

Register of requests for information from candidates

Candidate name and Ward	Jane Stormer – O’Shannassy Ward
Nature of enquiry	Query whether it is a priority for Yarra Ranges Council to be reclassified as Peri-Urban and if so, the timeframe for this.
Nature of support given	<p>Yarra Ranges Council is currently considered a Metropolitan Local Government Area (LGA) and also sits within a grouping of Councils on the edge of the Melbourne metro area referred to as the Outer Melbourne Council’s (formerly Interface Councils). Peri-urban councils refers to a group of LGAs which are classified as regional but experiencing significant growth on the outside edge of the Melbourne metropolitan area or of major regional centres such as Geelong.</p> <p>In 2022 Yarra Ranges Council along with Mornington Peninsula Shire Council sought support from the Victorian Government for a new category of Peri-Regional LGAs which is intended to maintain our metropolitan classification but also to recognise our regional characteristics and the needs of our primary producers, agricultural areas, tourism industries, conservation areas and rural townships while maintaining our Green Wedge areas and protections.</p> <p>In summary, Council will continue to advocate for access to the Victorian and Federal Governments’ funding and grant programs through a Peri-regional, not Peri-urban classification. Which will offer the best support for our urban, rural and regional areas.</p>
Date of Request	23 September 2024

Candidate name and Ward	Peter Mcilwain – Lyster Ward
Nature of enquiry	Drainage and stormwater procedures for complaints.
Nature of support given	<p>Council’s procedure for reviewing Drainage and Stormwater complaints and service requests are as follows:</p> <ul style="list-style-type: none"> - Online: Customers can report a drainage issue, and access general information on drains, flooding, drainage from neighbours etc. which can be helpful in resolving enquiries. - Phone: Customers can call our contact centre team on 1300 368 333, who will then lodge a request into our corporate request management system, YR Connect - In person: Customers can attend any of our 5x Community Links within business hours to speak with a Customer Experience team member who will lodge their request into YR Connect. - In Writing: Customers can write to us either via email or letter (mail@yarraranges.vic.gov.au or P.O Box 105 Anderson Street, Lilydale VIC 3140). This correspondence is received through Councils Information Management team, who register the request into our corporate document management system, and task it to the Customer Experience team who then convert it to a request in YR Connect. <p>Council will also accept requests from third party applications such as Snap Send and Solve, which are then raised into the organisation request system YR Connect</p>
Date of Request	3 October 2024