

FOI Part II Statement

Pursuant to the *Freedom of Information Act 1982*

December 2025

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1. Introduction

For the benefit of the public, Greater Dandenong City Council (Council) releases a large amount of information through online and print publishing as well as person-to-person service provision. Information not freely available to the public may be available through Freedom of Information (FOI).

The [Freedom of Information Act 1982](#) has been in effect from 1 January 1994 for local government and embraces the following principles:

- members of the public have a legally enforceable right of access to government held information;
- government departments and agencies are required to publish information concerning the documents they hold;
- people may ask for inaccurate, incomplete, out of date or misleading information to their personal records to be amended; and
- people may appeal against a decision by a government body not to give access to the information, or not to amend a personal record.

All Victorian government agencies and authorities covered by the *Freedom of Information Act 1982* (the Act) are legally required to publish a Part II Information Statement. Documents listed in this Part II Statement are either already available on [Council's](#) website or are available for inspection and/or purchase by contacting Council's Customer Service areas.

More information about freedom of information can be found on the [Office of the Victorian Information Commission](#) website.

2. Purpose

The purpose of Part II of the *the Act* is to ensure that individuals and organisations can effectively exercise their right to obtain access to government information which may affect them.

Part II of *the Act* assists in:

- making the public aware of the existence of documents held by Council;
- providing the public with the information to enable them to identify specific documents of interest; and
- providing details of how to apply for access to documents produced or in the possession of Council.

This Part II Statement gives effect to the public transparency principles contained in Section 58 of the [Local Government Act 2020](#) and Council's Public Transparency Policy and Principles.

3. Responsibility

Agencies, including Council, must prepare and publish five statements under Part II of the Act and ensure these statements are published and reviewed annually. Each year, during preparation of the Freedom of Information Annual Report to the Office of the Victorian Information Commissioner, Council's compliance with the Act and Part II Statements will be reviewed. The statements required are as follows:

- Statement 1 – Organisation and Functions of Council - *Freedom of Information Act 1982* – Section 7(1)(a)(i), (vii) and (viii)
- Statement 2 – Categories of Documents - *Freedom of Information Act 1982* – Section 7(1)(a)(ii)
- Statement 3 – FOI Arrangements - *Freedom of Information Act 1982* – Section 7(1)(a)(iii), (v), (vi)
- Statement 4 – Publicity Material - *Freedom of Information Act 1982*, Section 7(1)(a), (iv)
- Statement 5 – Rules, Policies & Procedures - *Freedom of Information Act 1982*, Section 8 (1).

4. Accessing Council Documents

Council is committed to the proactive and informal release of information in accordance with the Freedom of Information [Professional Standards](#) issued by the Victorian Information Commissioner. In most instances, Council will make information available to the public on Council's website, at Council's Customer Services or upon request. In some cases, certain documents may only be available via inspection or purchase.

Request for access to information and documents held by Council will be in alignment with Council's [Public Transparency Policy and Principles](#).

It is always a good idea to consult with Council prior to making a Freedom of Information Application as information may be freely available outside of the *Freedom of Information Act 1982*.

5. Exempt Documents

In some instances, the right of access to certain documents may be limited by specific exemptions of the Act. These exemptions are applied where the information is confidential information or where release of the information would be contrary to the public interest or not in compliance with the [Privacy and Data Protection Act 2014](#).

Exempt documents fall into the following categories:

- Internal working documents;
- Law enforcement documents;
- Documents containing material obtained in confidence;
- Documents relating to trade secrets;
- Documents relating to legal professional privilege;
- Documents affecting personal privacy;
- Disclosure is contrary to public interest;
- Official record of Council's closed meetings.

6. Statement 1 - Organisation and Functions

Section 7(1)(a) of the *FOI Act* requires the agency to summarise its structures and function. In addition, it must list what powers it has to make decisions directly affecting the public and what mechanisms it has for advice and consultation with the public in developing agency policy and practice.

6.1 Establishment

By order of the Governor General, the Greater Dandenong City Council was established on 15 December 1994 via the Victoria Government Gazette (Special) No. S 97, when the former City of Springvale and City of Dandenong were amalgamated.

6.2 Population

The City of Greater Dandenong has approximately 163,000 residents from approximately 150 different nationalities, as of 2024.

6.3 Location

The City of Greater Dandenong is located approximately 35 kilometers south east of Melbourne's central business district. It has an area of approximately 129 square kilometers and 29% of its land area forms part of the South East Green Wedge.

The City of Greater Dandenong is comprised of the following suburbs:

- Bangholme;
- Dandenong;
- Dandenong North;
- Dandenong South;
- Keysborough;
- Keysborough South;
- Lyndhurst (shared with City of Casey);
- Noble Park;
- Noble Park North;
- Springvale;
- Springvale North;
- Springvale South.

The City of Greater Dandenong borders the following municipalities:

- City of Casey;
- City of Kingston;
- City of Frankston;
- City of Monash;
- City of Knox.

6.4 Council Wards and Councillors

The Greater Dandenong City Council was created on 15 December 1994 and headed by three Commissioners appointed by the State Government. One of the tasks of the appointed Commissioners was to recommend to the Minister an electoral structure to apply for the conduct of the first election in 1997 in extensive consultation with the community.

Subsequently, in 1997, the City of Greater Dandenong held its first Council elections for 11 single member wards. In 2008, the [Victorian Electoral Commission](#) (VEC) undertook an electoral representation review and reduced the number of wards to four multi member wards represented by 11 Councillors.

In 2019, the VEC again undertook an electoral representation review and the findings, after community consultation and consideration of submissions, reverted Council back to 11 single member wards for the October 2020 Council elections.

A Council consists of democratically elected Councillors in accordance with the *Local Government Act 2020*.

Local Government elections are held every four years in October. The next Council election will be held in October 2028. All Council elections are conducted by the Victorian Electoral Commission.

Under the *Local Government Act 2020*, Council must elect a Mayor and Deputy Mayor. The Mayor and Deputy Mayor are elected by current Councillors at a meeting of Council, currently held in November. The Mayor may be elected for a one year or two-year term.

6.5 Current Ward Councillors

- Cleeland Ward – Councillor Rhonda Garad
- Dandenong North Ward – Councillor Bob Milkovic
- Dandenong Ward – Councillor Jim Memeti
- Keysborough South Ward – Councillor Isabella Do
- Keysborough Ward – Councillor Melinda Yim
- Noble Park North Ward – Councillor Lana Formoso
- Noble Park Ward – Councillor Sophie Tan
- Springvale Central Ward – Councillor Alice Phuong Le
- Springvale North Ward – Councillor Sean O'Reilly
- Springvale South Ward – Councillor Loi Truong
- Yarraman Ward – Councillor Phillip Danh

A current ward map of the City of Greater Dandenong can be found at the following link:

[Current Ward Map of the City of Greater Dandenong](#)

6.6 Role of a Councillor

Section 28 of the [Local Government Act 2020](#) states:

- (1) the role of every Councillor is
 - (a) to participate in the decision making of the Council; and
 - (b) to represent the interests of the municipal community in that decision making; and
 - (c) to contribute to the strategic direction of the Council through the development and review of key strategic documents of the Council, including the Council Plan.
- (2) In performing the role of a Councillor, a Councillor must -
 - (a) consider the diversity of interests and needs of the municipal community; and
 - (b) support the role of the Council; and
 - (c) acknowledge and support the role of the Mayor; and
 - (d) act lawfully and in accordance with oath or affirmation of office; and
 - (e) act in accordance with the standards of conduct; and
 - (f) comply with Council procedures required for good governance.
- (3) The role of a Councillor does not include the performance of any responsibilities or functions of the Chief Executive Officer.

Councillors are also required to conduct themselves in accordance with the Standard of Conduct set out in the [Local Government \(Governance and Integrity\) Regulations 2020](#) and Council's Councillor Code of Conduct.

6.7 Role of Council

Section 8 of the *Local Government Act 2020* states:

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

6.8 Principal Officer

Council's Principal Officer is the Chief Executive Officer - Jacqui Weatherill.

6.9 Contacting Council

The Greater Dandenong Civic Centre is located at 225 Lonsdale Street, Dandenong VIC 3175. Mail should be sent to PO Box 200, Dandenong Vic 3175.

Telephone: (03) 8571 1000

Website: www.greaterdandenong.com

Email: council@cgd.vic.gov.au

Hours of Opening: Monday-Friday 8:30am – 5:00pm

Customer Service Centres are at the following locations

Dandenong – 225 Lonsdale Street, Dandenong (Dandenong Civic Centre), Monday-Friday 8:30am-5:00pm

Springvale – 5 Hillcrest Grove, Springvale (Springvale Community Hub), Monday-Friday, 9:00am-5:00pm

Keysborough – Shop A7, Parkmore Shopping Centre, Cheltenham Road, Keysborough, Monday-Friday, 9:00am-5:00pm

A list of all council centres and facility locations and contact numbers is available on Council's [website](#).

6.10 Overarching Governance Principles

Section 9 of the *Local Government Act 2020* sets out the overarching governance principles and supporting principles that Council must adhere to. These are:

- (1) A Council must in the performance of its role give effect to the overarching governance principles.
- (2) The following are the overarching governance principles:
 - (a) Council decisions are to be made and actions taken in accordance with the relevant law;
 - (b) priority is to be given to achieving the best outcomes for the municipal community;
 - (c) the economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted;
 - (d) the municipal community is to be engaged in strategic planning and strategic decision making;
 - (e) innovation and continuous improvement is to be pursued;
 - (f) collaboration with other Councils and Governments and statutory bodies is to be sought;
 - (g) the ongoing financial viability of the Council is to be ensured;
 - (h) regional, state and national plans and policies are to be taken into account in strategic planning and decision making;
 - (i) the transparency of Council decisions, actions and information is to be ensured.
- (3) In giving effect to the overarching principles, a Council must take into account the following supporting principles:
 - (a) the community engagement principles;
 - (b) the public transparency principles;
 - (c) the strategic planning principles;
 - (d) the financial management principles;
 - (e) the service performance principles;

The *Local Government Act 2020* can be accessed on the [Victorian Legislation](#) website.

6.11 Acts Administered

Council performs its functions through the enforcement and administration of a large number of Victorian Acts and Regulations and Council Local Laws. The following indicates as far as practicable the Acts, Regulations and Local Laws that apply to Council. All Victorian legislation can be viewed at the [Victorian Legislation](#) website. All Commonwealth legislation can be viewed on the [Federal Register of Legislation](#) website. Our Local Laws can be found on the [Council](#) website.

ACTS

- *Aboriginal Heritage Act 2006*
- *Accident Compensation Act 1985*
- *Age Discrimination Act 2004*
- *Associations Incorporation Reform Act 2012*
- *Audit Act 1994*
- *Australian Citizenship Act 2007*
- *Australian Copyright Law Act 1968*
- *Building Act 1993*
- *Carers Recognition Act 2012*
- *Catchment and Land Protection Act 1994*
- *Cemeteries and Crematoria Act 2003*
- *Children Youth and Families Act 2005*
- *Children's Services Act 1996*
- *Child Wellbeing and Safety Act 2005*
- *Climate Change Act 2010*
- *Constitution Act 1975*
- *Conservation, Forests and Land Act 1987*
- *Community Services Act 1970*
- *Competition and Consumer Act 2010*
- *Copyright Act 1968*
- *Country Fire Authority Act 1958*
- *Criminal Procedure Act 2009*
- *Crown Land (Reserve) Act 1978*
- *Cultural and Recreational Lands Act 1963*
- *Charter of Human Rights and Responsibilities Act 2006*
- *Dangerous Goods Act 1985*
- *Disability Act 2006*
- *Domestic Animals Act 1994*
- *Domestic Buildings Contracts Act 1995*
- *Education and Care Services National Law Act 2010*
- *Education and Training Reform Act 2006*
- *Electricity Safety Act 1998*
- *Electoral Act 2002*
- *Electoral Boundaries Commission Act 1982*
- *Emergency Management Act 1986*
- *Environment Protection Act 1970*
- *Livestock Disease Control Act 1994*
- *Liquor Control Reform Act 1998*
- *Local Government Act 1989*
- *Magistrates' Court Act 1989*
- *Major Crimes (Investigation Powers) Act 2004*
- *Major Transport Projects Facilitation Act 2009*
- *Metropolitan Fire Brigades Act 1958*
- *Mineral Resources (Sustainable Development) Act 1990*
- *National Parks Act 1975*
- *Occupational Health and Safety Act 2004*
- *Pipelines Act 2005*
- *Planning and Environment Act 1987*
- *Prevention of Cruelty to Animals Act 1986*
- *Privacy and Data Protection Act 2014*
- *Property Law Act 1958*
- *Oaths and Affirmations Act 2018*
- *Occupational Health and Safety Act 2004*
- *Ombudsman Act 1973*
- *Parliamentary Committees Act 2003*
- *Planning and Environment Act 1987*
- *Prevention of Cruelty to Animals Act 1986*
- *Privacy and Data Protection Act 2014*
- *Protected Disclosure Act 2012*
- *Public Administration Act 2004*
- *Public Health and Wellbeing Act 2008*
- *Public Interest Disclosures Act 2012*
- *Public Records Act 1973*
- *Rail Safety Act 2006*
- *Rail Safety (Local Operations) Act 2006*
- *Racial and Religious Tolerance Act 2001*
- *Racial Discrimination Act 1975*
- *Residential Tenancies Act 1997*
- *Road Management Act 2004*
- *Road Safety Act 1986*
- *Road Safety Road Rules 2017*
- *Rooming House Operations Act 2016*
- *Sentencing Act 1991*

- *Essential Services Commission Act 2001*
- *Estate Agents Act 1980*
- *Equal Opportunity Act 2010*
- *Evidence Act 2008*
- *Fair Work Act 2009*
- *Fences Act 1968*
- *Filming Approval Act 2014*
- *Fines Reform Act 2014*
- *Fire Services Property Levy Act 2012*
- *Flora, Fauna Guarantee Act 1988*
- *Food Act 1984*
- *Freedom of Information Act 1982*
- *Fringe Benefits Tax Assessment Act 1986*
- *Financial Institutions Duty Act 1982*
- *Flora and Fauna Guarantee Act 1988*
- *Gambling Regulation Act 2003*
- *Gender Equality Act 2020*
- *Graffiti Prevention Act 2007*
- *Guardianship and Administration Act 2019*
- *Health Act 1958*
- *Health Records Act 2001*
- *Health Complaints Act 2016*
- *Heritage Act 1995*
- *Heavy Vehicle National Law 2012*
- *Housing Act 1983*
- *Impounding of Livestock Act 1994*
- *Independent Broad-Based Anti-Corruption Commission Act 2011*
- *Infringements Act 2006*
- *Land Acquisition and Compensation Act 1986*
- *Land Act 1958*
- *Land Tax Act 2005*
- *Landlord and Tenant Act 1958*
- *Libraries Act 1988*
- *Liquor Control Reform Act 1998*
- *Local Jobs First Act 2003*
- *Local Government Act 1989*
- *Local Government Act 2020*
- *Municipal Association Act 1907*
- *Multicultural Victoria Act 2011*
- *Second Hand Dealers and Pawnbrokers Act 1989*
- *Service Victoria Act 2018*
- *Sex Work Decriminalisation Act 2022*
- *Sex Discrimination Act 1984*
- *Sheriff Act 2009*
- *Shop Trading Reform Act 1996*
- *Small Business Commission Act 2017*
- *Sport and Recreation Act 1972*
- *Subdivision Act 1988*
- *Summary Offences Act 1966*
- *Surveying Act 2004*
- *Taxation Administration Act 1997*
- *Tabaco Act 1987*
- *Transfer of Land Act 1958*
- *Transport Integration Act 2010*
- *Transport (Safety Schemes Compliance & Enforcement) Act 2014*
- *Urban Renewal Authority Victoria Act 2003*
- *Valuation of Land Act 1960*
- *Victoria Grants Commission Act 1976*
- *Victoria State Emergency Service Act 2005*
- *Victorian Inspectorate Act 2011*
- *Victorian Civil and Administrative Tribunal Act 1998*
- *Victorian Data Sharing Act 2017*
- *Victorian Planning Authority Act 2017*
- *Victoria Police Act 2013*
- *Victorian Urban Development Authority Amendment (Urban Renewal Authority Victoria) Act 2011*
- *Water Act 1989*
- *Working with Children Act 2005*
- *Workplace Injury Rehabilitation and Compensation Act 2013*
- *Workers Screening Act 2020*
- *Wrongs Act 1958*

REGULATIONS

- *Building Regulations 2018*
- *Children's Services Regulations 2009*
- *Country Fire Authority Regulations 2004*
- *Competition and Consumer Regulations 2010*
- *Dangerous Goods (Explosives) Regulations 2011*
- *Drugs Poisons and Controlled Substances Regulations 2006*
- *Fair Work Regulations 2009*
- *Freedom of Information (Access Charges) Regulations 2025*
- *Freedom of Information Regulations 2019*
- *Gender Equality Regulations 2020*
- *Infringements (General) Regulations 2006*
- *Infringements Act 2006*
- *Health (Immunisation) Regulations 1999*
- *Health (Prescribed Accommodation) Regulations 2001*
- *Land Acquisition and Compensation Regulations 2010*
- *Local Government (Land Information) Regulations 2021*
- *Local Government (Long Service Leave) Regulations 2012*
- *Local Government (Planning and Reporting) Regulations 2020*
- *Local Government (General) Regulations 2015*
- *Local Government (Electoral) Regulations 2020*
- *Local Government (Governance and Integrity) Regulations 2020*
- *Occupational Health and Safety Regulations 2017*
- *Planning and Environment (Fees) Regulations 2016*
- *Planning and Environment Regulations 2015*
- *Planning and Environment (Fees) Regulations 2016*
- *Public Health and Wellbeing Regulations 2009*
- *Public Health and Wellbeing (Prescribed Accommodations) Regulations 2020*
- *Public Interest Disclosures Regulations 2019*
- *Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2010*
- *Road Management (General) Regulations 2016*
- *Road Management (Works and Infrastructure) Regulations 2015*
- *Road Safety (General) Regulations 2019*
- *Road Safety (Traffic Management) Regulations 2019*
- *Road Safety (Vehicles) Regulations 2009*
- *Subdivision (Fees) Interim Regulations 2013*
- *Subdivision (Procedures) Regulations 2011*
- *Subdivision (Registrar's Requirements) Regulations 2011*
- *Tabacco Regulations 2017*
- *Valuation of Land Regulations 2014*

LOCAL LAWS

Current local laws and incorporated documents can be accessed via [Council website](#). These include:

- *Greater Dandenong Local Law No.2 (General Local Law)*
- *Tree Protection on Private Land Local Law*
- *Footpath Activity Code of Practice 2020*
- *Nature Strip Guidelines General Local Law 2021*
- *Policy - Use of Fireworks 2021*
- *Fees and Charges for Local Law Permits 2025-2026*
- [Governance Rules under the Local Government Act 2020](#)

6.12 Administration

The administration at Council is made up of a Chief Executive Officer, two Executive Directors each heading up City Futures and Community Strengthening, an Executive Manager heading up Strategic Growth and Advocacy and a Chief Information Officer heading up Digital Technology and interim Chief Financial Officer heading up Finance and Procurement – all with a total of approximately 910 staff.

It is the role of Council's administration to advise Councillors, implement decisions made at Council meetings and deliver services. Members of Council staff are accountable to Council through the Chief Executive Officer.

6.13 Role of the Chief Executive Officer

Section 46 of the *Local Government Act* outlines the functions of the Chief Executive Officer (CEO). Generally, the CEO is responsible for supporting the Mayor and Councillors in their roles, ensuring the efficient and effective management of the day to day operations of the Council (organisation), ensuring that the decision of Council are implemented, maintaining an organisational structure for the Council and being responsible for all staffing matters including appointing, directing, managing and dismissing members of Council staff.

6.14 Role of Council Staff

Council staff are responsible for providing advice, implementing Council's decisions and applying their expertise to deliver services to the Greater Dandenong community.

Section 49 of the [Local Government Act 2020](#), requires that the CEO develops and implements a code of conduct for members of Council staff.

Council staff are required to observe specific conduct principles. These principles require staff in the course of their employment to:

- act impartially;
- act with integrity including avoiding conflicts of interest;
- accept accountability for results;
- provide responsive services.

A copy of the Greater Dandenong City Council Staff Code of Conduct can be found on Council's [website](#).

6.15 Organisation Chart

Greater Dandenong's Executive Management Team can be viewed [here](#).

Greater Dandenong Department profiles are contained in Council's [Annual Report](#).

6.16 Decision Making Powers of Council

The Council (made up of 11 Councillors) is a statutory entity and is able to do only those things which it is authorised to do by statute, which in this case is the [Local Government Act 2020](#).

Council can act only by resolution of Council or through others acting on its behalf. Resolutions of Council are made in formally constituted Council meetings such as the adoption of the Council Budget, the Council Plan, Council policies, decisions involving contracts that exceed the financial delegation of the Chief Executive Officer and many other decisions. Acting through others is called by delegated authority. Neither the Mayor nor individual Councillors have the legal authority to individually act to make decisions on behalf of the Council.

BY RESOLUTION OF COUNCIL

Section 59 of the *Local Government Act 2020*, states that where a Council is empowered to do any act, matter or thing, the decision to do the act, matter or thing is to be made by resolution of Council.

Council decisions are made by the majority of Councillors present at a meeting voting in favour of the decision, providing a quorum is present. If there is a tied vote the Mayor who chairs the meetings, has a casting vote (second vote). The Greater Dandenong City Council [Governance Rules](#), documents the manner of voting and making resolutions of Council.

All Councillors present at a Council Meeting may vote on every motion unless they have a conflict of interest as prescribed under Section 130 of the *Local Government Act 2020*.

Council exercises its decision-making powers through scheduled Council Meetings which are open to the public in accordance with Section 66(1) and (2) of the *Local Government Act 2020*. Section 66 of the *Act* also provides for certain meetings to be closed to the public.

Council Meetings are generally held monthly on a Monday. All meetings are open to the public. However, meetings may be closed to the public and attended remotely by staff and Councillors if Council is concerned of a safety risk.

All meetings are held in the Council Chamber at the Civic Centre, 225 Lonsdale Street, Dandenong. Meeting dates are advertised on Council Meeting webpage [Council Meeting Times](#).

Under Council's [Governance Rules](#) 2020, meetings may be cancelled, rescheduled or additional meetings called to deal with specific item of business that cannot wait until the next scheduled meeting, at which time Council will advertise the meeting date, time and location.

All Council Meeting [Agendas](#) which include all reports to be considered by Council, are available to view online on Council's website.

Council Meeting [Minutes](#) are available on Council's website approximately five business days after the meeting and remain available for a period of 12 months on Council's website. Hard copies of Council Minutes copies will be made available upon request.

BY DELEGATION

The power of delegation stems from the fact that it is not practical in any way for Council or the CEO to undertake all of the administrative and operational duties required to run the organisation and Council could not physically or professionally meet all their statutory requirements.

Section 11 of the *Local Government Act 2020* makes express provision for Council to delegate powers to the Chief Executive Officer or a member of a Delegated Committee. Sections 46 of the *Local Government Act 2020* makes express provision for the Chief Executive Officer to then delegate powers to a member of Council staff. A delegated authority comes with it the powers, duties and functions of Council. i.e., the decision of a delegate of Council is 'deemed' to be a decision by Council.

The power of delegation by Council or the Chief Executive Officer must be exercised in writing by way of an Instrument of Delegation specifying named individuals or the holders of named positions to whom powers, duties or functions are delegated. Council is required to keep a register of all Instruments of Delegation, including the date on which the last review was undertaken.

6.17 Council Representatives to Committees, Peak Industry Bodies, Regional and Community Based Organisations

In conducting the business of Council and representing Council's interests in the wider community, Greater Dandenong City Council has formal representation and liaison with a wide number of committees, peak industry bodies and regional and community associations, including the following:

COUNCIL GROUPS AND COMMITTEES

- Arts Advisory Board;
- Audit and Risk Committee (ARC);
- Australia Day Community Assessment Panel;
- CEO Employment and Remuneration Committee (changed from CEO Performance Review Committee by policy);
- Children & Family Partnership;
- Cultural Heritage Advisory Committee;
- Dandenong Market Pty Ltd;
- Disability Advisory Committee;
- LGBTIQ+ Advisory Committee
- Local Government Mayoral Taskforce Supporting People Seeking Asylum;
- Multicultural and People Seeking Asylum Advisory Committee;
- Positive Aging Advisory Committee;
- South East Leisure Pty Ltd;
- Community Hubs Advisory Committee;
- Sustainability Advisory Committee
- Young Leaders.

PEAK INDUSTRY BODIES

- Australian Local Government Women's Association (ALGWA);
- Municipal Association of Victoria (MAV);
- Victorian Local Governance Association (VLGA).

REGIONAL ORGANISATIONS AND COMMITTEES

- 2020 Local Government Mayoral Advisory Panel;
- Alliance for Gambling Reform;
- Eastern Transport Coalition;
- Greater South East Melbourne (GSEM);

COMMUNITY ORGANISATIONS

- Dandenong and District Historical Society;
- Dandenong Show Committee;
- Greater Dandenong Interfaith Network;
- South East Community Links;
- Springvale and District Historical Society;
- Springvale Benevolent Society.

Details of the current [Councillor Representation on Committees, Peak Industry Bodies, Community Organisations and Associations](#) is available on Council's website. Minutes of meetings of the above Council groups and committees are generally made available to the public by request and reported on at Council Meetings.

6.18 Community Engagement

Section 55 of the *Local Government Act 2020* states that a Council must adopt and maintain a community engagement policy and describes what must be included in the policy and what it must apply to. The policy must give effect to the community engagement principles which are specified as:

- (a) a community engagement process must have a clearly defined objective and scope;
- (b) participants in community engagement must have access to objective, relevant and timely information to inform their participations;
- (c) participants in community engagement must be representative of the persons and groups affected by the matter that is the subject of the community engagement;
- (d) participants in community engagement are entitled to reasonable support to enable meaningful and informed engagement;
- (e) participants in community engagement are informed of the ways in which community engagement process will influence Council decision making.

Council is currently developing its Community Engagement Policy in line with the requirements of the Local Government Act 2020. In the meantime, Council's [Community Engagement Planning Framework](#) outlines Council's role in providing activities which enhance opportunities for the community to express their expectations, aspirations and ideas, which establishes a set of principles and the necessary tools to ensure consistent and successful community engagement activities as part of Council's decision-making processes.

COMMUNITY CONSULTATION

Council recognises that decision-making and service provision are enhanced when the community has an opportunity to provide input and express its expectations, aspirations and ideas. Council undertakes both formal and informal consultation process through various platforms including, but not limited to mails outs, surveys, social media and formal consultations such as public submissions (formerly covered by Section 223 of the *Local Government Act 1989*), scheduled ward meetings and public questions asked Council Meetings.

There are many reasons that Council undertakes targeted engagement and consultation activities with the community. These include, but are not limited to:

- topic-based open-ended community engagement;
- strategy development (eg Council Plan, Community Wellbeing Plan);
- policy development;
- strategic planning projects (land use, park upgrades);
- significant service planning projects;
- major projects and capital works;
- projects that require community engagement as part of legislative requirements or funding obligations.

PUBLIC NOTICES – PUBLIC CONSULTATION

Various *Acts* and *Regulations* that Council operates under may require Council to give public notices and advertise a period of public consultation. Copies of public notices are available on the [Public Notices](#) page on Council's website. Links to relevant documents are provided, how you can respond to Council regarding the document and information regarding any public meetings that will be convened so that a committee of Council can hear submissions.

QUESTION TIME AT COUNCIL MEETINGS

Question Time at Council meetings provides an opportunity for members of the public to address questions to the Councillors and Administration. Members of the public can choose to verbally present their question(s) to Council at the Council Meeting or have it read out by the Chief Executive Officer. Questions are limited to three questions per person per meeting and each question (including any preamble) should not exceed 300 words. Council meeting questions submitted online must be submitted by 12 noon on the day of the Council Meeting. Every question received will receive a written reply, even it is answered at the Council meeting. Questions must be submitted in writing either [online](#) prior to 12noon on the day of the Council meeting or in person at the meeting prior to 7.00pm. Questions must comply with Council's [Governance Rules](#).

HAVE YOUR SAY

Council offers a range of opportunities for residents, community groups, businesses and industry stakeholders to share their opinions, insight and feedback on new projects, services and policies to help inform Council decisions on matters that impact the City. '[Have your Say](#)' is an online consultation hub that provides current information on projects and initiatives that Council is considering.

6.19 Public Transparency Policy and Public Transparency Principles

Section 57 of the *Local Government Act 2020* states that Council must adopt and maintain a Public Transparency Policy. Council adopted its [Public Transparency Policy](#) on 24 August 2020, which formalised Council's commitment to transparent decision-making processes and freely available public access to Council Information.

The policy includes all forms of information and how it will be made available to the public and gives effect to the Public Transparency Principles outlined in section 58 of the *Local Government Act 2020*.

The following are the public transparency principles:

- (a) Council decision making processes must be transparent except when the Council is dealing with information that is confidential by virtue of the *Local Government Act 2020* or any other Act;
- (b) Council information must be publicly available unless:
 - (i) the information is confidential by virtue of the *Local Government Act 2020* or any other Act;
 - (ii) public availability of the information would be contrary to the public interest;
- (c) Council Information must be understandable and accessible to members of the municipal community;
- (d) public awareness of the availability of Council information must be facilitated.

6.20 Reading Room and Libraries

READING ROOM

Greater Dandenong City Council provides for what is commonly referred to as 'Reading Room' access. It applies to certain basic records that, while not automatically published must be routinely made available for public inspection. 'Reading Room' access arrangements can be made available upon request by contacting the Customer Service Centre on 8571 5100.

LIBRARIES

Greater Dandenong Libraries offer a wide range of reading, educational and leisure resources and services, with two branches located in Springvale and Dandenong. For more information about Council's Libraries visit the [Library](#) webpage.

Dandenong Library

225 Lonsdale Street, Dandenong

Opening Hours

Monday to Friday: 9am-9pm

Saturday: 10am-5pm

Sunday: 12-5pm

Springvale Library

18 Hillcrest Grove, Springvale

Opening Hours

Monday to Friday: 9am-9pm

Saturday: 10am-5pm

Sunday: 12-5pm

7. Statement 2 – Categories of Documents

Section 7(1)(a) of the *Freedom of Information Act 1982* (the Act) states that an agency (in this instance, Council) must summarise its record-keeping system. It should include a description of the key record series found within that system and where possible it should relate the component parts of the system to the agency's structure and functions.

Council is required to comply with the [Public Records Act 1973](#) and must keep such records as may be necessary to fully and adequately record its functions and operations as set out under that Act.

The types of documents that are held by Council include, but are not limited to:

- Animal management records
- Annual and financial reports
- Asset management records
- Audit reports
- Body worn camera footage
- Business and economic development records including SEBN
- Building and planning application/permit documents
- CCTV footage
- Child and maternal client health records
- Child safety and Community safety records
- Client records
- Committee meeting agendas and minutes
- Community funding documents
- Complaints
- Contracts
- Consultation processes and outcomes
- Corporate planning documents
- Council meeting minutes and agendas
- Council planning documents
- Culture and Arts records
- Customer requests
- Databases for administrative purposes
- Delegated reports
- Departmental publications
- Documents submitted by third parties
- Emergency management records
- Employee files
- External correspondence
- Festivals and events records
- Financial records
- Geographic information
- Invoices and receipts
- Infringement records
- Land titles records
- License and lease agreements
- Legal advice
- Library services records
- Local Laws records
- Mailing lists
- Media releases
- Advertising
- Meeting reports
- Newsletters
- Pet registration documents
- Plans, maps and drawings
- Occupational, health and safety documents
- Operational and procedural manuals
- Parks and Gardens records
- Permits
- Plans and drawings
- Policies and codes of practice
- Procedures, guidelines and strategies
- Prosecution and investigative documents
- Rating and property files
- Registers
- Research documents
- Risk management assessments
- Surveys and statistical data
- Tenders and tender evaluation documents
- Third party correspondence
- Venue booking records
- Traffic and transport records

- Health Premises registration records
- Home and community care client records
- Instruments of delegation, appointment and authorisation
- Internal correspondence
- Training materials and manuals
- Waste management records
- Work orders

7.1 Corporate Systems

Council uses a significant number of Corporate systems to manage the day to day activities of the organisation. These include, but are not limited to:

- Computron and Magiq - (financial management systems);
- Drupal - Internet - (website and intranet management system);
- Doc Assembler – (agenda and minute creation system);
- IntraMaps GIS System - (geospatial data management system);
- Merit - (customer service request management system);
- Objective - (centralised electronic records management system);
- TechnologyOneProperty - (property and rating data management system).

7.2 Centralised Records

Objective EDRMS is the current electronic records and document management system used by Council for the storage and management of Council corporate documents and files. It was implemented at Council in 2009. Prior to 2009 another Records Management System was used primarily for managing physical council records and these are stored at an offsite storage facility.

Permanent records that are no longer in current use are transferred to the custody of the [Public Records Office Victoria](#) (PROV) and all temporary records are disposed of in accordance with statutory standards and specifications.

Records are considered a vital Council asset as they capture business transactions and document administrative and corporate memory and intelligence. The categories of records in Council's business classification scheme are:

- Asset Data
- Asset Planning and Management
- Business and Economic Development
- Community Relations
- Community Services
- Corporate Strategic Planning Advocacy and Development
- Council Governance and Administration
- Culture and Arts
- Emergency Management
- Environmental Management
- Financial Management
- Human resource management
- Information management
- Library services
- Local law management;
- Occupational health and safety
- Procurement Management
- Project Management
- Public and Community Health
- Recreation and leisure
- Regulatory Land Use Planning and Control
- Risk management
- Traffic and transport planning management
- Waste management

Council's key documents including the [Records Management Policy](#) are available on Council's website.

7.3 Record Keeping Responsibilities

Under the *Public Record Act 1973*, the Chief Executive Officer (CEO) is responsible for ensuring the Council complies with PROV Standards.

This means the CEO is responsible for:

- establishing and maintaining a records management program
- ensuring it is properly resourced
- ensuring effective governance arrangements
- authorising strategies and policies and
- providing direction to the organisation on compliance with recordkeeping requirements.

In most Councils, responsibility for the recordkeeping program will be delegated, but the CEO still has an important role in signalling support and making it clear that good recordkeeping is valued and required.

It must be ensured that those with operational responsibility for records management must have the necessary expertise and skills. This accountability is reflected in Council's [Records Management Policy](#).

8. Statement 3 - Freedom of information arrangements

Section 7 of the *Freedom of information Act 1982* (the Act) requires an agency (in this case, Council) to provide a statement of the material that has been prepared by the agency under Part II of the Act for publication or for inspection by members of the public and the places at which a person may inspect or obtain that material.

The Act also requires an agency to provide a statement of the procedure to be followed by a person when a request for access to a document is made to the agency. The Act requires the agency to provide a statement designating by name the officers responsible within each agency for the initial receipt of an action upon requests for access to a document.

8.1 What is Freedom of Information (FOI)

The [Freedom of Information Act 1982](#) (the Act) gives the public a legal right of access to documents held by Ministers, state government departments, local councils, most semi-government agencies and statutory authorities, public hospitals and community health centres, universities, TAFE colleges and schools. The Act not only gives people a right to request documents relating to their personal affairs, people can also request information about any of the activities of a government agency.

The Act also gives an individual the right to request that incorrect or misleading information held by an agency about the individual be amended or removed.

8.2 What Information is Available

Any member of the public has the right to apply for access to documents held by Greater Dandenong City Council. This includes documents created by Council and documents supplied to Council by an external organisation or individual. Application can be made for access to documents about your own personal affairs, regardless of the age of the documents, and other documents held by Council not older than 1 January 1989.

8.3 What Information is not Available Under FOI

Not all information is automatically available in response to an FOI request. Freedom of Information cannot be used to process requests for documents that have been released publicly by Council or made available freely, for a fee, as part of a public register or as part of another Council process.

The Act sets out a number of situations in which a Council may refuse access to the documents or parts of documents. These are referred to as exemptions. Exemptions generally apply to documents which:

- affect the personal affairs of another person;
- are commercially confidential;
- would undermine law enforcement;
- contain information supplied in confidence; or
- access is provided for in other legislation.

'Personal Affairs' includes the name and/or address of somebody, or any information that identifies somebody who is not the applicant. For example, where an applicant may wish to know the name and address of a complainant, this would be considered to be exempt material under Section 33 of the Act.

In some cases, you may be refused access to an entire document. Alternatively, you may be given access to a document in part, with exempt information redacted.

Applications may be refused if the application is considered to be 'voluminous in nature' and may not be valid if they require refinement or clarification. A request is voluminous in nature if its processing was to unreasonably divert the agency's resources.

8.4 Use of FOI to Access Documents

Many documents are available outside the requirements of the Act. In these instances the request will not be processed under FOI. Information which you may obtain without an FOI application includes that which is available publicly, such as on a public register and information which is available for purchase. Council's [Public Transparency Policy](#) outlines publicly available information.

Note: if you require documents for a court hearing or litigation, speak to your legal adviser about alternate methods available to gain access to documents.

8.5 Correction of Personal Information

The Act gives an individual the right to request that incorrect or misleading information held about them be amended or removed. A request for correction or amendment of information about an individual which is contained in a document held by Council may be made in writing to Council's Freedom of Information Officer. The request must be made by the individual whose information it is or by an individual legally authorised to act on behalf of the individual. The application must include a statement as to why the individual believes the information to be incorrect or misleading and the requested amendments.

8.6 How to I Make a Request Under FOI

Before making a request for information under the *Freedom of Information Act 1982*, first check if the information you are seeking is already available on [Council's](#) website or at Council's offices. Council's Governance Unit can be contacted on 8571 1000 prior to lodging an FOI application to check whether the documents requested are readily available without an FOI application being necessary.

You can make a request, or you can authorise another person to make a request on your behalf. To provide consent for a nominated person or organisation to act on your behalf you must provide a written statement with your FOI application to this effect.

Applications made under the Act must be in writing, stating very clearly the specific documents that you are requesting. FOI applications must be accompanied by the application fee as determined by the *Freedom of Information (Access Charges) Regulations 2025* which is non-refundable.

If payment of the application fee is deemed to cause financial hardship it may be waived or reduced. If applicants are seeking a fee waiver or reduction the request must be made in writing with evidence to support their claim (e.g., copy of concession or health card).

Application fees and access charges are calculated in accordance with the *Freedom of Information (Access Charges) Regulations 2025*. The application fee current as at 1 July 2025 is \$33.60. This fee is reviewed annually and may vary from 1 July 2025.

An online FOI [Application Form](#) is available on Council's website.

Completing the online Application Form is not a mandatory requirement. A request can be accepted in any written form stating that:

- (a) the request is being made under the *Freedom of Information Act 1982*;
- (b) the documents being sought (an applicant must be as specific as possible about the types of documents they seek); and
- (c) the type of access requested (copies forwarded via mail or view via inspection).

Applications should be marked to the attention of the 'Freedom of Information Officer' and sent to:

Greater Dandenong City Council
PO Box 200
DANDENONG VIC 3175

or by email to foi@cgd.vic.gov.au or hand delivery to one of Council's Customer Service Centres.

8.7 A Valid Request

A request for information under the *Freedom of Information Act 1982* (the Act) must meet three requirements to be valid:

- the request must be in writing;
- sufficient information about the documents being requested (clear and specific) must be provided so an agency can locate relevant documents; and
- the application fee must be paid, or a request provided to the agency to waive the fee due to hardship.

Unless all requirements of the request are met, it will be considered that there is no valid request for access. The 30 days in which a decision must be made on a request does not commence until the request is considered valid in accordance with the Act.

8.8 Timelines for Processing a Freedom of Information Request

The timelines for processing a Freedom of Information (FOI) request is governed by the Act. Council will acknowledge your FOI request in writing no later than 14 days after receiving it. In accordance with section 17 of the Act, Council must make a decision within 30 days from when a request is deemed valid. A request is only considered valid if it meets the requirements set out under Section 17 of the Act.

The Act requires that a request for access to documents contains sufficient information concerning the documents to which access is sought to enable an officer to identify the relevant documents. An applicant under the Act must define with as much precision as possible the documents sought. If a request is ambiguous or otherwise ill-defined, it may not comply with the Act and may not be processed.

If the document(s) you request contain another individual's personal or business information, the 30 day period may be extended by 15 days for the purposes of third party consultation in accordance with section 21 of the Act.

Personal or business information may be exempt or conditionally exempt under the Act, so Council must conduct third party consultation which allows any affected individual or business a reasonable opportunity to submit their views about exemption from disclosure.

If an FOI request is complex or too large to make a decision within 30 days, Council may extend the period for deciding a request after consulting with the applicant.

Where the decision is to refuse in full, partially grant or defer access, Council will notify the applicant in writing giving a detailed notice of decision justifying the reason for refusal, partial access or deferral.

8.9 Costs Associated with FOI Requests

Section 22 of the Act outlines the charges for access to documents that may be required to be paid by the applicant before access to a document is given.

Following are the fees and charges for processing an FOI request. Some fees and charges may be waived due to financial difficulty (supporting documentation must be provided), if the request is routine or if the request is in the public's interest.

FOI fees are determined by the [Freedom of Information \(Access Charges\) Regulations 2025](#)

Request	2025-26 Fees
Application fee	\$33.60
	Additional Charges
Photocopying fee (black & white)	\$0.20 per A4 page black and white page
Search fee	\$25.20 per hour (or part of an hour)
Supervision charges	\$25.20 per hour to be calculated per quarter hour or part of a quarter hour

FOI fees and charges are exempt from GST.

If the estimated access charges are likely to be in excess of \$70, Council will notify the applicant and inquire whether they wish to proceed with the request. If the estimated access charges are likely to be between \$70-\$100, a deposit of \$25 may be required. If the estimated access charges are likely to be in excess of \$100, a 50% deposit may be required. When estimated access charges exceed \$50, Council must, if requested by the applicant, discuss practicable alternatives to alter the request and/or reduce the anticipated charge.

In line with the Act, Council aligns with [Professional Standards](#) issued by the Victorian Information Commissioner which prescribes how an agency operates under the Act.

8.10 Privacy

Council is strongly committed to the responsible handling of personal and health information and protecting every individual's right to privacy. Council is legally bound by the [Privacy and Data Protection Act 2014](#) and the [Health Records Act 2001](#) which contain a set of principles that set the standard for public sector agencies to manage personal information appropriately. This is supported by Council's [Privacy and Personal Information Policy](#) available on Council's website.

In determining whether to grant access to documents, Council will consider whether it contains information that belongs to another person (personal affairs) or from which another person can be identified.

8.11 Right of Appeal

If an applicant is dissatisfied with the decision from a Council Freedom of Information officer to either grant access to part of a document, refuse access to a document, defer access to a document, not waive or reduce an application fee (whether or not the fee has already been paid by the applicant) or not amend a document (in accordance with Section 39), the applicant may appeal the decision to the Victorian Information Commissioner for review:

Office of the Victorian Information Commissioner
PO Box 24274
Melbourne Vic 3001
Telephone: 1300 006 842 (1300 00 OVIC)
Email: enquiries@ovic.vic.gov.au
Web: www.ovic.vic.gov.au

8.12 Further Information

Additional information and the procedure for making a [Freedom of Information](#) application can be found on Council's website. If you require assistance or advice, please call a member of the Governance Unit on 8571 1000. Additional information about the Freedom of Information process in Victoria can be found on the [Office of the Victorian Information Commissioner's](#) website.

8.13 Documents Publicly available

Under various instruments of legislation, Council is required to make various documents available for access and/or inspection by the public. Access or inspection of these documents does not require a Freedom of Information application to be made as a right of access already exists.

Council's [Public Transparency Policy](#) outlines the type of Council information that Council makes publicly available either by inspection or on Council's website.

Council information required under the *Local Government Act 2020* (and the *Local Government Act 1989*) to be made available on Council's website:

- Agendas and Minutes of Council Meetings and Delegated Committees;
- Local Laws and Governance Rules;
- Council Plan and Annual Plan;
- Council Budget and Strategic Resource Plan;
- Councillor Code of Conduct;
- Summary of Election Campaign Donation Returns;
- Summary of Personal Interest Returns; and
- Any other registers or records required to be published on Council's website under legislation or determined to be in the public interest.

Other Council documents and information to ensure the community is informed about Council's operations and functions to be made available on Council's website:

- Adopted Council policies, plans and strategies;
- Project and service plans;
- Terms of Reference or Charters for Council Committees and Groups;
- Consultations and community engagement processes undertaken by Council;
- Reporting from Advisory Committees and Reference Groups to Council;
- Audit and Risk Committee performance reporting;
- Relevant technical reports and/or research that informs decision making;
- Practice notes and operating procedures;
- Guidelines and manuals;
- Application processes for approvals, permits, grants and access to Council services;
- Submissions made by Council;
- Register of planning permits and applications;
- Register of Building Permits, occupancy permits and temporary approvals;
- FOI Part II Statement; and
- Any other registers or records required to be published on Council's website under legislation or determined to be in the public interest.

Council documents and information to ensure the community is informed about Council's operations and functions that will be made available for inspection on request:

- Registers of delegation;
- Register of gifts, benefits and hospitality offered to Councillors or Council staff;
- Register of overseas and interstate travel undertaken by Councillors or Council staff;
- Register of conflicts of interest disclosed by Councillors or Council staff;
- Register of donations and grants made by Council;
- Register of leases entered into by Council, as lessor and lessee;
- Register of authorised officers;
- Submissions received under section 223 of the Local Government Act 1989 until its repeal or received through a community engagement process undertaken by Council (if those submissions are not part of a Council report); and
- Any other registers or records required to be made available for public inspection under legislation.

Documents available for public inspection, will be made available to inspect by appointment at Council's Civic Centre, located at Level 2, 225 Lonsdale Street, Dandenong. Reasonable accommodation will be made where travel to the Civic Centre is not practicable. Please contact Manager, Governance on 8571 1000 to make a booking.

Publications

Council publishes a range of newsletters, reports and handbooks for residents, businesses and visitors to Council. These can be downloaded from www.greaterdandenong.com or by or by calling Council on 8571 5100 for a copy. Some of these publications are also available at Greater Dandenong libraries at 225 Lonsdale Street, Dandenong and 18 Hillcrest Grove, Springvale.

9. Statement 4 – Publicity Material

Section 7 of the *Freedom of information Act 1982* (the Act) requires an agency to provide a statement listing the literature available by way of subscription or free mailing list.

COUNCIL PLAN

The [Council Plan](#) is a strategic plan which guides Council's activities over four years and includes the Strategic Resource Plan. The Council Plan describes Council's goals and objectives and guides service delivery, innovation and good governance. Section 90 of the *Local Government Act 2020* directs what must be included in the Council Plan.

ANNUAL PLAN

The [Annual Plan](#) outlines the specific actions which Council will undertake in a financial year in order to achieve the objectives of the Council Plan.

ANNUAL REPORT

The [Annual Report](#) outlines Council's performance for the financial year against the strategic objectives outlined in the Council Plan, Community Plan and Long Term Financial Strategy. The Annual Report is submitted annually to the Minister for Local Government in accordance with Section 99 of the *Local Government Act 2020*. The Report includes the opinions of the Auditor General on the financial reports and the performance statement.

ANNUAL BUDGET

The [Annual Budget](#) provides details on Council's financial position, financial management for the financial year and outlines the services and initiatives to be funded for the financial year. Section 94 of the *Local Government Act 2020* directs what Council's budget must contain and how it gives effect to the Council Plan. Section 91 of the *Local Government Act 2020* states that Council must develop a Financial Plan and directs what must be contained in that Financial Plan.

Council adopts the above documents after community consultation and consideration of submission made by the public.

POLICIES AND STRATEGIES

Council has adopted a number of [policies](#) and strategies to help guide decisions and to achieve specific outcomes and goals. All adopted policies and strategies are available on [Council's](#) website.

PUBLICATIONS AVAILABLE BY SUBSCRIPTION OR FREE MAILING LISTS

Council publishes a range of newsletters, reports and handbooks for residents, businesses and visitors to Council. These can be downloaded from www.greaterdandenong.com or by calling Council on 03 8571 5100 for a copy. Some of these publications are also available at Greater Dandenong's libraries at 225 Lonsdale Street, Dandenong and 5 Hillcrest Drive, Springvale.

PUBLICATIONS AND MEDIA RELEASES

Greater Dandenong City Council produces the following publications:

- Greater Dandenong Council News – available in hard copy or electronic format.
- Talking Business – available in hard copy or electronic format.
- Pet News - available in hard copy or electronic format.
- Media Releases – available on Council's Website.

Council's media releases and magazines are accessible on [Council's](#) website.

E-NEWSLETTERS

Greater Dandenong City Council has a number of free [news letters](#) to keep its residents informed and up to date on a range of topics. These can be subscribed to by residents:

- Greater Dandenong Council News.
- Talking Business.
- Community Funding.
- Greater Dandenong Arts and Culture.
- Greater Dandenong Libraries.
- Food and Cultural Tours.
- Drum Theatre.
- Disability Access and Inclusion.
- Environmental Events.

SOCIAL MEDIA

Social media tools are an important way for Greater Dandenong City Council to keep the community up to date with the latest news and events happening in the municipality. They also provide opportunities for members of the public to communicate with Council. When contacting Council via social media it is important to know that these platforms are only monitored during business hours:

- Facebook
- Twitter
- Youtube
- Instagram
- LinkedIn

Links to Council's social media pages are accessible on [Council's](#) website.

10. Statement 5 - Rules, Policies and Procedures

Section 8 of the *Freedom of Information Act 1982* (the Act) applies to documents that are provided by the agency (in this case, Council) for the use or guidance of the agency or its officers:

- in making decisions or recommendations, or in providing advice to persons outside the agency;
- in enforcing Acts or schemes administered by the agency where a member of the public might be directly affected by that enforcement.

These documents may:

- contain interpretations or particulars of Acts or schemes administered by the agency;
- be manuals, procedures, policies, records of decisions, letters of advice or similar documents;

and must be made available for inspection or for purchase by members of the public Unless it is exempt).

10.1 Council Policies, Strategies, Frameworks and Action Plans

Council's operations are generally governed by policies, guidelines, strategies, plans, protocols and procedures. The list below indicates those which are frequently referred to in assisting in Council's decision making processes. Additional information is available on [Council's](#) website:

- | | |
|--|---|
| • Access Control Policy | • Landscape Town Planning Applications Guidelines |
| • Activate Sport and Active Recreation Strategy | • Language and Communications Action Plan |
| • Advertising on Council Urban Screen Policy | • Language and Communications Framework |
| • Alcohol Management Policy | • Language and Communication Policy |
| • Annual Budget | • Leasing & Licensing of Community Facilities Policy |
| • Annual Plan | • Leasing and Licensing of Commercial Property Policy |
| • Annual Report | • Local Economic and Employment Development Policy |
| • Arts and Cultural Heritage Strategy | • Long Term Financial Strategy |
| • Assessment of Claims for Financial Hardship Policy | • Municipal Fire Management Plan |
| • Asset Management Policy | • Management of Legal Advice Policy |
| • Asset Management Strategy | • Mayoral Representation Policy |
| • Assessment of Claims for Financial Hardship | • Motor Vehicle Code of Practice |
| • Catering and Civic Support Policy | • Media Policy |
| • Capital Investment on non-Council owned Land Policy | • Mobile Device Policy |
| • Child Safe Standards | • Multipurpose Use of Community Facilities Policy |
| • Child Safe Standards with Procedure and Incident Report Form | |

- Civic and Cultural Heritage Collections Policy
- Code of Conduct Staff
- Councillor Code of Conduct
- Community Engagement Policy
- Community Facilities Management Policy
- Community Funding Policy
- Community Partnerships Funding Policy and Guidelines
- Community Response Grants Policy
- Community Plan
- Community Support Grants Policy
- Community Development Framework
- Community Engagement Policy and Framework
- Community Wellbeing Plan
- Community Safety Plan
- Community Hubs Framework
- Council Expenses, Support and Accountability Policy
- Council Plan and Annual Budget
- Councillor Support, Reimbursement & Accountability Policy
- Cricket Wickets Policy
- Council Plan
- Customer Service Charter and Dispute Resolution Guidelines
- Cycling Strategy
- Dandenong Railway Station Precinct Action Plan
- Dandenong South Industrial Area Extension Structure Plan
- Disclosures under the Protected Disclosures Act 2012
- Disposal or Sale of Council Assets and Land Policy
- Diversity Access and Equity Policy
- Disability Policy and Action Plan
- Disaster Assistance Policy
- Electronic Gaming Policy
- Election Period (Caretaker) Policy
- Financial Management Policy
- Fixed Asset Accounting Policy and Guidelines
- Flag Flying Policy
- Footpath Activity Code of Practice
- Municipal Emergency Management Plan
- Naming of Places & Naming & Numbering of Roads Policy
- Noble Park Structure Plan
- Open Space Strategy
- Occupational Health and Safety Policy
- Order of Precedence and Hosting Dignitaries Policy
- Parking Concessions for War Service Veterans Policy and Code of Practice
- Parking Fees Management Policy
- Playground Strategy
- Plastics Use Policy
- Plaques Memorials and Interpretive Signage Policy and Guidelines
- Pricing Policy and Guidelines
- Prevention of Bullying and Violence in the Workplace Policy
- Playground Strategy
- Positive Aging Strategy
- Privacy and Personal Information Policy
- Procurement Policy
- Prosecutions Policy
- Protected Disclosures Policy and Procedures
- Public Space CCTV Policy
- Public Transparency Policy
- Public Art Policy
- Public Car Share Policy
- Public Electric Vehicle Charging Infrastructure Policy
- Purchasing Card Policy
- Rates and Charges Hardship Policy
- Rates and Charges Hardship Policy
- Rating Strategy
- Records Management Policy
- Risk Management Policy, Procedures and Strategy
- Recreation Reserve Advertising, Promotional Club Signage Policy
- Roadside Fatality Memorials Policy
- Safe City CCTV Code of Practice
- School Crossing Management Policy

- Fraud Prevention and Control Policy and Plan
- Freedom of Information Policy
- Guarantee of Community Loans Policy
- Gifts, Benefits and Hospitality Policy
- Green Wedge Management Plan
- Governance Rules
- Healthy Eating Policy
- Heritage Planning Policy
- Housing Strategy
- Health & Safety System Policy
- Human Rights and Equal Opportunity Policy
- Health and Wellbeing Profile
- Indigenous Policy
- Information Security Policy
- International Relations Policy
- Intervention Filter Policy and Code of Practice
- Investment Policy
- Infringements & Prosecutions Code of Practice
- Service Recognition Mayor and Councillors Policy
- Social Media Policy
- Smoke-free Workplace Policy
- Sporting Capital Contributions Policy
- Springvale Activity Centre Structure Plan
- Sports Ground Floodlighting Policy
- Sporting Grounds Pavilion Management Policy
- Sustainable Buildings Policy
- Sustainable Water Use Plan
- Sponsorship Policy
- Travel Policy
- Road Safety Strategy
- Urban Tree Strategy
- Use of Electronic Media Policy
- Use of Fireworks Policy
- Use of term Mayoral
- Volunteer Policy
- Walking Strategy
- Waste and Litter Strategy

10.2 Council Commitments

Council is currently campaigning on a number of issues/topics. A list of Council's current key issues can be found on [Council's](#) website. Council also makes a number of key commitments that impact Council's decision-making processes and aligns with the Council's vision of being a safe and vibrant city of opportunity for all to live, work, visit and play:

COUNCIL'S COMMITMENT TO HUMAN RIGHTS

The *Victorian Charter of Human Rights and Responsibilities Act 2006* is one simple but important law that sets out our freedoms, rights and responsibilities. It recognises that all people are born free and equal in dignity and rights.

Greater Dandenong City Council is committed to the [Victorian Charter of Human Rights and Responsibilities](#) and ensures its application in every aspect of Council's operations.

COUNCIL'S COMMITMENT TO GENDER EQUALITY

Greater Dandenong is committed to any processes and requirements that give effect to gender equality, diversity and inclusiveness across the municipality and within the workplace and at all times will endeavour to comply with the requirements of the *Local Government Act 2020* and the *Gender Equality Act 2020*. Council's [Gender Equality Action Plan 2021-25](#) marks an important milestone in our continuing progress towards equality of opportunity and respect among people of all genders at Council.

COUNCIL'S COMMITMENT TO COMMUNITY WELLBEING

Greater Dandenong City Council's [Community Wellbeing Plan 2017-21](#) is Council's commitment to improving the health and wellbeing of its community. It outlines Council's key priorities to enable residents to live rewarding, healthy and socially-connected lives.

COUNCIL'S COMMITMENT TO CLIMATE CHANGE

Council declared a climate and ecological emergency in January 2020 and as a result adopted the [Climate Change Emergency Strategy and Action Plan 2020-2030](#) in August 2020 to help the City of Greater Dandenong become a resilient, net-zero emission City with an active community prepared for the challenges of changing climate.

COUNCIL'S COMMITMENT TO CUSTOMER SERVICE

Greater Dandenong City Council is committed to providing excellent customer service and continually improving the services we provide to our diverse community. Council's [Customer Service Charter](#) details how Council achieves this.

COUNCIL'S COMMITMENT TO INDIGENOUS AUSTRALIANS

Greater Dandenong City Council respectfully acknowledges Aboriginal and Torres Strait Islander people as the First Australians and the Traditional Owners of the land and continues to acknowledge and respect their continuing connection to culture, sea and country. Council has prepared a [Reconciliation Action Plan](#) that promotes reconciliation with Aboriginal and Torres Strait Islander people in the municipality. Council is currently working on updating our Reconciliation Action Plan which will be available on Council's website.

COUNCIL'S COMMITMENT TO ACCESS AND INCLUSION

Greater Dandenong City Council's [Disability Policy and Disability Action Plan 2017-23](#) highlights Council's commitment to access and inclusion for all people and outlines Council's response to various legislative responsibilities including the [Disability Discrimination Act 1992](#).

COUNCIL'S COMMITMENT TO ASYLUM SEEKERS AND REFUGEES

Greater Dandenong City Council supports and advocates on behalf of refugees and asylum seekers to help achieve a healthy, active and safe life in this community through the Refugee and Asylum Seeker Statement, the Joint Statement on Asylum Seekers Living in the Community, the formation of the [Asylum Seeker and Refugee Advisory Committee and the development of the Asylum Seeker and Refugee Action Plan](#).

11. Statement 6 – Report Literature

Under Section 11 of the *Freedom of Information Act 1982* Council must publish certain documents in their possession. Final reports and decisions relating to policy and the administration of policy are made available for inspection or purchase.

Reports and copies of Councils policies are published and can be located on [Council's website](#) by using the search engine.

Final reports and records of decisions relating to Council's policies can be found in Councils meeting minutes which can be viewed on [Councils website](#).

Alternatively, copies can be made available for inspection or purchase by contacting Council on (03) 8571 1000.