installations. • Support for the arts precinct and cultural facilities - respondents believe the creative arts precinct will enhance Wangaratta's appeal, attracting tourism and strengthening cultural engagement. • Call for greater community involvement in cultural planning - respondents highlighted the need for more community consultation and practical improvements to public spaces over large-scale art projects.

Tourism (21 comments)	<ul style="list-style-type: none"> • Improved tourist infrastructure and information accessibility - respondents emphasised the need for a well-positioned, accessible visitor information centre and improved facilities for tourists, particularly caravan travellers. • Balanced tourism development with environmental and community needs - concerns were raised about tourism development prioritising business interests over environmental conservation and community well-being. • Enhancing recreational and cultural tourism attractions - respondents suggested developing cultural and recreational attractions to enhance tourism while benefiting the local community.
Support for specific populations (e.g. services) (19 comments)	<ul style="list-style-type: none"> • Greater support for youth and families - community members stressed the importance of programs, services, and infrastructure for children, teenagers, and families to ensure long-term community wellbeing. • Increased accessibility and support for seniors and people with disabilities - calls for improved infrastructure, advocacy, and resources for aged care and disability services were prominent. • Rural community support and service equity - concerns were raised about ensuring rural areas receive adequate services, funding, and recognition in council planning.
Community engagement and involvement (15 comments)	<ul style="list-style-type: none"> • Greater transparency and genuine community consultation - many community members expressed frustration with decision-making processes, calling for more transparency, meaningful engagement, and consideration of local input in council initiatives. • Encouraging volunteer and community-led initiatives - residents supported initiatives that empower communities to take ownership of public spaces and projects through volunteering and local partnerships. • More inclusive and accessible engagement approaches - there were calls for engagement efforts that include diverse voices, particularly from underrepresented groups, to ensure all perspectives are considered in decision-making.
Health and wellbeing (14 comments)	<ul style="list-style-type: none"> • Enhanced health services and infrastructure - community members stressed the need for better healthcare facilities, including a new hospital, improved aged care, and expanded disability support. • Investment in outdoor recreation and active living - respondents highlighted the importance of well-maintained parks, walking tracks, and public facilities to promote physical activity and overall community well-being. • Support for youth and mental wellbeing initiatives - several comments called for greater investment in programs to support young people's mental health, reduce substance use, and strengthen community wellbeing.

Shops and retail (13 comments)	<ul style="list-style-type: none"> • More retail options in growing areas - community members called for new supermarkets, shopping centres, and essential retail services to support expanding residential areas. • Improved essential services and large-scale retailers - there were requests for better access to essential services, including petrol stations and larger retail stores. • Support for local and affordable markets - some respondents advocated for more local markets, affordable retail spaces, and better shopping experiences.
Parking (12 comments)	<ul style="list-style-type: none"> • Increase free parking availability - respondents emphasised the need for more free parking options to support local businesses, workers, and visitors. • Better parking for tourists and large vehicles - calls were made for improved parking facilities for caravans, visitors, and major events.
Employment and economy (11 comments)	<ul style="list-style-type: none"> • Stronger local employment and business support - there is a call for better local employment opportunities, business support, and investment in sustainable industries to strengthen the economy. • Education and workforce development - better education pathways, vocational training, and job linkages were highlighted as essential for strengthening the local workforce and retaining young people. • Balanced investment and economic sustainability - concerns were raised about council spending priorities, with a preference for practical economic strategies over perceived unnecessary projects.
Activities, programmes, and events (10 comments)	<ul style="list-style-type: none"> • Increased variety and accessibility of community events - respondents highlighted the need for more diverse and accessible events, ensuring all community members, including working individuals and younger generations, can participate. • Community-led initiatives and volunteer engagement - there was strong support for initiatives that encourage residents to take an active role in organising and maintaining community programs and spaces. • Better utilisation of existing facilities for activities - many respondents called for better use of current community facilities rather than investing in new ones, ensuring accessibility and efficient spending.

Other
(74 comments)

- **Affordable housing** - there is a strong call for increased affordable and public housing, balanced and sustainable urban development, and better resource allocation to prioritise essential housing and infrastructure.
 - **Stronger partnerships** - respondents highlighted stronger partnerships for funding, services, and infrastructure development are essential.
 - **Enhancing local liveability to retain residents** - community members emphasised the need for better services, amenities, and job opportunities to encourage people to stay in the community.
 - **Ensure fair investment across rural and urban areas** - respondents called for equitable distribution of resources, services, and infrastructure between Wangaratta and surrounding rural communities.
 - **Streamline planning and ensure strategic development** - there was a call for proactive planning, faster approvals, and well-integrated community infrastructure.
-

Short community survey – any other feedback

Participants in the short survey were also asked whether there were any additional considerations for the Council in managing its services, spending, or resources, as well as any specific projects, buildings, or initiatives they would like to see funded. As shown in **Table 25**, the most frequently mentioned areas of feedback were **sport facilities**, followed by **roads and parking**.

A summary of these comments is presented in **Table 25**.

Table 25 - Is there any other feedback you would like to provide about the Council Plan? (38 comments across the short survey)

Theme	Insights
Sport facilities (8 comments)	<ul style="list-style-type: none">• Upgrading existing facilities – participants highlighted the need for netball, hockey, and tennis court upgrades to maintain accessibility and usability.• Improved aquatic facilities – respondents expressed concerns about pool accessibility, affordability, and the need for an additional swimming facility.
Roads and parking (7 comments)	<ul style="list-style-type: none">• Road maintenance and safety – respondents emphasised the need for better upkeep of rural and urban roads, highlighting recurring potholes and infrastructure issues.
Other (25 comments)	<ul style="list-style-type: none">• Council priorities and transparency – some respondents called for clearer priorities, reducing bureaucracy, and focusing on community needs.• Investment in parks and green spaces – respondents highlighted the need for maintenance and upgrades to parks, gardens, and streetscaping.• Community services and inclusion – participants highlighted the need for mental health support, elderly care, and social programs.• Affordability and cost of living – respondents expressed concerns about high council rates and prioritising essential services.

5. What we heard - other engagement activities

5.1. Community pop-up events

Community pop-ups were held across the municipality to engage with members of the public on the Community Vision and Council Plan. The pop ups were set up at community events across RCOW, including:

- Wangaratta Farmers Market
- Carols by Candlelight
- Apex Market
- Moyhu Market
- Milawa Carols
- Family Fun Day
- Youth Pool Party
- Mitchell Ave Family Fun Day

At the pop ups, community members could complete an activity based on current themes in the Community Vision and Council Plan. The activity required participants to put a bead in one of six jars labelled with the existing themes of 'Wellbeing', 'Economy', 'Environment', 'Leadership', 'Growth', and 'Lifestyle'. The bead represented what participants thought Council's priority should be over the next four years. Participants were only given one bead and could therefore only select one theme as a priority.

Across the pop ups, 349 beads were counted in total, indicating participation from at least 349 community members. **Table 26** below outlines the number of beads that each theme received at each event.

Table 26 – Community pop up bead activity totals (349 beads counted)

Event	Wellbeing	Economy	Environment	Leadership	Growth	Lifestyle	Total beads
Farmers Market	22	5	21	3	6	5	62
Carols by Candlelight	17	5	21	11	11	19	84
Apex Market	4	1	3	2	1	4	15
Moyhu Market	6	1	6	1	4	3	21
Milawa Carols	24	10	31	9	9	19	102
Family Fun Day	2	4	12	0	4	6	28
Youth pool party							0
Mitchell Ave Family fun day	10	2	10	3	5	7	37
Totals	85	28	104	29	40	63	349
Percentages	24%	8%	30%	8%	11%	18%	

Key findings

- **‘Environment’** was voted the top priority amongst the majority of participants, receiving 30% of all beads across the pop ups.
- **‘Wellbeing’** was the next most frequently selected priority (24%), followed by ‘Lifestyle’ (18%).
- **‘Economy’** was the current theme with the least beads received (8%).

At the community pop ups, children’s worksheets were also provided so that younger community members could share their thoughts and ideas for RCOW’s Community Vision and Council Plan. Feedback from these worksheets is summarised in the following **5.2**.

5.2. Children's and school worksheets

Two worksheets were created to capture voices of school students and young people across Wangaratta. The questions asked in each worksheet were as follows:

- In the lower primary worksheet, we asked, "What do you wish for or want to see in your community?"
- In the upper primary worksheet, we asked, "What do you like about where you live today?" and "What can be done to make your community better?"

A total of 116 worksheets were completed. Students completed the worksheets during the engagement period at Yarrunga Primary School, the library, and community events. Worksheets were also distributed at community events and the library, some responses came from individuals outside the intended age group.

Key findings

Top three themes drawn / represented for **"What do you wish for or want to see in your community?"**

- **Play equipment:** many children wished for more playgrounds, slides, swings, and fun spaces where they can run, climb, and play with friends. (31 responses, 45.6%)
- **Animals:** kids wanted more animals in their community, including pets, farm animals, and wildlife. (27 responses, 39.7%)
- **Trees:** There were many drawings of trees, showing that children value greenery and want more trees. (23 responses, 33.8%)

Top three themes drawn / represented for **"What do you like about where you live today?"**

- **Swimming pool and splash park:** many students enjoy the local swimming pool and splash park. (11 responses, 22.9%)
- **Safety:** feeling safe in their neighbourhood is important, with some students mentioning they like how their town feels safe. (7 responses, 14.6%)
- **Play and sports:** many children drew parks, playgrounds, and sports fields as favourite places. (7 responses, 14.6%)

Top three themes drawn / represented for **"What can be done to make your community better?"**

- **Reducing waste:** many students highlighted the importance of keeping their community clean by reducing rubbish and encouraging more recycling. (10 responses, 20.8%)
- **Play and sports:** children want more spaces for play and sports, with requests for new playgrounds and better equipment for outdoor activities. (7 responses, 14.6%)
- **Nature and trees:** many students highlighted the importance of greenery, with drawings of trees, flowers, and natural spaces. (6 responses, 12.5%)



Figure 35 -What do you wish for or want to see in your community? (68 responses across lower primary student worksheet)

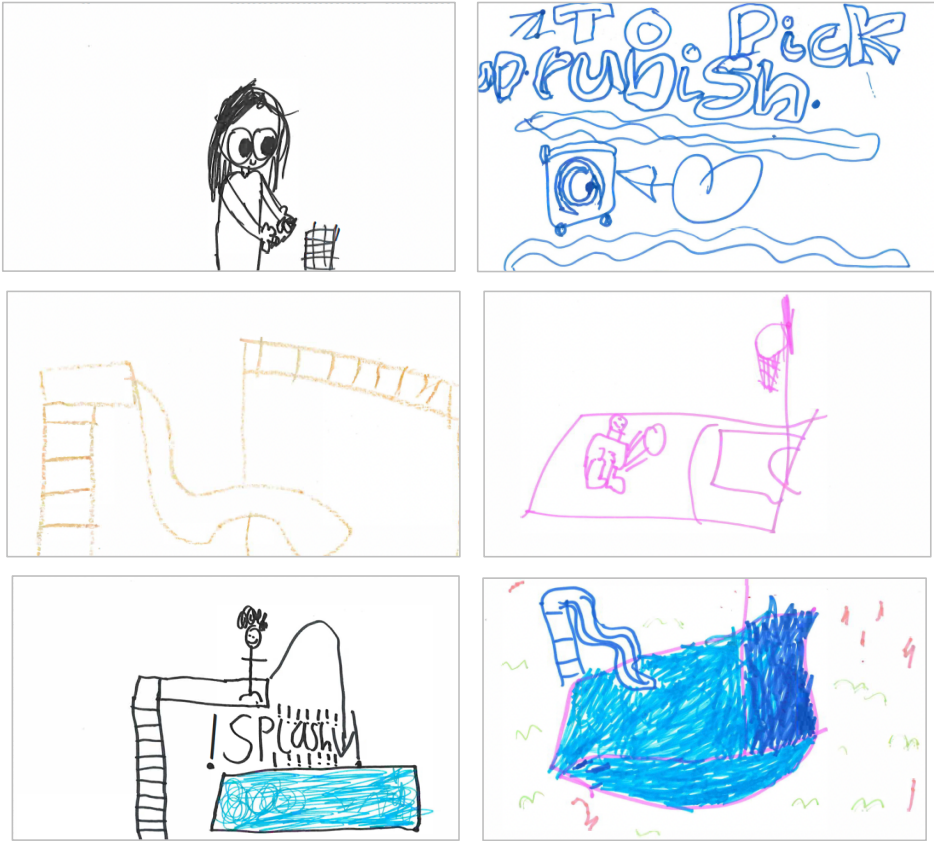


Figure 36 - What can be done to make your community better? (48 responses across upper primary student worksheet)

5.3. Conversation Kits

A Conversation Kit resource was developed to support the deliberative engagement process and to provide further context for the development of the Council Plan, Community Vision, Municipal Public Health and Wellbeing Plan and 10 Year Financial Plan. The kits also presented some emerging insights based on what the community had said in earlier stages of consultation. The primary aim of the Conversation Kits was to prompt discussions, generally in group settings; enabling people to start thinking about their priorities for Wangaratta in the future.

The following questions were included in the Conversation Kit:

Question	Summary of feedback
Planning for our future – health and wellbeing	<ul style="list-style-type: none"> What do you need to live a healthy life and feel supported in your community? [Based on what the community has told us their health and wellbeing priorities include] Choose one of the above priorities that is most important to you and let us know what actions we could take to address it.
Planning for our region	<ul style="list-style-type: none"> [Based on top priorities for the community regarding provision of services and infrastructure] Do you agree with the priorities on the left? Is there anything else missing? Everyone has a role to play in planning for our future. Choose one of the priorities identified above, and in a few words, tell us what role you think each group below could play in helping to achieve this.
Ideas Wall	<ul style="list-style-type: none"> Now that you've shared your priorities, is there anything else we need to consider in developing the Council Plan, Community Vision, Municipal Public Health and Wellbeing Plan and 10 Year Financial Plan? Feel free to draw, write or describe your thoughts below.

10 Conversation Kits were completed by 15 students at Cathedral College and by two RCOW community members.

Key findings

- Sport, recreation, and public spaces:** Feedback indicated strong demand for improved public spaces and sporting facilities that promote diverse opportunities for sport, recreation and physical activity.
- Transport and infrastructure:** Participants called for better roads, footpaths, and public transport to improve accessibility and movement across the region.
- Mental health, wellbeing, and community support:** There was emphasis on mental health services, social connection, community safety, and support for vulnerable groups, including those experiencing homelessness.
- Environment and sustainability:** Participants prioritised conservation, sustainability, and litter management. They highlighted the need to maintain parks, waterways and open spaces for all to access.
- Cost of living and economic support:** Some feedback expressed concerns about affordability, alongside a need to attract workers, and to support local businesses and community groups.

Summary of feedback by question

Table 27 provides a summary of the feedback from the Conversation Kits, organised by question.

Table 27: Summary of Conversation Kit feedback by question (10 Kits received)

Question	Summary of feedback
What do you need to live a healthy life and feel supported in your community?	<ul style="list-style-type: none">• Sporting facilities and public spaces: There was a call for improved and diverse sporting facilities, including netball courts, squash courts, volleyball, and hockey, as well as larger and better public spaces such as libraries and parks.• Green spaces and nature access: Community members highlighted the need for well-maintained parks, waterways, and open spaces that are safe, inclusive, and easy to access.• Transport and infrastructure: Participants emphasised the need for well-maintained and improved roads, footpaths, public transport, and active transport infrastructure.• Mental health and wellbeing: There was a strong emphasis on the importance of mental health support, social connection, and feeling safe to engage in the community. Access to health and support services was also noted.• Cost of living: Some community members raised concerns about impacts of the rising cost of living.
Choose one of the above priorities that is most important to you and let us know what actions we could take to address it.	<ul style="list-style-type: none">• Mental health and wellbeing: Participants emphasised mental health and wellbeing as a top priority, with a focus on community safety and providing ongoing support through places and programs. Reducing harm from smoking and vaping as well as treating addiction to these were also mentioned.• Open spaces and accessibility: Participants emphasised the need for open spaces that are easy to access, inclusive, and safe, both within and beyond Wangaratta.• Sport and recreation: Feedback called for more diverse opportunities for sports, to promote physical activity and increase options for recreational activities.
Do you agree with the priorities on the left? Is there anything else missing?	<ul style="list-style-type: none">• Environment, conservation and sustainability: Participants emphasised the need for action on environmental issues, particularly around conservation, sustainability, and litter management, to secure a better future for generations.• Roads and transport: There was a focus on improving roads and transport infrastructure to support movement across RCOW.• Services and infrastructure: Participants highlighted the importance of services, infrastructure and the quality of public facilities, such as toilets.

Everyone has a role to play in planning for our future. Choose one of the priorities identified above, and in a few words, tell us what role you think each group below could play in helping to achieve this.

- **Roads and infrastructure:** Feedback related to better road maintenance, mostly noted as the responsibility of Council. This included addressing potholes and ensuring long-lasting quality of roads. Footpaths and trails were also noted as priorities.
- **Environment, conservation and sustainability:** Participants noted the importance of environmental sustainability and conservation. They identified Council action could involve seeking funding, communicating and promoting programs. It was also mentioned that local businesses and community groups could adopt best practice and educate the community. It was suggested that individuals could support this priority by educating, advocating and being involved in the community.
- **Support for business and groups:** Some feedback called for Council support to attract workers and promote local businesses and community groups.

Now that you've shared your priorities, is there anything else we need to consider in developing the Council Plan, Community Vision, Municipal Public Health and Wellbeing Plan and 10 Year Financial Plan? Feel free to draw, write or describe your thoughts below.

- **Community strength and wellbeing:** Participants emphasised the importance of support, strength and resilience in the community. Wellbeing and the ability to engage were also prioritised.
 - **Environment, natural beauty, and green spaces:** Feedback highlighted the importance of the natural landscape and green spaces, as well as balance between RCOW's different environments.
 - **Support for homelessness and community services:** Some feedback called for increased support for people experiencing homelessness. Other comments noted appreciation for Council's support of places such as the Creative Precinct, events and sustainable practices.
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6. What we heard - targeted engagement

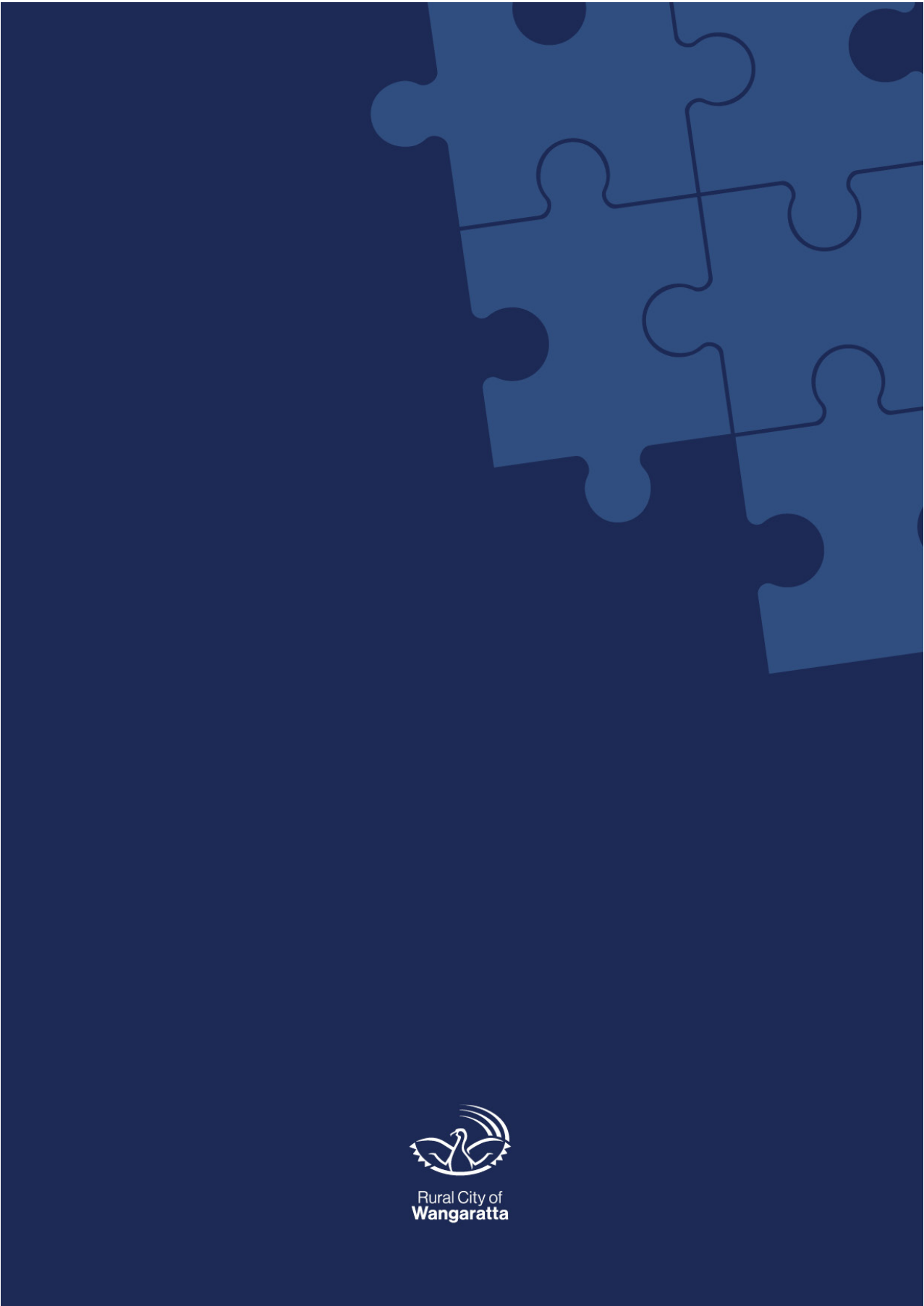
A range of targeted engagement activities occurred with various community groups and stakeholders across RCOW. **Table 28** provides an overview of findings from targeted engagement of key stakeholder and cohort groups in Wangaratta.

Table 28 - Summary of key findings from targeted community engagement activities



Group	Key findings
Youth Council workshops	<ul style="list-style-type: none"> Top priorities for this group were 'Recreation, sport and community facilities', 'Community services' and 'Environment, conservation and sustainability'. Youth Council members frequently noted that their priorities for Council were wellbeing, leadership, and environment. They also often mentioned that Council should prioritise spending on wellbeing, environment, and infrastructure. When asked what three words should describe our community, the most frequently occurring words were 'safe', 'inclusive' and 'clean'. Having 'healthy, safe and inclusive communities' was consistently ranked as a top priority. When asked what they need to feel healthy and supported, the group's feedback focused on having accessible and affordable things to do and places to go for sport and recreation. Social connections and access to support were also noted. Top health and wellbeing priorities included cost of living, followed by mental health and wellbeing, and prevention of violence (including family and gendered violence). Thinking about how Council could improve active living and mental health and wellbeing, the group frequently mentioned having accessible and affordable things to do, opportunities for safe sport and recreation, access to support, connections to people and animals, and inclusivity. For Wangaratta's vision, Youth Council members' most frequently noted words were 'resilient', 'supported' and 'inclusive'. They also emphasised the importance of safety and inclusivity when thinking about what they want Wangaratta to be in 10 years.
Arts Culture Advisory Committee meetings	<ul style="list-style-type: none"> Majority of feedback was around recognising value of arts from both a cultural perspective and economic perspective, the latter of which is often overlooked. Feedback on the current Community Vision Statement <ul style="list-style-type: none"> Courageous - not a great word, compassionate could also come out There are lot of big words but nothing resonates, it could be half the size and more impactful Inclusive: What does this mean? This includes everyone - making sure everyone and everything in the community is included Inclusive is the only word worth keeping in the first sentence.

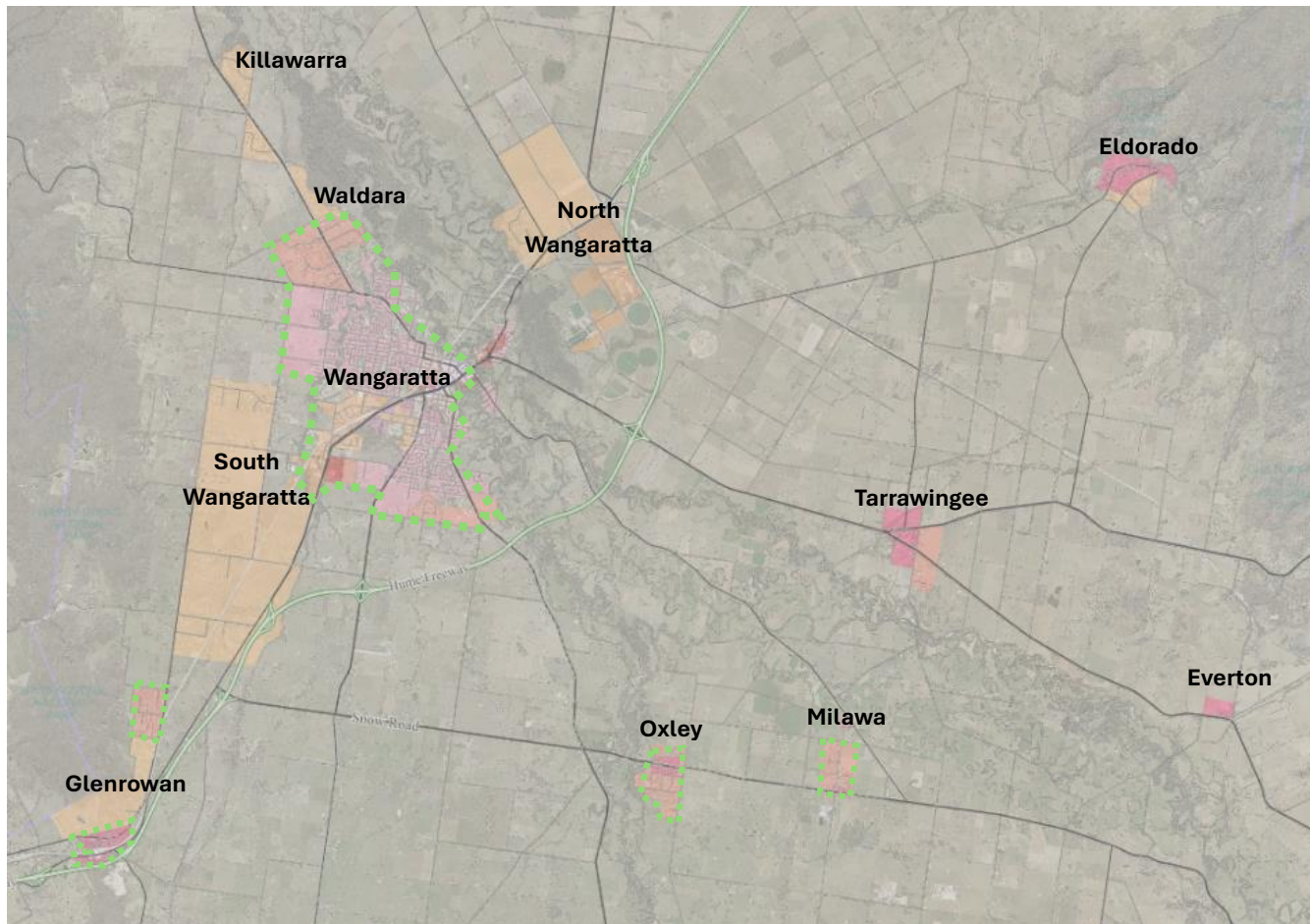
	<ul style="list-style-type: none"> - Urban and Rural is important as they both value different things. - Natural beauty - favoured. Referring to Warbys and surrounds and important to note that this would refer to the urban element also with green spaces and natural beauty. - The wrong tense: Should be futuristic. We will type sentences. Building our future. - Nothing that screams Wangaratta in the statement. Wangaratta can exclude the rural communities, and this may not be favoured - Maybe a sentence like, Wangaratta is known for..... - The committee were not sure what 'mature' landscape means - We aspire to be.... This is a favoured word rather than courageous and compassionate - Hoping, planning statements rather than stating that "we are" - We are inclusive and allow people to engage - Our community is engaged, is prosperous, feels supported and has the ability to grow. <ul style="list-style-type: none"> • Wellbeing: <ul style="list-style-type: none"> - Cultural Strategy x2 - Celebration of diversity and community - Reconciliation Action Plan and events for community - Inclusive events for all • Environment: <ul style="list-style-type: none"> - Green spaces for seating, busking, walking, picnicking - Activate Creative Precinct thinking and activities - Community Capacity building x2 - Community event funding • Infrastructure: <ul style="list-style-type: none"> - Preserving & future proofing our history (Wang Historical Society) • Other: <ul style="list-style-type: none"> - Arts & culture is not properly represented in the pillars - Make our community 'feel' through powerful arts and cultural activities
Environment and Sustainability Working Group workshop	<ul style="list-style-type: none"> • When asked what three words should describe our community, the three most commonly occurring words were 'connected', 'safe' and 'sustainable'. • Considering what members need to feel healthy and supported in their community, feedback focused on access and connection to nature; preserving the natural environment; access to opportunities for physical activity and social connection; and access to services, housing and jobs. • Over the next four years, the group would like Council to prioritise increasing tree cover and transitioning to renewable energy sources. Support was noted for protecting and promoting biodiversity, and strengthening environmental understanding and management. • Feedback from the group related to open space, habitat corridors and rivers, with suggestions for collaboration with environmental agencies; auditing and mapping open spaces; and embracing connections. • Other feedback related to shady streets, access to shade and nature in building. Comments focused on managing trees for climate adaptation;

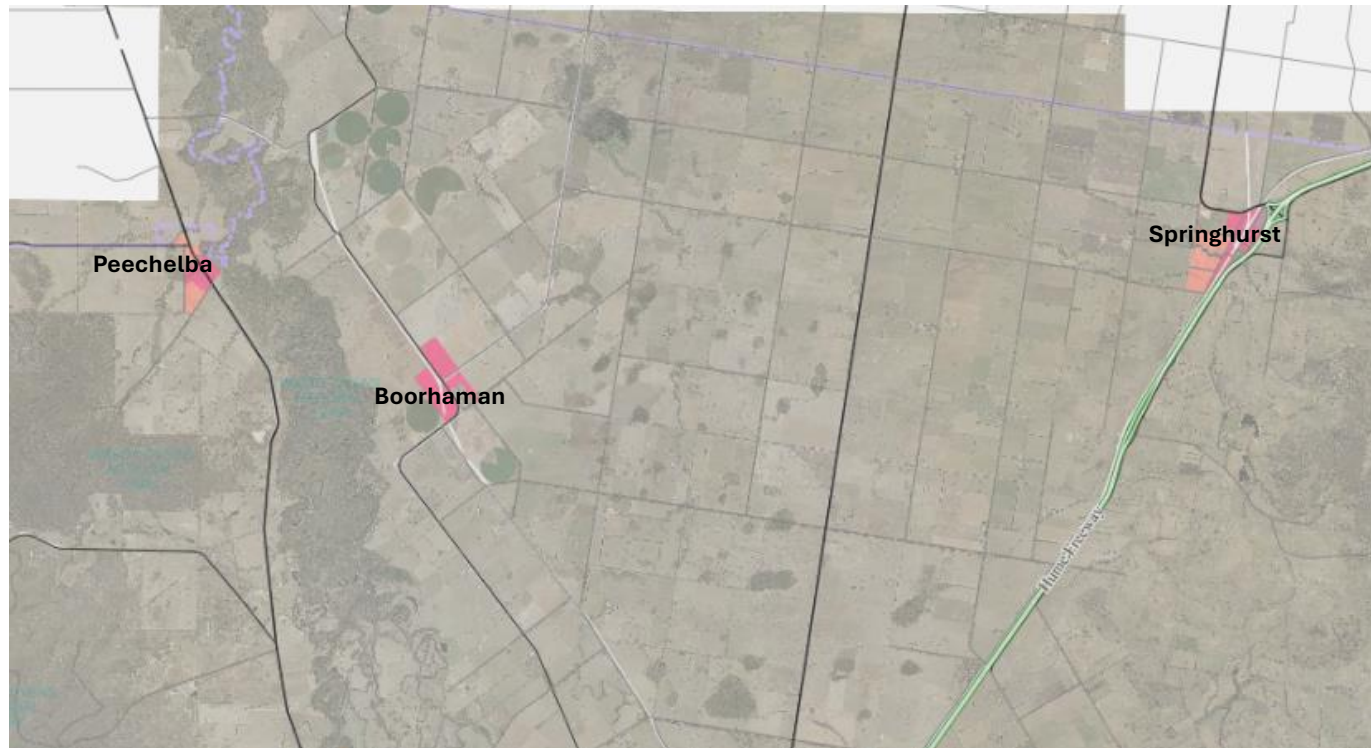
	<p>incorporating shade trees in developments; managing different species; and interacting with nature in bushfire management.</p> <ul style="list-style-type: none"> • The group also provided feedback regarding renewables and supporting households with climate adaptation, noting a need for better collaboration between community groups working in the space; advocacy for passive solar design in new developments; and thermally efficient buildings. • Benefit of being in and connecting to nature was also a theme for feedback, with the group noting a need for education about mapping and accessibility of open spaces; more links and connections to nature; better coordination among managing groups working on nature conservation; and underlining that nature is everywhere.
Project 365 Event (with local community)	<ul style="list-style-type: none"> • Social connection and inclusion were highlighted frequently by community members when asked what community wellbeing means to them. Feedback noted that Council could support community wellbeing with more events and programs, especially those promoting social connection and inclusivity. • Feedback also noted the importance of supporting others and having access to networks and support services. • Other comments mentioned aspects of physical and mental health, as well as places that support wellbeing, such as green and open spaces.
Written feedback submitted by a community member (and ESWG member)	<ul style="list-style-type: none"> • Feedback expressed desire to retain the current 'Valuing our Environment' Council Plan section, modifying the heading to 'Environment Conservation and Sustainability'. Additionally, it was noted that many of the existing sections of the Council Plan relating to environment, conservation, ESD, and Traditional Owners, should be retained and strengthened. • The submitter requested that the Council Plan include an action to undertake an Open Space Strategy. • Feedback also highlighted the need for additional biodiversity indicators and resourcing for Council's conservation management. • It was noted that community groups need greater support to encourage involvement, e.g. through a volunteer expo to attract members.
Written feedback submitted by a Councillor	<ul style="list-style-type: none"> • Feedback was received from a Councillor summarising the community workshops (see Chapter 4 for full workshop overview), with a focus on the themes of: <ul style="list-style-type: none"> – Community Vision and strategic alignment – Environment and infrastructure – Wellbeing and social inclusion – Economy and business development – Arts, culture and recreation • Feedback was provided by a Councillor summarising notes based on conversations with community members. These notes focused on concerns about: <ul style="list-style-type: none"> – Communication (between Council and the community) – Trust of Council – Wellbeing – (Circular) Economy



Service Maps of Existing/New/Expanded Kerbside Services (Glass/FOGO)

-  Urban/Rural Township areas to receive glass and FOGO bins (4 x bin system)
-  Urban/Rural Township areas already serviced with FOGO (3 x bin system)









INTERNAL COMMUNICATIONS PLAN

Internal Communication and Project Planning Tool



PROJECT/ITEM NAME	Kerbside Glass & FOGO Roll Out Community Consultation and Education Plan
PROJECT SPONSOR/LEAD	Marcus Goonan
COMMS & ENGAGEMENT LEAD	Felicity Bate/Sean Ginnivan

TARGET AUDIENCE/S
1. Residents
2. Ratepayers

STAKEHOLDERS TO CONSIDER?
INTERNAL – waste services team, customer service, councilor's
EXTERNAL – ratepayers, waste contractors

PROJECT BACKGROUND AND CONTEXT
<p>Under section 60 of the Circular Economy (Waste Reduction and Recycling) Act 2021 (the Circular Economy Act), Councils and Alpine Resorts have an obligation to provide all households with a kerbside FOGO service (by 2030) and separate kerbside glass service (by 2027).</p> <p>Household waste and recycling services provided will be regulated by the Head of Recycling Victoria (RV) via a service standard and accompanying regulations made under the Circular Economy Act.</p> <p>The service standard (currently being finalised) requires all households to be provided with a kerbside FOGO service and kerbside separate glass service, except in rural areas where distances make kerbside collection services inefficient.</p>



The reform aims to achieve the following targets on a state-wide level.

- Divert 80 per cent of waste from landfill by 2030, and an interim target of 72 per cent by 2025.
- Cut total waste generation by 15 per cent per capital by 2030.
- Halve the volume of organic material going to landfill between 2020 and 2030, with an interim target of 20 per cent reduction by 2025.
- Ensure every Victorian household has access to food and garden organic waste recycling services or local composting by 2030.

It is important to note that although the material diverted through the kerbside glass service is reduced by the Container Deposit Scheme (CDS) the CDS intentionally excludes certain types due to processing limitations within Australia.

Kerbside glass collection is still a critical component to ensure remaining glass is removed and recycled for other purposes whilst the commodities of recycled plastic and paper remain free of glass fines which can significantly reduce its value and undermine viability of recycling these materials within Australia.

Proposed Glass Service

Council obtained data from the 2023 kerbside recycling (yellow bin) audit which determined that the average household within RCoW generates 1.642 kg of glass per week (kg/hh/wk) in the kerbside system of which approximately 25% was eligible for disposal under the Container Deposit Scheme (CDS).

Based on this data officers recommend utilising 80 - 120 litre kerbside bins on a quarterly collection cycle to facilitate adequate kerbside collection to individual tenements.

To ensure financial viability it is recommended that Council provide a mandatory glass collection service to the following areas:

- Wangaratta (10,129)
- North Wangaratta (69)
- Waldarra (340)
- Killawarra/Kensington Drive (61)
- Glenrowan & Hamilton Park (418)
- Oxley (228)
- Milawa (157)
- Tarrawingee (98)
- Eldorado (131)
- Whorouly (37)
- Everton (17)



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- Peechelba (53)
- Springhurst (78)
- Moyhu (114)
- Whitfield (61)
- Cheshunt (16)

A total of 12,007 tenements will receive an additional purple kerbside glass bin which based on 1.642 kg of glass per week (kg/hh/wk) are forecast to generate approximately 1,025 tonnes of glass material per annum.

The additional bin will be collected every eight weeks (bi-monthly) for all households within areas identified as Township, Low Density Residential and Rural Living Zones. This in effect captures the immediate boundaries of urban Wangaratta, rural townships.

Proposed FOGO Service

A total of 805 tenements will receive an additional 240l kerbside FOGO bin which based on 10 kg of FOGO per week (kg/hh/wk) will divert 418 tonnes per annum.

The existing FOGO service would be expanded into the following townships:

- North Wangaratta (69)
- Waldarra (18)
- Killawarra/Kensington Drive (61)
- Glenrowan & Hamilton Park (31)
- Tarrawingee (98)
- Eldorado (131)
- Whorouly (37)
- Everton (17)
- Peechelba (53)
- Springhurst (78)
- Moyhu (114)
- Whitfield (61)
- Cheshunt (16)

Compliance with requirements of state governments service standard.



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Providing a 4-bin kerbside service primarily in small townships within rural areas aligns with the intent of service standards by acknowledging the principle of 'where practicable'. The service standard aims to ensure efficient and sustainable waste management. In rural areas, the significant distances between properties make widespread kerbside collection economically and environmentally challenging.

Capacity of Organics Processing Facility

Currently processing approximately 5200 tonnes per annum and having recently obtained a license amendment for 12,000 tonnes per annum Councils Organics Processing Facility has sufficient capacity to accept the increased tonnages generated by the expanded FOGO kerbside service.

Capacity of Existing Council Waste Compactor Fleet

Both glass and FOGO kerbside collection will be serviced by Council collection vehicles. Councils current fleet consists of 5 x 24m³ Waste Compactor units, these are scheduled to be replaced with new vehicles commencing April 2025. Two existing kerbside collection vehicles will remain in the fleet: one to assist with the glass and expanded FOGO kerbside collection and one as a back-up. The back-up vehicle is critical to ensure collections can continue in the event of required servicing or vehicle break-down.

Existing Funding Sources

Current funding sources for the delivery of the comm

- 2021 - DELWP (DEECA) Kerbside Reform Support Fund (\$54K) - Milestone 1
Funding for Implementation of local education programs to support the new service, this will be used to deliver communications plan.
- 2022 - DELWP (DEECA) Kerbside Reform Support Fund (\$203K) - Milestone 2
Funding for Costs associated with bins, lids and kitchen caddies for the provision of kerbside services for glass, food organics and garden organics.
- Long Term Financial Plan (\$231K) Project PR0551 Kerbside Reform
- The ongoing FOGO waste service charge which is based on the amortised total cost of the 'service' including kerbside collection, material disposal, bin depreciation (10 years), service/repair and overheads. This reduces the need to increase the cost of the waste service charge to cover any upfront roll-out costs.

Project Implementation timing



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- May 2025 – Seek Council approval to roll-out additional kerbside services in accordance with the recommendations of this report with a view to commencing roll-out on the 01st July 2025.
- May 2025 - Commence pre-implementation phase of communications, finalise delivery of kerbside bins for roll-out, commence commissioning of new kerbside collection fleet vehicles.
- June/July 2025 – Receipt kerbside bins undertake roll-out/delivery of kerbside bins to expanded service areas, containing information packs on correct use and commencement date of collections.
- August 2025 – Commence collection of kerbside FOGO weekly service, commence FOGO implementation phase of communications.
- September 2025 - Commence collection of kerbside Glass quarterly service, commence Glass implementation phase of communications.
- November 2025 – Commence post-implementation phase of communications plan.

PROJECT COMMUNICATION OBJECTIVES	ACTION OR OUTCOME REQUIRED
<ol style="list-style-type: none"> 1. Inform community of the reason behind the change 2. Educate community on how to properly use the four-bin system 3. Limit negative sentiment towards the program and RCoW more generally 4. Build towards a more sustainable future 	<ol style="list-style-type: none"> 1. Point people towards Vic Govt website https://www.vic.gov.au/Standardising-household-recycling-across-Victoria 2. See tactical plan – multiple actions 3. See tactical plan – multiple actions 4. Our Community Matters- 'recycling edition'

KEY MESSAGES	AUDIENCE/S
<ol style="list-style-type: none">1. The four-bin system is a requirement as part of the Victorian Government's 10-year policy and action plan 'Recycling Victoria' to transform the state's recycling sector.2. This is an opportunity for us to get better at recycling, creating environmental benefits and the potential for cost benefits for our community.3. The Victorian Government is in the process of developing a standardized list of accepted materials for each waste stream.4. There will be a cost involved to ratepayers and this will be transparent and made available once know.5. Council is always listening. Feel free to contact council to discuss your individual concerns or requirements but remember that there are certain State Government regulations we must follow in regard to this project.	<ol style="list-style-type: none">1. Residents and ratepayers



Pre-implementation



TACTICAL PLAN				
DATE	TACTIC/ACTION	KEY MESSAGE	AUDIENCE/STAKEHOLDER	RESPONSIBLE
May 2024	Newspaper and community newsletter advertising	<ul style="list-style-type: none"> - Announcing timeline and state govt requirements - Using the Rural City Connect weekly advertising in the Chronicle to provide updates/information - Moyhu Buzz - Eldorado Star - Greta Bunyip – Landcare newsletter - Whitfield Matters 	Residents Wangaratta Chronicle 2 ads per month- reach of 4548 people	FB/SG
Dec 2023- Dec 2024	Radio interviews	<ul style="list-style-type: none"> - Glass recycling interview ABC Goulburn Murray 106.5 on 16/12/2023 (SH) - Glass drop off interview ABC Goulburn Murray 7/02/2024 (SH) - Contamination in Organics- picking station – (SG) - 18/03/2024 	Residents	FB/SG
May 2024	Quarterly 'Our Community Matters' RCoW newsletter	<ul style="list-style-type: none"> - Announcing timeline and state govt requirements - Feature content on reducing household waste and recycling tips/facts 	Residents	FB/SG
March 2024 – December 2024	Community and School roadshow In outlying towns/villages	101 on introduction of glass recycling - Moyhu Primary School Delivered	Primary School students Residents	SH



		Cheshunt Community meal 4/04/24 Moyhu Progress Association 12/04/24 Springhurst Primary school 21/05/24		
Early in project	Community info packs	<ul style="list-style-type: none"> - Announcing timeline and explaining state govt requirements - Provide tips for reducing household waste and recycling 	Residents	SG
Ongoing 6 monthly sessions to educate new staff	Internal education about introduction of glass and FOGO recycling and contamination.	<ul style="list-style-type: none"> - Engage with Children's Services - Visit childrens services 0/01/24 - Engage with WSAC - Ed session 6/02/2024 - Offer sessions about glass recycling to internal departments - Youth Council 13/02/2024 	RCoW staff	SG
Sessions with organisations	External education about introduction of glass and FOGO recycling and contamination.	<ul style="list-style-type: none"> - Go Tafe Hairdressing 7/02/2024 		

Implementation



TACTICAL PLAN				
DATE	TACTIC/ACTION	KEY MESSAGE	AUDIENCE/STAKEHOLDER	RESPONSIBLE
May 2025	Roadshow info sessions	<ul style="list-style-type: none"> - Announcing timeline for roll-out in areas receiving additional services. - What services will look like, how to correctly utilize - Q&A with residents 	Residents	SG
May 2025	Targeted invitations for Organics Facility Tours, schools and community groups in areas/townships receiving new services	<ul style="list-style-type: none"> - How reform and circular economy is positively impacting our own backyard. 	Residents	SG
May 2025	Presentations School/Community groups roadshow In outlying towns/villages	<ul style="list-style-type: none"> - detailing timeline for roll-out in areas receiving additional services. - What services will look like, how to correctly utilize - Q&A with students. - 	Primary School students	SG
		-		

Post-implementation:

TACTICAL PLAN				
DATE	TACTIC/ACTION	KEY MESSAGE	AUDIENCE/STAKEHOLDER	RESPONSIBLE



July 2025 to September 2025	Kerbside Bin Inspections	<ul style="list-style-type: none"> - How are we tracking? - What should and shouldn't go in bins? - Total tonnages of material being diverted from landfill. - Pat on backs for correct use. 	Residents	SG
December 2025	Complete bin audit of aggregated material	<ul style="list-style-type: none"> - How far have we come (comparing to the 2023 audit pre roll out) 	Residents	SG
December 2025 to February 2026	Facebook campaign	<ul style="list-style-type: none"> - How are we tracking (declining contamination, increasing tonnages) - 	Residents	FB/SG

FOGO Collection (expansion)

RISKS OR CONSIDERATIONS?	MITIGATION ACTIONS
Criticism over requirement in rural township setting.	<ul style="list-style-type: none"> ▪ Education about state govt requirements non-negotiables mandated by State Government



	<ul style="list-style-type: none"> Education on objectives of reform divert 80 per cent of waste from landfill etc how these impact immediate community. Outcomes of recent waste audits (25% of existing rural waste stream is organic material)
Cost increase of waste services / rates going up	<ul style="list-style-type: none"> Roadshow info sessions / stakeholder meetings / info packs Explanation of cost recovery model.
Residents already having alternatives (ie worm farms, chooks)	<ul style="list-style-type: none"> Education on items that may not go in compost
Criticism over benefit to immediate community.	<ul style="list-style-type: none"> Roadshow info sessions / stakeholder meetings / info packs Education on Council run organics processing facility turning FOGO into high quality compost and mulch products that meet Australian standards. Facilitate tours of facility.

CHANNELS AVAILABLE	ASSETS REQUIRED (if any) eg. equipment
<ul style="list-style-type: none"> Community information packs 	



<ul style="list-style-type: none"> • RCoW Website (project page and FAQ) • RCoW Social Media • Community Champions • Media Release • Media opportunity (where appropriate) • Rural City Connect (weekly newspaper ad) • Our Community Matters (quarterly newsletter) • Community engagement tools (workshops, meetings, roadshow) • Regional media and advertising leveraging off other councils in the area • Targeted mail outs. 	
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EVALUATION PLAN/KPIs

FURTHER NOTES

Director/Manager Approval to proceed

<Insert name here>	X	<Insert date here>
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Survey

Poster

NRM tam

March Start 2024

Appendix 1 – Waste Area Metrics Q3 24/25

