

**Future Melbourne Committee  
Meeting No 65  
24 October 2023**

Public questions referred to management

**Question: Milton House heritage concern**

What action is being taken regarding the addition of non-heritage stainless steel / chrome railing to Milton Hall located at 519 Dryburgh Street, North Melbourne?

Response provided by Acting Director Planning and Building

The query has been lodged as an enforcement complaint with the Planning and Enforcement team to investigate. The Enforcement team will be in contact once the investigation has been completed.

**Question: Anonymous reporting of parking issues**

Are Councillors aware that the ability to report issues regarding parking anonymously – as should be possible consistent with Privacy Principle 8.1 – has been removed from the City of Melbourne issue reporting system? Can it be restored?

**Question: Improvement of issue reporting system**

Can funds be allocated to improving and modernising the issue reporting system, including:

- ability to search for and see issues already reported, e.g. dumped rubbish, to save redundant multiple issue reporting
- ability to see one's own issue reports (if not submitted anonymously)
- have at least simple statements as to action taken or why issues are marked closed - not just "closed" with no explanation
- ability for reporter to add to an issue via issue number or similar

Combined response provided by Director Customer Relations

*Anonymous reporting*

The ability to anonymously report illegally parked vehicles to the City of Melbourne using online forms was recently removed to:

- Deter spamming
- Better provide for the security of our responding officers
- Enable our employees to contact customers for clarification as necessary
- Provide follow-up communications, and
- Better manage ongoing issues.

In line with Australian Privacy Principle 2, customers wishing to report illegally parked vehicles are able to remain anonymous when calling us on 9658 9658 and able to provide a pseudonym when using the online form if they so choose to.

*Improving and modernising reporting system*

Customers are able to self-serve updates to their requests if they have opted to receive communications from the City of Melbourne. This can be done by clicking on a link in the SMS or email they receive (depending on their communication preferences) to see the current status or requests.

We understand that there are some limitations to the ability of customers to see all previously reported requests in one place and have built a customer portal for some types of transactions that enables customers to see previous requests and the current state of resolution more easily. We will expand the portal capability for all customer requests in the near future.

We are also committed to enhancing the experience for our community and have an ongoing program that will improve engagement with customers including providing better and more contextual communication during the fulfilment of the service.