CITY OF MELBOURNE

Freedom of Information Part II Statement
Pursuant to the Freedom of Information Act 1982 (Vic)

Last updated: December 2025

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1. Purpose of the Part II Statement

The purpose of a Part II Statement under the *Freedom of Information Act 1982 (Vic)* (the FOI Act), is to ensure that individuals and organisations can effectively exercise their right to obtain access to government information or documents (see section 7 – section 12 of the FOI Act).

The City of Melbourne is committed to ensuring that, where appropriate, members of the public have access to information held by Council and that both decision-making and operational processes of Council are transparent.

The Part II Statement provides members of the community with information about Council and informs them of the type of information and the type of documents that are held by Council. It also details the process of obtaining access to information and documents, including documents that are publicly available and documents that may be requested through Freedom of Information.

The Part II Statement also gives effect to the public transparency principles contained in section 58 of the *Local Government Act 2020* (the LGA) and it operates in conjunction with City of Melbourne's Public Transparency Policy.

2. Organisation and Function of Council

2.1. About the City of Melbourne

Melbourne is Victoria's capital city and the second-largest city in Australia. It is run by the City of Melbourne, one of 79 municipal authorities in Victoria operating as a public statutory body under the LGA.

The City of Melbourne is 37 km² in area and is made up of the central city and a number of metropolitan Melbourne's innermost suburbs, each with its own distinctive character and with different businesses, dwellings and communities. Our municipality shares its borders with 7 other councils.

The municipality of Melbourne is the gateway to Victoria, the seat of the Victorian Government and the headquarters of many local, national and international companies, peak bodies, and government and non-government organisations.

The city plays host to many of Victoria's most prestigious arts and cultural venues, and fosters a lively and wide-ranging culture of creativity in its streets, parks and plazas. Melbourne's extraordinary mix of ethnic influences contributes strongly to its vigorous cultural life.

The City of Melbourne provides capital city infrastructure and services to the highest standard with the goal of improving the quality of life for its community and encouraging involvement in the life of the city. The City of Melbourne is committed to delivering quality services and capital works projects that are responsive to business and community expectations, demonstrably cost-effective and subject to public accountability.

2.2. Our Council

Elected by the community, the Council is the decision-making body that sets the strategic direction and policy of the municipality. It delivers the:

- Four-year Council Plan, which sets out what the Council will achieve during its 4-year term to further the community vision.
- The yearly Budget, which describes the Council's key objectives and activities for each 12-month period.

The City of Melbourne comprises a Lord Mayor, Deputy Lord Mayor (the leadership team) and nine councillors.

Under the provision of the *City of Melbourne Act 2001* (Vic), the leadership team and councillors are elected by voters across the municipality. Unlike other Victorian local government municipalities, the Melbourne municipality is not divided into wards. The leadership team election is conducted using the preferential voting system, and the councillor election is conducted using the proportional representation voting system. The current Council was elected for a 4-year term in October 2024. The next general election is scheduled for October 2028.

Lord Mayor Nicholas Reece
Nicholas Reece was elected as Lord Mayor of Melbourne in 2024 after being first elected as a Councillor in 2016 and re-elected as Deputy Lord Mayor in November 2020.

Deputy Lord Mayor Roshena Campbell
Roshena Campbell was elected as Deputy Lord Mayor in 2024 after being first elected as a Councillor in 2020.

Councillor Dr Olivia Ball
Councillor Dr Olivia Ball was re-elected Councillor in November 2024 having been elected as a Councillor in 2020.

Councillor Rafael Camillo
Councillor Camillo was elected a Councillor in November 2024.

Councillor Davydd Griffiths
Councillor Davydd Griffiths was re-elected as a Councillor in November 2024 having been elected as a Councillor in 2020.

Councillor Owen Guest
Councillor Guest was elected a Councillor in November 2024.

Councillor Philip Le Liu
Councillor Philip Le Liu was re-elected a Councillor in November 2024 having been elected as a Councillor in 2020 and 2016.

Councillor Gladys Liu
Councillor Liu was elected a Councillor in November 2024.

Councillor Kevin Louey
Councillor Kevin Louey was re-elected a Councillor in November 2024 having been elected as a Councillor in 2020, 2016, 2012 and 2008.

Councillor Andrew Rowse
Councillor Rowse was elected a Councillor in November 2024.

Councillor Mark Scott
Councillor Scott was elected a Councillor in November 2024.

2.3. The Administration

The Chief Executive Officer is appointed by the Council and is responsible for the employment of all other members of Council staff.

The main responsibilities of the Chief Executive Officer include establishing and maintaining an appropriate organisational structure, ensuring Council decisions are implemented promptly, overseeing the daily management of Council operations following the Council plan, developing a Code of Conduct for staff and providing timely advice to the Council. The Chief Executive Officer reports directly to Council and is supported by the administration.

The primary role of the administration is to support the Council. This includes implementing Council's goals and strategies, managing the delivery of municipal services, and providing advice and support. The Administration is accountable to Council through the Chief Executive Officer.

Council's organisational structure is as follows:

Chief Executive Officer – Alison Leighton

Executive Services
Chief of Staff, Office of the CEO – Kirsty Pearce
Chief of Staff, Office of the Lord Mayor and Deputy Lord Mayor – Nick Leys

Customer Experience and Communications – Rebecca Skelton
Communications – Rebecca Skelton
Customer Experience – Tanya Wolkenberg

Business, Economy and Activation – Vacant
Aboriginal Melbourne – Jason Eades
Creative Melbourne – Lauren Bialkower
Economic Development and International – (Acting) Mark Cochrane-Holley
Experience Melbourne – (Acting) Wesley Portelli
Invest Melbourne –Mark Cochrane-Holley

Community and City Services – Rushda Halith
Community Development – Anthea Spinks
Community Wellbeing – Russell Webster
Libraries, Recreation and Waterways – Anthony Neal
Parking Services – Lili Rosic

Infrastructure and Amenity – Rick Kwasek
City Design – (Acting) Tiffany Crawford
City Infrastructure – Karen Miller
City Projects – Jason Sigar
City Property – (Acting) Ram Kamalanandan
City Safety, Security and Amenity – Dean Robertson
Waste and Recycling – Vince Macolino

Strategy, Planning and Climate Change – Evan Counsel
City Strategy – Jo Cannington
Climate Change and City Resilience – Krista Milne
Parks and City Greening – David Callow
Planning and Building – Julian Edwards

Business Excellence – Mans Bassi
Enterprise Planning, Performance and Insights – Justin Randle
Enterprise Technology Services – Imka Seecharan
Finance, Rates and Investment – Lincoln Tong
Governance and Legal – David Thompson
People, Culture and Leadership – Joanna Giannini
Procurement and Contract Management – Mia Skinner

For further information about the structure of the organisation, please refer to the organisational structure available on the City of Melbourne website Leadership and structure - City of Melbourne.[1]

2.4. Services provided by Council

As prescribed under section 8 of the LGA, the role of Council is to provide good governance in its municipal district for the benefit and wellbeing of the municipal community. A Council provides good governance if:

- it performs its role in accordance with the overarching governance principles and supporting principles listed in section 9 of the LGA
- the Councillors of the Council perform their roles in accordance with section 28 of the LGA

In accordance with section 9 of the LGA, the following are the overarching governance principles:

- Council decisions are to be made and actions taken in accordance with the relevant law
- 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, including mitigation and planning for climate change risks, is to be promoted
- the municipal community is to be engaged in strategic planning and strategic decision making
- innovation and continuous improvement is to be pursued
- collaboration with other Councils and Governments and statutory bodies is to be sought
- the ongoing financial viability of the Council is to be ensured
- regional, state and national plans and policies are to be taken into account in strategic planning and decision making
- the transparency of Council decisions, actions and information is to be ensured

In giving effect to the overarching governance principles, a Council must take into account the following supporting principles:

- community engagement
- public transparency
- strategic planning
- financial management
- service performance

In accordance with section 8 of the LGA, in performing its role, a Council may:

- perform any duties or functions or exercise any powers conferred on a Council by the LGA or any other Act
- perform any other functions that the Council determines are necessary to enable the Council to perform its role
- If it is necessary to do so for the purpose of performing its role, a Council may perform a function outside its municipal district

The City of Melbourne performs these functions by providing over 100 services to our community. They include but are not limited to:

- animal management
- arts and cultural programs

[1] https://www.melbourne.vic.gov.au/about-council/our-profile/pages/leadership-structure.aspx

- business and trade development
- capital works and maintenance of parks and gardens, roads, pedestrian ways, and public spaces of the city
- community health services
- customer, resident and visitor information services
- environment and water management
- financial planning, budgets, valuations, rates and credit control
- food safety and regulation of food premises
- international relations
- IT infrastructure
- land transfers and subdivisions
- library services
- marketing of the city and coordination of events
- maintenance of council-owned facilities, property and other assets
- management of parks, gardens and sporting facilities and services
- public safety
- recycling and waste management
- regulation of parking and traffic
- regulation of parking, filming, trading and other activities in the streets
- services for children, youth, aged people and people with disabilities
- social planning and housing
- tourism
- urban planning and building regulation.

2.5. Contacting Council

Use the links on our website[2] to report an issue, submit an enquiry, feedback or complaint, make online payments, or access commonly requested services.

Other ways to contact City of Melbourne:

Call us
Phone: 03 9658 9658
7.30am to 6pm, Monday to Friday (public holidays excluded)

Visit us
Customer Service Centre at Melbourne Town Hall
120 Swanston Street, Melbourne
8.30am to 5.00pm, Monday to Friday (public holidays excluded)

Write to us
Chief Executive Officer
GPO Box 1603
Melbourne VIC 3001

Relay and accessible services
We are committed to providing support for our customers who have a hearing impairment or have speech or communication difficulties. You can reach us through the following options:

- Speak and Read (TTY) Support: Call the National Relay Service (NRS) at 133 677 and ask for 03 9658 9658.
- Speak with Assistance and Listen Support: Call the NRS at 1300 555 727 and ask for 03 9658 9658.

For more support options, please visit the National Relay Service.

[2] https://www.melbourne.vic.gov.au/pages/contact-us.aspx

Multilingual and interpreting services
Our multilingual service offers assistance to people from a non-English speaking background.

2.6. Legislation and Local Laws administered by Council

The following list indicates as far as practicable the Acts, Regulations and Local Laws that apply to Council:

- *A New Tax System (Goods and Services Tax) Act 1999*
- *Aboriginal and Torres Strait Islander Heritage Protection Act 1984*
- *Aboriginal Heritage Act 2006*
- *Aboriginal Heritage Regulations 2018*
- *Accident Compensation Act 1985*
- Activities Local Law 2024 (incorporating the Design and Construction Standards for Public Infrastructure Works in the Docklands Area)
- *Age Discrimination Act 2004*
- *Aged Care Act 1997.*
- *Associations Incorporation Reform Act 2012*
- *Audit Act 1994*
- *Australian Consumer Law and Fair Trading Act 2012*
- *Australian Consumer Law and Fair Trading Regulations 2022*
- *Australian Copyright Act 1968 and any amendments*
- *Back to Work Act 2015*
- *Building Act 1993*
- *Building and Construction Industry Security of Payment Act 2002*
- *Building Regulations 2018*
- *Carers Recognition Act 2012*
- *Carlton (Recreation Ground) Land Act 1966*
- *Casino Control Act 1991*
- *Catchment and Land Protection Act 1994*
- *Charities Act 1978*
- *Charter of Human Rights and Responsibilities Act 2006*
- *Child Wellbeing and Safety (Child Link) Regulations 2019*
- *Child Wellbeing and Safety (Information Sharing) Regulations 2018*
- *Child Wellbeing and Safety Act 2005*
- *Children Services Act 1996*
- *Children Youth and Families Act 2005*
- *Children, Youth and Families Regulations 2017*
- *Circular Economy (Waste Reduction and Recycling) (Container Deposit Scheme) Regulations 2022*
- *Circular Economy (Waste Reduction and Recycling) (Risk, Consequence and Contingency Plans and Other Matters) Regulations 2023*
- *Circular Economy (Waste Reduction and Recycling) Act 2021*
- *City of Melbourne (Electoral) Regulations 2022*
- *City of Melbourne Act 2001*
- *Civil Procedure Act 2010*
- *Cladding Safety Victoria Act 2020*
- *Cladding Safety Victoria Regulations 2020*
- *Climate Change Act 2017*
- *Commissioner for Environmental Sustainability Act 2003*
- *Competition and Consumer Act 2010*
- *Congestion Levy Act 2005*
- *Conservation, Forests and Lands Act 1987*

- *Constitution Act 1975*
- *Consular Privileges and Immunities Act 1972*
- *Conveyancers Act 2006*
- *Copyright Act 1968*
- *COVID-19 Omnibus (Emergency Measures) Act 2020*
- *Crimes Act 1958*
- *Criminal Procedure Act 2009*
- *Crown Land (Reserves) (Tour Operator Licence Fee) Amendment Regulations 2025*
- *Crown Land (Reserves) Act 1978*
- *Cultural and Recreational Lands Act 1963*
- *Dangerous Goods (Explosives) Regulations 2011*
- *Dangerous Goods Act 1985*
- *Defamation Act 2005*
- *Delivering Victorian Infrastructure (Port of Melbourne Lease Transaction) Act 2016*
- *Designs Act 2003*
- *Development Victoria Act 2003*
- *Diplomatic Privileges and Immunities Act 1967*
- *Disability Act 2006*
- *Disability Discrimination Act 1992*
- *Disability Service Safeguards Act 2018*
- *Docklands Act 1991*
- *Domestic Animals Act 1994*
- *Domestic Animals Regulations 2025*
- *Domestic Building Contracts Act 1995*
- *Drugs, Poisons and Controlled Substances Act 1981*
- *Drugs, Poisons and Controlled Substances Regulations 2017*
- *Duties Act 2000*
- *EastLink Project Act 2004*
- *Education and Care Services National Law Act 2010*
- *Education and Training Reform Act 2006*
- *Electoral Act 2002*
- *Electricity Industry (Residual Provisions) Act 1993*
- *Electricity Industry Act 2000*
- *Electricity Safety (Electric Line Clearance) Interim Regulations 2025*
- *Electricity Safety (Electric Line Clearance) Regulations 2020*
- *Electricity Safety Act 1998*
- *Electronic Transactions (Victoria) Act 2000*
- *Electronic Transactions (Victoria) Regulations 2020*
- *Emergency Management Act 1986*
- *Emergency Management Act 2013*
- *Enhancing Online Safety for Children Act 2015*
- Environment Local Law 2024
- *Environment Protection Act 2017*
- *Environment Protection and Biodiversity Conservation Act 1999*
- *Environmental Protection Regulations 2021*
- *Equal Opportunity Act 2010*
- *Essential Services Commission Act 2001*
- *Estate Agents Act 1980*
- *Fair Work Act 2009*
- *Family Violence Protection (Information Sharing and Risk Management) Regulations 2018*
- *Family Violence Protection Act 2008*
- *Fences Act 1968*
- *Fences Regulations 2024*
- *Filming Approval Act 2014*

- *Fines Reform Act 2014*
- *Fines Reform Regulations 2017*
- *Fire Rescue Victoria Act 1958 (formerly known as the Metropolitan Fire Brigades Act 1958)*
- *Fire Services Property Levy Act 2012*
- *Firearms Act 1996*
- *Flemington Land Act 1973*
- *Flemington Land Act 1981*
- *Flora and Fauna Guarantee Act 1988*
- *Food (Forms and Registration) Regulations 2025*
- *Food Act 1984*
- *Former SEC (Residual Provisions) Act 1958*
- *Freedom of Information (Access Charges) Regulations 2025*
- *Freedom of Information Act 1982*
- *Fundraising Act 1998*
- *Fundraising Regulations 2019*
- *Gambling Regulation Act 2003*
- *Gas Industry Act 2001*
- *Gender Equality Act 2020*
- *Gender Equality Regulations 2020*
- *Gene Technology Act 2001*
- *Geographic Place Names Act 1998*
- *Geographic places naming rules*
- *Graffiti Prevention Act 2007*
- *Health Complaints Act 2016*
- *Health Records Act 2001*
- *Health Records Regulations 2023*
- *Heavy Vehicle National Law 2012*
- *Heavy Vehicle National Law Application Act 2013*
- *Heritage Act 2017*
- *Heritage Regulations 2017*
- *Hotham Municipal Buildings Site Act 1885*
- *Housing Act 1983*
- *Impounding of Livestock Act 1994*
- *Impounding of Livestock Regulations 2018*
- *Independent Broad-Based Anti-Corruption Commission Act 2011*
- *Independent Contractors Act 2006*
- *Infringements Act 2006*
- *Infringements Regulations 2016*
- *Insurance Contracts Act 1984*
- *Integrity Oversight Victoria Act 2011*
- *Interpretation of Legislation Act 1984*
- *Labour Hire Licensing Act 2018*
- *Land Acquisition and Compensation Act 1986*
- *Land Acquisition and Compensation Regulations 2021*
- *Land Act 1958*
- *Land Regulations 2016*
- *Land Tax Act 2005*
- *Libraries Act 1988*
- *Limitation of Actions Act 1958*
- *Liquor Control Reform Act 1998*
- *Local Government (Electoral) Regulations 2020*
- *Local Government (Financial Assistance) Act 1995*
- *Local Government (General) Regulations 2025*
- *Local Government (Governance and Integrity) Regulations 2020*

- *Local Government (Infringement Notices) Regulations 2024*
- *Local Government (Land Information) Regulations 2021*
- *Local Government (Long Service Leave) Regulations 2021*
- *Local Government (Planning and Reporting) Regulations 2020*
- *Local Government Act 1989*
- *Local Government Act 2020*
- *Local Jobs First Act 2003*
- *Lord Mayor's Charitable Foundation Act 2017*
- *Magistrates' Court Act 1989*
- *Major Events Act 2009*
- *Major Transport Projects Facilitation Act 2009*
- *Marine and Coastal Act 2018*
- *Marine Safety Act 2010*
- *Meat Industry Act 1993*
- *Melbourne (Alexandra Gardens) Land Act 1974*
- *Melbourne (Flinders-street) Land Act 1958*
- *Melbourne (Snowden Gardens) Land Act 1975*
- *Melbourne (Widening of Streets) (Repeal) Act 1986*
- *Melbourne (Yarra Park) Land Act 1980*
- *Melbourne City Link Act 1995*
- *Melbourne Harbor Trust Land Act 1968*
- *Melbourne Lands (Yarra River North Bank) Act 1997*
- *Melbourne Lands and Market Sites Act 1991*
- *Melbourne Market and Park Lands Act 1933*
- *Melbourne Market and Park Lands Act 1992*
- *Melbourne Parks and Gardens (Joint Trustee Reserves) Regulations 1994*
- *Monetary Units Act 2004*
- *Multicultural Victoria Act 2011*
- *Municipal Association Act 1907*
- *Municipalities Assistance Act 1973*
- *Museums Act 1983*
- *National Greenhouse and Energy Reporting Act 2007*
- *National Taxation Reform (Consequential Provisions) Act 2000*
- *North Melbourne Lands Act 1966*
- *North Melbourne Lands Act 1996*
- *North Melbourne Municipal Buildings Site Act 1963*
- *Oaths and Affirmations (Affidavits, Statutory Declarations and Certifications) Regulations 2018*
- *Oaths and Affirmations Act 2018*
- *Occupational Health and Safety (Psychological Health) Regulations 2025*
- *Occupational Health and Safety Act 2004*
- *Occupational Health and Safety Regulations 2017*
- *Ombudsman Act 1973*
- *Parliamentary Committees Act 2003*
- *Parliamentary Precincts Act 2001*
- *Patents Act 1990*
- *Payroll Tax Act 2007*
- *Personal Property Securities Act 2009*
- *Pipelines Act 2005*
- *Planning and Environment (Fees) Regulations 2016*
- *Planning and Environment (Planning Schemes) Act 1996*
- *Planning and Environment Act 1987*
- *Planning and Environment Regulations 2015*
- *Plant Biosecurity Act 2010*
- *Prevention of Cruelty to Animals Act 1986*

- *Prevention of Cruelty to Animals Regulations 2019*
- *Privacy Act 1988*
- *Privacy and Data Protection Act 2014*
- *Professional Engineers Registration Act 2019*
- *Project Development and Construction Management Act 1994*
- *Property Law Act 1958*
- *Public Administration Act 2004*
- *Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020*
- *Public Health and Wellbeing Act 2008*
- *Public Health and Wellbeing Regulations 2019*
- *Public Interest Disclosures Act 2012*
- *Public Records Act 1973*
- *Queen Victoria Market Lands Act 1996*
- *Racial and Religious Tolerance Act 2001*
- *Racial Discrimination Act 1975*
- *Rail Management Act 1996*
- *Residential Tenancies Act 1997*
- *Retail Leases Act 2003*
- *Retail Leases Regulations 2023*
- *Road Management (General) Regulations 2016*
- *Road Management (Works and Infrastructure) Regulations 2015*
- *Road Management Act 2004*
- *Road Safety (General) Regulations 2019*
- *Road Safety (Traffic Management) Regulations 2009*
- *Road Safety (Vehicles) Interim Regulations 2019*
- *Road Safety Act 1986*
- *Road Safety Road Rules 2017*
- *Rooming House Operators Act 2016*
- *Royal Children's Hospital (Land) Act 2007*
- *Royal Park Land Act 1999*
- *Second Hand Dealers and Pawnbrokers Act 1989*
- *Sentencing Act 1991*
- *Service Victoria Act 2018*
- *Sex Discrimination Act 1984*
- *Sex Work Decriminalisation Act 2022*
- *Sheriff Act 2009*
- *Short Stay Levy Act 2024*
- *Shrine of Remembrance Act 1978*
- *Small Business Commission Act 2017*
- *South Melbourne Land Act 1986*
- *Southgate Project Act 1994*
- *Spam Act 2003*
- *Sport and Recreation Act 1972*
- *State Concessions Act 2004*
- *State Sport Centres Act 1994*
- *Subdivision (Fees) Regulations 2016*
- *Subdivision (Procedures) Regulations 2021*
- *Subdivision (Registrar's Requirements) Regulations 2021*
- *Subdivision Act 1988*
- *Subordinate Legislation (Legislative Instruments) Regulations 2021*
- *Subordinate Legislation (Planning and Environment Regulations 2015) Extension Regulations 2025*
- *Subordinate Legislation Act 1994*
- *Suburban Rail Loop Act 2021*

- *Summary Offences Act 1966*
- *Superannuation Guarantee (Administration) Act 1992*
- *Surveillance Devices Act 1999*
- *Surveying Act 2004*
- *Sustainability Victoria Act 2005*
- *Taxation Administration Act 1997*
- *Telecommunications Act 1997*
- *Terrorism Insurance Act 2003*
- *Tobacco Act 1987*
- *Tobacco Regulations 2017*
- *Trade Marks Act 1995*
- *Transfer of Land Act 1958*
- *Transport (Compliance and Miscellaneous) Act 1983*
- *Transport (Safety Schemes Compliance and Enforcement) Act 2014*
- *Transport Integration Act 2010*
- *Valuation of Land Act 1960*
- *Valuation of Land Regulations 2024*
- *Veterans Act 2005*
- *Victoria State Emergency Service Act 2005*
- *Victorian Civil and Administrative Tribunal Act 1998*
- *Victorian Civil and Administrative Tribunal Rules 2018*
- *Victorian Convention and Event Trust Act 1996*
- *Victorian Data Sharing Act 2017*
- *Victorian Energy Efficiency Target Act 2007*
- *Victorian Energy Efficiency Target Regulations 2018*
- *Victorian Environmental Assessment Council Act 2001*
- *Victorian Inspectorate Act 2011*
- *Victorian Local Government Grants Commission Act 1976*
- *Victorian Planning Authority Act 2017*
- *Water Act 1989*
- *Water Industry Act 1994*
- *West Gate Tunnel (Truck Bans and Traffic Management) Act 2019*
- *West Melbourne Lands Act 1968*
- *Wildlife Act 1975*
- *Windfall Gains Tax Act 2021*
- *Worker Screening Act 2020*
- *Worker Screening Regulations 2021*
- *Workplace Injury Rehabilitation and Compensation Act 2013*
- *Wrongs Act 1958*
- *Yarra Park Road Act 1897*
- *Yarra River Protection (WILIP-GIN Birrarung Murron) Act 2017*

Copies of Victorian legislation can be found on the Victorian Legislation website[3], copies of Commonwealth legislation can be found on the Federal Register of Legislation website[4], and copies of Council's Local Laws are available on Council's website[5].

[3] https://www.legislation.vic.gov.au/
[4] https://www.legislation.gov.au/
[5] https://www.melbourne.vic.gov.au/local-laws

2.7. Decision Making Powers

Decisions of Council

There are decisions that must be made by the Council at a formal Council or Delegated Committee Meeting. Examples of such decisions include the adoption of the Council Budget, adoption of the Council Plan, the adoption of Council policies and strategies and decisions involving contracts that exceed the financial delegation of the CEO.

The Council or Delegated Committee makes decisions by passing resolutions at a Scheduled or Additional Council or Delegated Committee Meeting.

Scheduled Council and Delegated Committee Meetings for each year are adopted at a Council Meeting in the prior year and are available on Council's website. Scheduled Council Meetings are ordinarily held on the last Tuesday of the month, with the exception of the January and December Council Meetings. Scheduled Delegated Committee Meetings (being the Future Melbourne Committee) are ordinarily held on the first and third Tuesday of the month, with the exception of January and December. Please consult our website for the most up-to-date Meeting schedule[6].

Scheduled Council and Delegated Committee Meetings are ordinarily held at the Town Hall Administration Building, located at 90-120 Swanston Street, Melbourne. Scheduled Delegated Committee Meetings may also take place in other community venues during the year. The locations of these meetings will be advertised prior to the relevant Scheduled Delegated Committee Meeting.

Under Council's Governance Rules[7], an Additional Council or Delegated Committee Meeting may be called to deal with a specific item of business that cannot wait until the next Scheduled Council or Delegated Committee Meeting. Additional Council or Delegated Committee Meetings are advertised on Council's website and on the noticeboard at Council's Town Hall Administration Building.

Members of the public are welcome to attend both Scheduled and Additional Council and Delegated Committee Meetings, unless the meeting has been closed to the public in accordance with section 66 of the LGA or due to a pandemic or other state or national emergency.

Council and Delegated Committee Meetings are conducted in accordance with Council's Governance Rules.

Agendas and Minutes of all public Council and Delegated Committee Meetings are available on Council's website[8].

Decisions made under Delegation

Council operates in a highly regulated environment and is currently responsible for administering various Acts and Regulations.

Most Acts and Regulations state that the Council is responsible for administering the relevant power, duty or function. As it is not practicable for the Council to administer such a large number of provisions, the Council delegates most of its powers, duties and functions to the CEO and to other positions within the organisation.

Under legislation, including the LGA, the Chief Executive Officer can delegate and sub-delegate certain decision-making powers to other members of Council Staff as it is not possible for a CEO to make every decision. This is done through an 'Instrument of Delegation' which is a legal document that formally delegates a power to a specific position within the Council.

[6] https://www.melbourne.vic.gov.au/upcoming-council-and-committee-meetings
[7] https://www.melbourne.vic.gov.au/governance-rules
[8] https://www.melbourne.vic.gov.au/council-meetings-committees

Council's Delegations Policy[9] and Delegation Policy for Planning Applications[10] outlines the policies and processes in relation to the exercise of delegated authority.

Section 11(8) of the LGA, in addition to Council's Public Transparency Policy[11], requires Council to make available a register of delegations, which is available on Council's website.[12]

2.8. Consultation with the public

The City of Melbourne is committed to ensuring that the members of our community are involved and can contribute to the decision making processes of Council. This can be through informal consultative processes such as mail outs, surveys and social media. It may also be through formal consultative processes such as public submissions, workshops or public questions asked at Future Melbourne Committee meetings.

The City of Melbourne is committed to the Community Engagement principles as contained in section 56 of the LGA, which are centred around ensuring members of the community have access to the information they need to participate in Council decision making, are provided with support to participate and are informed of how their participation will influence Council decision making.

The City of Melbourne has developed a Community Engagement Policy[13] in accordance with section 55 of the LGA. This Policy outlines the City of Melbourne's commitment and approach to community engagement practice. It details the principles that guide our work towards delivering sustainable outcomes for our city through shared problem-solving, open dialogue and meaningful participation. It also seeks to foster a deeper culture of public participation and provides a common language that strengthens community engagement for all.

Ways in which members of the public can currently participate in Council decision making include:

Submit a question at a Future Melbourne Committee meeting
Questions can be submitted via an online link on the relevant meeting page by no later than 10am on the day of the scheduled Future Melbourne Committee meeting. Alternatively, members of the public can register, via the online link on the relevant meeting page, to attend the meeting in person or virtually to ask their question live. Public questions should be no longer than 90 seconds in duration and cannot relate to an item on the Agenda. A 15 minute period shall be provided for questions at the beginning and end of the meeting.

Make a verbal submission at a Future Melbourne Committee meeting
Members of the public can register via the online link on the relevant meeting page by 10am on the day of the scheduled Future Melbourne Committee meeting to make a request to address the Committee either in person or virtually. Submissions should be no longer than three minutes in duration. There is no provision to make verbal submissions at Council meetings.

Make a written submission at a Council or Future Melbourne Committee meeting
Members of the public can make written submission to items on the agenda via the online link on the relevant meeting page no later than 10am on the day of the meeting. Written submissions will be considered by Councillors prior to the meetings.

Formal and information consultation process
Council undertakes both formal and informal consultation processes throughout the year. These are advertised on Council's website, social media and in local publications.

[9] https://www.melbourne.vic.gov.au/delegations-policy
[10] https://www.melbourne.vic.gov.au/delegation-policy-planning-applications
[11] https://www.melbourne.vic.gov.au/public-transparency-policy
[12] https://www.melbourne.vic.gov.au/registers-inspection
[13] https://www.melbourne.vic.gov.au/community-engagement-policy

Have your say via 'Participate Melbourne'
There are many ways members of the public can have their say on Melbourne's big issues and future plans. They can explore projects in their neighbourhood, share ideas and feedback on city shaping projects and get involved in Council decision making and programs. For further information visit the Participate Melbourne webpage Participate Melbourne[14].

3. Types of documents held by Council

Given the extensive number of functions performed and services provided by Council, there is a large range of documents that are possessed or controlled by Council. This includes both hardcopy documents (held at Council or offsite) as well as electronic documents. The categories of documents held by Council include but are not limited to:

- Advertising and publications
- Advisory Committee terms of reference
- Agendas and minutes/notes of Council and Delegated Committee meetings
- Animal registrations and licences
- Annual and Quarterly reports
- Arts and cultural programs and events
- Asset attribute, inspection, and maintenance records
- Asset management applications and permits
- Building application and permit files
- Building compliance and enforcement files
- Building report and consent Files
- Capital Works Project files
- Civic Events, Functions and Awards
- Committee and Working Group meeting minutes
- Community engagement surveys, statistics, and data
- Contract, tender evaluation and procurement records
- Corporate planning documents
- Correspondence
- Customer enquiries and complaints
- Disclosures of conflicts of interest
- Dog attack and impoundment reports
- Emergency management files
- Environmental Management files - biodiversity monitoring, sustainability education, water management
- Financial planning (Budget) and accounting records
- Freedom of Information requests
- Grants and funding - applications, evaluations and agreements
- Health and food registered premises files
- Immunisation records
- Information management records
- Information Technology applications, architecture, security and service management records
- Instruments of Appointment and Authorisation
- Instruments of Delegation
- Internal Human Resources records - personnel files, payroll, recruitment, learning and development, industrial relations, WorkCover claims
- Investigations, fines and prosecutions
- Leases and licenses
- Legal advice, memorandums of understanding, court records

[14] https://participate.melbourne.vic.gov.au/?utm_source=home_page&utm_medium=tile_7_double&utm_campaign=participate&_ga=2.39453152.2129759125.1627260521-83979770.1622079727

- Library Collections management and membership records
- Local laws
- Local law applications and permits
- Local law enforcement and prosecution records
- Maternal and child health records
- Media Releases
- Occupational health and safety inspections, training, reporting and assessments
- Planning applications and permit files
- Planning enforcement files
- Planning schemes, amendments, and heritage studies
- Planning subdivision files
- Policies, strategies, plans and procedures
- Property enquires
- Public Notices
- Rates administration, charges and exemptions including Property Valuations and Objections
- Records of land transfers, subdivisions and the history of use of land, roads and lanes
- Records of maintenance of parks and gardens, public facilities, street features and amenities
- Registers
- Risk Management – assessments, insurance certificates of currency and claims for compensation
- Service agreements
- Speeches
- Street and road maintenance files
- Traffic management data and treatments, parking questionnaires
- Training material
- Video and audio recordings of Council and Delegated Committee meetings
- Waste Management, collection and site operational records
- Youth Support Services records

3.1. Information and documents Council has prepared for publication or inspection

Section 57 of the LGA requires Council to adopt and maintain a Public Transparency Policy. The Public Transparency Policy formalises Council's support for transparency in its decision-making processes; it facilitates public awareness of Council information and provides community confidence and trust in its decision making.

A list of the categories of Council Information which will generally, subject to the Public Transparency Policy, be made available either on the Council Website, at the Council Offices or on request by a member of the community is set out below.

Where a request is made for access to Council information that is not on the Council website or otherwise available at the Council Offices, the Chief Executive Officer will review the request, assess whether the Council Information requested is Confidential Information, or its release would be contrary to the public interest.

Documents such as:

- Plans and Reports adopted by Council including but not limited to the Council Plan, Workforce Plan, Financial Plan, Asset Plan, Revenue and Rating Plan, Emergency Management Plan, Road Management Plan
- Model Councillor Code of Conduct
- Council Policies
- Adopted Budgets
- Annual Reports
- Project and Service Plans
- Service Agreements, Contracts, Leases and Licences
- Relevant technical reports and/or research that inform Council's decision-making

- Terms of Reference for Advisory Committees

Process information such as:
- Application processes for approvals, permits, grants, access to Council services
- Decision-making processes
- Guidelines and manuals
- Community Engagement Processes
- Complaints Handling Processes

The following Council Information will be available on Council's website:
- Meeting Agendas and Reports to Council and Delegated Committees
- Submissions to Council or Delegated Committees
- Minutes of Council meetings and meetings of Delegated Committees
- Audit and Risk Committee Charter
- List of Delegated Committees established and/or abolished during the financial year
- Chief Executive Officer's employment contract
- Information about the Organisations and Associations of which the City of Melbourne is a member
- Councillor allowances
- Gift Registers for Councillors
- Travel Registers for Councillors and Council Staff
- Travel by non-City of Melbourne passengers
- Registers of Conflicts of Interest disclosed in open session by Councillors
- Registers of Leases entered into by Council
- Register of Delegations
- Registers of Authorised Officers
- Register of Donations and Grants
- Register of Election Campaign Donations
- Summary of Personal Interests under the LGA
- Schedule of Councillor access to event tickets
- Any other Registers or Records required by the Act or any other Act.

Under various other Acts administered by the Council, the following information will be made available upon request:
- Register of Planning Permits
- Register of Planning Applications on Advertising
- Copy of Planning Permits and Endorsed Plans (by application, charges will apply)
- Register of Building Permits, Occupancy Permits and Temporary Approvals
- Copies of Building Permits, plans and documentation (by application, charges will apply)
- Register of Animal Registrations
- Copy of the final Delegates Report prepared for a finalised planning permit application
- Register of Public Roads
- Any other Registers or Records required by any Act.

3.2. Information Management Systems used by Council

The City of Melbourne uses a windows explorer document management system and a Microsoft based platform called Sharepoint.

Both platforms are used to store a wide range of document categories and information types and operate as a de-centralised records management system. Many branches also use additional software solutions for the storing of certain types of documents and information. This includes but is not limited to:

- Salesforce
- Power BI (corporate reporting)
- Compass (geographical data and maps)
- Technology One (for finance reporting and records)
- Pathway (property and other data)
- ICR (Councillor portal for briefing and other meeting papers)
- eDocs DM (central document management system)
- Microsoft Sharepoint (file collaboration and sharing)
- Doc Assembler (meeting management platform)

Documents are also stored on an individual officer's OneDrive. Whilst the City of Melbourne is transitioning to storing documents electronically, there may be files that will be available in hard copy, for example the official Council minutes.

3.3. Publicity Material

Council's website

The City of Melbourne maintains an up to date website to ensure that members of our community have easy access to information about Council and the municipality.[15] Information that can be found on the website includes:

- Council and committee meetings
- Participate Melbourne
- City Maps
- Media releases and road closures
- Information for residents - waste and recycling, new residents checklist, apartment living, home neighbourhood and streets, local laws and permits, pets, rates, resident groups, sustainability at home.
- Information for businesses - economic support, inner city business support, start a business information, run a business information, grow a business information, grants and tenders, permits and approvals, sustainable business and events, waste and recycling– information for businesses.
- Information for the community - boating and waterways, childcare, education, greening the city, health and support services, hubs and bookable spaces, libraries, organising events, parks and public spaces, safety and emergency management, sports and recreation, strong communities and organisations.
- Parking and transport information – parking, cycling, public transport, roads, streets and pedestrians, transport planning and projects.
- Building and development information - planning and building services, property information, heritage and planning, engineering standards and specifications, sustainable building, urban planning, design excellence, shaping the city.
- Technical notes on the design standards used in the City of Melbourne's public domain - standards include typical features of streets, parks, gardens and other public spaces, including paving, kerbs and channels, ramps and crossings, tree pits, lighting, and furniture.

[15] https://www.melbourne.vic.gov.au/Pages/home.aspx

- Arts and culture information - Aboriginal and Torres Strait Islander arts, art outdoors, art play, arts house, arts strategies and policies, city collection, city gallery, events and partnerships, families children and young people, film music and busking, funding and opportunities for artists, galleries spaces and exhibitions, signal, theatre dance and live performances.

Key Council Publications

The key Council publications, policies and documents are also published to Council's website, including but not limited to:

- The Council Plan, which outlines the work Council plans to deliver over the next four years.
- The Annual Plan and Budget documents, which outlines what we will do and how we will fund our activities over the financial year.
- The Annual Report, which outlines how the City of Melbourne performed during the financial year.
- Policies and strategies.
- Council and Future Melbourne Committee Meeting Agendas and Minutes.

Accessing Melbourne Publications

- Accessing Melbourne is a guide to getting around the city for people who are less mobile. It gives information on events, attractions, shopping, eating out, accommodation and getting around in the CBD.
- Mobility Maps are produced annually and provide information about services and facilities in the city, such as accessible toilets, public TTY phones, disability designated car parking, accessible pathways and taxi ranks.
- The Walking and Jogging Tracks booklet outlines a number of tracks in the city.
- The Melbourne TravelSmart Map provides a convenient and comprehensive guide to walking, cycling and public transport routes and facilities in the City of Melbourne.
- The Melbourne Docklands Precinct Mobility Map contains information about access and facilities available in Docklands for people with limited mobility.
- The Active City Sports and Recreation Access Guide, provides key access information for sports and recreation venues within the municipality for people with mobility, vision and hearing impairments.
- The Wellbeing and Connection map provides information about existing community initiatives and programs within the City of Melbourne and surrounding suburbs.
- The Mapping Aboriginal Melbourne map reveals something of Aboriginal peoples' deep connection to this Country, the City of Melbourne, and significant events and experiences since colonisation.

Community Interest Publications

- My Community Directory can be used to access more than 80,000 health, welfare and community services.
- The Helping Out guide provides a list of free and low-cost resources for people experiencing hardship and homelessness.
- What's On provides all the latest events, restaurants, bars, shopping destinations and things to do.
- The Melbourne International Student Guide by Insider Guides includes useful and fun information so that internation students in Melbourne can make the most of their experience.
- The Community Food Guide helps to access affordable, fresh, healthy food

Aged Care Publications

- The Out and About Guide features free or low-cost events and activities around Melbourne that promote healthy ageing and social connection.
- Guide to Melbourne for older people - local resources for older people.

Community Health and Safety Publications

- The City of Melbourne's 'Be Aware Be Prepared' initiative is a community awareness program that provides information and resources to help residents, businesses, and communities prepare for, respond to, and recover from emergencies such as floods, storms, and heatwaves . A checklist and other resources has been prepared to assist people to prepare an emergency plan.

- There are a number of Community Safety Fact Sheets available which address issues such as safety in the city, drug use, managing alcohol and swimming pool safety.
- The Municipal Emergency Management Plan is a multi-agency guiding document of agreed arrangements for the mitigation of, the response to, and the recovery from emergencies that could occur in the City of Melbourne as identified in the Emergency Management Act 2013.
- Pandemic action plan - to assist with minimising the impact of an outbreak and managing essential services to our business and residential community

Newsletters/eNewsletters

- Melbourne magazine is published four times a year to share news about City of Melbourne projects, people, places and events.
- Melbourne News - fortnightly news on City of Melbourne projects, people, places and events.
- Melbourne: A Great Place to Age - updates on healthy ageing programs and events.
- What's On Melbourne - weekly roundup of everything to see and do in the city.
- Business in Melbourne - fortnightly updates and opportunities for city businesses.
- City of Melbourne Libraries - monthly updates on library programs and events.
- Participate Melbourne - stay informed on plans and projects.
- ArtPlay - updates on ArtPlay's creative programs for families, children and sessions for artists.
- SIGNAL - updates on SIGNAL creative programs for young people aged 14 to 25.
- Arts House - updates on Arts House's program of contemporary arts and performance.
- City Gallery - updates on City Gallery exhibitions and public programs.
- Public Art Melbourne - news and updates on artwork commissions in the city's public spaces.
- Melbourne Town Hall Grand Organ - updates on the concert program of the Grand Organ.
- Melbourne Conversations - program of insightful talks on the topics that matter most to Melburnians.
- Melbourne Fashion Week - Melbourne Fashion Week (M/FW) program updates.
- Moomba - news on the Moomba Festival, held each March.
- Now or Never - updates on the annual event showcasing art, ideas, sound, technology and future thinking.
- NYE - updates on the city's annual New Year's Eve event.
- Yirramboi - program announcements for Yirramboi, Melbourne's premier First Nations arts festival.
- Business in Melbourne - fortnightly news updates, opportunities and activities for city businesses.
- Table Talk - food industry news and updates for hospitality businesses.
- Multicultural Hub Melbourne - news and activities at the Multicultural Hub.
- International Students - events, programs and activities for international students.
- Melbourne City Marina - news, opportunities and events for the boating community.
- Council and Committee meetings - alerts for published meeting documentation and changes to scheduled meetings.
- Planning alerts - weekly alerts on planning applications and decisions.
- Queen Victoria Market Precinct Renewal - project and construction updates on the Queen Victoria Market renewal.
- Green Leaflet - updates on our environmental and sustainability programs and events.
- Melbourne Climate Network - latest updates from the Melbourne Climate Network (an industry-led cluster, building economic growth in the climate sector).
- Arts investment - news on upcoming grant rounds for artists or arts grants organisations.
- Creative spaces - regular updates on spaces, opportunities for artists and more.
- Event partnerships - updates on upcoming event partnership opportunities.
- Strengthening community organisations - updates on events, grants and programs for community organisations.

Social media pages

Facebook
- Aboriginal Melbourne
- Active Melbourne
- ArtPlay
- Arts House
- Boyd Community Hub
- Carlton Baths
- City of Melbourne
- City of Melbourne Libraries
- Creative Spaces
- Kensington Recreation Centre
- Knowledge Melbourne
- Melbourne City Baths
- Melbourne City Marina
- Melbourne Fashion Week
- Melbourne Music Week
- Moomba Festival
- New Year's Eve
- North Melbourne Recreation Centre
- Public Art Melbourne
- Signal
- What's On

X (Twitter)
- ArtPlay
- Arts House
- City of Melbourne
- City of Melbourne Libraries
- Knowledge Melbourne
- Lord Mayor Melbourne
- Melbourne City Baths
- Melbourne Fashion Week
- Melbourne Music Week
- Moomba Festival
- New Year's Eve
- North Melbourne Rec Centre
- Signal

YouTube
- ArtPlay
- City of Melbourne
- Knowledge Melbourne
- Melbourne Music Week
- Signal

Flickr
- City of Melbourne
- City of Melbourne – Flickr group

Instagram
- City of Melbourne
- Melbourne Fashion Week
- What's On

WeChat
- City of Melbourne on WeChat

LinkedIn
- City of Melbourne

Pinterest
- City of Melbourne

3.4. Policies, Plans, Strategies and Protocols

The City of Melbourne has a number of policies, plans, strategies and protocols in place to guide the governance, management and integrity of our actions. The documents, listed below, are available from the City of Melbourne website.

10-Year Financial Plan
The investment plan to balance short-term needs with long-term goals. The Financial Plan defines our approach to funding Council Plan delivery and positioning Melbourne for continued success.

Asset Plan 2025-35 (inclusive of Strategic Asset Management Policy)
Our Asset Plan outlines how our roads, parks, libraries, lighting and other Council-owned infrastructure support Council Plan delivery, meet community needs and adapt for Melbourne's future.

Chief Executive Officer Employment and Remuneration Policy
The CEO Employment and Remuneration Policy outlines the recruitment and appointment process for the CEO.

Model Councillor Code of Conduct, Councillor Protocol, Internal Resolution Procedure, and Councillor and Staff Interaction Protocol
The LGA requires all councillors to observe the Model Councillor Code of Conduct (Model Code of Conduct), which sets out individual standards of conduct expected to be observed by councillors when performing their roles as councillors.

In addition to the Model Councillor Code of Conduct, Council has put in place a set of protocols that further define roles and responsibilities of Councillors and Council officers in areas relating to decision-making structures and city representation roles. The Protocol provides clarity and guidance on areas such as the role and support provided to a Portfolio Lead, media, spokesperson and other city representation roles. It also provides guidance on preparation of reports for Committee and Council.

In accordance with the LGA and the *Local Government (Governance and Integrity) Regulations 2020*, Council must implement and adopt an Internal Resolution Procedure to be observed when dealing with alleged breaches of the Model Councillor Code of Conduct. The Internal Resolution Procedure was adopted by Council on 25 March 2025.

The Councillor and Staff Interaction Protocol (the Protocol) provides a framework for councillors when exercising their role by specifically addressing their ability to interact with, and receive advice from, Council staff. The Protocol complements and should be read in conjunction with the Model Councillor Code of Conduct. The aim of the Protocol is to facilitate a positive working relationship between councillors, as the community's elected representatives, and Council staff, who are employed to administer the operations of the Council. The Protocol provides direction on interactions between councillors and Council staff to assist both parties in carrying out their day-to-day duties professionally, ethically and respectfully.

Employee Code of Conduct (including Gift Policy)
The Employee Code of Conduct sets the acceptable standards of behaviour for the way we work at the City of Melbourne. The code applies to everyone who works at City of Melbourne, 'all employees' including permanent, casual and fixed term employees, executives, contractors and consultants, agency staff, volunteers. The code applies to all interactions, including whenever a person is identified as an employee or representative of City of Melbourne. The code does not apply to Councillors.

Child Safe Policy
The Child Safe Policy outlines how we are embedding child safety into our work.

Civic Recognition Policy
The City of Melbourne provides a range of opportunities to formally recognise the accomplishments and contributions of individuals, groups and organisations to the City of Melbourne through the Civic Recognition Policy.

Community Engagement Policy
The Community Engagement Policy outlines the City of Melbourne's commitment and approach to community engagement practice.

Customer Complaints Policy
Our complaints policy applies to all complaints from members of the public - our customers - about employees of the Council, Council's contractors, decisions made at Council meetings and delegated committees of Council. This policy does not apply to complaints about individual Councillors.

The City of Melbourne values your feedback. If your experience with City of Melbourne did not meet your expectations, please take the time to let us know. We use complaints data to inform future improvements to our services.

Councillor Gift Policy
The purpose of this policy is to provide guidance to councillors on the types of gifts, benefits and hospitality that can be accepted or those that must be declined.

Councillor Professional Development Policy
The purpose of the policy is to ensure all councillors of Melbourne City Council are provided with appropriate, consistent, and equitable opportunities for ongoing professional development to support them in fulfilling their roles and responsibilities effectively and in accordance with legislative requirements.

Council Plan 2025-29
As required by the LGA, the Council Plan outlines our immediate strategic priorities, actions to achieve our goals and measures of success, based on what matters most to the community.

Delegation Policy for Planning Applications
This policy provides clarity around the procedure to identify planning applications which may be suitable for consideration by the Future Melbourne Committee and Council.

Delegations Policy
Delegation is an integral element of an efficient administrative process. It is essential for the Council to make a clear and precise policy and for Council staff to have the ability to make day to day decisions in accordance with that policy. The policy provides the circumstances for when a delegate shall refer any proposal whether for a project or program, for work, for a contract, or for a planning decision, to Council or its appropriate Committee, without prior decision by the delegate.

Developer Contact Policy
The Policy provides guidance on Councillor interactions with developers in relation to land use or development.

Fair Access Sport and Recreation Allocation and Use Policy and Fair Access Sport and Recreation Action Plan
The action plan and policy both seek to improve the access and use of the City of Melbourne's community sports and recreation facilities.

Food City: City of Melbourne Food Policy
Food City provides an overarching vision and framework that will guide coordinated action and decision-making to improve our food system.

Financial Sustainability Policy
The Financial Sustainability Policy provides parameters for Council to operate in a financially sustainable manner whilst providing stability and predictability in the financial impact on the municipal community.

Future Libraries Framework
A Framework to support all space, collection and service decisions for City of Melbourne Libraries.

Governance Rules (including Election Period Policy)
In accordance with the LGA, Council is required to have Governance Rules to govern the conduct of Council meetings and meetings of any delegated committee the Council may establish. The Election Period Policy has been developed in accordance with the LGA to ensure the Melbourne City Council general elections and by-elections are conducted in a manner that is ethical, fair, equitable and are publicly perceived as such.

General Financial Hardship Policy
This policy assists eligible residents and businesses experiencing financial difficulty.

Graffiti Management Policy
The policy ensures best practice graffiti management across the City of Melbourne. The policy differentiates illegal graffiti tagging and Melbourne's street art culture, which is celebrated around the world.

Homelessness Operating Protocol
In late 2017, Council adopted a protocol to address rough sleeping in the city. As a result, the City of Melbourne and Victoria Police trialled a response on how we approach encampments in the city and have now signed the protocol that formalises this trial.

The protocol and our ongoing work to address homelessness means that we can act quickly to address public safety and amenity concerns, while also ensuring that the most vulnerable people in the city have access to the services they need.

Incorporated documents
The *Planning and Environment Act 1987* allows certain documents to be incorporated in a planning scheme by reference, rather than by physically including them in the scheme.

Internal Control Framework
The Internal Control Framework is an overarching document that outlines Council's approach to internal control, ensuring that Council is effectively and efficiently managed and that its resources are not misused or misappropriated.

Place and Road Naming Policy
A local policy to ensure that naming decisions are made within a transparent and accountable framework, are consistent with Council and community expectations, and are compliant with the Naming Rules.

Parks Policy
Our vision for the city's parkland and guidelines for their effective management.

Plaques and Memorials Policy
This policy covers all plaques and memorials being placed in any public space.

Privacy Policy
Outlines Council's management of personal information as required by the *Privacy and Data Protection Act 2014.*

Health Records Policy
Outlines Council's management of personal information that is also health information, as required by the *Health Records Act 2001.*

M2050 Vision
The long-term hopes and goals our community shares for Melbourne's future. The M2050 Vision is a tool to guide strategic decision-making, inspire action and unite people to achieve common goals for our city.

Procurement Policy and Supplier Code of Conduct
Our Procurement policy outlines how we approach all our purchasing activities regardless of size and scope.

The Supplier Code of Conduct sets the minimum expectation of the way business in conducted when providing goods, services or works to our community.

Public Interest Disclosure Procedures
Comprehensive guidelines which explain in detail the system for reporting disclosures of improper conduct by Council or its employees.

Public Transparency Policy
This policy is adopted under section 57 of the LGA and gives effect to the Public Interest Transparency Principles outlined in section 58 of the LGA.

The policy formalises Council's support for transparency in its decision making processes, describes the ways in which Council Information will be made publicly available, specifies which Council Information must be made publicly available as a matter of course, and describes the categories of Council Information that may be unavailable to the public.

Rates Financial Hardship Policy
If you are having difficulty paying outstanding rates, you may be able to apply for rate relief through our Rates Financial Hardship Policy.

Recreation Facilities Provision Framework
This framework will guide Council's decision-making to enhance recreation opportunities and outcomes for the City of Melbourne residents, workers and visitors.

Sale and Acquisition of Land Policy
City of Melbourne's property portfolio responds to the needs of the community by selling surplus land and strategically acquiring additional properties. The Sale and Acquisition of Land Policy provides a framework to guide decision making in relation to the sale and acquisition of land.

Social Media Policy
This policy outlines our approach to official social media use by employees, and public participation in our social media channels.

Street Activity Policy
The Street Activity Policy provides the framework for appropriate street activity within the City of Melbourne.

Stretch Reconciliation Action Plan 2024-2027
This is our sixth Reconciliation Action Plan to guide our continued work towards reconciliation and a more inclusive future.

Treasury Policy
The purpose of this policy statement is to ensure a prudent, orderly and efficient approach to the management of assets and liabilities associated with the financing of City of Melbourne's business.

Tree Policy
All works that have the potential to impact public trees owned or managed by the City of Melbourne must abide by the protection and retention requirements outlined in this document.

Wholly-owned Protocols
The governance protocols deal with the policies and procedures the City of Melbourne has in place to ensure consistency in governance practices between the Council, including Council Committees, and its wholly-owned Subsidiary Companies.

3.5. Council's Commitments

City of Melbourne is committed to complying with both its legal obligations and the commitments that it makes to the members of its community. Key commitments of Council include:

The Victorian Charter of Human Rights[16]
The Victorian *Charter of Human Rights and Responsibilities Act 2006* (Vic) sets out the freedoms, rights and responsibilities of all Victorians. It recognises that all people are born free and equal in dignity and rights.

The City of Melbourne is committed to the Charter being at the front of mind of Council in all aspects of Council's day to day operations.

Gender equality statement of commitment[17]
The City of Melbourne commits to ensuring that everyone in the Melbourne municipality, regardless of their gender identity have access to equal power, resources and opportunities, and are treated with dignity, respect and fairness.

Customer Service Charter[18]
The community's vision for City of Melbourne is that of a bold, inspirational and sustainable city. City of Melbourne's Customer Focus Strategy is our commitment to being a leading customer-focused organisation.

Child Safety [19]
The City of Melbourne is committed to being a child safe organisation and has zero tolerance for child abuse. All children and young people are valued members of our community and have the right to be and feel safe.

We are committed to embedding child safety into the everyday thinking and practice of all employees, volunteers and contractors.

We embrace diversity, equity and inclusion. All children and young people, regardless of their age, gender identity, sexual orientation, race, religious beliefs, ability, family or social backgrounds have equal rights to protection from abuse.

[16] https://www.humanrights.vic.gov.au/for-individuals/human-rights/
[17] https://www.melbourne.vic.gov.au/about-council/governance-transparency/policies-protocols/pages/gender-equality.aspx
[18] https://www.melbourne.vic.gov.au/about-council/governance-transparency/policies-protocols/pages/customer-service-charter.aspx
[19] https://www.melbourne.vic.gov.au/community/health-support-services/for-my-family/pages/child-safe-standards.aspx

We acknowledge and respect the unique histories of all Aboriginal and Torres Strait Islander child, young people and their families. We have zero tolerance for racism and actively promote cultural respect and support cultural safety.

We commit to listening to and respecting the views of all children and young people.

Reconciliation Action Plan[20]
Our sixth Reconciliation Action Plan (RAP) reaffirms City of Melbourne's respect for Aboriginal peoples' unique heritage and culture. It also provides practical guidance for how we can achieve our vision to support the voice and ambition of Aboriginal communities through best-practice leadership and role modelling.

In this RAP, the City of Melbourne speaks of respect, relationships, good governance and opportunities. It also commits to a process of truth-telling to enable learning, healing and change.

We believe Aboriginal history and cultures should sit at the centre of Melbourne's identity, and that Melbourne should be a truly inclusive city for Aboriginal peoples. As part of our reconciliation commitment, we will be working to close the gaps of disadvantage experienced by Aboriginal peoples since European settlement.

Website accessibility[21]
We are committed to providing a website that is accessible to the widest possible audience, regardless of technology or ability.

4. Freedom of Information Arrangements

The FOI Act gives individuals and corporations a general right of access to documents of Council generated on or after 1 January 1989. If the documents relate to your personal affairs information, then you are entitled to also seek access to documents dated prior to 1 January 1989. A document means any written document, printed or electronic and can include photographs, letters, maps, film, reports, audio and video recordings.

4.1. Making an application

You can make a request yourself, or you can authorise another person, such as a solicitor, to submit the request on your behalf.

Requests must be for specific documents or a defined group of documents. Your request must include key details, such as a date-range for the documents you seek access to. Your request will be interpreted literally, so try to avoid phrases like 'all documents in relation to' because it may result in you being charged for, and receiving, documents which you do not want.

Your application must include:
- A clear description of the documents.
- An application fee ($33.60 as at 1 July 2025) or evidence that you qualify to have the application fee waived (such as a health care or concession card, a bank statement, or statutory declaration detailing the circumstances of your hardship).
- Evidence of your identity if the documents you seek are about your personal affairs, such as a drivers licence.
- Written authorisation when a legal firm submits the request on your behalf.
- Your contact details.

Should your request not comply with the requirements of section 17 of the FOI Act, we will write to you to advise you of this and assist you as far as practicable to submit a valid request.

[20] https://www.melbourne.vic.gov.au/about-melbourne/melbourne-profile/aboriginal-culture/pages/reconciliation-action-plan
[21] https://www.melbourne.vic.gov.au/website-accessibility

Upon receipt of a valid request, we will:

- Write to you to acknowledge your request and the due date.
- Search for and retrieve all documents.
- Consult with external entities and individuals, where necessary.
- Review the documents and remove irrelevant and exempt material, where applicable.
- Compile a determination letter which advises you of our decision on access.

Council has 30 days in which to notify you of an access decision. This starts when your request is sufficiently clear and your application fee has been paid or evidence has been provided to waive the fee.

Depending on the nature of your request, additional time may be needed to process your application where Council is required to seek the views of other entities or individuals (known as third party consultation). In such cases, Council may extend the period for deciding a request by up to 15 calendar days. You will be notified in writing if mandatory third party consultation is necessary and advised of the revised statutory due date.

Where you are required to pay a deposit, the 30 day timeframe permitted for processing your request commences upon payment of the deposit.

In all cases, Council may seek an applicant's agreement to extend the timeframe for a decision by up to 30 days at a time. Council may do so any number of times.

The FOI Act allows Council to refuse access to certain documents or information. These documents are often called 'exempt' documents or information. In some cases, you may be refused access to an entire document. Alternatively, you may be given access to a document with exempt information deleted. Examples of documents which might be exempt include internal working documents, law enforcement documents, legal advice, personal information about other people, or documents which are covered by secrecy provisions in other legislation.

4.2. FOI Officers

The FOI Officers at the City of Melbourne are:

- Alison Leighton (Chief Executive Officer and Council's Principal Officer under the FOI Act)
- David Thompson (Director Governance and Legal)
- Elizabeth Manou (Manager Governance)
- Peter Gannoni (Senior Governance Officer)
- Morgan McNally (Freedom of Information and Privacy Officer)

4.3. Contacts and Further Information

FOI applications can be submitted via the City of Melbourne's website. [22] The website also contains information about the application process and fees and access charges.

If you have any questions about the process please call a member of the Governance Team on 03 9658 9658 or email foi@melbourne.vic.gov.au.

Applications can also be sent by post and addressed to:
FOI Team
City of Melbourne
GPO Box 1603
Melbourne Victoria 3001

[22] https://www.melbourne.vic.gov.au/about-council/governance-transparency/council-information/pages/freedom-of-information

5. Committees

5.1. Advisory Committees

City of Melbourne has in place a number of key advisory bodies whose work supports the development and implementation of specific activities. They are:

- Chief Executive Officer Employment Matters Advisory Committee
- City Collection Advisory Panel
- Design Excellence Advisory Committee
- Disability Advisory Committee
- First Nations Committee
- Homelessness Advisory Committee
- Public Art Advisory Panel
- Parks and Gardens Advisory Committee
- Melbourne Design Review Panel
- Safe City Cameras Program Audit Committee

Further information about the committees can be found on Council's website[23].

Meetings are not open to the public and minutes are not available for public inspection. In accordance with the Public Transparency Policy, a request can be made to access the minutes. The Chief Executive Officer will review the request, assess whether the Council Information requested is Confidential Information, or if its release would be contrary to the public interest.

5.2. Audit and Risk Committee

The LGA requires the appointment of an Audit and Risk Committee to oversee the activities of Council, (particularly its risk management and internal control processes) in addition to the activities of the Council's external and internal auditors.

Further information about the Audit and Risk Committee, including the Audit and Risk Committee Charter can be accessed on Council's website[24].

Meetings are not open to the public and minutes are not available for public inspection. In accordance with the Public Transparency Policy, a request can be made to access the minutes. The Chief Executive Officer will review the request, assess whether the Council Information requested is Confidential Information, or if its release would be contrary to the public interest.

6. Responsible use of AI Tools

Artificial intelligence (AI) is changing the way organisations such as the City of Melbourne perform their work, including to work more efficiently, gain deeper insights from data and to shape and deliver better policies and programs for the community.

Council approved AI Tools
Microsoft 365 and Copilot Chat are Council's approved internal AI tools. External or publicly available AI tools are restricted from use within Council and will not be used to process confidential, sensitive or personally identifiable information.

[23] https://www.melbourne.vic.gov.au/committee-and-advisory-groups
[24] https://www.melbourne.vic.gov.au/audit-and-risk-committee

Ethical use of AI in decision-making

Council has developed an internal policy that affirms Council's commitment to the ethical, responsible and effective use of AI systems. The policy has been developed in accordance with key Australian federal and state AI policies, standards, frameworks, and guidelines including those identified in the below table:

Title	Reference Link
Australian Government AI Policy	AI In Government Policy
Australian Government AI Technical Standards	AI Technical Standard – digital.gov.au
AI Ethics Framework	Department of Industry, Science & Resources – AI Ethics Framework
Voluntary AI Safety Standards	Voluntary AI Safety Standard | Department of Industry Science and Resources
OVIC - Use of enterprise Generative AI tools in the Victorian public sector	OVIC Guidance - Safe and Responsible Generative AI in VPS
Victorian Government Safe and Responsible Use of Gen AI in the Victorian public sector	Administrative Guideline - Safe and Responsible Generative AI at VPS

Council's AI Policy establishes several principles to ensure its use of AI systems supports ethical decision-making and aligns with the M2050 Vision and Council Plan 2026-2030. This includes the following principles to support fair and transparent decision-making across Council:

- AI systems must not be used to make decisions, conduct assessments, or perform administrative actions that may impact individuals.
- Decisions stemming from a legislative power may only be made by a specified person, an authorised officer or a delegate who has the power to make the decision.
- Where staff have the legislative authority to make decisions on behalf of Council, AI systems cannot be used to replace the decision maker.
- Staff remain responsible and accountable for the accuracy and quality of their work, including advice, decisions and content created.
- AI systems must undergo thorough review and testing before approval for use including the conduct of privacy impact assessments and cyber security checks.
- AI systems must be used in a way that is inclusive, accessible and non-discriminatory with particular regard for decisions affecting marginalised or vulnerable individuals.
- The use of AI systems must be transparent and well documented to enable affected individuals to understand and contest outcomes which may impact them.
- AI systems must be subject to human oversight and undergo regular reviews to ensure they maintain appropriate data security controls and remain fit for purpose.