

Glenorchy City Council
Ordinary Council Meeting
Monday, 30 March 2026

AGENDA

Notice is hereby given of a Meeting of the Glenorchy City Council to be held at the Council Chambers commencing at 3:30pm.

GLENORCHY CITY COUNCIL

QUALIFIED PERSON CERTIFICATION

The Chief Executive Officer certifies that, in accordance with section 65 of the *Local Government Act 1993*, any advice, information and recommendations contained in the reports related to this agenda have been prepared by persons who have the qualifications or experience necessary to give such advice, information and recommendations.



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Emilio Reale

Chief Executive Officer

Monday, 30 March 2026

Workshops held since last Council meeting:

Date: Monday, 2 March 2026

Purpose: To present and discuss:

- Grow it Local
- Elected Member Communications Support

Date: Tuesday, 10 March 2026

Purpose: To present and discuss:

- Service Level Manuals (Open Workshop)
- Elected Member Executive Support
- LGTIQA+ Induction Report

Date: Monday, 16 March 2026

Purpose: To present and discuss:

- Capital Works Budget Review

Date: Monday, 23 March 2026

Purpose: To present and discuss:

- Elected Member rights and responsibilities regarding planning matters, update from LGAT

ELECTED MEMBER STATEMENT OF INTENT

November 2022

We will...	By...
Be curious, open to change and difference	Being progressive, proactive, and innovative Taking calculated risks Asking questions before offering opinions or solutions Debating ideas without getting personal Remembering everyone is equal Always having an open mind
Be authentic and act with integrity	Being accessible Being honest and trustworthy Demonstrating transparency and accountability
Be respectful to each other	Going to the source, in person, early Assuming good intent, always Acting with good intent, always Actively listening, seeking to understand Valuing other's opinions Being prepared
Own and right our wrongs	Self-reflecting Being open to feedback Being brave enough to be vulnerable
Show strong leadership	Challenging the status quo Continually learning and practicing good governance Striving for financial sustainability and strength Having clarity on role and purpose
Consider the impact we have on others	Practicing emotional intelligence Hearing both sides before making judgement Remembering our behaviour and words matter to staff

ELECTED MEMBER LEGACY

November 2022

At the end of our term,
we will have made a real difference because, together:

We deliver

We're active and present

We put people first

We are inclusive

We are future focussed and brave

We improved communication and community engagement

We empowered our community

We rebuilt pride

We were accountable

We created a safe, clean, equitable city

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1 APOLOGIES

2 CONFIRMATION OF MINUTES (OPEN MEETING)

That the minutes of the Council meeting held on Monday, 23 February 2026 be confirmed.

3 ANNOUNCEMENTS BY THE CHAIR

4 PECUNIARY INTEREST NOTIFICATION

5 RESPONSE TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE

Question without notice – Mala Crew
Asked during the Council meeting on Monday, 23 February 2026
Response sent by email on Monday, 24 March 2026

Q1: **Does the Council have an obligation to inspect and enforce some sort of order with black mould and health risks for tenants in rental homes in Glenorchy?**

A1: [CEO] This question was taken on notice.

Response:
Council does not have an obligation to proactively inspect homes for mould, and Council does not have a role in tenancy disputes. However, If Council receives a complaint about black mould, then Council's Environmental Health Officers will inspect and if there is a confirmed health hazard they may issue a notice requiring rectification, or may deem the property unfit for habitation.

Question without notice – Eddy Steenbergen
Asked during the Council meeting on Monday, 23 February 2026
Response sent by email on Monday, 24 March 2026

Q3: **I use the cycleway a lot and often feel very unsafe and I suspect many other pedestrians also feel extremely unsafe. Are there any bylaws for road rules on the cycle way?**

A3: [Director of Infrastructure and Development] This question was taken on notice.

We are looking to install CCTV on a number of hot spots from the Granada Tavern to Moonah but will need to get back to you regarding jurisdiction of road rules.

Response:
The Tasmanian Road Rules apply to the cycleway for people walking, riding, or scootering. The road rules can be found online at View - Tasmanian Legislation Online.

The relevant sections in the Road Rules include:

- Part 2 Division 1 - outlines that the cycleway is a road related area

- Part 2 Division 2 - has definitions for vehicles, drivers, riders, and pedestrians
- Part 3 - outlines when and where speed limits apply
- Part 14 Division 1 - has rules for pedestrians
- Part 14 Division 2 - details rules for persons travelling in or on wheeled recreational devices and wheeled toys
- Part 14 Division 3 - details rules for persons travelling in or on personal mobility devices
- Part 15 - includes additional rules for bicycle riders

In relation to speed limits, please refer to section 224A for motorised scooters and 244O for personal mobility devices, as shown below.

224A

(e) if it is fitted with an electric motor or motors, complies with the following requirements:

(i) its maker certifies (either by means of a plate attached to the motor or each motor, or by means of engraving on the motor or each motor) the ungoverned power output of the motor, or each motor;

(ii) the maximum power output of the motor, or the combined maximum power output of the motors, is not mor than 200 watts;

(iii) when propelled only by the motor or motors, the scooter is not capable of going faster than 10 km/h on leve ground;

motorised scooter means a scooter that is propelled by one or more electric motors and complies with the requirements in paragraph (e) of the definition of *scooter*.

244O. Speed limits

A PMD user must not travel in or on a personal mobility device –

(a) on a footpath at a speed exceeding 15 kilometres per hour; or

(b) on a shared path, separated footpath, bicycle path or road at a speed exceeding 25 kilometres per hour.

Penalty: Fine not exceeding 20 penalty units.

6 PUBLIC QUESTION TIME (15 MINUTES)

Please note:

The Council Meeting is a formal meeting of the Elected Members elected by the Glenorchy community. It is chaired by the Mayor. Public question time is an opportunity in the formal meeting for the public to ask questions of their elected Council representatives about the matters that affect ratepayers and citizens.

In accordance with regulation 31(2) and (3) (Public question time) Local Government (Meeting Procedures) Regulations 2025, Council will allocate 15 minutes during each Council Meeting to invite members of the public to ask questions relating to the activities of Council.

The following rules and procedures apply to Public Question Time:

1. questions must relate to the activities of Council
2. members of the public are to announce their name and residential address before asking a question (which will be recorded in the minutes)
3. questions are to be put succinctly and in the form of a question, not a comment
4. questions must not be inflammatory, abusive, defamatory, contain a personal attack or otherwise breach any rules of the meeting which have been explained by the Chairperson
5. the Chairperson may limit the number of questions asked by each member of the public in order to ensure that all members of the public wishing to ask questions are given the opportunity within the allocated time
6. the Chairperson will decide the order in which questions are to be asked and may rotate the order between different members of the public if individuals have more than one question to ask
7. the Chairperson may, in their absolute discretion:
   a) refuse to answer a question if the Chairperson deems that it is inappropriate or does not comply with these rules or the rules of the Council meeting, or
   b) take a question 'on notice', in which case the answer will be provided in writing prior the next Council meeting and included on the agenda for the next Council meeting
8. if a question is taken on notice, the Chairperson may request that the member of the public submit their question in writing and may refuse to provide a response if the question is not provided as requested, and
9. the 15 minutes allocated for Public Question Time may be extended at the discretion of the Chairperson at the conclusion of the time period. Council is to publish information relating to Public Question Time, including any additional rules and procedures, on Council's website.

Question with notice – Janiece Bryan
Received Sunday, 22 March 2026
Response sent by email on Tuesday, 24 March 2026

Q1: **Could you please explain how the large 2 hectares of GCC public land at 210 Tolosa Street in Wellington Park Trust (PID 3491773 and PID 2143646) was disposed of and surveyed into 71 housing allotments (confirmed on the Government's Land Information of Tasmania (LIST) and Planbuild) while still showing as belonging to the Glenorchy City Council on the GCC Public Land Register?**

Q2: **This land is 96 % under Environmental Management with Zoning Code Overlays as an Electricity Transmission Corridor, Bushfire Prone, Flood-Prone and parts identified from Low, Medium and High-Level Landslip Risks and therefore a Priority Vegetation Area etc.**

How is it possible to put lives at risk by building family homes in such a high multiple risk area with such an unimaginably flawed planning decision and:

a) what does the Council intend to do when a disaster occurs at this housing subdivision and:

b) will the Glenorchy Ratepayers or the Government, without the fiscal capacity to underwrite this liability with the associated huge financial cost that could result from this flawed planning decision and:

c) is there a link to the Government's Development Assessment Panels that will take Planning Decisions, such as this away from the Council, and will ratepayers of Glenorchy still carry the liability of risks and costs when the Government's DAP decisions are secretly made for strategic reasons instead of providing thorough assessment and ignore important planning laws and protections that could result in tragic outcomes causing serious harm to Community members and the environment?

Property history

2015 Sold $330,000

Sold June 22, 2015

Learn more about sold data.

Property overview

210 Tolosa Street, Glenorchy, Tas 7010 has a land size of 20,100 m². It is a house. It was sold in 2015 for $330,000. Median property prices in Glenorchy over the last year range from $560,000 for houses to $440,000 for units.

Government planning overlays

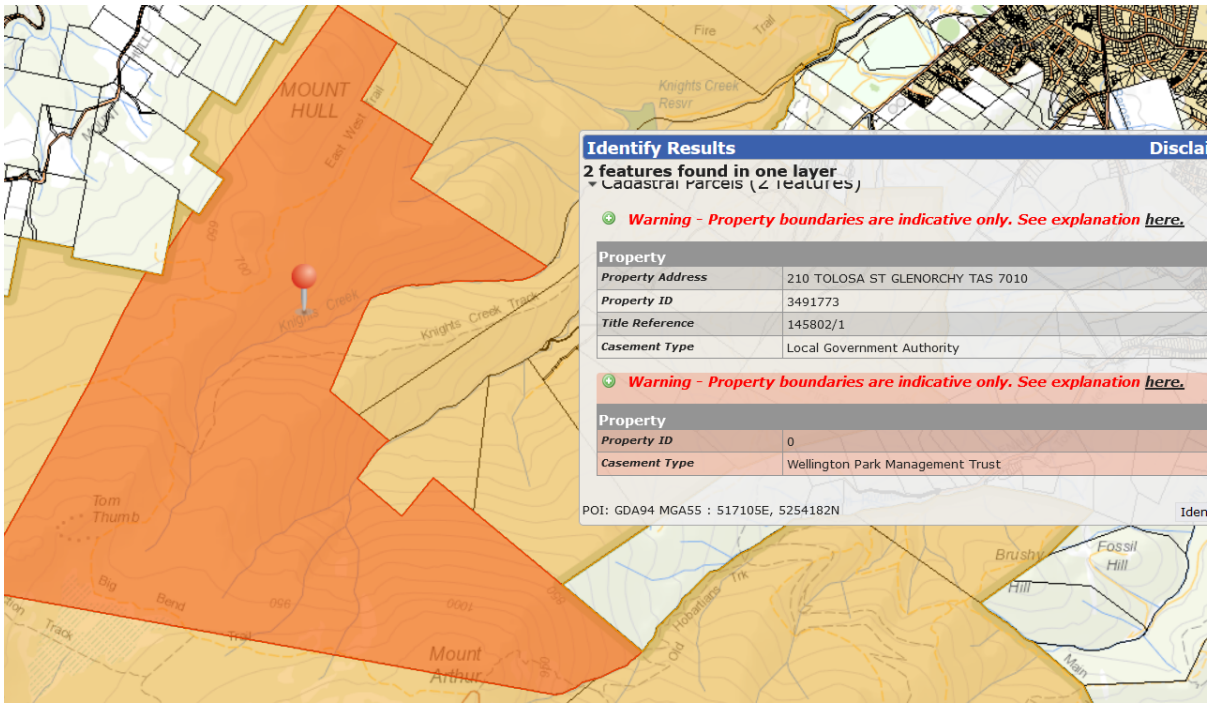
210 Tolosa Street, Glenorchy TAS 7010 is within the Glenorchy local government area. The current land use for this property is **non-residential**.

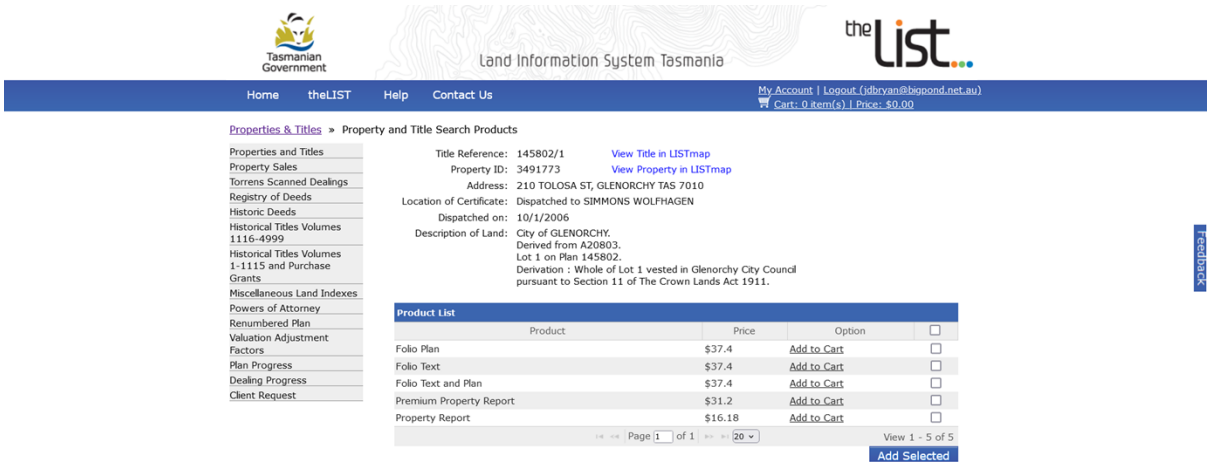
Bushfire overlay	Flood overlay	Heritage overlay
Not found	Not found	Not found

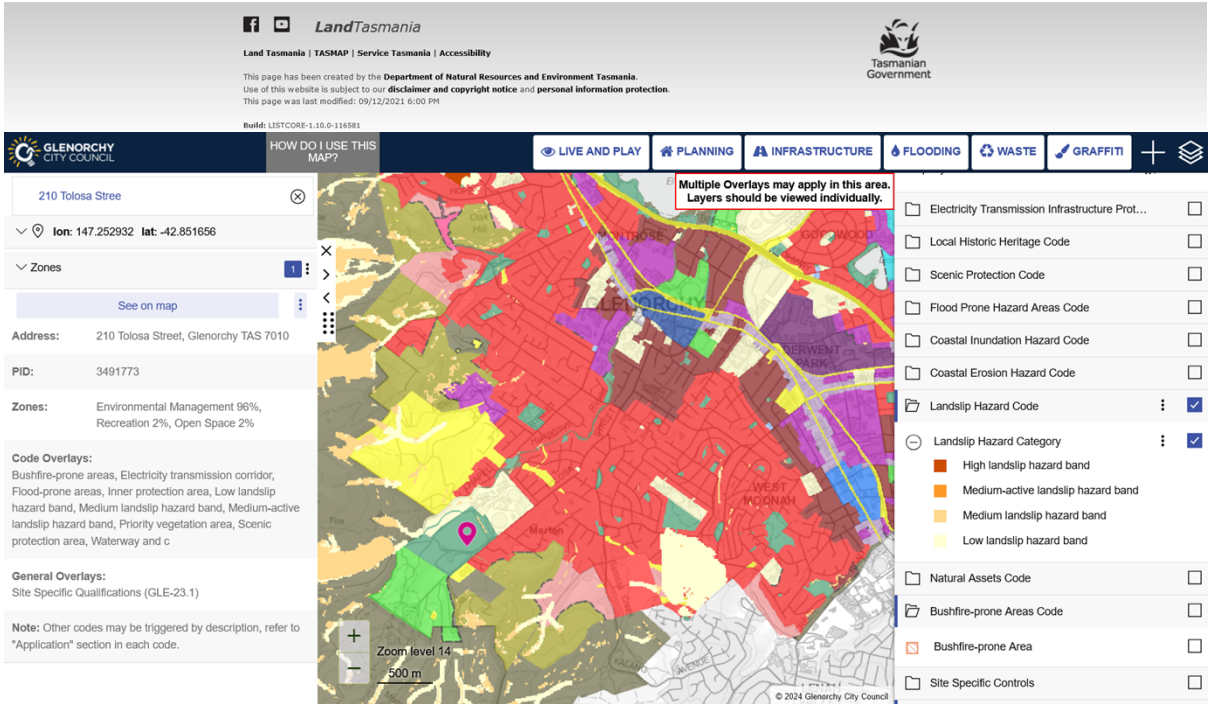
About the property

210 Tolosa Street is a house in **Glenorchy**. It sits on a **2.01 ha lot**. It is located within **Glenorchy council**, with no bushfire, flood, or heritage overlays detected. It is within the intake area of Glenorchy Primary School. It has 5G mobile coverage.

PropTrack







210 TOLOSA ST GLENORCHY TAS 7010

Property Type

Primary

Property Identification Number (PID)

3491773

Certificate of Title Reference (Volume/ Folio)

43639/1, 218879/1, 210421/1, 223621/1, 145802/1, 172728/1, 228906/1, 252276/1, 246663/1, 200691/1, 230232/1, 43665/1, 74939/1, 44065/1, 79372/2, 79372/1, 226221/1, 44065/3, 44065/2, 79372/6, 43502/3, 197307/1, 79372/5, 43502/4, 79372/4, 209816/1, 66390/1, 79372/9, 43502/1, 79372/8, 172839/6, 43502/2, 67609/3, 249160/1, 67609/1, 43521/1, 67609/2, 198108/1, 246961/2, 218087/1, 246961/1, 42275/1, 233844/1, 210921/1, 79380/1, 216193/1, 234287/1, 197089/1, 172727/2, 87695/5, 197089/2, 246664/1, 172729/1, 209614/1, 203867/1, 217172/1, 43431/3, 43431/2, 210499/1, 66397/1, 44064/2, 44064/1, 44066/1, 246144/1, 249161/4, 209815/1, 249161/2, 249161/3, 252550/1, 249161/1

Total Area

16421229 sqm

Locality

Wellington Park

Municipality

Glenorchy

Locality	Municipality	
Wellington Park	Glenorchy	
Planning Scheme	**Planning Zones**	**Planning Code Overlay**
Tasmanian Planning Scheme	Environmental Management, Community Purpose, Recreation, Open Space	Low landslip hazard band, Medium landslip hazard band, Medium-active landslip hazard band, Waterway and coastal protection area, Priority vegetation area, Electricity transmission corridor, Scenic protection area, Inner protection area, Flood-prone areas, Bushfire-prone areas

Q1: Response:
Glenorchy City Council has not disposed of the land in question, nor subdivided it into housing allotments. The land is part of Wellington Park and housing is prohibited in this area. It is noted that the land is made up of many separate titles, many that were part of the historic Merton township which ceased in the 1940's when the area was closed to protect the water catchment. The resident may be referencing these titles.

Q2: Response:
Refer response to question one above.

7 PETITIONS/ADDRESSING COUNCIL MEETING

8. COMMUNITY

Community Goal – Making Lives Better

8.1 ACTIVITIES OF THE MAYOR

Author: Mayor (Sue Hickey)

Qualified Person: Chief Executive Officer (Emilio Reale)

File Reference: Activities of the Mayor

Executive Summary

This report details the recent activities of the Mayor.

Mayor Hickey attended 44 events or external meetings during the period from Monday, 9 February 2026 to Sunday, 15 March 2026.

Recommendation

That Council:

1. RECEIVE and NOTE the report about the activities of Mayor Hickey during the period from Monday, 9 February 2026 to Sunday, 15 March 2026.

Proposal in detail

These are the events and external meetings attended by Mayor Hickey during the period from Monday, 9 February 2026 to Sunday, 15 March 2026.

Tuesday, 10 February 2026

- Participated in a tour of proposed development area in Austins Ferry.
- Chaired the Glenorchy City Council workshop.

Wednesday, 11 February 2026

- Attended a main works construction tender announcement and media event at the Glenorchy Sports Centre in Claremont. The event was organised by the Department of State Growth.
- Attended an online TasWater half-year briefing to shareholders.

Thursday, 12 February 2026

- Participated in the Australian Local Government Women's Association (ALGWA) online Masterclass with Rebecca McKenzie – Navigating the CEO/Councillor Dynamic.

Saturday, 14 February 2026

- Attended Von Taylor's 100th birthday party at Barossa Park Lodge, presenting royal recognition.

Sunday, 15 February 2026

- Participated in the Moonah Nature Mates Amy Street Reserve Boundary Blitz.

Monday, 16 February 2026

- Chaired the Glenorchy Planning Authority meeting.
- Chaired the Glenorchy City Council workshop.

Tuesday, 17 February 2026

- Participated in the Dattner Group's Mayor-Only Leadership Circle online event.

Wednesday, 18 February 2026

- Met with Connie Digolis, Chief Executive Officer of St Vincent de Paul Society Tasmania, to discuss strengthening relationships between Glenorchy City Council and the St Vincent de Paul Society.

Thursday, 19 February 2026

- Participated in the Brain Health Expo panel preparation meeting.
- Filmed an introduction to Glenorchy City Council's "Women Who Inspire" International Women's Day 2026 campaign.
- Met with Darren Alexander, Chief Executive Officer of Autech. He presented a range of digital products.
- Attended and opened the Moonah Arts Centre exhibition featuring Unstable by Helen Spencer and Traditional Strokes by Shreya Patel.

Friday, 20 February 2026

- Participated in ABC Radio Hobart's Mornings with Leon Compton program.
- Attended the Australian Local Government Women's Association (ALGWA) Tasmania online General Meeting.
- Attended Palliative Care Tasmania's "Gathering for Grief" event in the Kickstart Arts Precinct in New Town.

Saturday, 21 February 2026

- Joined the Tasmanian Chinese Buddhist Academy of Australia for their "Sounding of the Peace Bell to welcome the Year of the Horse" event in Campania.

Sunday, 22 February 2026

- Participated in the Chinese Community Association of Tasmania's Opening Ceremony of the Lunar New Year Festival 2026 in Hobart.

Monday, 23 February 2026

- Chaired the Glenorchy City Council meeting.

Tuesday, 24 February 2026

- Participated in Triple M Radio's "Mayor on the Air" interview.
- Attended the Greater Hobart Strategic Partnership Mayors' Forum.
- Met with Inspector Klug of Tasmania Police.
- Met with Rebecca Free (State Manager, Client Services) of Dementia Australia to discuss the Brain Health Expo.
- Attended the Claremont College Awards Evening.

Wednesday, 25 February 2026

- Attended and opened Municipal Works Australia's Glenorchy Field Day at Tolosa Park.
- Attended the TasWater Council Connect Lunch.
- Attended the Glenorchy History Group's meeting at the Glenorchy Library, where Colin Dennison presented "Gone Missing," a look at buildings that are no longer where they were.

Friday, 27 February 2026

- Participated in a Mercury newspaper interview with Bridget Clark.

Monday, 2 March 2026

- Chaired the Glenorchy City Council workshop.

Tuesday, 3 March 2026

- Received a Certificate of Appreciation on behalf of Glenorchy City Council for being both a National Road Safety Week Partner and demonstrated leader in improving road safety. Peter Frazer, Founder and President of the Safer Australian Roads and Highways (SARAH) Group presented the award.
- Participated in a meeting with Minister Felix Ellis. The regional jobs hub network was discussed.

Wednesday, 4 March 2026

- Met with Gerard O'Brien of Silverleaf Investments.
- Met with Minister Jo Palmer regarding youth justice reform.

Thursday, 5 March 2026

- Opened Dementia Australia's Brain Health Expo and participated as a panel member.

Friday, 6 March 2026

- Attended a meeting with The District Nurses. Collaboration opportunities for Community Hub spaces in Moonah were discussed.

Saturday, 7 March 2026

- Attended and opened the Indian Festivals Association of Tasmania Holi! Festival of Colours at Montrose Foreshore Community Park.

Tuesday, 10 March 2026

- Attended the Glenorchy City Council International Women's Day event on Council Lawns.
- Chaired the Glenorchy City Council workshop.

Wednesday, 11 March 2026

- Attended a Glenorchy pool progress media event with The Friends of the Glenorchy Pool.
- Met with members of the Collinsvale Community Association to discuss how Glenorchy City Council and the Collinsvale Community Association could work together in the future.
- Attended the Glenorchy City Council Project Control Group meeting.

Thursday, 12 March 2026

- Participated in the Australian Local Government Women's Association (ALGWA) online Masterclass – Focusing on Financials.

In addition to the above meetings and events, the Mayor attended numerous internal meetings and performed other administrative duties.

Attachments

Nil

8.2 LGBTIQA+ INCLUSION

Author: Manager Community (Warren Yates)

Qualified Person: Director Community and Corporate Services (Tracey Ehrlich)

File Reference: LGBTIQA+ Inclusion

Executive Summary

This report presents the outcomes of Glenorchy City Council's LGBTIQA+ Community Inclusion Consultation, conducted between March and June 2025, and seeks Council endorsement of a proposed Statement of Commitment to LGBTIQA+ Inclusion and noting of the associated five-year Action Plan (2026–2031).

The consultation achieved strong engagement, with 598 visits to the Let's Talk, Glenorchy project page and 170 survey responses. Of these respondents, 101 identified as LGBTIQA+, with the majority residing in Glenorchy (72%) and a further 21% from Greater Hobart. In addition, targeted consultations were undertaken with three local high school Pride/Diversity groups, involving 31 students and seven staff, ensuring young people's perspectives were reflected.

A central feature of the process was a co-design approach, guided by a volunteer LGBTIQA+ Inclusion Codesign Group comprising 10 community members. The group played a significant role in shaping the consultation methodology, supporting promotion, analysing results, and contributing to the development of the draft Statement of Commitment and Action Plan.

Overall, the consultation highlighted strong community support for Council leadership in advancing LGBTIQA+ inclusion. Priority areas identified by participants include inclusive leadership and training for elected members and staff, improvements to Council systems and processes to better reflect gender identity and preferred names, continued advocacy and partnerships to strengthen service access, and opportunities to support visible, connected and inclusive community life.

The proposed Statement of Commitment articulates Council's intent to foster a safe and inclusive city, strengthen community connection and visibility, support equal access to services and opportunities, and be an inclusive workplace of choice. The accompanying five-year Action Plan translates this commitment into staged, practical actions covering training and development, partnerships and projects, inclusive policies and systems, evaluation, and ongoing community engagement.

Implementation is proposed to be delivered through existing Community Development resources, with most activities supported through the reallocation of current inclusion and community safety budget lines. External funding opportunities will also be pursued to enhance delivery. Risk and reputational considerations have been proactively managed through staged engagement, officer collaboration with other councils, governance oversight via the Access & Inclusion Special Committee, funded inclusion training, and prepared communication support for elected members.

The report concludes by recognising the significant contribution of the volunteer LGBTIQA+ Inclusion Codesign Group and proposes opportunities to acknowledge this contribution through launch and media activities, subject to Council approval.

Recommendation

That Council:

1. NOTE the 2025 LGBTIQA+ Community Inclusion Consultation Report included as **Attachment 1** of this report.
2. APPROVE the proposed Statement of Commitment to LGBTIQA+ Inclusion included on page 28 of **Attachment 1** of this report.
3. NOTE the draft five-year LGBTIQA+ Inclusion Action Plan included at page 29 of **Attachment 1** of this report.
4. NOTE that delivery of the Action Plan will be progressed through existing Community Development resources (with budget reallocation where possible).
5. APPROVE the GCC Inclusion logo included as **Attachment 2** for use on LGBTIQA+ inclusion and other Council inclusion resources and promotions.
6. ACKNOWLEDGE the contribution of the volunteer LGBTIQA+ Inclusion Codesign Group and support participation in launch/media opportunities as scheduled.

Community Plan Reference	Building Image and Pride We work for a safe and clean City. We nurture and celebrate our proud and vibrant City with its strong sense of belonging. Making Lives Better We deliver services to meet our community's needs. We champion greater opportunities for our community. Open for Business We value our community by delivering positive experiences. Leading Our Community We are a leader and partner that acts with integrity and upholds our community's best interests.
Strategic Plan Reference	Work proactively with other governments, service providers and the community to improve public safety in our City. Encourage creative expression and participation in our community. Welcome diversity and inclusion in our community, creating connections that enable a sense of belonging and acceptance. Deliver or facilitate events to strengthen our community's sense of pride and belonging. Identify and engage in partnerships that provide services effectively to our community. In partnership with others, facilitate and advocate for a welcoming, inclusive, healthy and learning community. Listen to our community to understand their needs and priorities. Communicate effectively with our community and stakeholders about what Council is doing. Champion and work together to address our community's needs and priorities. Make informed decisions that are open and transparent and in the best interests of our community. Build and maintain productive relationships with all levels of government, other councils and peak bodies to achieve community outcomes for Glenorchy and Greater Hobart.
Consultation/ Engagement	Consultation occurred March–June 2025 via Let's Talk, Glenorchy (170 survey responses; 598 page visits), five

	community information stalls (TasPride events, Moonah Arts Centre and Council events), a community pop-up at Northgate Shopping Centre, and targeted consultations with three local high school Pride/Diversity groups (31 students and seven staff). A volunteer LGBTIQA+ Inclusion Codesign Group co-designed the survey questions and communications, analysed the results, and contributed to the report, draft Statement of Commitment and draft Action Plan.
Resources	Human resources: no change proposed; delivery to be undertaken by existing Community Development team members, with involvement from relevant business units (e.g., youth, childcare, HR, customer service) where actions apply. Financial: based on the 2025–26 budget, existing inclusion and community safety budget lines can be reallocated to support most actions. A specific allocation may be required for the "LGBTIQA+ Inclusive Leadership" training package for elected members.
Risk/Legal/ Legislative/ Reputational	Reputational/community risk has been actively managed through early planning and staged engagement. Mitigation actions include: consultation with officers from councils that have undertaken similar work; approval to work with a community codesign group through the Access & Inclusion Special Committee (Sept 2024); delivery of multiple LGBTIQA+ inclusion training workshops for staff, services and community members, funded by a Department of Premier and Cabinet grant; preparation of elected member talking points in response to public questions (Dec 2025); and communications support for media enquiries and launch planning.
25/26 Budget Allocation	Primarily within existing Community Development budgets (including inclusion and community safety). Additional funding may be required for elected member "LGBTIQA+ Inclusive Leadership" training if not able to be met through existing allocations.
Life of Project, Service, Initiative or (Expectancy of) Asset	Five-year program (2026–2031) aligned to the proposed five-year Action Plan, with ongoing embedding of inclusive practices into Council policies, facilities, and engagement beyond the initial period. Review after Year 4 to include a further 5-year Action Plan.

25/26 Budget Reconsideration	Where actions require expenditure beyond existing budget lines (notably elected member leadership training), a budget reconsideration or supplemental allocation will be brought forward as part of implementation planning.
Ongoing Costs (e.g. maintenance, operational)	Ongoing costs relate primarily to: delivery of training for new staff/volunteers/elected members (embedded in induction), periodic community training sessions, maintenance of inclusive signage/art where installed, and periodic evaluation/consultation activities. Costs are expected to be managed within business-as-usual budgets where practicable, subject to annual planning.
Other Funding Sources	Potential external funding sources include Tasmanian Government grants (e.g., Department of Premier and Cabinet community inclusion streams) and partner contributions where projects are delivered collaboratively with LGBTIQA+ organisations and service providers.

Proposal in detail

Background and context

1. Glenorchy City Council (GCC) is committed to maintaining a safe, inclusive, active, healthy and vibrant community. This work aligns with GCC's Community Strategy 2021–2030 under the priority outcome "Accessible, inclusive and diverse", including the action to "Promote pride and inclusion of the LGBTQI community". The commitment to develop a Statement of Commitment to LGBTIQA+ inclusion was also captured in the Community Strategy Implementation Plan 2021–25.

2. The LGBTIQA+ Inclusion Consultation was held between March and June 2025 to gauge community needs and prioritise practical actions to improve inclusion across the municipality. The consultation outputs include the 2025 LGBTIQA+ Community Inclusion Consultation Report, included as **Attachment 1.** The report features a proposed Statement of Commitment to LGBTIQA+ Inclusion (page 28), a proposed five-year Action Plan (page 29), and a plain English summary to support accessibility of key messages (pages 35–36).

Methodology

3. The consultation was undertaken using a co-design approach. A volunteer LGBTIQA+ Inclusion Codesign Group, consisting of 10 volunteering community members, supported the development of survey questions and communications, promoted the consultation, analysed results, and contributed to the report, Statement of Commitment and Action Plan.

4. Community engagement included an anonymous survey hosted on Let's Talk, Glenorchy (170 responses; 598 project page visits), five information stalls at TasPride, Moonah Arts Centre and Council events, a community pop-up at

Northgate Shopping Centre, and targeted consultations with Pride/Diversity groups at three local high schools (31 students and seven staff).

Key findings

5. Most LGBTIQA+ respondents (76%) had contact with Glenorchy City Council, with findings highlighting priority actions to strengthen inclusion. These include improving inclusive policies and processes, expanding staff and elected member training, and enhancing Council's role in advocacy, partnerships and support for local LGBTIQA+ initiatives.

    - **Perceptions of acceptance:** Almost half of LGBTIQA+ respondents (49%) did not agree that Glenorchy is an accepting place for LGBTIQA+ people to live, work and play.
    - **Experiences of harm in public places:** Around one in three LGBTIQA+ respondents (about 28–30%) reported experiencing abuse or harassment in the last 12 months, most commonly in public spaces such as streets, parks, shopping centres and public transport.
    - **Young people's safety:** School Pride group participants described heightened safety concerns in and around the Glenorchy bus mall/CBD and other public locations, with some reporting they remove visible signs of LGBTIQA+ identity to reduce risk of harassment.
    - **Contact with Council:** Most respondents (76%) reported some contact with GCC. A small proportion reported negative experiences related to inclusion (e.g., changing facilities), while many highlighted positive experiences through inclusive programming (notably Moonah Arts Centre) and inclusive events.
    - **Priority actions:** The highest-priority actions included LGBTIQA+ inclusion training for elected members, advocacy for LGBTIQA+ inclusion and services, updating forms and processes to better include gender identity and preferred names, hosting/collaborating to provide local services, staff/volunteer training, and a grants program to support local inclusion initiatives.

Proposed actions and implementation approach

6. The proposed Statement of Commitment articulates GCC's commitment under four themes: (1) a safe and inclusive city for all; (2) vibrant, visible and connected community life; (3) supportive services and equal opportunities; and (4) a workplace of choice for LGBTIQA+ people.

7. The proposed five-year Action Plan translates these commitments into staged actions (review and plan; training and development; partnerships and projects; embed learning; evaluate), including ongoing training (with a focus on elected member leadership training), inclusive policies and systems (including gender and preferred name fields in forms and databases), advocacy, continued listening and evaluation, inclusive signage/art, an inclusion grants program, and partnerships to increase local services and social connection opportunities.

8. Subject to Council approval, the report, Statement of Commitment and Action Plan will be implemented and utilised in public communication, with launch arrangements to be confirmed. The project recognises the significant volunteer contribution of the LGBTIQA+ Inclusion Codesign Group and proposes opportunities to acknowledge those contributions through launch and media activities.

Attachments

1. GC C 10975 LGBTIQ A+ Inclusion Report COMBINED 170326 [**8.2.1** - 40 pages]
2. GC C 11131 GCC LGBTIQ A+ Logo PRES P 1 [**8.2.2** - 1 page]


Glenorchy City Council
2025
LGBTIQA+ Community Inclusion Consultation Report

Acknowledgement of Aboriginal People and Country

GLENORCHY CITY COUNCIL ACKNOWLEDGES THE MUWININA PEOPLE AS THE TRADITIONAL OWNERS OF THIS LAND.

We recognise all Tasmanian Aboriginal people as the original owners and continuing custodians of the land and waters of this island, lutruwita. We pay our respect to Aboriginal Elders, past and present.

We commit to working in a way that welcomes and respects all Aboriginal and Torres Strait Islander people.

Acknowledgement of Lived Experience

Furthermore, we recognise that prior to colonisation, Aboriginal and Torres Strait Islander peoples nurtured rich and diverse cultures, including culturally unique understandings of gender, sexuality, and identity that continue to thrive today.

We honour and pay respect to Sistergirls, Brotherboys, and other LGBTIQA+ Aboriginal and Torres Strait Islander identities, and recognise the strength, resilience, and wisdom of First Nations communities in shaping inclusive futures for all.

We acknowledge the advocates and community members who have fought hard for progress and inclusion for LGBTIQA+ people in our state. We are grateful for the efforts of those who have gone before us and recognise the many people who have experienced harm from unjust and unequal systems and laws here in Tasmania.

WE CELEBRATE OUR COMMUNITY AND WORK TOWARDS A FUTURE WHERE NOBODY HAS TO HIDE THEIR IDENTITY TO FEEL SAFE.

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Introduction

It is estimated that around 4.5% of Australia's population are LGBTIQA+[1]: for Glenorchy, this means around 2290 members of our community.

Research shows that while attitudes and stigma have shifted significantly over the last decades, LGBTIQA+ Australians continue to experience higher rates of unemployment and insecure housing, poorer health and mental health experiences and significantly higher rates of suicidality[2]. In Tasmania, research shows 75% of LGBTIQA+ people always or sometimes hide their identity for fear of abuse in public[3].

Glenorchy City Council (GCC) is committed to maintaining a safe, inclusive, active, healthy and vibrant community[4]. GCC has made strategic commitments to improving LGBTIQA+ inclusion since 2003[5].

GCC's Community Plan envisions a 2040 where locals love the community feel and inclusion[6] and where GCC supports and celebrates our diversity[7]. GCC conducted the LGBTIQA+ Inclusion Consultation under this framework, and GCC's commitment to promote pride and inclusion of the LGBTQI community[8].

The GCC LGBTIQA+ Inclusion Consultation was held between March – June 2025, to assess community sentiment, gauge community needs and prioritise actions and ideas around making Glenorchy municipality more inclusive for LGBTIQA+ people. A working group of community was formed to guide the consultation itself, data analysis and presentation of findings to GCC and community.

During the consultation, people engaged through information stalls at events, via GCC's online engagement platform "Let's Talk, Glenorchy", at targeted local school consultations and at a Community Pop-Up where community were invited to speak directly to Elected Members.

Promotion of the consultation happened through the Glenorchy Gazette, GCC's social media platforms, posters and flyers in community venues, Working It Out Tasmania's Schools Pride Newsletter, LGBTIQA+ and other community networks and directly to "Let's Talk, Glenorchy" registered users.



[1] Australian Bureau of Statistics (2024) Estimates and characteristics of LGBTI+ populations in Australia.

[2] La Trobe University (2020-2021) Private Lives 3 National Report.

[3] Dwyer, A., Grant, R., Mason, R., and Barnes, A. (2021) "Just listen properly, like with intent": LGBTIQ+ Tasmanians: Telling us the story – final report.

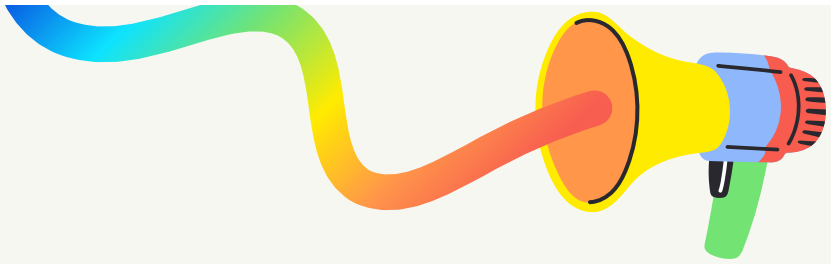
[4] Glenorchy City Council Community Strategy 2021-2030 p18. https://www.gcc.tas.gov.au/wp-content/uploads/2021/09/Community-Strategy-2021-2040-FINAL.pdf

[5] Glenorchy social plan : 2003 social report and recommendations for future planning | Catalogue | National Library of Australia.

[6] Glenorchy City Council Community Plan 2015-2040 p6.

[7] Glenorchy City Council Community Plan 2015-2040 p7.

[8] GCC Community Strategy 2021-2030.



SUMMARY OF REACH/PARTICIPATION:

- 10 community members joined the LGBTIQA+ Community Codesign Group,
- 598 visits to the Let's Talk, Glenorchy site
- 170 surveys completed, with:
  - 101 participants identifying as LGBTIQA+
  - 7 as parents or guardians of someone LGBTIQA+
  - 35 as allies/family/friends of someone LGBTIQA+
  - 29 identifying no personal connection to the LGBTIQA+ community
  - 116 respondents live in the Glenorchy area
  - 5% of respondents are Aboriginal
  - 32% of respondents have first or second-generation experience of migration.
- Thirty one students and seven staff members from three schools participated in school-based consultations
- Five community information stalls held at TasPride, Moonah Arts Centre and Glenorchy City Council events.

SUMMARY OF DATA/FINDINGS

With strong participation from local LGBTIQA+ community members, the consultation has made clear findings about the experience of living, working or visiting in Glenorchy for LGBTIQA+ people, including:

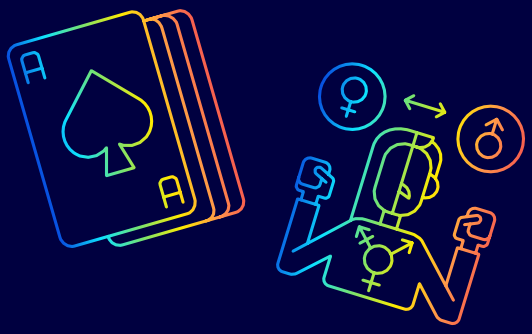
- Almost half of LGBTIQA+ respondents (49%) **disagreed with the statement** "Glenorchy is an accepting place for LGBTIQA+ people to live, work and play", demonstrating a clear need for action to improve LGBTIQA+ inclusion in our community.
- A range of LGBTIQA+-specific or inclusive clubs or social/recreational opportunities currently exist in our city, however **finding out about and promoting these opportunities remains a challenge.**
- Opportunity for **social connection is a key issue** for LGBTIQA+ community members, looking for low cost and local opportunities to make friends and reduce isolation.
- **Almost one in three (29.7%) LGBTIQA+ respondents have personally experienced abuse or harassment in the last year**, with the majority of these experiences happening in public places like the streets, parks, shopping centres and public transport.
- **A high level of support for Council to take actions** to improve LGBTIQA+ inclusion in Glenorchy, with the top four actions being:
  - LGBTIQA+ inclusion training for Elected Members
  - advocacy for LGBTIQA+ community and services
  - host or collaborate with LGBTIQA+ organisations to host local services
  - updating forms and processes to better include gender identity and preferred names
- LGBTIQA+ survey respondents rated all of the suggested actions higher than other survey participants, with a focus on direct engagement, consultation and financial support for local LGBTIQA+ activities, indicating that while there is widespread support for these actions, **LGBTIQA+ people may feel a more urgent and profound need.**
- A strategy for future construction or renovation of council facilities to be inclusive, such as accessible single-stall all gender toilets/ changerooms[9].
- Five community information stalls were held at TasPride, Moonah Arts Centre and Glenorchy City Council events.

RECOMMENDATIONS

- Glenorchy City Council accept this report
- Glenorchy City Council endorse this Statement of Commitment to LGBTIQA+ Inclusion
- Glenorchy City Council endorse this five-year action plan

[9] Glenorchy City Public Toilet Strategy (2020-2030): public-toilet-strategy-2020.pdf

Glossary



This report acknowledges that language used by and about LGBTIQA+ people is always evolving and changing. We also acknowledge that there is no singular LGBTIQA+ community, but rather a diversity of people, identities and experiences. There are many other terms used by community members: for more information, visit the Australian Government AIFS LGBTIQA+ glossary of common terms.

We also acknowledge intersectionalities between these identities and other populations, such as Aboriginal and Torres Strait Islander people, other First Nations people, people with disabilities, racialised, migrant and refugee people.

AGENDER

A person who experiences having no gender.

AROMANTIC/ARO

A person may identify as aromantic or ace if they experience little to no romantic attraction to others.[10]

ASEXUAL/ACE

A lack of sexual attraction to others, or low or absent desire for sexual activity or relationships. Some asexual people still seek romantic relationships with others, however, sex is not experienced as a big part of their identity or how they connect with others.

BISEXUAL

A person who is sexually and/or romantically attracted to people of the same gender and people of other genders.

CISGENDER

A term describing people whose gender identity is in line with the expectations based on the sex they were presumed at birth. (e.g. someone who was presumed female at birth who describes themselves as a woman is a cisgender or 'cis' woman).

DEMIROMANTIC

Someone who only experiences romantic attraction after forming a deep emotional connection with another person.[11]

DEMISEXUAL

A sexual orientation in which someone feels sexual attraction only to people with whom they have an emotional bond.[12]

GAY

A person who identifies as a man and is sexually and/or romantically attracted to other people who identify as men. The term gay can also be used in relation to women who are sexually and/or romantically attracted to other women, or non-binary people who are attracted to other non-binary people.

GENDER

Refers to how you understand who you are and how you interact with other people. Many people understand their gender as being female or male. Some people understand their gender as a combination of these or neither. A person's gender identity refers to their deeply held internal and individual feeling of their gender. Gender can be expressed in different ways, such as through behaviour or physical appearance.

GENDER DIVERSITY

Acknowledges that there are many ways to identify outside of the binary of male/man and female/woman.

HETEROSEXUAL

A person who is only sexually and/or romantically attracted to people of a different gender to them.

INNATE VARIATIONS OF SEX CHARACTERISTICS (ALSO KNOWN AS "INTERSEX")

Refers to people who are born with variations of sex characteristics (genetic, hormonal or physical) that do not conform with stereotypical definitions for female or male bodies. Being intersex is a naturally occurring variation in humans and there are lots of ways someone can be intersex. Not all people with such characteristics identify as intersex.

[10] From Pride Corner: https://www.pridecorner.org/resources/glossary-1

[11] From Pride Corner: https://www.pridecorner.org/resources/glossary-1

[12] From the Demisexuality Resource Center: https://demisexuality.org/articles/what-is-demisexuality/

INTERSECTIONAL

This term was coined by Kimberlé Crenshaw to address the complex overlapping power relations that shape the lives of women of colour, and Black women in particular.

The term "intersectionality" is now used to describe the ways in which the different aspects of a person's identity and experience place them within systems of power.

For example, a person might be trans, living with a disability and with lived experience of homelessness and poverty, which gives them a different relationship to power than a wealthy, educated cisgender person.

LESBIAN

A person who identifies as a woman or non-binary and is sexually and/or romantically attracted to other people who identify as women or non-binary.[13]

LGBTIQA+

An acronym for lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual and other people of diverse sexual orientations and gender identities. This acronym is widely used in 2026 and has been adopted by all Tasmanian Government departments, however, there are other terminologies and expressions that people use.

In this report, you may also see the acronym spelled as LGBTQA+, LGBTI, LGBTIQ+ or LGBT: these are references to other documents where the acronym reflects the way in which language was used at the time, or is used to refer to specific cohorts.

NEURODIVERSITY

Refers to the natural diversity of human brains meaning that everyone has a unique way of thinking, feeling and functioning.[14]

NEURODIVERGENCE

Means that some people think, feel and function in ways that are considered less common, as opposed to people who are neurotypical.

NEURODIVERGENT

A non-medical, self-identifying term that may be used by people with a range of diagnoses including Autism Spectrum Disorder (ASD), Attention Deficit Hyperactivity Disorder (ADHD), Tourette Syndrome and Specific Learning Disorders (SLD).

NON-BINARY

Refers to gender identity, where someone does not identify as exclusively male or female. Non-binary people may use any of the terms listed here or other terms to describe their sexuality.

QUEER

A term people often use to express fluid identities and orientations. Some people use queer to describe their own gender and/or sexuality if other terms do not fit. For some people, especially older people, 'queer' has negative connotations, because in the past it was used as a derogatory term.

PANSEXUAL

A sexual orientation describing people who are sexually and/or romantically attracted to any people regardless of their gender identities.

RACIALISATION

The act of giving a racial character to someone or something: the process of categorising, marginalising or regarding according to race.[15]

SEX

The legal status that was initially determined by sex characteristics observed at birth (i.e. female, male).

SEX CHARACTERISTICS

A person's physical sex features such as their chromosomes, hormones, and reproductive organs.

SEXUAL ORIENTATION

Describes a person's physical, romantic, and/or emotional attraction to another person. Sometimes the term 'sexuality' is used to mean the same thing.

SISTERGIRL/BROTHERBOY

Terms used for trans people within some Aboriginal or Torres Strait Islander communities. How these terms are used may vary across different locations, countries and nations. Sistergirls and Brotherboys have distinct cultural identities and roles. Sistergirls are Indigenous people assigned male at birth but who live their lives as women, including taking on traditional cultural female practices. Brotherboys are Indigenous people assigned female at birth but are a man or have a male spirit.[16]

TRANSGENDER (TRANS)

An umbrella term for people whose gender identity and/or expression is different from cultural expectations based on the sex they were presumed at birth. For example, if someone is presumed female at birth but lives as a man, they are a trans man. Being transgender does not imply any specific sexual orientation. Trans people may identify as straight, gay, lesbian, bisexual, etc.

[13] Clarification – non-binary describes gender identity and lesbian describes sexuality. Non-binary people experience diverse sexualities and use the words which fit best to describe their experiences.

[14] Australian Institute of Family Studies "What is neurodivergence" Defining key terms relating to neurodivergence August 2025

[15] Merriam-Webster Dictionary https://www.merriam-webster.com/dictionary/racialization

[16] See Australian Institute of Family Studies LGBTIQA+ glossary of common terms or ACON TransHub for more information

LGBTIQA+ Inclusion Codesign Group

This project was led by GCC's Social Planning & Policy Officer, Scoutt Winter, under GCC's commitment to *"Promote pride and inclusion of the LGBTQI community"* (GCC's Community Strategy 2021-2030).

This process included invitations to LGBTIQA+ Glenorchy community members to join a codesign group, resulting in a group of eleven LGBTIQA+ volunteers with diverse lived experience, who all live within the Glenorchy LGA.

This group included representatives from key local organisations such as Working It Out Tasmania (WIO) and Migrant Resource Centre Tasmania. The purpose of engaging this group was to ensure the survey design, promotion and analysis was as inclusive and accessible as possible, and led by community.

The LGBTIQA+ Inclusion Codesign Group (codesign group) first met in December 2024, and then met monthly over 10 months to:

- develop questions and structure for LGBTIQA+ Inclusion Community Consultation
- guide language and supporting resources for promotions of the survey
- guide development of promotional materials
- promote the consultation through their own networks
- analyse and discuss survey results
- guide structure and feedback on this report
- draft Statement of Commitment on LGBTIQA+ Inclusion and associated action plan.





LGBTIQA+ Inclusion Codesign Group Members:

- Alessandru Lemos (he/him), Migrant Resource Centre Tasmania
- Andrew Badcock (he/him), Working It Out Tasmania
- Andrew Shaw (he/him), human rights advocate
- Isabel Minanya (she/they)
- Dr Merri Randell (they/them), artist, researcher, nature rights activist
- Mop O'Shaughnessy (they/them), disability inclusion advocate
- Relic O'Shaughnessy (they/them)
- Sophie Milburn (she/her), Tasmanian Aboriginal community member, artist, dancer, Foxii Princess and full time Mum
- Yalei Wilson (they/them), psychologist, Equality Tasmania
- Scoutt Winter (they/them), Social Planning & Policy Officer, Glenorchy City Council.

Invitations were posted through GCC's social media and shared by key LGBTIQA+ organisations Working It Out Tasmania, Equality Tasmania and TasPride. Applicants completed an online form, and a small group was established which includes a diversity of lived experience.

REFLECTIONS FROM CODESIGN GROUP MEMBERS:

"It was really positive to read that some of our community are thriving in Glenorchy, and sad to hear about the barriers and hardships community members have experienced. The impact of reading the comments dismissing our experience, or those which are actively hateful towards us and members of our community has been difficult. We hope that community members who read this report take care of their own safety while reading."

If you need support, contact Lifeline Tasmania on 13 11 14, QLife on 1800 184 527 or Kids Helpline on 1800 551 800.

Methodology: LGBTIQA+ Inclusion Survey and Consultations

Survey questions were developed to align with other similar consultations held by other local and state government departments.

Examples include Kingborough Council's 2022 LGBTIQ Engagement, Brighton Council's LGBTIQ+ Tasmanians: Telling Us the Story (DPAC/UTAS 2022), and other national reports with LGBTIQA+ focus such as Writing Themselves In and Private Lives. The codesign group workshopped this consultation plan and survey with the aim of maximum inclusivity and accessibility, using lived experience to guide language and question format.

Alignment with other surveys was sought to add value to results: similarities in question style allow closer comparison of data and results.

The Community Engagement Plan was developed in accordance with GCC's Community Engagement Policy (2023), Framework and Toolkit[17].



The consultation included:

- Community Survey, offered online via GCC's community engagement platform "Let's Talk, Glenorchy"[18] or in hardcopy from Customer Service
- Group Consultation with three local high school Pride groups
- Community Pop-Up at Northgate Shopping Centre.

Promotions of the survey included:

- Stalls at TasPride events in February 2025, including TasPride's flagship event "Party in the Park" and two events at the Moonah Arts Centre, to promote the consultation and collect email signups.
- Regular posts on social media to promote the survey, including a paid post to boost visibility.
- Promotion to and via key LGBTIQA+ organisations eg. Working It Out Tasmania, Equality Tasmania, TasPride and more.
- Monthly ¼ page ads in Glenorchy Gazette April and May 2025 editions.
- Mayor's address at May 2025 meetings.
- Posters in shops and community venues througout Glenorchy municipality.
- Attendance to the Youth Homelessness Matters Day event at Tolosa Park (17th April) to promote the survey at the GCC stall and engage in conversations about what matters to local communities. This event had approximately 500 attendees.

[17] To learn more about Glenorchy City Council's Community Engagement policy, framework and toolkit visit: https://www.gcc.tas.gov.au/services/community/community-engagement/

[18] https://letstalk.gcc.tas.gov.au/lgbtiqa-2025



LGBTIQA+ Inclusion School Pride Group Consultation

On advice from school staff that many young people are unlikely to complete an online survey, informal consultations with local schools were held in collaboration with WIO. WIO supports school staff to run pride groups for interested students within school time through the Valuing Diversity Framework funded by the Tasmanian Government. Pride groups are opt-in informal gatherings and provide a safe space for young people to ask questions, explore their identity and relax with other LGBTIQA+ young people.

This element of the consultation involved 31 young people from three schools and collected advice and feedback from seven pride group staff – including teachers, social workers and nurses.

All high schools and colleges between Granton and New Town were contacted via WIO's Valuing Diversity Framework project. Six schools expressed interest, and three sessions were completed (schools anonymised for student safety).

Summary of pride group consultation:

- LGBTIQA+ young people have a heightened sense of danger in public places, especially the Glenorchy bus mall, Glenorchy CBD, Springfield bus station, Claremont Village and Northgate Shopping Centre.
- This sense of danger is based on experiences of harassment and abuse from other young people and adults in public places, including people yelling slurs, making aggressive noises or homophobic comments.
- Multiple students report removing all signs of their LGBTIQA+ identity before walking through Glenorchy bus mall or CBD to avoid harassment or abuse.



"Thank you so much. Today was exactly what our little group needed to know they will be heard".

–

Testimonial from a Pride Group staff member

- Participants reported a lack of safety or belonging at faith-based schools - several students had changed schools due to:
  - lack of appropriate bathroom access
  - exclusionary policies
  - deadnaming of students / refusing to use a student's chosen name
  - requiring legal name and gender marker change for recognition of a trans student's name and gender
  - school management turning a blind eye to targeted bullying of LGBTIQA+ students.

What makes a place feel safe for LGBTIQA+ young people:

- signage about LGBTIQA+ inclusion, like pride flags, trans flags, or rainbows
- proactive policies about dealing with bullying behaviour (in a school)
- security guards and police officers
- all gender/unisex toilets
- events or programs which are run by LGBTIQA+ organisations like TasPride
- seeing staff or other community members who are visibly queer.

Other findings:

- LGBTIQA+ young people don't feel safe on public transport, and many do not use public transport to access LGBTIQA+ services and events in other places such as OutSpace in Hobart.
- Some students do not have parental support to access LGBTIQA+ events.
- Many student participants had not heard of other programs and events for LGBTIQA+ young people, for example Outspace (YouthARC).

Recommendations:

- GCC to display signage about LGBTIQA+ inclusion.
- GCC to hold LGBTIQA+ inclusion training for staff especially those working with young people.
- Youth programs offered by GCC should be inclusive for LGBTIQA+ young people.
- GCC to support services and activities specifically for LGBTIQA+ young people in our municipality.
- Conversations about public safety should include LGBTIQA+ young people.

Action since consultation:

Feedback from these consultations led to discussions about the need and capacity for a northern suburbs after-school program for LGBTIQA+ young people. Under GCC's priority actions 2025-26, we have taken a partnership approach to develop a pilot program with Pulse Youth Health Service (PYHS) and WIO.

During the six months of this pilot (Aug 2025 – Jan 2026), the project explored:

- need/uptake/participation by young people
- feedback from young people – future activities, time, format and safety
- any funding or resourcing implications.

Furthermore, the Glenorchy City Council 2025-26 Action Plan[19] includes the following priority actions:

2.1.1.1 Deliver programs to improve opportunities for our young people.

2.1.1.2 Partner with government and community organisations to deliver programs that improve community safety and inclusion.



[19] Glenorchy City Council Annual Plan 2024/25 - 2027/28


11
GCC LGBTIQA+ Inclusion Report 2025

LGBTIQA+ Inclusion Survey

A total 598 visits were made by 491 people to the survey project page during the survey period: https://letstalk.gcc.tas.gov.au/lgbtiqa-2025.

170 people participated in the consultation survey, which was run through GCC's online community engagement platform, "Let's Talk, Glenorchy". The survey was open from 27th March – 2nd June 2025.

The survey was anonymous in order to encourage people to speak freely and without fear of repercussions, especially about their experiences with GCC.

A raffle was offered to incentivise participation. Participants could choose to enter the raffle, for one of two $100 vouchers for Northgate Shopping Centre. The raffle survey was separated from the main consultation in order to protect the anonymity of respondents, and with the hopes that data quality might be improved – people wouldn't do the survey just to enter the raffle.

Six people who did not complete the inclusion survey completed the raffle entry, and not all the people who did the consultation survey entered the raffle (176 contributors overall: 170 consultation survey responses, 112 raffle entries).

- 101 respondents (27.4%) reached the survey through a link directly emailed or QR code – suggesting they had either signed up for notification of the survey or found a poster out in the real world.
- 18 respondents were registered with "Let's Talk, Glenorchy" and clicked a link on an email they received through that platform.
- Four respondents arrived there via search engine.
- 58 respondents clicked on a link from social media – the majority of these via facebook but also including Instagram and twitter.
- Seven respondents were referred to the survey by another respondent.



HOW PEOPLE REACHED THE "LET'S TALK, GLENORCHY" PROJECT PAGE

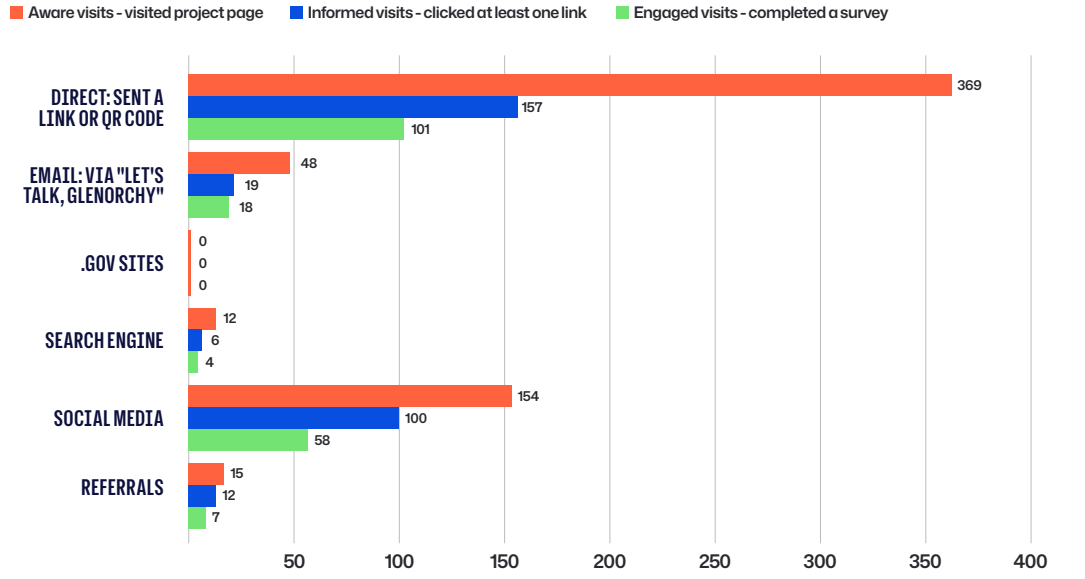


FIGURE 1

WHO PARTICIPATED IN THE SURVEY

Connection to Glenorchy

72% of respondents nominated a postcode within Glenorchy LGA and a further 21% are from Greater Hobart.

Survey respondents have strong connections to Glenorchy LGA, with many respondents nominating more than one category of connection: 68% live, 30.5% work, 7% study in Glenorchy and 51% visit for sports, shopping or other reasons.

Connections to LGBTIQA+ Community

A strong response was received from people who are LGBTIQA+ (59.4%) and friends, family, colleagues or allies of someone who is LGBTIQA+ (42.3%), parents or guardians (9.4%) or working in a LGBTIQA+ identified role (6.5%), noting that people may identify with more than one of these categories. Only 17% of respondents declared no connection to LGBTIQA+ community.

Gender

45.3% of respondents are women, 27.6% are male, 16.5% are non-binary, 5.3% are agender and 1.7% preferred not to choose a gender.
18% of respondents are transgender (trans).

Age

The majority of responses came from people aged between 25 – 54 years (84%), with only 14% under 25 and 17% over 55 years old.

Cultural identity

Respondents are from a range of cultural backgrounds:

- 5% of survey respondents are Aboriginal – similar to Glenorchy's general population[20].
- 13.5% of respondents were born outside of Australia – compared to 21.6% of Glenorchy's general population.
- 23% have one or both parents born outside Australia, compared to 48% nationally[21].
- 67.7% of respondents and their parents were born in Australia, compared to 52% nationally.
- Languages spoken at home include Auslan, Vietnamese, Nepalese, Telugu, Indonesian, Polish, Tongan and Spanish.

Demographics of survey respondents somewhat reflect the diversity of Glenorchy's general population, with lower rates of response from people with first- or second-generation migrant experience.

[20] Australian Bureau of Statistics 2021 Census data: http://profile.id.com.au/glenorchy/

[21] Australian Institute of Health and Welfare – Profile of Australia's population Profile of Australia's population - Australian Institute of Health and Welfare *April 2025*

Disability, chronic illness and neurodivergence

18.8% of respondents have a disability or identify as disabled, 42.9% have a chronic illness and compared to 7.5% of Glenorchy's general population needing help with day-to-day lives due to disability or chronic illness. This is not a true comparison, as this survey's results are based on self-identification and did not require a threshold of care needs.

42.9% of survey respondents are neurodivergent, compared to an estimated 15-20% of the global population.[22]

Intersectionality

Intersecting aspects of a person's identity – such as being First Nations or from a migrant background, identifying as LGBTIQA+, experiencing racialisation, being neurodivergent, or living with disability or chronic illness – can interact and may compound to deepen marginalisation and create barriers to employment, healthcare, and other life opportunities.

An 'intersectional approach' amplifies the voices of those who are often overlooked in mainstream discussions. Acknowledging the challenges faced by members of these groups leads to more effective policies which address the needs of diverse populations.

PERCEPTIONS OF INCLUSION IN GLENORCHY

We asked: "Consider this statement: 'The city of Glenorchy is an accepting place for LGBTIQA+ people to live, work and play.' Do you agree with this statement?". Respondents were asked to choose an answer from 1-5, where 1 = Yes and 5 = No.

The differences in perception are clear – LGBTIQA+ respondents feel less like Glenorchy is an accepting place, with nearly half (49.5%) disagreeing or strongly disagreeing with the statement that Glenorchy is an accepting place.

Parents/Guardians of LGBTIQA+ people showed the highest level of disagreement (56.25%) which may reflect the concerns they have for younger community members experiencing bullying because of their LGBTIQA+ identity.

THE CITY OF GLENORCHY IS AN ACCEPTING PLACE FOR LGBTIQA+ PEOPLE TO LIVE, WORK AND PLAY

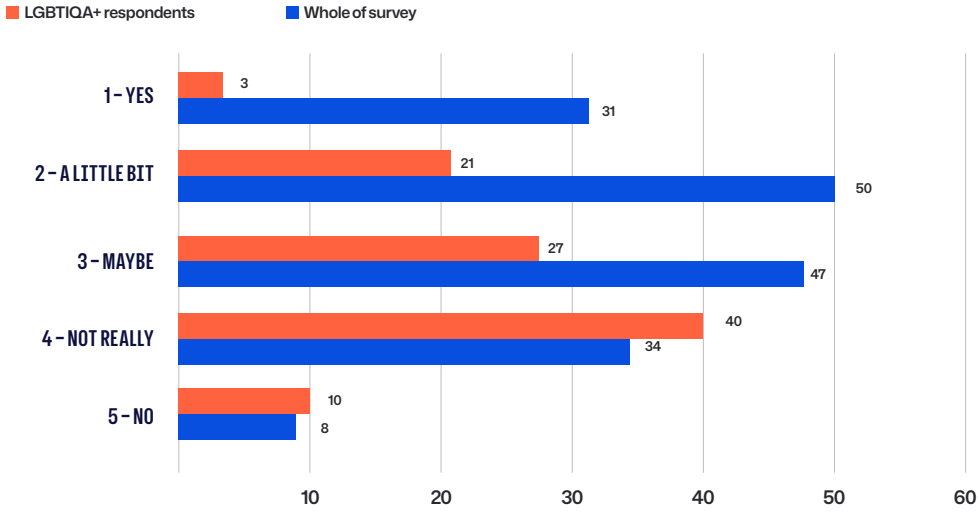


FIGURE 2

[22] Neurodiversity at work: a biopsychosocial model and the impact on working adults, Doyle, N. 2020, Neurodiversity at work: a biopsychosocial model and the impact on working adults - PMC

EXPERIENCES OF ABUSE, VIOLENCE AND DISCRIMINATION IN GLENORCHY MUNICIPALITY

About one in three LGBTIQA+ respondents had experienced abuse or harassment in the last 12 months (27.9%). The majority of these experiences happened in public places, like on the streets, shopping centres or public transport.

Results indicate that LGBTIQA+ individuals, their parents/guardians and allies report more experiences of abuse than people with no connection to LGBTIQA+ community.

WHERE DID THIS ABUSE/HARASSMENT OCCUR?

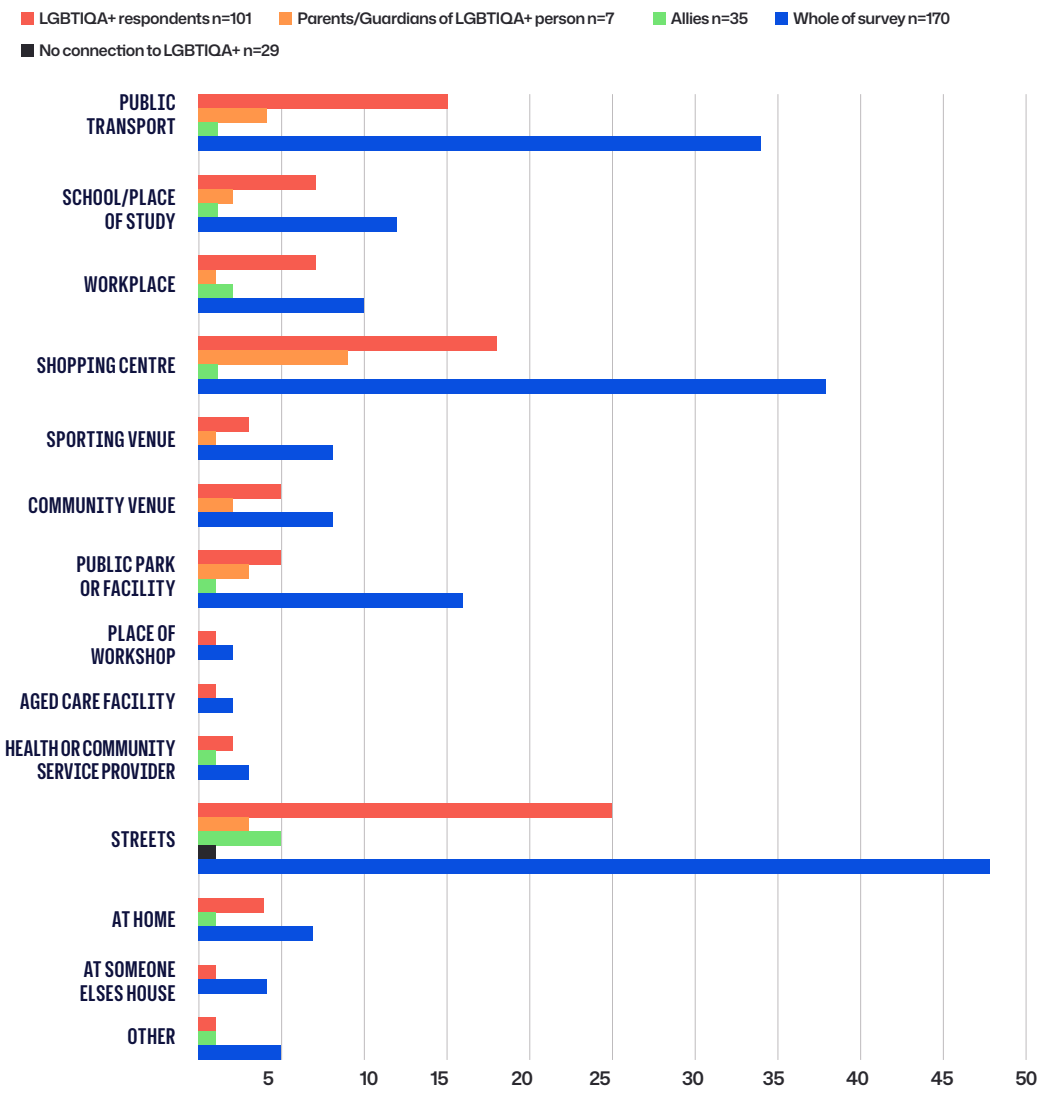


FIGURE 3

ISSUES AFFECTING LGBTIQA+ PEOPLE IN GLENORCHY

In Question 17, we asked respondents to rate how much certain issues affect LGBTIQA+ community members. We analysed responses from LGBTIQA+ community members and compared them to responses from people who have no connection to LGBTIQA+ community (answered "none of the above" to question 1).

The following graph shows the top concerns for LGBTIQA+ survey respondents are issues which affect all community members: those of public safety, cost of living and access to affordable, inclusive and safe housing.

LGBTIQA+ people however may experience additional public safety concerns and barriers to safe housing or employment because of their identity. Recent Tasmanian research shows that LGBTIQA+ people are more likely to hide their identity (75% always or sometimes hide their identity for fear of abuse in public) and 1/3 of LGBTIQ+ Tasmanians have experienced abuse at home.[23]

LGBTIQA+ Glenorchy residents also reported a lack of access to specialised LGBTIQA+ health and mental health services. Recent studies show that levels of mental ill-health and suicidality are very high among both LGBTQA+ adults and young people in Tasmania and that young LGBTQA+ people from Tasmania were more likely to have ever experienced suicidal ideation or self-harm in their lifetimes than young LGBTQA+ people from other parts of the country.[24]

The Tasmania Project[25] (2021) shed some light on factors which may result in these lower levels of health and wellbeing, finding that LGBTIQ respondents were highly represented in lower income brackets and more likely to be unemployed or underemployed. This report also showed that LGBTIQ Tasmanians may be more likely to experience housing stress and may lack familial or social networks they could rely on in times of hardship.

These patterns show both the ways that stigma and discrimination against LGBTIQA+ people result in long term economic and health outcomes for LGBTIQA+ community members and highlight the need for more inclusive services and ongoing advocacy.

The differences between these two graphs also show a discrepancy between how the wider public sees the world for LGBTIQA+ people vs how LGBTIQA+ people see the world for themselves: people with no connection to community have a real lack of understanding of the issues affecting LGBTIQA+ people. This also demonstrates the importance of involving LGBTIQA+ people in decisions and planning which affects us.



[23] Dwyer A., et al, "Just listen properly, like with intent": LGBTIQ+ Tasmanians: Telling us the story – Final Report, December 2021

[24] LGBTQA+ Mental Health and Suicidality – Tasmania Briefing Paper, (2024) LGBTIQ+ Health Australia

[25] "Tasmania Project identifies inequalities for LGBTIQ" (2021)

HOW LGBTIQA+ PEOPLE RANK ISSUES AFFECTING LGBTIQA+ PEOPLE IN GLENORCHY LGA

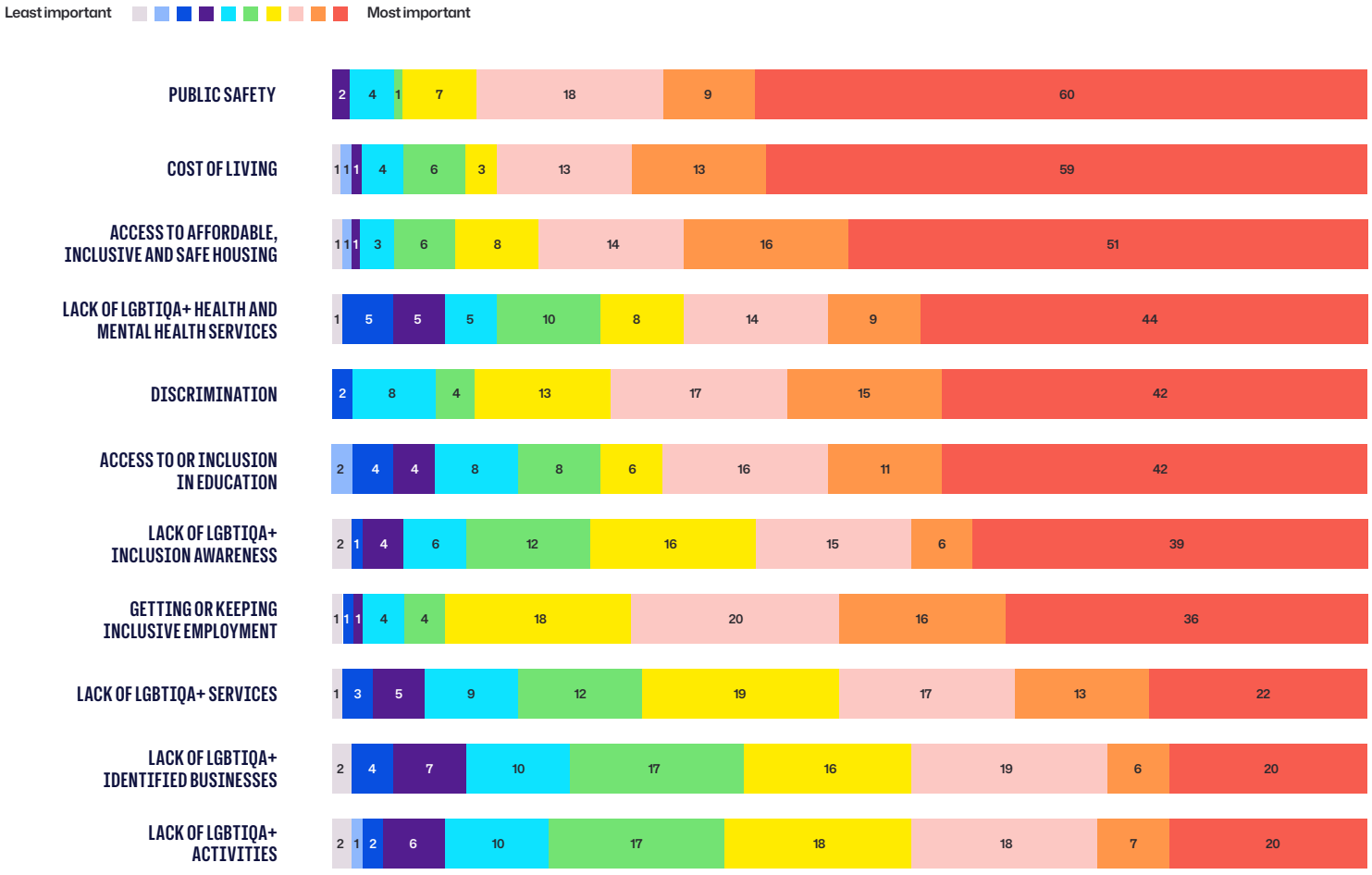
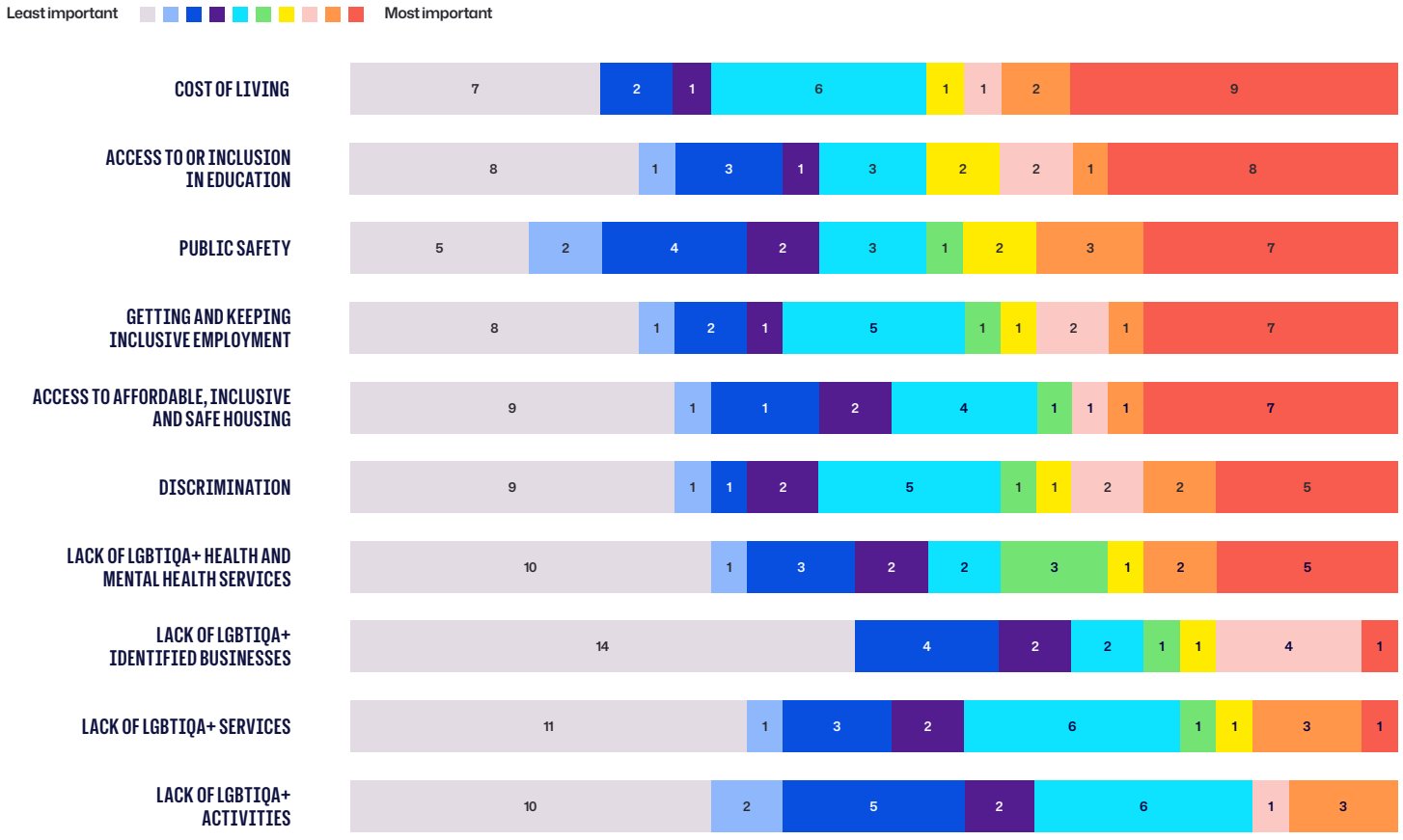


FIGURE 4

ISSUES AFFECTING LGBTIQA+ PEOPLE IN GLENORCHY RANKED BY THOSE WITH NO CONNECTION TO LGBTIQA+ COMMUNITY



Number of people surveyed: 29

FIGURE 5



Other issues

A word cloud based on responses, which tended to echo the issues listed above.



New issues which came up in this question were:

- access to all-gender toilets and changing facilities
- activities and services for children and young people.

Public safety and interpersonal connection remain strong themes.

If you could change one thing about Glenorchy

Survey respondents were asked to pick their top issue, to help prioritise the issues listed within the survey, and look for novel suggestions.



These text answers were analysed and categorised, showing that survey respondents prioritise:

- Improve public safety
- Education/awareness raising
- LGBTIQA+ activities
- LGBTIQA+ visibility
- LGBTIQA+ inclusive signage/art.

Further suggestions included:

- GCC hiring more LGBTIQA+ people
- LGBTIQA+ Elected Members
- Ending poverty/disadvantage.

THE BEST THINGS ABOUT THE CITY OF GLENORCHY FOR LGBTIQA+ PEOPLE

LGBTIQA+ programming at the Moonah Arts Centre and location of various inclusive sports and recreation clubs and businesses were highlighted, along with appreciation of the general diversity of the Glenorchy community and activities run by LGBTIQA+ community (eg. Local LGBTIQA+ choir, gym club, rock climbing). Some people mentioned the GCC stall at the Taspride "Party in the Park" event as a positive form of visibility/inclusion.

Survey respondents also enjoy the access to nature, more affordable housing (relative to Hobart), retail opportunities and the location of specific services like Pulse Youth Health Service, Family Planning Tasmania and Glenorchy Library.

Some survey respondents took this opportunity to record their negative experiences or express neutrality, with statements such as: "Nothing it's a horrible place to live" or "The same as for everyone else, I guess".



REFLECTIONS FROM THE LGBTIQA+ COMMUNITY

"I love how grounded and diverse the community is – it means people from a cross-section of life get to live in the City of Glenorchy (and not priced out of the suburbs)."

"As long as you mind your own business no one will give you any trouble. The benefit of Glenorchy itself is that it's quite diverse in other ways, so I don't feel as though I stand out."

"Glenorchy/Moonah is a multicultural and contemporary place, so good food, cool people, etc. As an intersectional PoC, I feel safer surrounded by people who look like me."

"I see acceptance and inclusivity for LGBTIQA+ people. I see little difference in community safety between those who identify as LGBTIQA+ and any other segment of the community, including but not limited to the elderly and migrants."

"Sadly, I have nothing positive to say at the present time."



AN INCLUSIVE FUTURE

Question 21 tried to capture the Glenorchy community's vision for a future which is "perfect" for LGBTIQA+ people. Answers varied from short sentences to full paragraphs:

- A city which is safe, accessible, green and full of art.
- Community members have access to the income, education, health and mental health services they need to live a full life regardless of their gender, sexual orientation, health, disability, age or cultural background.
- A vibrant, exciting place with lots of activities and venues for different needs/interests.
- LGBTIQA+ people are represented in decision making structures and public positions.
- LGBTIQA+ community is supported and celebrated through signage, art and events.

A word frequency analysis showed the most common themes:

1. Community & Belonging – "community", "people", "together", "support"
2. Safety & Inclusion – "safe", "inclusive", "without fear", "accepting"
3. Visibility & Representation – "queer", "rainbow", "events", "health", "council".

Core "dreams" distilled from answers to this question are:

A Safe and Inclusive City for All

A city where LGBTIQA+ people can live openly without fear of discrimination, harassment, or violence. Public spaces, workplaces, schools, and services are inclusive, affirming, and designed for everyone's safety, dignity, and wellbeing.

Vibrant, Visible, and Connected Community Life

A place filled with rainbows, inclusive events, queer spaces, and cultural celebrations. Queer identities are visible and valued in everyday life - through public art, festivals, inclusive businesses, community hubs, and intergenerational connection opportunities.

Supportive Services and Equal Opportunities

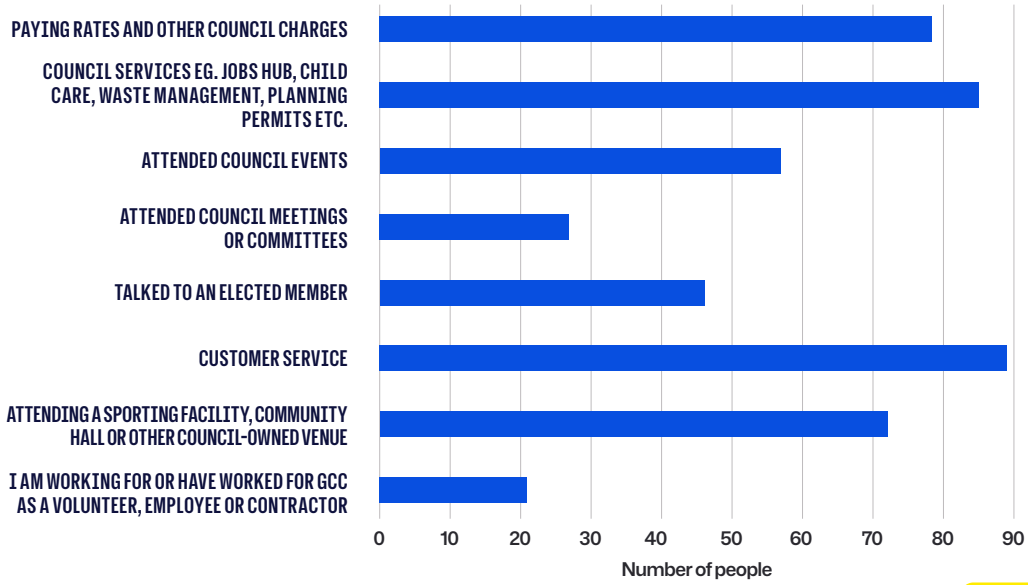
A city that provides accessible, affordable, and tailored health, mental health, housing, and education services. Representation in leadership and decision-making is the norm, and systemic barriers are actively dismantled so that LGBTIQA+ people can thrive.



EXPERIENCES WITH GLENORCHY CITY COUNCIL

76% of survey respondents (132 people) have had some type of contact with GCC and a further 5% were not sure. The survey asked those who had experience with GCC to tell us a little more about what type of contact they've had, and whether they had experienced any exclusion or discrimination because of their LGBTIQA+ identity.

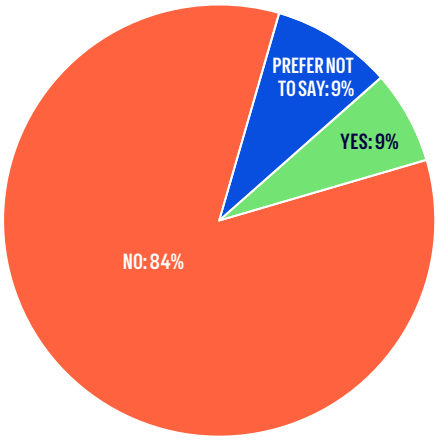
WHAT TYPE OF CONTACT HAVE YOU HAD WITH GLENORCHY CITY COUNCIL



Number of people surveyed: 132

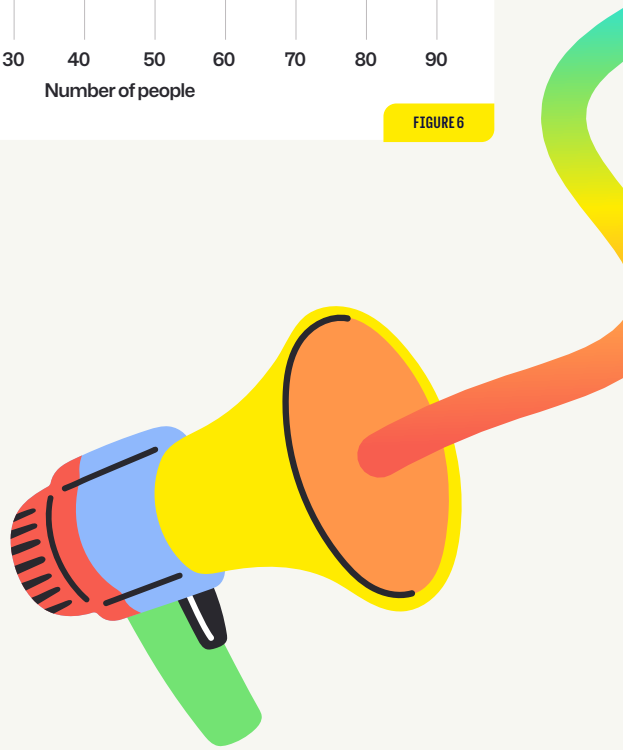
FIGURE 6

HAVE YOU OR SOMEONE YOU KNOW EXPERIENCED EXCLUSION OR DISCRIMINATION WHEN ACCESSING ANY COUNCIL EVENTS ACTIVITIES OR SERVICES DUE TO LGBTIQA+ IDENTITY



Number of people surveyed: 132

FIGURE 7



Negative experiences at Glenorchy City Council

We asked people who said they had experienced exclusion or discrimination at a GCC event or service (13 people) to tell us where it occurred and what happened. Five of these experiences related to a Council service, while eight related to other services located in Glenorchy, such as the Glenorchy Library and Service Tasmania. These comments have been conveyed to the respective organisations and are not included here.

- Two people felt that there were no safe changing room options for them at the Glenorchy pool, and that as visibly trans people they were not welcome or safe in traditionally gendered changing facilities.
- A person "faced derisive and discriminatory comments when making inquiries about garbage collection and rate payment".
- A member of a committee (no longer running) reported being ignored/brushed off when they requested GCC to fly pride flags.
- A nonbinary artist was previously refused permission to fly a pride flag at an event for LGBTIQA+ people at the Moonah Arts Centre, noting that pride flags are now proudly displayed at the Moonah Arts Centre.

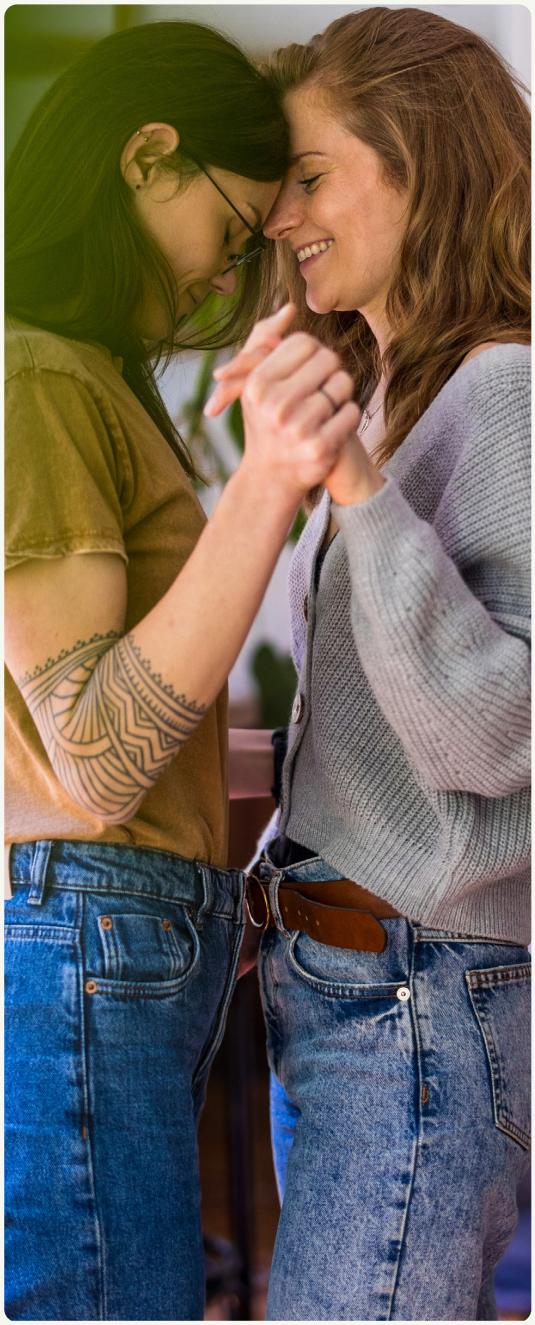
Positive experiences at Glenorchy City Council

The survey also asked when and where LGBTIQA+ people had felt included at GCC events and services:

- the Moonah Arts Centre received a high amount of praise, with 15 people commenting on the Moonah Arts Centre's inclusive programming, all gender toilets and welcoming atmosphere
- GCC events such as Belonging Day, World Kindness Day and stall at Taspride (eight people)
- GCC generally (four people)
- Glenorchy Youth Task Force (one), Youth Market (one), youth activities on lawns (three) and youth week event at Tolosa Park (one)
- GCC social media posts for Trans Day of Visibility (one)
- Glenorchy Jobs Hub (one)
- this consultation process (one)
- some comments mentioned other Glenorchy services such as the Library (one), Police (one) and former Mayor Kristie Johnston (one)

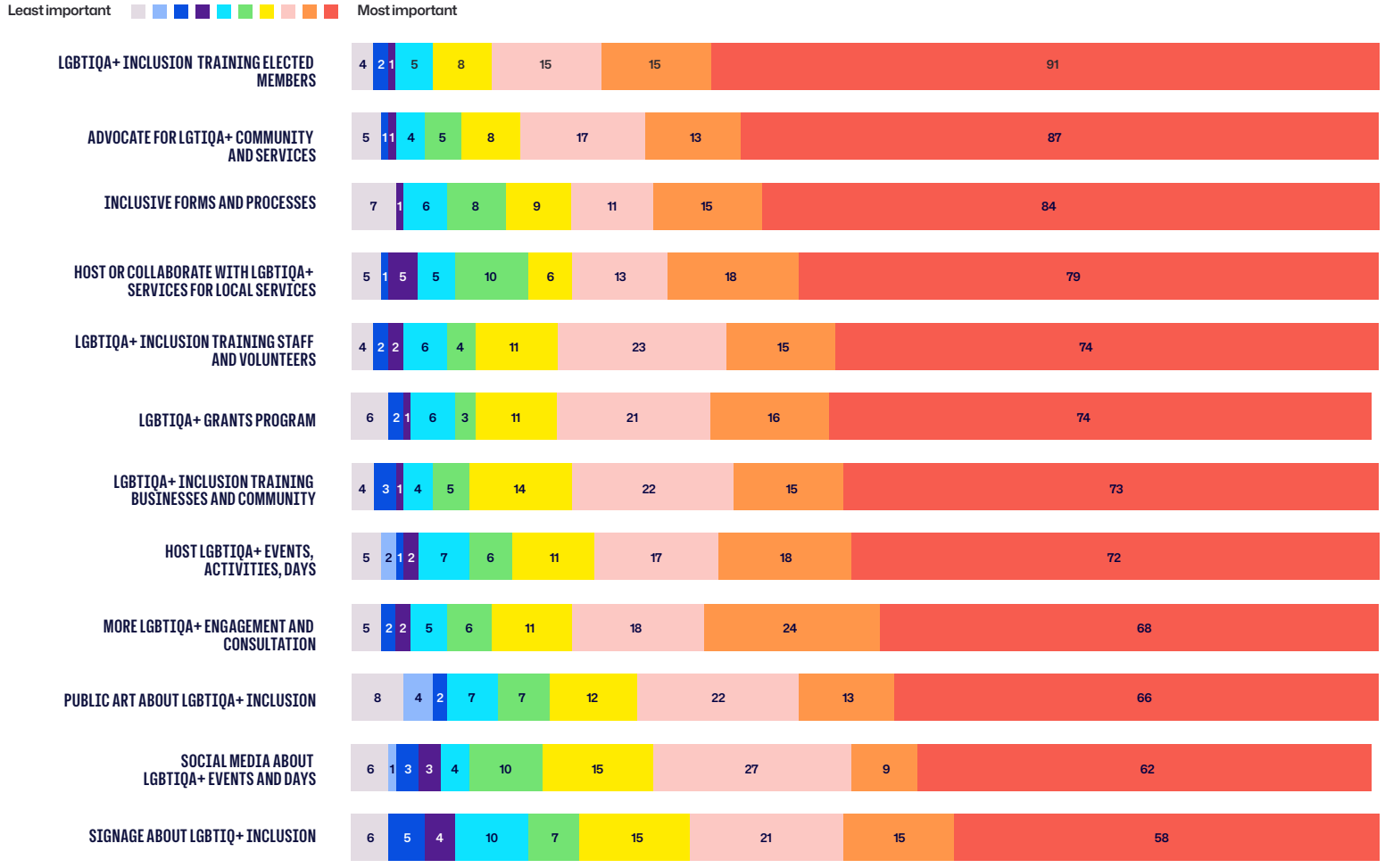
Findings:

1. LGBTIQA+ people generally do not experience discrimination at GCC services or events.
2. People recognise and appreciate inclusive programming and services when offered by Council.



ACTIONS TO SUPPORT LGBTIQA+ INCLUSION IN GLENORCHY

LGBTIQA+ INCLUSION ACTIONS PRIORITISED BY LGBTIQA+ PEOPLE AND THEIR FAMILY/ALLIES



Number of people surveyed: 141

FIGURE 8

Overall, survey respondents rated all suggested actions highly.

Respondents were asked to give each action a score from 1-10, where 10 is most important. Actions were then ranked by priority.

LGBTIQA+ RESPONDENTS – RANKED IMPORTANCE OF ACTIONS

1. LGBTIQA+ inclusion training for Elected Members (Aldermen/Councillors)
2. Advocate for LGBTIQA+ community and services
3. Update forms and processes to better include gender identity and preferred names
4. More LGBTIQA+ engagement and consultation
5. LGBTIQA+ grants program to support local events and activities
6. Host or collaborate with LGBTIQA+ organisations to provide local services
7. LGBTIQA+ inclusion training for staff and volunteers
8. Host or participate in LGBTIQA+ events, activities or days of significance
9. Host LGBTIQA+ inclusion training for community and/or local business
10. Public art about LGBTIQA+ inclusion (e.g., "Rainbow Crossing")
11. Celebrate and recognise important LGBTIQA+ events (e.g., post on social media)
12. Signage about LGBTIQA+ inclusion on Council buildings and facilities.

WHOLE OF SURVEY RESPONSE – RANKED IMPORTANCE OF ACTIONS

1. LGBTIQA+ inclusion training for Elected Members (Aldermen/Councillors)
2. Advocate for LGBTIQA+ community and services
3. Host or collaborate with LGBTIQA+ organisations to provide local services
4. Update forms and processes to better include gender identity and preferred names
5. LGBTIQA+ inclusion training for staff and volunteers
6. Host LGBTIQA+ inclusion training for community and/or local business
7. Host or participate in LGBTIQA+ events, activities or days of significance
8. LGBTIQA+ grants program to support local events and activities
9. More LGBTIQA+ engagement and consultation
10. Celebrate and recognise important LGBTIQA+ events (e.g., post on social media)
11. Public art about LGBTIQA+ inclusion (e.g., "Rainbow Crossing")
12. Signage about LGBTIQA+ inclusion on GCC buildings and facilities.

SHARED PRIORITIES

- **Top Priorities Remain Consistent:** Both the overall data and the LGBTIQA+ specific data rank "LGBTIQA+ inclusion training for Elected Members" and "Advocate for LGBTIQA+ community and services" as the top two most important actions. This indicates a strong consensus on the need for leadership education and active advocacy.
- **Importance of Foundational Changes:** “Update forms and processes to better include gender identity and preferred names" is highly ranked in both sets, appearing in the top four for both. This suggests a shared understanding of the importance of administrative and systemic changes for inclusion.
- **Lower Ranked Items:** Actions like "Public art about LGBTIQA+ inclusion" and "Signage about LGBTIQA+ inclusion on GCC buildings and facilities" consistently appear at the lower end of the importance scale for both groups, although they still receive very positive ratings.

DIFFERENCES

- **Higher Importance for LGBTIQA+ Specific Actions:** While the ranking order is largely similar, LGBTIQA+ individuals consistently assign higher importance scores across all actions compared to the overall dataset. This is particularly noticeable for actions like "More LGBTIQA+ engagement and consultation" and "LGBTIQA+ grants program," which move up in priority for LGBTIQA+ respondents.
- **Emphasis on Engagement and Grants for LGBTIQA+:** "More LGBTIQA+ engagement and consultation" is ranked 4th by LGBTIQA+ individuals, compared to 9th overall. Similarly, "LGBTIQA+ grants program to support local events and activities" is 5th for LGBTIQA+ individuals but 7th overall. This suggests that direct engagement and financial support for community-led initiatives are more acutely felt needs within the LGBTIQA+ community.

In summary, while there is a general agreement on the most critical actions, the LGBTIQA+ community places a significantly higher emphasis on all proposed actions, with a focus on direct engagement, consultation, and financial support for community-specific activities.

This indicates that while the whole community recognises the importance of these actions, LGBTIQA+ individuals feel a more urgent and profound need for their implementation.

Respondents were asked for other ideas for actions. Many people requested more events and social opportunities for LGBTIQA+ people.

Other suggestions included (sic):

- Events where people can speak openly, ask honest questions and talk real concerns.
- LGBTIQA+ inclusion in sporting clubs and facilities.
- Support for queer sports clubs.
- Self-defence classes and verbal defence training for neurodivergent queers.
- More services for LGBTIQA+ young people.
- Hire more LGBTIQA+ people.
- Publication of more LGBTIQA+ history.
- Better promotion and engagement with migrant community members.
- A permanent LGBTIQA+ community reference group for GCC.
- More opportunities for consultation.
- Events for everyone which focus on social opportunities at the neighbourhood level.
- Something like the Dynnyrne Rainbow Bridge.
- Awareness and social opportunities between schools.
- Promotion of the Rainbow Tick inclusion process for local businesses.
- Booking drag and queer performers for GCC events.

Survey respondents were also asked specifically about what events and programming LGBTIQA+ people would like to participate in at the Moonah Arts Centre. Many people commented positively about the current programming at the Moonah Arts Centre.

Other suggestions include:

- Queer run shows and performances
- Exhibitions
- Shows, live performances, theatre
- Dance and drag workshops
- Theatre sports workshops, theatre training
- Many people expressed appreciation of local LGBTIQA+ choir The Kinsey Scales, who currently rehearse at the Moonah Arts Centre
- LGBTIQA+ history
- Creative learning
- Events to celebrate TasPride, Pride or Mardi Gras
- Q&A / Information sessions for community to learn more about LGBTIQA+ inclusion.

"Fun events where people can gather and find fellow LGBTQ+ members to socialise with. Like the stalls at Franklin Square back in February after the pride march. That was lovely and getting to see just how many of us there were made me so emotional, I felt like I was home, with my people, and I wasn't alone anymore".

"I love the MAC but I do also feel like Glenorchy misses out and is sorely in need of artistic activation. I firmly believe that the arts can do great things! When you have complex problems, you need people who see problems differently: SEND IN THE ARTISTS. Is your space weird, sad in a way that evades easy categorisation? SEND IN THE ARTISTS. Do you know something needs to change, but not sure what? SEND IN THE ARTISTS. Does the sadness, violence, intergenerational trauma hang like a lifeless pall over everything? SEND IN THE ARTISTS. Has commercialisation failed to deliver social harmony? SEND IN THE ARTISTS. I want you to let artists loose in the Glenorchy business district! Give them space and resources and let them go!"

–

Survey responses

OTHER REFLECTIONS ON INCLUSION IN THE CITY OF GLENORCHY

Respondents were asked for any other reflections on inclusion in Glenorchy.

Comments which relate to inclusion in Glenorchy are included here:

- Disability inclusion could be worked on too.
- Needs to be more visible support in broader community.
- Thanks for doing this, puts policy into action – look forward to having input into the plan.
- I can see the work that has gone into improving inclusion and I'm enjoying visiting Glenorchy to attend these inclusive events. Well done and keep it up!
- Keep up the good work, I'm very proud to call Glenorchy home.
- You're doing a great job. Glenorchy/Moonah have great spaces and events. Maybe more free sport/gym/swim classes to keep us all healthier and communicating every week.
- Thank you for this survey!
- The council needs to work harder on community safety and unity.
- Thank you for taking the time to consult with the community.
- I am so pleased the Council is working on doing better in this area. Making the City more accepting, welcoming and inclusive is a worthy goal and - ultimately - to everyone's benefit.
- Thanks for you all your hard work developing this survey. It's a great development and inspiring for other municipalities.
- Despite travelling the world and working on 3 continents, I look back fondly on my bogan roots in Glenorchy. I do not live here now, but I do spend at least 2 days per fortnight helping my elderly mum who lives here. Thanks for running this survey.
- I would love to see more rainbow flags around Glenorchy.
- It seems to be one of the more inclusive areas of the Hobart region. My council haven't really done much to address any issues of LGBTIQA+ people.
- I believe there is a long road to harmony and safety between the LGBTQIA+ community and the wider community of the city of Glenorchy. This will be found in all needs being met and an erasing of the feeling of competition for care and resources. Any encouraging or continued fostering of an 'Us vs Them' mentality by any person in or on council will set back inclusion and harmony more than any council led initiative will further it.
- More education is needed in the community to counteract entrenched homophobia, especially in lower socioeconomic areas where education and tolerance is not as widely spread.
- LGBTIQA+ is amazing, but as I'm sure you know, racism is also a huge problem. I see there's plenty being done there, but I think it needs even more attention.



Proposed Statement of Commitment to LGBTIQA+ Inclusion

Glenorchy City Council envisions a city where every person – regardless of their sexual orientation, gender identity or expression – feels safe, seen and supported. Our commitment to LGBTIQA+ inclusion is grounded in the belief that diversity strengthens communities and that equity is essential to wellbeing.

A SAFE AND INCLUSIVE CITY FOR ALL

We commit to building a city where LGBTIQA+ people can live openly and authentically, free from discrimination, harassment, and violence. Our public spaces, workplaces, schools, and services will be inclusive, affirming, and designed to uphold the safety, dignity, and wellbeing of every individual.

VIBRANT, VISIBLE, AND CONNECTED COMMUNITY LIFE

We celebrate the richness of LGBTIQA+ cultures and identities. Our City will be vibrant–where inclusive events, queer spaces, public art, and cultural celebrations are woven into the fabric of everyday life. We will foster opportunities for connection across generations, ensuring that LGBTIQA+ people are visible, valued, and empowered to participate in shaping Glenorchy.

SUPPORTIVE SERVICES AND EQUAL OPPORTUNITIES

Through advocacy and support we will ensure that services are accessible, affordable, and tailored to the needs of LGBTIQA+ communities. We commit to removing systemic barriers and promoting opportunities and representation in business, leadership, and decision-making, so that LGBTIQA+ people not only belong, but thrive.

A WORKPLACE OF CHOICE FOR LGBTIQA+ PEOPLE

We strive to be an employer of choice for LGBTIQA+ individuals–where inclusion is embedded in our culture, policies, and practices. We will foster safe, respectful, and affirming work environments, support career development, and ensure that LGBTIQA+ staff are represented, heard, and celebrated across all levels of our organisation.

Together, we will create a city where pride is not just celebrated–it is lived.

Further information:

Phone: 03 6216 6800
Email: gccmail@gcc.tas.gov.au
Web: www.gcc.tas.gov.au

Proposed 5-year Action Plan

The 12 action items and additional suggestions collected in the survey have been reorganised under the four action points outlined in the Draft Statement of Commitment.

This report recognises that GCC may explore inclusion initiatives for other marginalised communities in our community and may, in future, work towards broader diversity and inclusion initiatives. However, to address the discrimination and inequality that currently exists for LGBTIQA+ people in our community it is recommended that action focused on LGBTIQA+ inclusion is undertaken to foster progress in this area regardless of whether a broader initiative is pursued or not.

It is recognised that a similar process may be required for other cohorts to address issues such as disability access and inclusion and anti-racism and use different frameworks such as the Reconciliation Action Plan.

It is noted that there is an opportunity to embed inclusion of LGBTIQA+ and other key cohorts other Council strategic documents such as:

- Community Strategy 2021-2030
- Economic Development Strategy 2026-2030.



PROPOSED 5-YEAR PLAN FOR LGBTIQA+ INCLUSION IN THE CITY OF GLENORCHY						
Action List No.	**Item**	**Year 1:** Review & plan	**Year 2:** Training & development	**Year 3:** Partnerships & projects	**Year 4:** Embed learning	**Year 5:** Evaluate
1	**A Safe & Inclusive City for all**					
a.	**Glenorchy City Council workers and elected members are supported to understand and uphold LGBTIQA+ inclusion**					
	Develop whole of organisation training plan					
	Training for Elected Members					
	Specialised training for key staff – youth, childcare, community, HR and customer service					
	Roll out organisation-wide inclusion training					
	Ongoing training for new staff, volunteers, contractors and Elected Members • Embed into onboarding/induction • Additional specialised training as needed – eg. Youth team, Childcare Connections, HR etc.					
b.	**Community members and local businesses/organisations are supported to understand and uphold LGBTIQA+ inclusion**					
	Engage local providers to offer: • LGBTIQA+ inclusion training session for community members - minimum 1/year • LGBTIQA+ upstander training session for community members - minimum 1/year					
	Campaign to local businesses and services offering LGBTIQA+ inclusion training and signage – biennial workshop/s and resources					

PROPOSED 5-YEAR PLAN FOR LGBTIQA+ INCLUSION IN THE CITY OF GLENORCHY						
Action List No.	**Item**	**Year 1:** Review & plan	**Year 2:** Training & development	**Year 3:** Partnerships & projects	**Year 4:** Embed learning	**Year 5:** Evaluate
c.	**Glenorchy City Council's policies and processes are LGBTIQA+ Inclusive:**					
	Rainbow Tick training for key staff					
	Review and update staff records to allow records to document LGBTIQA+ identity in line with ABS standards					
	Plan for organisation-wide update of policies to improve inclusion					
	Plan structured update to forms, software and databases to be inclusive of LGBTIQA+ identities and families					
	Adapt existing software to recognise ABS standards for gender, and offer preferred name options					
	Software incorporates inclusive gender, preferred names, next of kin etc.: • purchase of new software, • adaptation of existing software.					
	Consult with staff diversity & inclusion working group on new policies and directives					
d.	**Glenorchy City Council advocates for LGBTIQA+ inclusion, local service provision and rights**					
	Advocacy for LGBTIQA+ inclusion, local service provision and rights: • Submissions where relevant, • See Draft ***Statement of Commitment to LGBTIQA+ Inclusion,*** • Support motions on LGBTIQA+ Inclusion to LGAT and other forums.					

PROPOSED 5-YEAR PLAN FOR LGBTIQA+ INCLUSION IN THE CITY OF GLENORCHY						
Action List No.	**Item**	**Year 1:** Review & plan	**Year 2:** Training & development	**Year 3:** Partnerships & projects	**Year 4:** Embed learning	**Year 5:** Evaluate
e.	**Glenorchy City Council keeps listening to LGBTIQA+ community**					
	Embed LGBTIQA+ consultation into regular community surveys and engagement activities					
	Consult with LGBTIQA+ stakeholders and community members on relevant projects and issues, on as-need basis					
	Review and evaluation of LGBTIQA+ Inclusion in the City of Glenorchy – community-wide					
2	**Vibrant, visible and connected community life**					
a.	**Glenorchy City Council supports and celebrates LGBTIQA+ community, events and days of significance**					
	Council representatives attend and support LGBTIQA+ events and programs by stakeholders as opportunities arise.					
	Council recognises LGBTIQA+ days of significance and inclusion campaigns, including: • TasPride (February), • Trans Day of Visibility (31 March), • IDAHOBIT Day (17 May), • Wear It Purple Day (Aug 29), • Intersex Awareness Day (Oct 26). By – posts to social media, events and activities for staff and community.					
	Update Flags Policy to include display of *LGBTIQA+ Intersex Inclusive Progress Flag* on LGBTIQA+ days of significance					

PROPOSED 5-YEAR PLAN FOR LGBTIQA+ INCLUSION IN THE CITY OF GLENORCHY						
Action List No.	**Item**	**Year 1:** Review & plan	**Year 2:** Training & development	**Year 3:** Partnerships & projects	**Year 4:** Embed learning	**Year 5:** Evaluate
b.	**LGBTIQA+ Inclusive signage and art visible in public areas and Council sites around Glenorchy municipality**					
	LGBTIQA+ Inclusion signage installed in GCC service sites					
	Install and maintain LGBTIQA+ inclusive art and signage throughout municipality					
	Campaign to local businesses and services promoting LGBTIQA+ inclusion training and signage					
	Consult with community on development of LGBTIQA+ public art and signage, on as-need basis					
c.	**Glenorchy municipality is a LGBTIQA+ friendly destination**					
	Develop LGBTIQA+ Inclusion grants program, to support events and programs with LGBTIQA+ Inclusion as a focus within Glenorchy LGA					
	Develop mechanism for LGBTIQA+ stakeholders / community to participate in grants assessment					
	Deliver LGBTIQA+ Inclusion grants program					
d.	**Provide opportunities for long-term economic impact**					
	Embed LGBTIQA+ inclusion into Economic Development Strategy and other relevant strategic documents					
	Advocate for and support LGBTIQA+ inclusion in business and mentoring programs					

PROPOSED 5-YEAR PLAN FOR LGBTIQA+ INCLUSION IN THE CITY OF GLENORCHY						
Action List No.	**Item**	**Year 1:** Review & plan	**Year 2:** Training & development	**Year 3:** Partnerships & projects	**Year 4:** Embed learning	**Year 5:** Evaluate
3	**Supportive Services and Equity**					
a.	**LGBTIQA+ community members can access services and opportunities for social connection in the area**					
	Deliver targeted and partnered initiatives specifically for LGBTIQA+ community					
	Partner with LGBTIQA+ organisations and community groups to provide local events and services					
	Embed opportunities for LGBTIQA+ community and services into other GCC events and programs (ongoing) • Health and wellbeing, • Sports and recreation, • Small business and economic development, • Social enterprise, • Community connection					
4	**A Workplace of Choice for LGBTIQA+ People**					
a.	**LGBTIQA+ employees are welcomed and included in the workplace**					
	See 1 (c.)					
	Develop structure for internal diversity and inclusion working group (staff)					
	Implement internal diversity and inclusion working group (staff)					
	Consult with internal diversity & inclusion working group on new policies and directives					

GCC LGBTIQA+ Inclusion Report Summary

ABOUT GLENORCHY COUNCIL AND THIS PROJECT

Glenorchy City Council (GCC) is the local government that helps take care of our community.

Every four years, people in Glenorchy vote to choose ten representatives who make decisions about what happens in our area.

GCC supports the community in many ways. GCC wants everyone to feel safe and welcome, make sure our public places are pleasant to be in and we have all the services we need to live a happy and healthy life.

For this project, GCC wanted to learn how to make life better for people who are LGBTIQA+. This is a short way to say lesbian, gay, bisexual, trans and gender diverse, intersex, queer and asexual people as a group. However, LGBTIQA+ people are all different. For more information about this, visit Rainbow Inclusion.

Sometimes, society doesn't treat everyone equally. Some LGBTIQA+ people have things happen to them that are not okay: like being called names or made to feel bad about themselves.

Sometimes, events and programs aren't welcoming to everyone, and some people feel left out or pushed away.

GCC wants to help change this.

WHAT WE DID

We started by asking a group of LGBTIQA+ locals to help with the project. They made sure our questions were respectful and that people felt safe sharing their thoughts.

This group helped plan a survey and some school visits so young people could be involved too.



178 PEOPLE

From different backgrounds answered the survey questions



31 HIGH SCHOOL STUDENTS + 7 STAFF MEMBERS

Took part in school activities

After hearing from the community, the group wrote a report for GCC. It explains what LGBTIQA+ people need and what GCC can do to help make Glenorchy safer and more welcoming for LGBTIQA+ people.

The report will be presented at a GCC meeting, where decisions will be made about what to do next.



WHAT WE'D LIKE TO SEE

We hope GCC will support the actions that community think are important:

- **Training and education** for GCC staff, elected members, and the community to understand what LGBTIQA+ means.
- **Advocacy**, where GCC speaks up for LGBTIQA+ rights in public and with other organisations.
- **More events and services** for LGBTIQA+ people in our area.
- **Inclusive forms and services**, so LGBTIQA+ people feel welcome in all parts of GCC.
- **Celebrating important days** and recognising the LGBTIQA+ community.
- **Showing support for LGBTIQA+**, through rainbow flags, art and welcome signs.
- **Funding for grants**, so locals can run LGBTIQA+ events and programs.
- **Keep asking how to make things better**, where GCC keeps listening to LGBTIQA+ people about what's needed.

WANT TO LEARN MORE?

You can contact Glenorchy Council:

Phone: 03 6216 6800
Email: gccmail@gcc.tas.gov.au
Web: www.gcc.tas.gov.au




Glenorchy City Council
GCC.TAS.GOV.AU
(03) 6216 6800
gccmail@gcc.tas.gov.au
PO Box 103, Glenorchy TAS 7010
374 Main Road, Glenorchy
Monday – Friday | 8:30am – 5pm

Concept

Horizontal

Glenorchy
City Council

Stacked

Glenorchy
City Council

Icon



BEFORE
CREATIVE

GCC LGBTIQA+ Logo | **January 2026**

9. ECONOMIC

Community Goal – Open for Business

No reports received for this item for the March 2026 Council meeting.

10. ENVIRONMENT

Community Goal – Valuing our Environment

No reports received for this item for the March 2026 Council meeting.

11. GOVERNANCE

Community Goal – Leading our Community

11.1 POLICY UPDATE: ICT SECURITY POLICY

Author: Acting Manager (Paul Miree)
Governance Officer (Poorni Wanigasekara)

Qualified Person: Director Community and Corporate Services (Tracey Ehrlich)

File Reference: Policies by Directorate

Executive Summary

This report presents the outcome of the scheduled four-year review of Council's ICT Security Policy, last adopted in October 2020. The review has been undertaken in accordance with Council's policy review cycle and to ensure continued alignment with Council's broader ICT governance, risk and compliance framework.

The policy has been comprehensively rewritten and restructured to improve clarity, remove duplication, and reinforce a modern, principles-based approach to information and cyber security. The revised policy clearly articulates Council's security expectations, governance responsibilities and guiding principles, while deliberately excluding operational and procedural detail that is more appropriately managed through supporting directives and procedures.

Key improvements include:

- clarification and modernisation of definitions
- introduction of explicit security principles to guide decision-making and accountability
- refinement of the policy statement to strengthen strategic intent
- streamlined statutory references focused on core legislative obligations
- alignment with Council's Privacy Policy and relevant ICT governance documents
- reformatting to reflect the new corporate Style Guide

The revised policy was circulated to all Managers and Coordinators for consultation, with feedback received and incorporated where appropriate. The review does not represent a departure from Council's existing security posture, but rather strengthens governance clarity, consistency and future-proofing in an environment of increasing cyber and information security risk.

The updated ICT Security Policy is now presented for Council consideration, together with a tracked-changes version for transparency.

Recommendation

That Council:

1. ADOPT the revised ICT Security Policy, as contained in **Attachment 2**.
2. NOTE the key changes arising from the review, including the transition to a high-level, principles-based policy aligned with Council's ICT governance framework.
3. NOTE that adherence to the ICT Security Policy will be monitored through existing internal assurance, risk management and audit processes.

Community Plan Reference	Transparent and accountable government.
Strategic Plan Reference	Make informed decisions that are open and transparent and in the best interests of our community. Manage compliance and risk in Council and our community through effective systems and processes.
Consultation/ Engagement	All Managers and Coordinators
Resources	Not applicable
Risk/Legal/ Legislative/ Reputational	The revised ICT Security Policy strengthens Council's governance assurance by clearly articulating principles, accountability and compliance expectations for information and cyber security. The policy maintains alignment with relevant legislative obligations and Council's broader ICT and risk management frameworks and does not introduce new or untested risk exposures. As a high-level, principles-based policy, the revised approach reduces governance risk associated with policy obsolescence, duplication and over-prescription, while ensuring that operational controls are appropriately managed through supporting directives, procedures and systems that can be updated responsively. Implementation risk is considered low and will be managed through existing internal controls, including established ICT governance arrangements, management oversight and continuous improvement processes. Any procedural or operational refinements identified through implementation will be addressed through normal management action without requiring further Council approval. If the policy were not adopted, Council would face an elevated governance and assurance risk associated with reliance on an outdated policy that is less well aligned with contemporary security standards, legislative expectations and Council's current ICT operating environment. Overall, adoption of the revised policy improves Council's ability to demonstrate due diligence, legislative compliance and proactive management of ICT security risks.
25/26 Budget Allocation	Not applicable
Life of Project, Service, Initiative or	Not applicable

(Expectancy of) Asset	
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	Not applicable
Other Funding Sources	Not applicable

Proposal in detail

1. All policies adopted by Council are reviewed cyclically. The ordinary review period for Council policies is four (4) years after adoption. However, policies may be reviewed earlier if it is appropriate to do so, for example if there are changes to a relevant governing act.
2. The Council's ICT Security Policy was last adopted at its meeting on 26 October 2020. Following the completion of its four-year review cycle, the Acting Manager ICT has thoroughly reviewed the policy and made necessary amendments.
3. Additionally, the ICT Security Policy was circulated for consultation among all managers and coordinators for 14-day period.
4. The consultation process demonstrated Council's commitment to reviewing the policy, with two responses received containing recommendations.
5. All recommendations have been taken into account, and the policy has been revised accordingly.
6. The amendments to the ICT Security Policy includes:
    - Updated and clarified definitions, adding Device, User and Personal Information, and removing terms already covered in the ICT Acceptable Use Guidelines.
    - Introduced a new Security Principles section to define the core values guiding Council's risk-based, accountable and continuously improving approach to information protection.
    - Redrafted the policy statement to strengthen strategic intent and improve clarity.
    - Streamlined statutory references to include only the key Acts directly relevant to ICT security governance.
    - Removed operational content (device lists, user behaviours, SOP-level detail, authorised systems) to ensure the policy remains high-level and principles-based.

- Refined the Information Protection and Privacy section to avoid duplication with legislation and the Privacy Policy, and
- Ensured the overall wording and tone are strategic, with operational detail delegated to the supporting Directive and procedures.

7. The updated policy has been reviewed under the new format according to the new corporate Style Guide template.
8. **Attachment 1** is a copy of the Policy showing the original version with track changes, and **Attachment 2** is a copy of the recommended updated final version of the Policy.

Attachments

1. ICT security policy 2020 - tracked changes [**11.1.1** - 7 pages]
2. ICT Security Policy 2026 - Final [**11.1.2** - 5 pages]

COUNCIL POLICY

ICT SECURITY POLICY

PURPOSE

Glenorchy City Council (Council) is committed to safeguarding the confidentiality, integrity and availability of information and technology assets that enable services to our community. This policy states Council's strategic intent and governance approach to ICT security. ~~The purpose of this policy is to establish and maintain a consistent and responsive framework to protect the confidentiality, integrity and availability of information Council collects and/or holds.~~

SCOPE

This policy applies to Council information, ICT assets and environments owned, contracted or otherwise controlled by or for Council, and to all individuals authorised to access Council systems, including Elected Members and external parties engaged by Council. ~~This policy applies to anyone who uses or accesses Council's Corporate Information Systems, including but not limited to Alderman, employees, sub-contractors, volunteers, visitors, vendors, suppliers and business partners.~~

~~STRATEGIC PLAN ALIGNMENT~~

~~Leading Our Community~~

~~Objective 4.1 Govern in the best interests of our community~~

~~Strategy 4.1.1 Manage Council for maximum efficiency, accountability and transparency~~

~~Strategy 4.1.3 Maximise regulatory compliance in Council and the community through our systems and processes~~

RELATED DOCUMENTS

Aldermanic Code of Conduct Policy ~~-~~

~~Counselling and Discipline Directive~~

~~Employee Code of Conduct~~

~~ICT Security and Usage Directives~~

~~ICT Security Standard Operating Procedures~~

ICT Acceptable Use Guidelines Directive

Open Data Policy

~~Personal Mobile Device Directive~~

~~Working from Home Directive~~

Privacy Policy and Directive

~~Records Management Policy~~

Risk Management Policy

Information Management Policy

DEFINITIONS

Corporate Systems – Are defined as all technology resources, including hardware, software, data, and networks, that are owned, contracted, or otherwise controlled by or for Council and used to conduct its business operations. ~~**Corporate**~~

~~**Information System** means the collection of data processing systems that comprise all of the Council's information Technology systems, including but limited to external cloud/email/finance system providers, internal computing networks, and the systems and devices connected to them.~~

ICT means Information, Communications and Technology.

~~**Standard Operating Procedure** means a documented process to achieve a repeatable outcome.~~

GLENORCHY CITY COUNCIL

26 October 2020

~~**Personal Us** see ICT Acceptable Use Guidelines.~~

~~**Acceptable Use** see ICT Acceptable Use Guidelines.~~
Device – Any Council-owned or approved hardware used to access Council information or systems.

User – Is a person authorised to use Council owned devices and / or Council systems. This includes but not limited to staff members, consultants, contractors, volunteers and vendors.

Personal Information – Refers to any data that can be used to identify an individual (commonly referred to as Personally Identifiable Information or PII), such as names, Centrelink numbers, bank account details, email addresses, etc., as defined in the Personal Information Protection Act 2004.

~~DEFINITIONS~~ Security Principles

Risk based protection: Security controls are selected and applied proportionately to the sensitivity of information and the risks to Council and the community.

Confidentiality, Integrity, Availability: Council safeguards information from unauthorised access or disclosure, prevents unauthorised alteration or destruction, and promotes reliable access for authorised purposes.

Least privilege and need to know: Access is limited to what is necessary for legitimate business needs and is reviewed periodically.

Accountability: Security is everyone's responsibility. Users must understand and meet their obligations.

Continuous improvement: Policies and internal directives are reviewed regularly to remain effective against evolving threats and to align with organisational objectives.

POLICY STATEMENT

~~Council Commitment to Security and Appropriate Use of Information~~

1. ~~Glenorchy City Council is committed to protecting the information it collects and/or holds and will maintain appropriate measures to prevent any unauthorised loss, modification or misuse of its data, whether deliberate or inadvertent.~~

2. ~~Information security is the responsibility of all users of Council's corporate information systems. All users must comply with this policy, applicable directives and any relevant legislation.~~

~~General Approach~~

3. ~~All ICT equipment, systems and the information held within remain the property of the Council; access is restricted to authorised users for legitimate purposes only.~~

4. ~~No external equipment is to be connected to Council's ICT systems or devices without authorisation from the General Manager after consultation with the ICT team, except where this is permitted by an ICT Security Directive.~~

5. ~~All users are responsible for reporting any actual, attempted or suspected security violations including malicious emails to the ICT Service Desk.~~

6. ~~The General Manager may authorise monitoring of any electronic information including email, internet usage and history, and the use of ICT equipment or information for the purpose of ensuring compliance with this policy or to meet Council's legal requirements.~~

7. ~~Council will report any significant data breaches to the relevant authority as appropriate.~~

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~~**Information Security Framework**~~

~~8. Council will develop and maintain an Information Security Framework comprising ICT Security Directives and ICT Security Standard Operating Procedures (SOPs). Directives and SOPs will be reviewed as and when needed to ensure they remain current and appropriate.~~

~~9. Revisions to ICT Security Directives must be approved by the General Manager. All affected users will be notified of any significant amendments to a directive and provided with support and training as needed to facilitate understanding and compliance.~~

~~10. Access to Council's ICT Security SOPs is restricted to authorised users while engaged on Council business only. Access will only be provided to external parties to the degree necessary to undertake legitimate activities for Council and on receipt of a signed confidentiality agreement.~~

1. **Governance and Accountability**

2. Council will maintain an enterprise ICT security approach that is risk-based, proportionate, and aligned with applicable legislation and relevant standards

3. Council requires the General Manager to establish, implement and maintain ICT security directives, procedures and supporting instruments to give effect to this policy, and to ensure appropriate resources, assurance and reporting are in place

4. **Roles**

5. Council provides governance oversight, sets direction, and monitors performance in relation to ICT security

6. The General Manager is responsible for implementing this policy through approved directives and procedures, maintaining capability (people, process and technology), and ensuring continuous improvement and compliance

7. Elected Members agree to comply with the approved directives and procedures and other related instruments in their use of Council information and systems

8. **Risk Management and Resilience**

9. Council will identify and assess ICT and cyber risks, taking steps to reduce the likelihood and impact of incidents consistent with its risk appetite and community service obligations

10. Council will maintain arrangements that support business continuity and disaster recovery for critical services

11. **Information Protection and Privacy**

12. Council will protect personal, sensitive and corporate information and ensure that privacy and recordkeeping obligations are met

13. **Security Awareness**

14. Council will ensure a security awareness and education program is maintained so that authorised users understand their responsibilities and evolving threats

15. **Third-Party and Cloud Assurance**

16. Council will ensure that contracts and procurement processes incorporate appropriate ICT security, privacy and data handling requirements, with proportionate assurance and monitoring of third parties

17. **Compliance and Assurance**

18. Council requires compliance with this policy, the ICT Security Directive and associated procedures.

19. The General Manager will ensure appropriate monitoring, reporting and review mechanisms are in place, and will escalate notifiable incidents to the relevant authorities as required by law

Non-Compliance

Anyone found to have breached this policy may be subject to investigation and disciplinary action in accordance with relevant Council directives, policies and codes of conduct.

~~**Non-Compliance may result in disciplinary action**~~

~~11. Anyone found to have breached this policy may be subject to investigation and disciplinary action in accordance with relevant Council policies and codes of conduct.~~

~~**Authorised User Responsibility**~~

~~12. Council's ICT equipment and services must be used only for Council business activities. Limited personal use is permitted at the discretion of the authorised user's Manager or Supervisor.~~

13. If there is any uncertainty as to what acceptable usage is, authorised users should consult their Manager or the ICT Service Desk before use.

14. Authorised users are not permitted to download or install any non-approved software or applications without prior approval from ICT in consultation with their supervisor.

15. Authorised users must follow all directives and procedures for handling all information received and sent, including emails.

16. Authorised users are responsible for reporting suspicious emails, access to inappropriate websites and incorrect handling of information including data privacy breaches.

Unacceptable Use

An authorised user of the Council's computer services must not:

17. Violate the rights of any person or information source that is protected by copyright, trade secret, patent or other intellectual property, or similar laws and regulations

18. Knowingly or deliberately introduce any malicious programs into the Council network or onto any storage device or computer.

19. Share or reveal their network or user account details to others or allow the use of their account by others. Circumventing identification or authentication on any computer services is expressly prohibited.

20. Use Council's computing services to engage in procuring or transmitting material that violates legislation, is in violation of applicable laws, or damages Council's reputation.

21. Attempt to breach security or otherwise intentionally or knowingly cause disruption to the Council's computer services or network communications.

BACKGROUND Implementation Responsibility

The General Manager is responsible for implementing this policy by ensuring that ICT security directives, procedures and supporting instruments are developed, maintained and applied. These instruments contain the operational requirements necessary to give effect to Council's strategic intent and may be updated as required without amendment to this policy.

BACKGROUND

Due to the constantly evolving data security landscape, it is essential that Council has a robust framework in place that both minimises risk to its information and allows it to act swiftly as new risks emerge.

This policy replaces the previous ICT Usage policies and establishes a framework to enable Council's systems and processes to be adapted as needed while still allowing an appropriate level of scrutiny and authorisation.

DOCUMENT CONTROL

Version:	1.0	**Commencement Date:**	26 October 2020
Minutes Reference	Council meeting, 26 October 2020, Item 14		
Previous Versions:	Not applicable		
Responsible Directorate	Corporate Services	**Controller:**	Manager ICT
ECM Document No.:			

GLENORCHY CITY COUNCIL

26 October 2020

COUNCIL POLICY

ICT Security

1. Purpose

Glenorchy City Council (Council) is committed to safeguarding the confidentiality, integrity and availability of information and technology assets that enable services to our community. This policy states Council's strategic intent and governance approach to ICT security.

2. Scope

This policy applies to Council information, ICT assets and environments owned, contracted or otherwise controlled by or for Council, and to all individuals authorised to access Council systems, including Elected Members and external parties engaged by Council.

Statutory Requirements

Acts	*Privacy Act 1988* *Cyber Security Act 2024* *Criminal Code Act 1995 – Computer Offences* *Personal Information Protection Act 2004 (Tas)* *Local Government Act 1993 (Tas)*
Regulations	N/A
Policy	Alderman Code of Conduct Policy ICT Acceptable Use Guidelines Directive Information Management Policy Open Data Policy Privacy Policy Risk Management Policy

COUNCIL POLICY

Definitions

Corporate Systems – Are defined as all technology resources, including hardware, software, data, and networks, that are owned, contracted, or otherwise controlled by or for Council and used to conduct its business operations.

Device – Any Council-owned or approved hardware used to access Council information or systems.

ICT – Means Information, Communications and Technology.

User – Is a person authorised to use Council owned devices and / or Council systems. This includes but not limited to staff members, consultants, contractors, volunteers and vendors.

Personal Information – Refers to any data that can be used to identify an individual (commonly referred to as Personally Identifiable Information or PII), such as names, Centrelink numbers, bank account details, email addresses, etc., as defined in the Personal Information Protection Act 2004.

Security Principles

Risk based protection: Security controls are selected and applied proportionately to the sensitivity of information and the risks to Council and the community.

Confidentiality, Integrity, Availability: Council safeguards information from unauthorised access or disclosure, prevents unauthorised alteration or destruction, and promotes reliable access for authorised purposes.

Least privilege and need to know: Access is limited to what is necessary for legitimate business needs and is reviewed periodically.

Accountability: Security is everyone's responsibility. Users must understand and meet their obligations.

Continuous improvement: Policies and internal directives are reviewed regularly to remain effective against evolving threats and to align with organisational objectives.

COUNCIL POLICY

Policy Statement

Governance and Accountability

- Council will maintain an enterprise ICT security approach that is risk-based, proportionate, and aligned with applicable legislation and relevant standards.
- Council requires the Chief Executive Officer is to establish, implement and maintain ICT security directives, procedures and supporting instruments to give effect to this policy, and to ensure appropriate resources, assurance and reporting are in place.

Roles

- Elected Members agree to comply with the approved directives and procedures and other related instruments in their use of Council information and systems.
- The Chief Executive Officer is responsible for implementing this policy through approved directives and procedures, maintaining capability (people, process and technology), and ensuring continuous improvement and compliance.

Risk Management and Resilience

- Council will identify and assess ICT and cyber risks, taking steps to reduce the likelihood and impact of incidents consistent with its risk appetite and community service obligations.
- Council will maintain arrangements that support business continuity and disaster recovery for critical services.

Information Protection and Privacy

- Council will protect personal, sensitive and corporate information and ensure that privacy and recordkeeping obligations are met.

COUNCIL POLICY

Security Awareness

- Council will ensure a security awareness and education program is maintained so that authorised users understand their responsibilities and evolving threats.

Third-Party and Cloud Assurance

- Council will ensure that contracts and procurement processes incorporate appropriate ICT security, privacy and data handling requirements, with proportionate assurance and monitoring of third parties.

Compliance and Assurance

- Council requires compliance with this policy, the ICT Acceptable Use Guidelines Directive and associated procedures.
- The Chief Executive Officer will ensure appropriate monitoring, reporting and review mechanisms are in place, and will escalate notifiable incidents to the relevant authorities as required by law.

Non-Compliance

- Anyone found to have breached this policy may be subject to investigation and disciplinary action in accordance with relevant Council directives, policies and codes of conduct.

Implementation Responsibility

The Chief Executive Officer is responsible for implementing this policy by ensuring that ICT security directives, procedures and supporting instruments are developed, maintained and applied. These instruments contain the operational requirements necessary to give effect to Council's strategic intent and may be updated as required without amendment to this policy.

COUNCIL POLICY

Version Control

VERSION	Item 2.0	**ADOPTED**	30 March 2026	**COMMENCEMENT DATE**	31 March 2026
MINUTES REFERENCE	Item XX			**REVIEW PERIOD**	4 Years from adoption
PREVIOUS VERSIONS	V 1.0 adopted 26 October 2020 (Council meeting, Item 14)				
RESPONSIBLE DIRECTORATE	Corporate and Community Services	**CONTROLLER**	Manager ICT		
ECM DOCUMENT NO	Policies by Directorate				

11.2 FINANCIAL PERFORMANCE REPORT TO 28 FEBRUARY 2026

Author: Chief Financial Officer (Michael Sokulski)

Qualified Person: Director Community and Corporate Services (Tracey Ehrlich)

File Reference: Corporate and Financial Reporting

Executive Summary

This report provides an overview of Council's financial performance for the year to date ending 28 February 2026**.** The reported operational result indicates a favourable position of $43,000 or 0.20% variance to budget.

The reported financial position can be influenced by several factors. This includes timing between the budget expectation and the actual occurrence of financial transactions, as well as more permanent variations.

This month the overall variance to budget is negligible.

Operational revenue is $129,000 (0.20%) above budget, with minor variances spread across a wide range of revenue streams. There are usually external factors influencing the revenue result including fluctuations in the property market, interest rate decisions, commercial rates of return in outsourced services and leasing activities, and availability of grants.

Rate revenue is marginally below budget; however, this is attributed to timing for supplementary valuations provided by the Valuer-General and penalties to be charged in March for overdue instalment accounts. Interest on cash investments is above budget due to higher than expected interest rates for term deposits. The current economic environment suggests even higher interest rates will be accessible when these deposits mature over the coming months.

Operational expenditure is $86,000 (0.20%) above budget representing a combination of timing issues and minor permanent variations. Expenditure continues to be well-controlled, and no budget repair action is required this month.

Employee expenses continue to track under budget due to savings generated by position vacancies. Over the past twelve months the number of vacancies are trending lower, however staff turnover is unavoidable. The other variation of note is Depreciation, which is above budget due to capitalisation of new assets developed in the substantial capital works program and phasing of the depreciation budget.

Non-operating items are tracking within expected ranges. Capital grant revenue is on target at $5.856 million**,** non-monetary asset contributions are $279,000 and there have been no monetary contributions received to date. Asset disposals currently reflect a small net gain of $76,000**,** noting that gains and losses depend on the relationship between sale price, book value, and derecognition of assets. Capitalisation of assets created in the capital works program has resulted in $865,000 of obsolete or residual assets being written off to date.

Year-to-date expenditure on the capital works program totals $14.099 million compared to budget expectations of $15.252 million. A detailed quarterly capital works update will be provided to Council next month detailing budget reallocations to alternative projects that can be completed prior to 30 June.

Significant progress continues to be made on the Glenorchy War Memorial Pool upgrade**,** with approximately 50.5% of physical works and budget expenditure completed as of 28 February 2026. Works remain on schedule for completion within the financial year, with $3.296 million spent against a total project budget of $6.500 million.

Further details on financial performance, capital works, and variance analysis are provided in **Attachment 1** to this report.

Recommendation

That Council:

1. RECEIVE and NOTE the attached report on Council's financial performance to 28 February 2026.

Community Plan Reference	Leading Our Community We are a leader and partner that acts with integrity and upholds our community's best interests. We responsibly manage our community's resources to deliver what matters most.
Strategic Plan Reference	Make informed decisions that are open and transparent and in the best interests of our community. Deploy the Council's resources effectively to deliver value while being financially responsible.
Consultation/ Engagement	Executive Leadership Team All Managers Community consultation was not required due to the regular and operational nature of this report.
Resources	Not applicable
Risk/Legal/ Legislative/ Reputational	1. Financial Risk There is an ongoing risk of revenue or expenditure variations arising later in the financial year due to economic conditions, timing of grant receipts, inflationary pressures, or unplanned maintenance requirements. Continuous monitoring and quarterly reviews mitigate this risk. 2. Budget Management Risk If budget variations are not appropriately approved or reflected in future reporting, Council may lose visibility over true financial performance. Regular review and alignment of budget estimates, as proposed in this report, reduces this risk. 3. Capital Delivery Risk Delays in the delivery of capital works or the use of carried forward grant funds may result in project underspend or deferred community benefits. This risk is mitigated through project monitoring and separate Capital Works reporting. 4. Compliance Risk Failure to report or approve budget adjustments in accordance with Section 82(4) of the Local Government Act 1993 could lead to non-compliance with legislative requirements. This is mitigated by ensuring Council approval of all budget variations.

	5. Operational Risk Timing differences in expenditure recognition, staff vacancies, and supplier delays can create short-term fluctuations in reported results. These are managed through monthly reviews and adjustments to ensure reports reflect the true financial position. 6. Reputational Risk Inaccurate or inconsistent financial reporting may undermine public confidence in Council's financial management. Transparent financial reporting and the inclusion of explanatory notes help maintain community trust and accountability.
25/26 Budget Allocation	The Financial Performance Report details actual results against budget.
Life of Project, Service, Initiative or (Expectancy of) Asset	Not applicable
25/26 Budget Reconsideration	There is no budget reconsiderations proposed in this report.
Ongoing Costs (e.g. maintenance, operational)	Not applicable
Other Funding Sources	Not applicable

Report in detail

Financial Performance Report

1. Details of Council's Financial Performance Report (Report) for the year-to-date ending 28 February 2026 is included in **Attachment 1**.
2. The Report highlights Council's operating result as at the end of February is $43,000 favourable to budget.
3. This is a good result eight months into the financial year and shows all levels of the organisation are demonstrating financial responsibility in their day-to-day activities. It is important to note the financial performance report only has regard to the current year budget and may not necessarily translate to similar results in next year's budget.

Revenue

4. Year-to-date operational revenue is $75.414 million compared to budgeted revenue of $75.285 million. This represents a favourable result of $129,000 or 0.20% against budget.
5. There are no variations requiring immediate remedial or corrective action.
6. Variations of note are a net reduction in rates revenue of $121,000 and an increase in interest received on cash investments of $190,000. The rate revenue variance is expected to be temporary due to supplementary valuations expected from the Valuer-General and penalties for overdue instalments to be charged in March.
7. The interest received from cash investments is forecast to remain above budget due to higher and rising interest rates.

Expenditure

8. Year-to-date operational expenditure is $51.299 million compared to budgeted expenditure of $51.213 million. This represents an unfavourable result of $86,000 or 0.20% against budget.
9. There are no variations requiring immediate remedial or corrective action.
10. Variations of note are reduced employee expenses of $483,000 and increased depreciation of $473,000. Both of these are reactive expenses, with employee expenses influenced by staff turnover and depreciation tied to high levels of capital investment and phasing of the depreciation budget.

Non-operating – Capital Grant Revenue

11. Capital grant revenue is $5.856 million against the annual $5.966 million budget.
12. The main capital grant is for repairs and upgrade of the Glenorchy War Memorial Pool. An update on the progress of pool works is detailed later in this report.

Non-operating – Monetary Contributions

13. No monetary contributions have been received, and no budget is provided due to the ad-hoc nature of this revenue.
14. Typically, this revenue is held in reserve to fund future capital works where current developments will impose capital upgrades on Council earlier than anticipated.

Non-operating – Net Gain/(Loss) on Disposal / Derecognition of Assets

15. Disposal of assets currently records a minimal gain of $76,000 against an annual budget loss of $1.375 million.
16. Activities in this area are related to disposal of obsolete computer equipment, minor plant and vehicle changeovers. Land sales also contribute to the monthly result.
17. The sale price of all disposed assets is tempered by the expense in writing down the book value of those assets. There is also an allowance for derecognised assets when the physical asset is redundant.

Non-operating – Contributions Non-Monetary Assets

18. Non-monetary assets to the value of $279,000 have been received to date against an annual budget of $3.675 million.

19. Typically, these are donated/gifted assets received from subdivisions and like developments, as well as assets found not to be currently recorded in the asset register.

Non-operating – Assets Written Off

20. Assets to the value of $865,000 have been written off to date against an annual budget of $700,000.

21. Typically, this relates to the residual value of assets that have reached the end of their useful lives and have been replaced.

Capital Works

22. Year-to-date capital works expenditure is $14.099 million against the expected budgeted year to date expenditure of $15.252 million.

23. Separate quarterly capital update reports will continue to be provided to Council and will include recommendations for variations to the capital program or budget where necessary.

Glenorchy War Memorial Pool Update

24. Expenditure at 28 February 2026 is $3.296 million against the $6.500 million budget, including minor contractual variations of $42,991.

25. Works on the repairs and upgrade of the pool are making good progress.

- Change room building:
  - Plastering completed
  - Floor drain works completed
  - Epoxy floor compound finish completed
  - Vinyl sheet flooring, shower partitions & wall lining completed
  - Glazing works completed – translucent film installation
  - External painting commencing including roof sheeting.
  - Hydraulic & Electrical fit-off underway.
  - Joinery installation commenced.
- Pool Structure:
  - Pool accessible ramp works on-going, base and first wall pours completed
  - Access ramps tiling commenced.
  - Handrail shop drawings approved for fabrication.

  - Base of existing pool grinding & water blasting preparation for painting complete
  - Plant room:
  - Screed to plant room floor completed
  - Sewer tank install
  - Rising main connection complete
- Site works:
  - Grandstand stair works underway – handrails to be installed
  - Pool solar heating preparation underway.
  - Services tunnel works underway.
- Plant room
  - New main switchboard (MSB) has been installed
- Change-in-place POD:
  - Deed received
  - Temporary Occupancy Permit approved.
  - POD supplier indicated delivery of POD likely end of March.

Budget Variations

26. No budget variations are proposed in this report.

Further Information

27. Further details on revenue, expenditure and capital works figures are provided in **Attachment 1** to this report.

Attachments

1. Attachment Financial Performance Report Feb 2026 [**11.2.1** - 10 pages]

Glenorchy City Council

Monthly Financial Performance Report for the year-to-date ending 28 February 2026

Statement of Comprehensive Income

Statement of Comprehensive Income to 28 February 2026					
Year-to-Date (YTD)	**Note**	**FY2026 Budget $'000**	**FY2026 Actual $'000**	**FY2025 Actual $'000**	**FY2026 Variance Actual to Budget**
Operating Revenue					
Rates	1	54,953	54,833	52,112	⇩
User charges and licences	2	13,484	13,511	12,671	⇧
Interest	3	701	890	990	⇧
Grants	4	4,570	4,558	2,821	⇩
Contributions - cash	5	30	3	57	⇩
Investment income from Tas Water	6	1,195	1,195	1,086	⇔
Other income	7	352	424	286	⇧
Total Operating Revenue		**75,285**	**75,414**	**70,024**	⇧
Operating Expenditure					
Employment costs	8	20,757	20,275	18,031	⇩
Materials and services	9	13,574	13,531	11,953	⇩
Depreciation and amortisation	10	11,464	11,937	11,899	⇧
Finance costs	11	10	1	97	⇩
Bad and doubtful debts	13	-	-	-	⇔
Other expenses	14	5,407	5,555	4,282	⇧
Total Operating Expenditure		**51,213**	**51,299**	**46,262**	⇧
Total Operating Surplus/(Deficit)		**24,072**	**24,115**	**23,762**	⇧
Non-Operating Revenue					
Contributions – non-monetary assets	15	-	279	4,776	⇧
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	16	(5)	76	(2,916)	⇧
Capital grants received specifically for new or upgraded assets	17	5,758	5,856	6,876	⇧
Contributions –monetary	18	-	-	-	⇔
Total Non-Operating Revenue		**5,753**	**6,210**	**8,737**	⇧
Non-Operating Expenses					
Assets written off	12	-	865	40	⇩
Total Non-Operating Expense		**-**	**(865)**	**(40)**	
Total Surplus/(Deficit)		**29,825**	**29,461**	**32,459**	⇩

Operating Revenue

Year-to-date operational revenue is $75.414m compared to budgeted operational revenue of $75.285m. This represents a favourable result of $129k or 0.2% against budget.

All noted amounts are reported as variance to budget as of 28 February 2026.

Note 1 – Rates Revenue

Unfavourable against the year-to-date $54.953m budget by $121k, noting higher charitable remissions expense ($141k) and revenue from penalties for instalment three to be charged in March ($21k), offset by increased supplementary valuation revenue ($33k).

Note 2 – User Charges and Licences Revenue

Favourable against the year-to-date $13.484m budget by $27k, noting increased revenue from planning application fees ($147k) and building permit fees ($122k), offset by reduced revenue from landfill ($202k) and public compliance ($54k).

Note 3 – Interest on Investments

Interest on cash and investments is $890k against an annual budget of $1.750m. Interest received from at-call accounts / redeemed term deposits is $275k. Interest received from reserve accounts is $58k. Interest reinvested on term deposits is $633k. Accrued interest on term deposits before 1 July is $77k.

Note 4 – Operating Grants

Unfavourable against the year-to-date $4.570m budget by $12k, noting reduced federal government childcare subsidy ($261k), yet to receive jackson street landfill infrastructure grant ($50k) and yet to receive waste minimisation education sponsorship ($12k), offset by grants received for childcare working together ($244k) and jobs hub partnership fund ($60k).

Note 5 – Contributions - Cash

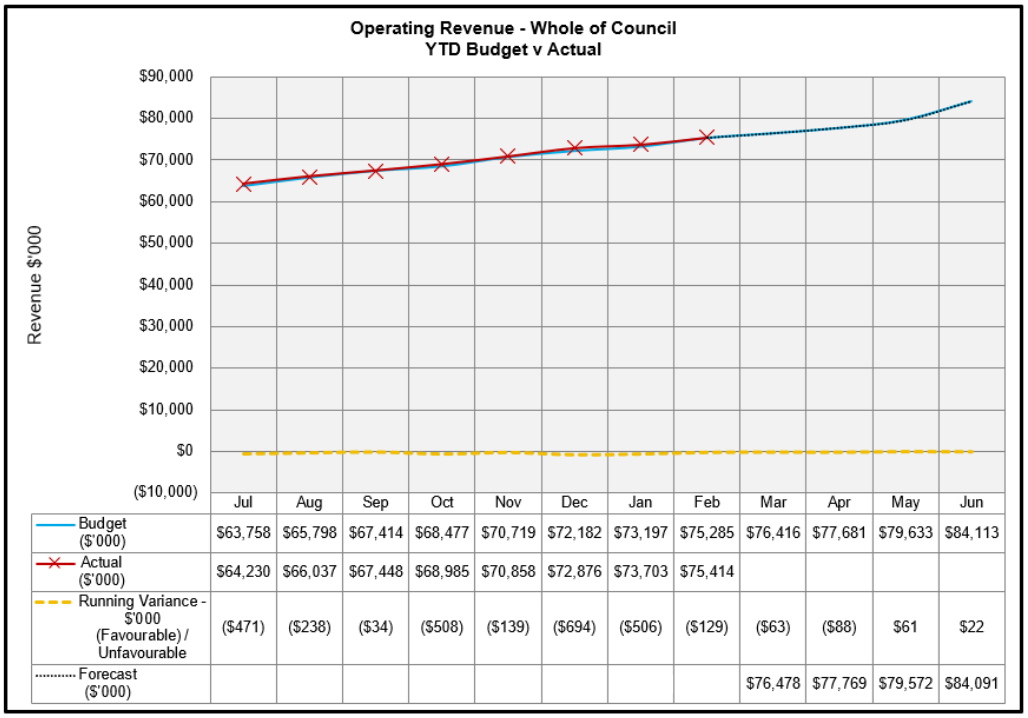
Unfavourable against the year-to-date $30k budget by $27k, noting this budget covers planning cash-in-lieu ($11k budget $0 received) and private stormwater connection permits ($19k budget $3k received).

Note 6 – Tas Water Income

Dividends to the value of $1.194m have been received year-to-date against an annual budget of $2.389m.

Note 7 – Other Income

Favourable against the year-to-date $352k budget by $72k, noting insurance claim reimbursements ($35k), landfill gas royalties ($28k) and miscellaneous ($21k).



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Budget ($'000)	$63,758	$65,798	$67,414	$68,477	$70,719	$72,182	$73,197	$75,285	$76,416	$77,681	$79,633	$84,113
Actual ($'000)	$64,230	$66,037	$67,448	$68,985	$70,858	$72,876	$73,703	$75,414				
Running Variance - $'000 (Favourable) / Unfavourable	($471)	($238)	($34)	($508)	($139)	($694)	($506)	($129)	($63)	($88)	$61	$22
Forecast ($'000)									$76,478	$77,769	$79,572	$84,091

Operating Expenditure

Year-to-date operational expenditure is $51.299m compared to budgeted expenditure of $51.213m. This represents an unfavourable result of $86k or 0.2% against budget.

Note: All noted amounts are reported as variance to budget as at 28 February 2026.

Note 8 – Employment Costs

Favourable against the year-to-date $20.757m budget by $483k, noting position vacancies and lead-times in recruitment will result in reduced employee expenses across the organisation. To cover essential vacancies, labour hire personnel have been engaged to the value of $393k.

Note 9 – Materials and Services Expenditure

Favourable against the year-to-date $13.574m budget by $43k, noting underspends in landfill ($243k) and waste management ($234k), offset by information technology timing of software licence periods ($607k).

Note 10 – Depreciation and Amortisation

Unfavourable against the year-to-date $11.464m budget by $473k, noting a reforecast of the depreciation budget was approved in the mid-year review. This has been apportioned over the remaining months of the financial year and will erode the variation progressively.

Note 11 – Finance Costs

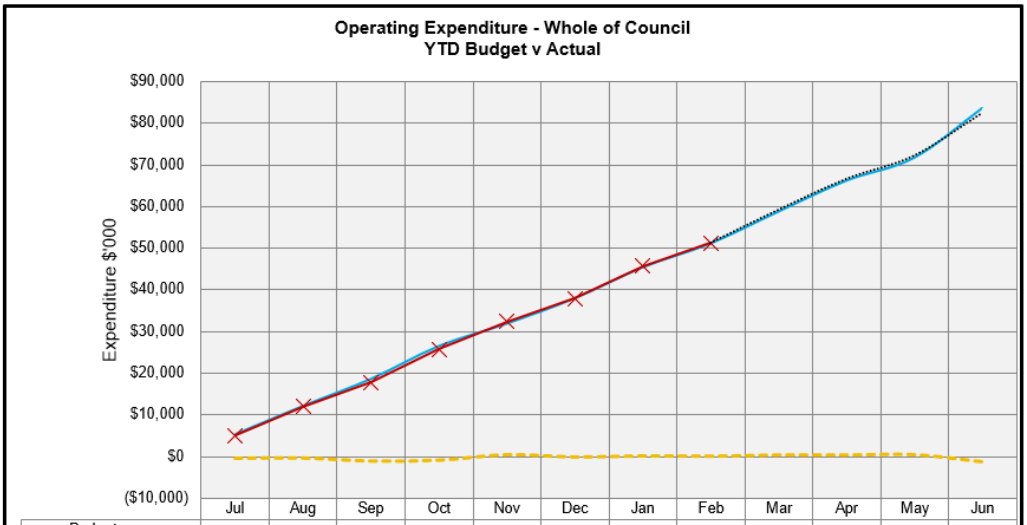
Materially in line with budget with only minor expenditure against the $10k budget.

Note 13 – Bad and Doubtful Debts

No bad or doubtful debts identified to date.

Note 14 – Other Expenses

Unfavourable against the year-to-date $5.407m budget by $148k, noting land tax due in March paid in February ($213k) and external audit fees paid in advance of budget ($28k), offset by Lutana waste transfer station rent payment share yet to be paid to HCC ($57k) and remaining community donations budget ($21k).



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Budget ($'000)	$5,534	$12,321	$18,798	$26,656	$32,016	$38,082	$45,492	$51,213	$58,841	$66,247	$71,740	$83,611
Actual ($'000)	$5,136	$11,987	$17,761	$25,815	$32,455	$37,985	$45,658	$51,299				
Running Variance - $'000 (Favourable) / Unfavourable	($398)	($333)	($1,037)	($841)	$438	($97)	$165	$86	$372	$358	$442	($1,227)
Forecast ($'000)									$59,213	$66,605	$72,182	$82,384

Non-Operating Revenue

Note 15 – Contributions – Non-Monetary Assets

Non-monetary assets to the value of $279k have been received against an annual budget of $3.675m.

Note 16 – Gain or Loss on Disposal of Assets / Derecognition of Assets

Gain on disposal of assets is $76k against the annual loss of $1.375m budget, noting proceeds received from the public auction of changeover fleet and obsolete plant / equipment ($103k), offset by disposal costs and book value write offs ($21k) and land sale expenses ($5k).

Note 17 – Capital Grants

Capital grant revenue is $5.856m against the annual $5.966m budget, noting:

401884 - Glenorchy War Memorial Pool	4,698,146
401654 - Local Roads & Community Infrastructure Phase 4	365,130
401400 - Roads 2 Recovery Grant	333,816
401916 - Glenorchy Pool Changing Places Facility	130,463
401945 - Abbotsfield Park Sports Lighting Upgrade	111,364
401903 - Infrastructure Grant Program Jackson Street	90,000
401924 - Cricket Infrastructure Fund	72,000
401946 - Upgrade of Bayswater Road Netball Court Lighting	25,000
401867 - Abbotsfield Road VRUP R1-09	21,843
401934 - VRUP-2025-02 - Central Ave Ped Crossing at Garden Rd	8,000

Note 18 – Contributions - Monetary

No contributions-monetary capital revenue has been received, and no budget is provided.

Non-Operating Expenditure

Note 12 – Assets Written Off

Assets to the value of $865k have been written off against an annual budget of $700k.

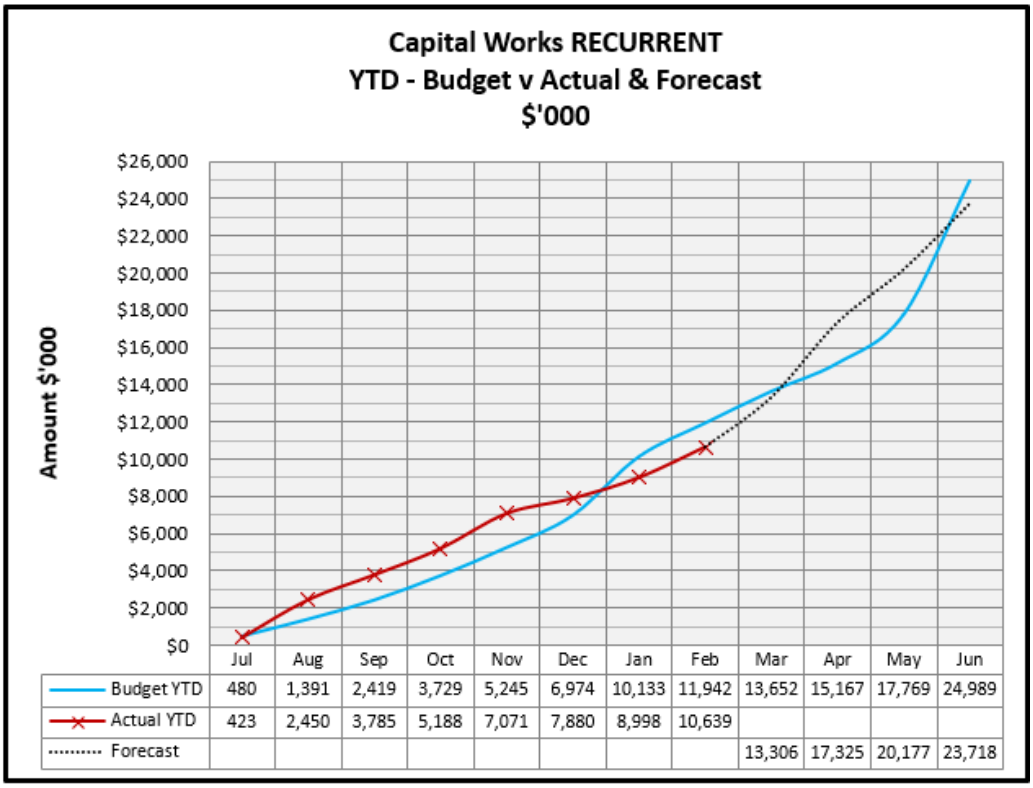
Capital Works

Year-to-date Capital Works expenditure is $14.099m against the nominal year-to-date budget of $15.252m with the expenditure split between Recurrent and Major projects being:

- RECURRENT: $10.639m has been expended against a budget of $11.942m
- MAJOR PROJECTS: $3.460m has been expended against a budget of $3.310m

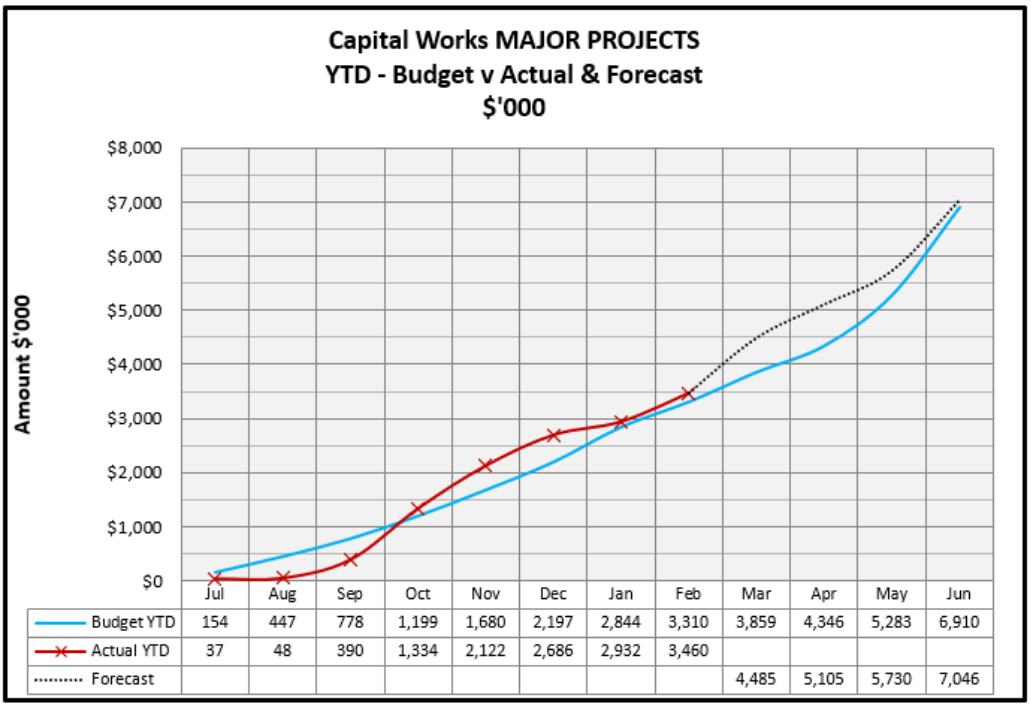
Forward forecasts indicate the capital works program may not expend all funding by 30 June 2026. However, the Infrastructure Management Group (IMG) actively monitors project progress and expenditure. In the event forecast trends suggest budget might not be achieved, funds will be redirected to other capital projects that are able to be completed by 30 June and reported to Council in the Q3 Capital Status Update Report.

Capital Program – Recurrent



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Budget YTD	480	1,391	2,419	3,729	5,245	6,974	10,133	11,942	13,652	15,167	17,769	24,989
Actual YTD	423	2,450	3,785	5,188	7,071	7,880	8,998	10,639				
Forecast									13,306	17,325	20,177	23,718

Capital Program – Major Projects*



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Budget YTD	154	447	778	1,199	1,680	2,197	2,844	3,310	3,859	4,346	5,283	6,910
Actual YTD	37	48	390	1,334	2,122	2,686	2,932	3,460				
Forecast									4,485	5,105	5,730	7,046

*The following projects form the Major Projects capital works program:

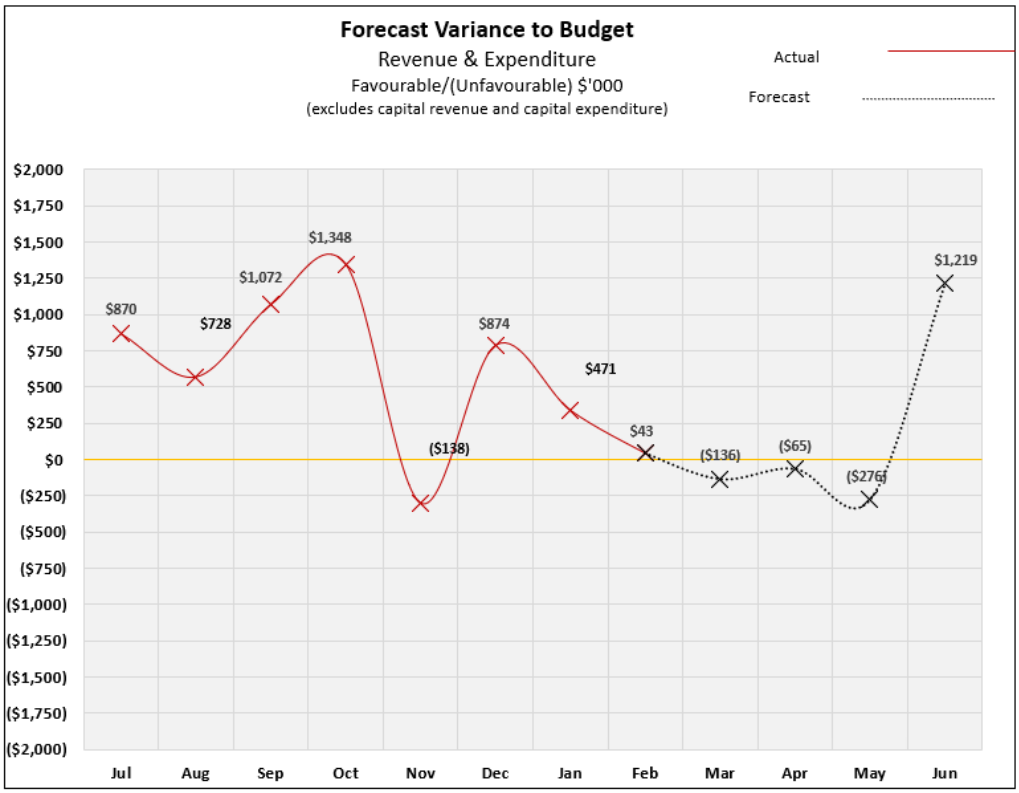
Project	YTD Actual	ANNUAL Budget	ANNUAL Forecast
102231 - Glenorchy Pool Reopening Repairs	$3,295,882	$6,500,000	$6,571,648
102312 - Glenorchy Pool Changing Places Facility	$105,032	$105,032	$135,032
102489 - Humphreys Rivulet Rehabilitation	$4,620	$104,620	$104,620
102522 - Youth Hub Fitout	$10,047	$200,000	$190,047
Various Unbudgeted Expenditure on Carryover Projects	$44,442	$0	$44,442
TOTALS	**$3,460,023**	**$6,909,652**	**$7,045,789**

Operating Forecast to 30 June 2026

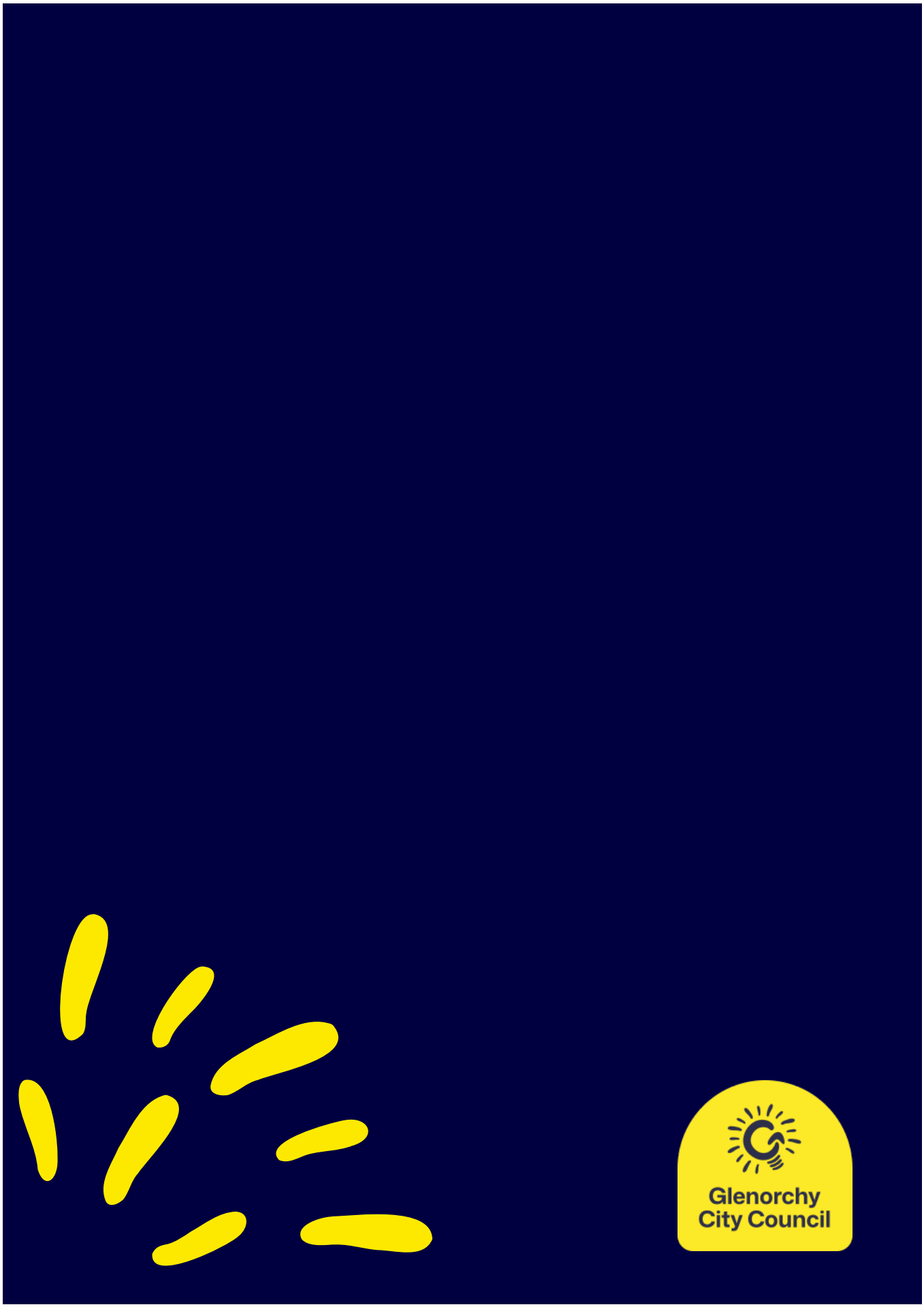
The forecast through to 30 June 2026 is currently showing a favourable end of year result of $1.219m based upon (a) the actual variation reported year to date to 28 February 2026 and (b) all remaining months achieving forecast.

Adjustments to amounts previously reported

There are instances where ledger adjustments are required in respect of amounts reported in prior periods. These adjustments will be visible when comparing this report against previously presented Financial Performance Report.



Note 1: The data in this chart is a compilation of actual, budget and forecast revenue / expenditure. It is recalculated each month to ensure it represents the most up-to-date analysis of Councils financial position which may result in differences to previously reported charts.


Glenorchy
City Council

11.3 POLICY UPDATE: COMPLAINTS MANAGEMENT

Author: Governance Officer (Poorni Wanigasekara)

Qualified Person: Director Community and Corporate Services (Tracey Ehrlich)

File Reference: Policies by Directorate

Executive Summary

This report presents the outcome of an early review of Council's Complaints Management Policy, undertaken to ensure alignment with updated child safety obligations and legislative requirements. Although the policy was not scheduled for renewal until 2027, the review was initiated proactively by the Community team to strengthen Council's safeguarding framework and demonstrate due diligence in relation to children and young people.

The revised policy incorporates updated terminology, references to contemporary child safety legislation and related safeguarding documents, expanded definitions, and the inclusion of a clear safeguarding statement within the policy framework. These amendments improve clarity, consistency and compliance, while reinforcing Council's commitment to transparent, accountable and child-safe complaint handling practices.

In addition, the complaint investigation timeframe has been extended to provide improved operational clarity and ensure investigations can be undertaken thoroughly, particularly where matters involve child safety considerations.

The amended policy was reviewed by officers with child safety responsibilities, circulated to all Managers and Coordinators for consultation, and subsequently endorsed by the Chief Financial Officer as the responsible policy owner. No adverse or outstanding issues were raised during consultation.

An updated version of the Complaints Management Policy is provided in **Attachment 2** and is recommended for Council adoption.

Recommendation

That Council:

1. ADOPT the revised Complaints Management Policy, as contained in **Attachment 2**.
2. NOTE that the policy has been reviewed ahead of its scheduled cycle to ensure alignment with updated child safety obligations and legislative requirements.
3. NOTE that implementation and oversight of the Complaints Management Policy, including child safety-related matters, will be managed through existing governance, reporting and safeguarding frameworks.

Community Plan Reference	Transparent and accountable government.
Strategic Plan Reference	Make informed decisions that are open and transparent and in the best interests of our community.
Consultation/Engagement	All managers and Coordinators
Resources	Not applicable
Risk/Legal/ Legislative/ Reputational	The revised Complaints Management Policy strengthens Council's governance and compliance assurance by aligning complaint handling with contemporary child safety obligations and relevant legislation, including the Child and Youth Safe Organisations Act 2023. The amendments are clarificatory and strengthening in nature, do not represent a material departure from established practices, and present a low implementation risk that will be managed through existing oversight and safeguarding frameworks. Adoption of the revised policy reduces legal and reputational risk by ensuring Council's approaches remain current, defensible and consistent with statutory and community expectations; conversely, failure to adopt would increase governance and compliance risk through continued reliance on an outdated policy
25/26 Budget Allocation	Not applicable
Life of Project, Service, Initiative or (Expectancy of) Asset	Not applicable
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	Not applicable
Other Funding Sources	Not applicable

Proposal in detail

1. All policies adopted by Council are reviewed cyclically. The ordinary review period for Council policies is four (4) years after adoption. However, policies may be reviewed earlier if it is appropriate to do so, for example if there are changes to a relevant governing act.
2. The Council's *Complaints Management Policy* was last adopted on 28 November 2023 and is scheduled for renewal in 2027. The Community team has requested an early review to ensure the policy aligns with updated child safety obligations.
3. The Community team and other officers responsible for child safety have reviewed the policy. Their proposed amendments are shown as tracked changes in **Attachment 1.**
4. Following the incorporation of all amendments, the updated policy was circulated to all managers and coordinators for a 14-day consultation period.
5. No additional feedback was received during the consultation period. The Chief Financial Officer, as the responsible policy owner, reviewed the final tracked changes version and endorsed all proposed amendments.
6. **Attachment 2** to this report contains the clean, updated version of the policy incorporating all approved changes. This version is recommended for adoption.
7. The amendments to the complaints management policy includes:
    - Updating the title "General Manager" to "Chief Executive Officer".
    - Adding child safety obligations and referencing all relevant Safeguarding Children and Young People statements, policies, and flowcharts under "Related Documents".
    - Referencing the *Child and Youth Safe Organisations Act 2023* under "Acts".
    - Adding definitions for "child safety" and "reportable conduct".
    - Including a new safeguarding statement under the Policy Statement.
    - Extending the customer complaint investigation timeframe by an additional five (5) days, resulting in a total of ten (10) days.
    - Minor formatting improvements, including alignment, underlining, and vocabulary adjustments to enhance readability.

Attachments

1. Complaints Management Policy -Track Changes version [**11.3.1** - 12 pages]
2. Complaints Management Policy - Clean version [**11.3.2** - 13 pages]

COUNCIL POLICY

Glenorchy City Council

27/01/2026

COMPLAINTS MANAGEMENT

1. Purpose

The aims of this Policy are to:

a) recognise Council's commitment to providing a good service.
b) increase the level of community satisfaction by resolving complaints in an effective, timely, fair, respectful, professional and objective manner.
c) provide a flexible approach for complaint resolution which takes into consideration the individual, and special circumstances.
d) build a positive culture and good systems around complaints management and encourage constructive feedback.
e) recognise that complaints are best dealt with at the individual level, as soon as is practicable and to promote fairness for all parties;
f) provide a framework for the management and review of feedback with a view to continually improving services, systems, and capabilities; and
g) ensure all statutory requirements are satisfied and outcomes are communicated clearly, including review and escalation options.

2. Scope

This Policy applies to all employees, volunteers, or authorised persons.

b) This Policy does not cover or apply to complaints that a:

i. re covered by another law, policy, or process that prescribes dispute management procedures, including those directed at .

i. Child safety or Reportable Conduct;

ii. are directed at the conduct of Elected Members or the Chief Executive Officer (COE)General Manager. A grievance where the office of the CEO General Manager is named as a respondent must be dealt with by the "Grievances Involving the General Manager Policy".

iii. Complaints relating to the conduct of an Elected Member are handledmust be dealt with in accordance with the Code of Conduct for Elected Members. If the complaint relates to the failure of Council, an

Commented [RK1]: Consistent wording with ii (above)

COUNCIL POLICY

Glenorchy City Council

~~Elected Member or the General Manager to comply with the requirements of the *Local Government Act 1993* or any other Act, that may be made to the Director of Local Government.~~

iii. ~~are about~~ a policy or strategy of the Council. They may be directed to the Mayor and/or individual Elected Members.

iv. ~~relate to~~ enforcement decisions, however the behaviour of staff in the conduct of their enforcement duties is covered by this Policy.

3. Related Documents

- Code of Conduct
- Grievances ~~against the~~Involving General Manager Policy
- Dealing with Unreasonable Customer Conduct Policy
- Privacy Policy
- Code for Tenders and Contracts
- Statement of Commitment to Safeguarding Children and Young People
- Safeguarding Children and Young People Policy
- Safeguarding Children and Young Pople Reportable Conduct Directive
- Safeguarding Children and Young Pople Reportable Conduct Flowchart

Commented [RK2]: Policy on website says 'involving'

Commented [RK3]: We have our statements for housing and gambling on the gcc website (policies) but not this one, recommend popping this one up too

Commented [RK4]: Recommend the naming convention match the Directive

4. Statutory Requirements

Acts	*Local Government Act 1993 (Tas)* *Public Interest Disclosure Act 2013* *Personal Information Protection Act 2004* *Child and Youth Safe Organisations Act (2023)*
Regulations	N/A
Australian/ International Standards	N/A

5. Definitions

Enforcement Decision means a decision of the Council or Council staff to undertake enforcement action

including fines and prosecution, that is subject to the Council's enforcement policy.

Child Safety means the physical, emotional or psychological safety and wellbeing of a person under the age of 18 years old.

Complaint means contact made by a member of the community to express dissatisfaction about the quality or timeliness of a Service Request, a Council provided service or an action of a Council staff member or contractor, where an expectation of a solution and response is requested or implied.

Other Persons at the Workplace Any person, other than an Elected Member, at the Workplace who is not a Worker.

Reportable Conduct means the behaviour of an adult towards a child or young person under 18 years old, which creates harm or risk of harm.

Service Request is a request lodged with Council following contact made by the community to report the failure of a Council facility or service, or the request to provide a Council facility or service.

Worker A person, other than an Elected Member, who carries out work in any capacity for Council, including work as:

(a) an employee;
(b) a contractor or subcontractor;
(c) an employee of a contractor or subcontractor;
(d) an employee of a labour hire company who has been assigned to work at Council;
(e) an outworker;
(f) an apprentice or trainee;
(g) a student gaining work experience; or
(h) a volunteer.

Workplace A place where work is carried out for Council.

6. Policy Statement

Fairness

We treat all feedback we receive on its individual merits, through clear and consistent processes.

Commitment

We are committed to resolving complaints and have a culture that recognises an individual's right to

Commented [RK5]: Visually this is quite hard to read with how bold the underline is - more design feedback than policy feedback

provide feedback. We recognise feedback as being an important part of our business of serving our communities and improving service delivery.

Accessibility

People, including children and young people, requiring assistance to provide feedback will be supported by Council staff to follow the complaints resolution process ~~including children and young people.~~.

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Transparency

We are committed to an open and transparent process. We will make it clear how to seek resolution of complaints, and explain the resolution process.

Objectivity and fairness

Complaints are dealt with courteously, impartially, within established timeframes and are assessed using evidence-based, objective decision making.

Privacy

Customer information is handled according to privacy laws and other relevant legislation. We provide clear information about how we handle personal information. Feedback data is de-identified if reported more widely.

Accountability

We are accountable internally and externally for our decision making and complaint handling performance. We treat feedback fairly, provide explanations and reasons for decisions and ensure that our decisions are subject to appropriate review processes. We systematically record, analyse and report on complaints resolution.

Continuous improvement

We act on, and learn from, feedback. It helps us identify problems and improve services.

Safeguarding

We recognise our legal and moral responsibilities in keeping children and young people safe and will meet this commitment in a way that is aligned with the National Principles for Child Safe Organisations.

2. SERVICE COMPLAINT RESOLUTION PROCEDURE

COUNCIL POLICY

Glenorchy City Council

2.1 Stage One

Customer raises a complaint for resolution

2.1.1 Any member of the public can provide feedback by:

- Telephone: (03) 6216 6800.
- Online: www.gcc.tas.gov.au/contact-us/
- Email: GCCMail@gcc.tas.gov.au/
- Post: Glenorchy City Council PO Box 103 Glenorchy Tasmania 7010.
- In Person: Glenorchy City Council Chambers, 374 Main Road, Glenorchy, Tasmania.

We provide assistance to customers

2.1.2 If customers have specific communication needs or barriers, we can assist. Our staff will talk with customers if they have trouble reading or writing. For other support, this can be provided by:

- **National Relay Service**
  Web: www.accesshub.gov.au (online chat and video calls available)

  Phone: 1800 555 660TTY: 1800 555 630 (Teletypewriter)

  Fax: 1800 555 690SMS: 0416 001 350

  Email: helpdesk@relayservice.com.au

  Post: PO Box 99, Mount Clear, VIC 3350

- **Interpreter Service**
  Web: www.tisnational.gov.au

  Phone: 131 450 (within Australia)

  Phone: +613 9268 8332 (outside Australia)

Child Safety

~~2.1.3 Child Safety~~

Commented [RK7]: Just to follow the formatting of the document

COUNCIL POLICY

Glenorchy City Council

2.1.3 If the matter involves harm or risk of harm to a child or young person under 18 years old, we will address the matter by following the Reportable Conduct Directive. If there is an emergency or a crime has been committed, relevant authorities will be notified. Investigations into Reportable Conduct has its own framework and mandated time frames under the *Child and Youth Safe Organisations Act (2023).*

Commented [SW8]: Should we refer to the Safeguarding children & young people policy here?

Commented [RK9]: For the subitems, just a minor suggestion of formatting the numbered items by using the '1. List Paragraph' formatting within the template - Have done an example on just this one, for consideration

2.2 Stage Two

Information Gathering

2.2.1 Customers are encouraged to raise concerns directly with the Council staff member or contractor involved. If the complaint is not resolved, the complaint can be escalated to a more senior person.

2.2.2 When providing more formal feedback, customers can help us to deal with a complaint by providing the following information:

- Name and contact details. People can raise complaints anonymously, but this may limit Council's ability to fully investigate the matter and respond.
- Identify the action, decision, service, or policy they are concerned about, and why they are dissatisfied.
- The relevant details, such as dates, times, location or reference numbers, third party and/or witness/es contact details, and documents that support the concern.
- The outcome the customer is seeking by raising the complaint.
- Whether the customer has any special communication needs.

2.2.3 We will record and acknowledge the complaint within five business days.

Initial Assessment

2.2.4 We will initially assess the complaint to decide how to respond. After an initial assessment, we may:

- Take direct action to resolve the complaint at the time the customer first contacted us.
- Refer the complaint to the relevant team or manager for investigation.
- Advise the customer how to redirect the complaint resolution request, if they have a right to a statutory review (such as a right of appeal under the *Land Use Planning and Approvals Act 1993* or other legislation).
- Provide information on how to seek a review otherwise dealt with through another process.

- Deal with any frivolous or vexatious request in accordance with the "Dealing with Unreasonable Customer Conduct Policy".

2.2.5 Service requests and complaints and the steps to resolution:

Service Requests – The enquiry is resolved at first point of contact, usually with the creation of a service request. For example: a Council-owned asset needs maintenance, or a collection of household waste was missed, which is resolved by a CSO creating a service request to have the issue attended to. Where an enquiry should be dealt with by an external body or through a statutory review process, we will provide guidance on how to progress the enquiry. If we decide not to take action, we will explain why, and, where possible, inform the customer about other options.

Complaints – When a complaint is received, it will be investigated by an officer from the area that provided the service. Any third party or witness/es involved will be informed they are now part of a formal process, and may be provided with a copy of this policy. The officer will gather additional information and make an evidence-based decision. We aim to complete investigations within 10~~5~~ working days and will update the customer if the investigation will take longer. If this is the case, we will update the customer every 10 working days about progress until the investigation is completed. We will provide a written outcome of the investigation, and explain our reasons.

Internal Review – Where a customer believes the Council has made a wrong decision then they can request an internal review. An independent internal review is undertaken by the CEO ~~General Manager or~~ or ~~their~~ their delegate who will consider whether the complaint should have been dealt with differently. The review may find that the original decision should be upheld, varied, or overturned.

External Review – Where a customer still believes that the Council has made a wrong decision, customers are to be advised that they can a request an alternative external review, such as by contacting: The Ombudsman, Equal Opportunity Tasmania, or the Director of Local Government. Council will participate and cooperate in the external review process.

3. Investigation

3.1 As part of the complaint investigation process, we will:

- Assess the information against relevant legislation, policies, and procedures to determine how a complaint is to be managed. For example, a complaint about serious misconduct may need to be dealt with as a Public Interest Disclosure depending on who requests complaint resolution, or if a complaint will trigger aright of statutory review/appeal this would need to be considered under the provisions of the relevant legislation.
- Refer to relevant Council documents and records and third party/witness statements.
- Meet with affected parties to gain further insights and consider possible solutions.
- The CEO ~~General Manager~~ may initiate independent mediation where the facts or substance of a complaint remain in dispute after all information gathered has been considered, further discussions have taken place with the complainant, and the investigating or review officer is unable to make an objective and fair decision.
- Make an objective and fair decision based on the available evidence and information.
- Advise the customer in writing of the outcome of the investigation and reasons for the decision made.

4. Resolution

4.1 In finding a solution to a complaint we are committed to a range of options which may include:

- An acknowledgement and apology for an error
- An explanation of a decision or action
- A change of decision
- A change to policy or procedure
- Repair / rework / replacement / refund
- Counselling or disciplining of staff
- Mediation to resolve disputes arising from a complaint investigated under this policy

5.Review

5.1 Where the customer believes the Council has made a wrong decision in dealing with their complaint then they can request an internal review. The review will be undertaken independently of the person who took the action, the person who made the decision and the person who provided the action, decision or service. This may be a member of the Management Team or the CEO ~~General Manager~~.

5.2 A customer can request a review of the decision by replying to the officer who dealt with the complaint.

5.3 The internal review will evaluate the complaint process and associated evidence collected to date and

determine whether the outcome of the initial investigation decision should be upheld, varied, or overturned.

5.4 We aim to complete a review of an internal complaint within 10 working days and will tell the customer if the review will take longer. We will provide a written outcome of the internal review and explain our reasons.

5.5 A customer who remains dissatisfied with the outcome of a review is entitled to seek external review from:

- **The Ombudsman:**
  NAB House, Level 6 86 Collins Street Hobart GPO Box 960 Hobart Tas 7001

  Tel: 1800 001 170 (free call in Tasmania)

  Email: ombudsman@ombudsman.tas.gov.au

  Web: www.ombudsman.tas.gov.au/home
- **Equal Opportunity Tasmania:**
  Level 1 54 Victoria Street Hobart GPO Box 197 Hobart Tas 7001

  Tel: 1300 305 062

  Email: office@equalopportunity.tas.gov.au

  Web: www.equalopportunity.tas.gov.au/home
- **Commissioner for Children and Young People:**
  Email: childcomm@childcomm.tas.gov.au

  Tel: (03) 6166 1366

  Web: childcomm.tas.gov.au
- **Director of Local Government:**
  GPO Box 123 Hobart Tas 7001

  Tel: 03 6232 7022

Email: lgd@dpac.tas.gov.au

Web: www.dpac.tas.gov.au/divisions/local_government

A request made to the Director under section 339E of the Local Government Act 1993 must be:

a) In writing; and

b) identify the complainant and the person against whom the complaint is made; and

c) give particulars of the grounds of the complaint; and

d) be verified by a statutory declaration.

6.Complaint Analysis and Reporting

6.1 Complaints resolution provides us with valuable feedback about how we are performing.

6.2 We regularly analyse our complaints resolution data to identify trends and potential complaints that require further attention. We use this information to come up with solutions about how we can improve our administration and delivery of services.

6.3 Complaint information will be recorded and be uniquely categorised to enable retrieval, analysis and reporting of complaints.

6.4 The CEO ~~General Manager~~ will provide an annual report to Council on the number and nature of complaints received as required under section 339F of the *Local Government Act 1993*

6.5 We are open and transparent about the complaints we have received, and what we have done to resolve them.

7.Privacy

7.1 We keep customer personal information secure and manage it in accordance with the requirements of the *Personal Information Protection Act 2004* and the *Right to Information Act 2009.*

7.2 We must be especially careful to protect personal information, particularly if the complaint relates to child safety or reportable conduct. We must keep information relating to child abuse for 125 years after that child or young person's date of birth.

Commented [RK10]: Just updated to keep in line with what we do / what will happen

7.32 We use customer information to respond to the complaint and may also analyse the information customers have provided for the purpose of improving services that relate to the complaint.

7.43 Where we publish complaint data, personal information is removed.

8.Responsibilities

8.1 Managers and Coordinators

- Promoting positive behaviours and continual improvement practices relating to enabling, recording, responding to, and learning from complaints. Supporting service and administrative improvements that arise from complaints.
- ensuring appropriate management of complaints under the Complaint Resolution Procedure.
- Reviewing and publishing complaint data.
- Identifying and delivering staff training.
- Managing conflicts of interest in the complaint resolution process.
- Reporting on and identifying improvements from complaint data.
- Supporting staff who deal with complaints.

8.2 All Council Staff

- comply with this Policy, including reasonably raising or responding to and resolving complaints;
- Familiarising themselves with this Policy.
- Assisting members of the public to give feedback and raise complaints.
- Treating members of the public respectfully and professionally.
- Raising suggestions to continuously improve complaints resolution systems and administration.

7. Version Control

Version	V 2.0	**Adopted**	DD MM YYYY	**Commencement date**	DD MM YYYY
Minutes reference	Item XX			**Review period**	04 years from adoption

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Glenorchy City Council

Previous versions	V 1.0 adopted 27 November 2023 (Council meeting, Item 15)		
Responsible Directorate	Corporate and Community Services	**Controller**	Chief Financial Officer
ECM Document no	Policies by Directorate		

COUNCIL POLICY

27/01/2026

COMPLAINTS MANAGEMENT

1. Purpose

The aims of this Policy are to:

a) recognise Council's commitment to providing a good service.
b) increase the level of community satisfaction by resolving complaints in an effective, timely, fair, respectful, professional, and objective manner.
c) provide a flexible approach for complaint resolution which takes into consideration the individual, and special circumstances.
d) build a positive culture and good systems around complaints management and encourage constructive feedback.
e) recognise that complaints are best dealt with at the individual level, as soon as is practicable and to promote fairness for all parties.
f) provide a framework for the management and review of feedback with a view to continually improving services, systems, and capabilities, and
g) ensure all statutory requirements are satisfied and outcomes are communicated clearly, including review and escalation options.

2. Scope

This Policy applies to all employees, volunteers, or authorised persons.

b) This Policy does not cover or apply to complaints that are covered by another law, policy, or process that prescribes dispute management procedures, including those directed at

i. Child safety or Reportable Conduct.

ii. the conduct of the Chief Executive Officer (COE). A grievance where the office of the CEO is named as a respondent must be dealt with by the "Grievances Involving the General Manager Policy."

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iii. Complaints relating to the conduct of an Elected Member must be dealt with in accordance with the Code of Conduct for Elected Members.

iii. a policy or strategy of the Council. They may be directed to the Mayor and/or individual Elected Members.

iv. enforcement decisions, however the behaviour of staff in the conduct of their enforcement duties is covered by this Policy.

3. Related Documents

- Code of Conduct
- Grievances Involving General Manager Policy
- Dealing with Unreasonable Customer Conduct Policy
- Privacy Policy
- Code for Tenders and Contracts
- Statement of Commitment to Safeguarding Children and Young People
- Safeguarding Children and Young People Policy
- Safeguarding Children and Young People Reportable Conduct Directive
- Safeguarding Children and Young People Reportable Conduct Flowchart

4. Statutory Requirements

Acts	*Local Government Act 1993 (Tas)* *Public Interest Disclosure Act 2013* *Personal Information Protection Act 2004* *Child and Youth Safe Organisations Act (2023)*
Regulations	N/A
Australian/ International Standards	N/A

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5. Definitions

Enforcement Decision means a decision of the Council or Council staff to undertake enforcement action including fines and prosecution, that is subject to the Council's enforcement policy.

Child Safety means the physical, emotional, or psychological safety and wellbeing of a person under the age of 18 years old.

Complaint means contact made by a member of the community to express dissatisfaction about the quality or timeliness of a Service Request, a Council provided service or an action of a Council staff member or contractor, where an expectation of a solution and response is requested or implied.

Other Persons at the Workplace Any person, other than an Elected Member, at the Workplace who is not a Worker.

Reportable Conduct means the behaviour of an adult towards a child or young person under 18 years old, which creates harm or risk of harm.

Service Request is a request lodged with Council following contact made by the community to report the failure of a Council facility or service, or the request to provide a Council facility or service.

Worker A person, other than an Elected Member, who carries out work in any capacity for Council, including work as:

(a) an employee,
(b) a contractor or subcontractor,
(c) an employee of a contractor or subcontractor,
(d) an employee of a labour hire company who has been assigned to work at Council,
(e) an outworker,
(f) an apprentice or trainee,
(g) a student gaining work experience, or
(h) a volunteer.

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Workplace A place where work is carried out for Council.

6. Policy Statement

Fairness

We treat all feedback we receive on its individual merits, through clear and consistent processes.

Commitment

We are committed to resolving complaints and have a culture that recognises an individual's right to provide feedback. We recognise feedback as being an important part of our business of serving our communities and improving service delivery.

Accessibility

People, including children and young people, requiring assistance to provide feedback will be supported by Council staff to follow the complaints resolution process.

Transparency

We are committed to an open and transparent process. We will make it clear how to seek resolution of complaints and explain the resolution process.

Objectivity and fairness

Complaints are dealt with courteously, impartially, within established timeframes and are assessed using evidence-based, objective decision making.

Privacy

Customer information is handled according to privacy laws and other relevant legislation. We provide clear information about how we handle personal information. Feedback data is de-identified if reported more widely.

Accountability

We are accountable internally and externally for our decision making and complaint

COUNCIL POLICY

handling performance. We treat feedback fairly, provide explanations and reasons for decisions and ensure that our decisions are subject to appropriate review processes. We systematically record, analyse and report on complaints resolution.

Continuous improvement

We act on, and learn from, feedback. It helps us identify problems and improve services.

Safeguarding

We recognise our legal and moral responsibilities in keeping children and young people safe and will meet this commitment in a way that is aligned with the National Principles for Child Safe Organisations.

2. SERVICE COMPLAINT RESOLUTION PROCEDURE

2.1 Stage One

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Phone: 1800 555 660TTY: 1800 555 630 (Teletypewriter)
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  Web: www.tisnational.gov.au
  Phone: 131 450 (within Australia)
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Child Safety

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- Make an objective and fair decision based on the available evidence and information.
- Advise the customer in writing of the outcome of the investigation and reasons for the decision made.

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4.1 In finding a solution to a complaint we are committed to a range of options which may include:

- An acknowledgement and apology for an error
- An explanation of a decision or action
- A change of decision
- A change to policy or procedure
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- Counselling or disciplining of staff
- Mediation to resolve disputes arising from a complaint investigated under this policy

5. Review

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5.2 A customer can request a review of the decision by replying to the officer who dealt with the complaint.

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5.4 We aim to complete a review of an internal complaint within ten working days and will tell the customer if the review will take longer. We will provide a written outcome of the internal

COUNCIL POLICY

review and explain our reasons.

5.5 A customer who remains dissatisfied with the outcome of a review is entitled to seek external review from:

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  Tel: 1800 001 170 (free call in Tasmania)
  Email: ombudsman@ombudsman.tas.gov.au
  Web: www.ombudsman.tas.gov.au/home

- **Equal Opportunity Tasmania:**
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  Tel: 1300 305 062
  Email: office@equalopportunity.tas.gov.au
  Web: www.equalopportunity.tas.gov.au/home

- **Commissioner for Children and Young People:**
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  Tel: (03) 6166 1366
  Web: childcomm.tas.gov.au

- **Director of Local Government:**
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A request made to the Director under section 339E of the Local Government Act 1993 must be:

a) In writing; and

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b) identify the complainant and the person against whom the complaint is made; and

c) give particulars of the grounds of the complaint; and

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6.1 Complaints resolution provides us with valuable feedback about how we are performing.

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6.3 Complaint information will be recorded and be uniquely categorised to enable retrieval, analysis, and reporting of complaints.6.4 The CEO will provide an annual report to Council on the number and nature of complaints received as required under section 339F of the *Local Government Act 1993*

6.5 We are open and transparent about the complaints we have received, and what we have done to resolve them.

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7.1 We keep customer personal information secure and manage it in accordance with the requirements of the *Personal Information Protection Act 2004* and the *Right to Information Act 2009.*

7.2 We protect personal information, particularly if the complaint relates to child safety or reportable conduct. We keep information relating to child abuse for 125 years after that child or young person's date of birth.

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- Reviewing and publishing complaint data.
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- comply with this Policy, including reasonably raising or responding to and resolving complaints.
- Familiarising themselves with this Policy.
- Assisting members of the public to give feedback and raise complaints.
- Treating members of the public respectfully and professionally.
- Raising suggestions to continuously improve complaints resolution systems and administration.

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7. Version Control

Version	V 2.0	**Adopted**	30 March 2026	**Commencement date**	31 March 2026
Minutes reference	Item XX			**Review period**	04 years from adoption
Previous versions	V 1.0 adopted 27 November 2023 (Council meeting, Item 15)				
Responsible Directorate	Corporate and Community Services	**Controller**	Chief Financial Officer		
ECM Document no	Policies by Directorate				

11.4 ADOPTION OF UPDATED SERVICE LEVEL MANUALS

Author: Director Infrastructure and Development (Patrick Marshall)

Qualified Person: Chief Executive Officer (Emilio Reale)

File Reference: Service Level Manuals

Executive Summary

This report seeks Council's adoption of Glenorchy City Council's updated Service Level Manuals, which establish the minimum standards for how Council delivers maintenance and operational services across its infrastructure and community assets.

The Service Level Manuals **Attachments 1 - 8** define, in clear and consistent terms, the standard of service Council commits to delivering within approved budgets and available resources. They articulate what work is undertaken, how priorities are determined, and the expected response times for both reactive and programmed maintenance activities. In doing so, they provide a formal service agreement between Council and the community about what can be expected from Council's infrastructure and operational services.

Council and community were presented with the updated Service Level framework during an open workshop on 10 March 2026, where the purpose of service levels, the reasons for review, and the nature of the proposed changes were outlined. The manuals presented for adoption reflect that workshop discussion and incorporate contemporary legislative and safety requirements, current industry standards, modern asset management practices, and Council's existing operational capacity.

Many of Council's previous service level documents were more than twenty years old and no longer reflected current expectations, legislation, asset types, or service delivery methods. The updated Service Level Manuals provide a modern, defensible and internally consistent framework that aligns service delivery with funding, risk, and asset priorities.

Adoption of the Service Level Manuals will allow them to be formally embedded into Council's asset management and work order systems, support future performance reporting, and provide a transparent basis for managing community expectations and future service level decisions.

Recommendation

That Council:

1. ADOPT the updated Service Level Manuals included as **Attachments 1 – 8** for Council owned and Council maintained infrastructure and assets.
2. NOTES that the adopted Service Levels define the minimum standard of service delivered within Council's approved budgets and resources, and will be reviewed and adjusted as assets, funding or community expectations change.

Community Plan Reference	Valuing Our Environment We improve the quality of our urban and rural areas as places to live, work and play. Leading Our Community We responsibly manage our community's resources to deliver what matters most. Investment in infrastructure to achieve our community's vision.
Strategic Plan Reference	Maintain our roads, footpaths, trails, parks, playgrounds, open spaces, stormwater and building assets so they are functional, safe and clean. Deliver services to our community at defined levels. Make our City more liveable by investing in our City's infrastructure. Improve our parks and public spaces for the enjoyment, health and wellbeing of our community. Make informed decisions that are open and transparent and in the best interests of our community. Manage the City's assets responsibly for the long-term benefit and growth of our community. Deploy the Council's resources effectively to deliver value while being financially responsible.
Consultation and Engagement	Council engagement occurred through an open Council workshop on 10 March 2026, where the updated Service Level framework, rationale for change, and key impacts were presented. Internal consultation has been undertaken with: • Executive Leadership Team • Infrastructure & Development leadership and operational teams • Managers and coordinators across maintenance, operations and asset management • Relevant external agencies where standards and shared responsibilities apply (e.g. Tasmanian Fire Service). Community consultation on specific service outcomes continues to occur through individual projects, programs, and service requests.

Resources	The updated Service Level Manuals have been developed to align with Council's existing operational resources, including current staffing levels, contractor arrangements and asset management systems. Adoption of the Service Levels does not require additional resources and will be implemented within existing business-as-usual processes.
Risk/Legal/ Legislative/ Reputational	Adoption of the updated Service Level Manuals reduces Council's exposure to operational, safety, legal and reputational risk by clearly defining minimum service standards aligned with current legislation, Australian Standards and industry best practice. Clear service levels support defensible, consistent and transparent decision-making. Failure to adopt contemporary service levels may increase Council's exposure to claims, service complaints and reputational damage resulting from unclear or inconsistent service delivery.
25/26 Budget Allocation	Not applicable
Life of Project, Service, Initiative or (Expectancy of) Asset	The Service Level Manuals are ongoing governance and operational documents that apply for the life of the relevant service or asset category. They will be reviewed periodically to ensure they remain current and aligned with Council's asset base, legislative obligations and service expectations.
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	There are no additional operational costs arising from the adoption of the Service Level Manuals. The Service Levels reflect existing service delivery and funding arrangements. It is noted that any future increase in service standards or addition of new assets would result in increased ongoing operational and maintenance costs and would be subject to separate Council consideration through the budget process.
Other Funding Sources	Not applicable

Proposal in detail

Background and Context

1. A Service Level describes the regular activities Council undertakes to maintain its assets and the standard to which those activities are delivered. Service Levels typically define what condition Council aims to maintain an asset in, how often inspections and maintenance occur, how assets are prioritised through hierarchies and risk, and how quickly Council responds when issues are identified or reported.

2. Service Levels play a critical role in managing expectations. While community expectations are often higher than the minimum service standard Council can afford to deliver, Service Levels articulate what is achievable within current funding and workforce capacity. They also provide a defensible basis for decision making, ensuring that priorities are established on the basis of risk, hierarchy and agreed standards rather than complaint volume or ad hoc responses

Why the Service Levels were reviewed

3. The review of Council's Service Level Manuals was undertaken because many of the existing documents were significantly outdated. Several manuals had not been revised for more than two decades and no longer reflected current legislation, asset types, technologies, operational practices or community expectations.

4. During that period, Council has experienced growth in asset numbers, increased regulatory requirements, heightened community expectations around presentation and response times, and the introduction of new infrastructure such as upgraded public spaces, expanded stormwater infrastructure and modernised facilities. At the same time, Council has introduced new asset management systems and mobile work order tools that enable more structured and evidence-based service delivery.

5. Without an updated service level framework, there was an increasing risk of inconsistency, ambiguity and misalignment between Council's stated service commitments and how services are actually delivered on the ground.

Description of the updated Service Level Framework

6. The updated Service Level Manuals establish a consistent, organisation wide framework for service delivery. They have been aligned with current legislation, Australian Standards, industry guidelines and Council policies to ensure the service levels are legally robust, defensible and reflective of modern practice.

7. The updated manuals are included as **Attachments 1 – 8** and have been written to reflect how Council currently operates, rather than historical approaches that are no longer practical or affordable. Where new programs or asset classes now exist, new service levels have been developed to ensure all major operational activities are covered.

8. Response times and intervention levels have been reviewed, with adjustments made where appropriate to ensure higher risk and higher impact issues are prioritised appropriately. Asset hierarchies have been clarified and expanded to improve consistency in prioritisation across the municipality.

9. Each service level is supported by Activity Guidelines that provide practical direction to staff and contractors on how work is to be planned, managed and delivered safely and consistently.

What adoption does and does not mean

10. Adopting the Service Level Manuals means Council is formally endorsing a clear, transparent statement of the minimum service standards it commits to delivering with existing resources. It provides staff with clear guidance, enables consistent decision making, and allows Council to more clearly communicate service expectations to the community.

11. Importantly, adoption does not represent an increase in service levels or an unfunded commitment to higher standards. The Service Levels have been aligned to current budgets and workforce capacity. Where higher standards are desired in the future, this will require explicit consideration through Council's budget and long-term financial planning processes.

12. The Service Levels also apply only to assets owned and maintained by Council. They do not extend to infrastructure managed by other agencies, such as state roads, water and sewerage assets, electricity infrastructure, telecommunications or assets located on private land.

Integration with asset management and reporting

13. Once adopted, the Service Levels will be progressively embedded into Council's asset management and work order systems. This will allow response times, priorities and intervention levels to be automatically applied to customer requests and maintenance tasks, improving consistency and transparency.

14. Over time, this will also enable better performance monitoring and reporting, providing Council with evidence about where service levels are being met, where they are exceeded, and where pressures exist due to resource constraints or increasing demand. This information will support more informed decision making about future service levels, asset investment and budget priorities.

Financial and resource implications

15. The Service Level Manuals have been developed to align with Council's current funding levels, workforce arrangements and operational capacity. Adoption of the manuals does not introduce new budget impacts.

16. However, the manuals make explicit that new assets, enhanced service standards or reduced response times carry ongoing operational costs. As with all asset and service decisions, any future changes to service levels will need to be considered within Council's Long Term Financial Management Plan and annual budget processes.

Risk, legal and governance considerations

17. Clear, well defined service levels significantly reduce Council's exposure to operational, safety, legal and reputational risk. Without up to date service levels, Council is more vulnerable to inconsistent decision making, unclear

accountability, and challenges in demonstrating that reasonable and defensible standards are being applied.

18. Adoption of the updated Service Level Manuals strengthens governance by clearly documenting Council's service commitments, supporting staff decision making, and improving transparency for Councillors and the community.

Ongoing review

19. The attached Service Levels are not static documents. The manuals will continue to be reviewed and updated as new assets are delivered, funding levels change, technology improves and community expectations evolve. This ensures that Council's service commitments remain realistic, affordable and sustainable over the long term.

Attachments

1. Service Level - Roads Maintenance [**11.4.1** - 60 pages]
2. Service levels - Bushfire Mitigation [**11.4.2** - 18 pages]
3. Service levels - Core Activities Open Space [**11.4.3** - 38 pages]
4. Service levels - Facilities [**11.4.4** - 27 pages]
5. Service levels - Sportsfields [**11.4.5** - 25 pages]
6. Service levels - Stormwater Maintenance [**11.4.6** - 40 pages]
7. Service levels - Vegetation Control [**11.4.7** - 28 pages]
8. Service levels and program- CBD [**11.4.8** - 61 pages]



Service Level Manual - Roads 2025

Glenorchy City Council

Glenorchy City Council

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INTRODUCTION

Glenorchy City Council (GCC) is responsible for the operation and management of the local road network and related assets which include the road pavement, kerb and channeling, footpaths, street furniture, road signage and the like.

The Glenorchy community expects GCC's infrastructure to be maintained to an acceptable and affordable level and intervention levels have been developed to provide guidance in relation to this.

Glenorchy City Council must also comply with relevant industry standards and guidelines to ensure its Statutory and Risk Management obligations are met.

This document sets out the manner in which GCC will meet its various obligations and identifies a benchmark level of service to be provided.

The Local Government Road Hierarchy (produced by the Tasmanian Government) assists in informing road design criteria and determining appropriate traffic management infrastructure. In addition it provides a means for prioritising capital works and both proactive and reactive maintenance requests.

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DOCUMENT CONTROL

Version	Author	Date	Approved
1	T Horton	30/10/2025	

ASSET CLASSIFICATION - ROADS

The Glenorchy Road Hierarchy consists of the following categories and functions:

- **Arterial Road –** A sealed road that predominantly carries high volumes of through traffic from one region to another. A major link for traffic flow within urban and rural areas, between towns, major tourist destinations and industrial areas.
- **CBD/Collector Road –** High volume traffic. Link local arterial roads and local roads within CBD and urban areas.
- **Link Road –** Medium volume traffic. These roads carry traffic between arterial, collector and local access roads. Utilised by all traffic but limited access to heavier vehicles.
- **Local Access Road -** Provide access to residences and commercial/industrial properties. Medium volume traffic. Minimal use by heavy vehicles and public transport.
- **Minor Access Road –** Low volume traffic. No through roads and lanes that provide access to residences. Includes tracks and fire trails that may need to be accessible for emergency vehicles. Minimal use but heavy vehicles will utilise in some instances.
- **Unformed/Reserved Road -** Unformed tracks and unformed roads. Very minimal use.

REFERENCE DOCUMENTS

- Glenorchy City Council, Transportation Condition Assessment Rating Manual (TCARM)
- Workplace Health Safety Act 2012
- Local Government Association Tasmania (LGAT) Municipal Standards
- Manual of Uniform Traffic Control Devices, Part 3 Traffic Control for Works on Roads AS1742.3 2019
- Austroads Guides to Temporary Traffic Management (AGTTM)
- Roads and Jetties Act 1935
- Local Government (Highways) Act 1982
- GCC Vegetation Control Specifications V1.4

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SERVICE ACTIVITY - Intersection Patching Treatments





Project No.	Activity Code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times*
Location based number from annual budget	2197 2198 2199	Road seal repairs, including: Patching treatment Spot patching Pothole/surface repair	Intersection area cracked (level 4, 5, refer TCARM), or deformed (level 3, refer TCARM) Potholes >300mm wide and/or >50mm deep	Activity Guidelines	Arterial/CBD Collector Link Local Minor	14 days 14 days 20 days 20 Days 25 days

ACTIVITY GUIDELINES - Intersection Patching Treatments

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to :

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.

- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Mark area to be excavated, recommend extending a minimum of 150mm into sound pavement.

12. Saw cut or otherwise spade cut to create a clean break in the wearing surface. Cut should be diamond shape with point of diamond in direction of travel. Sides must be cut vertically.

13. Excavate area to the nominated depth removing all contaminated, excessively wet or substandard material to a uniform depth.

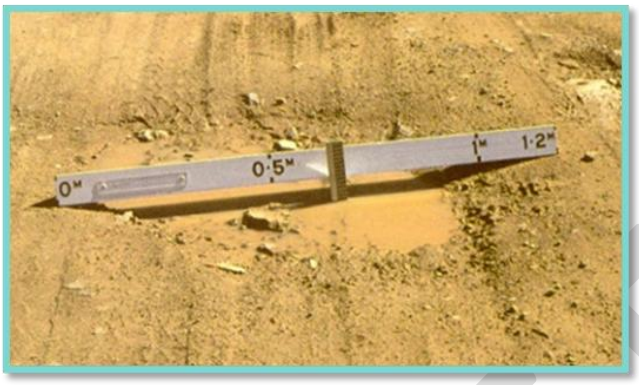
14. Replace pavement with approved crushed rock material in layers not deeper than 100mm. Compact.

15. Continue backfill until either:
- Surface is flush with surround if sealing/surface is not to be undertaken immediately or if a sprayed seal is to be applied.
- Surface matches the underside of existing Asphalt or a min of 40mm below the surface if Hot mix sealing is to take place immediately.

16. If site is to be left unsealed, ensure the material surface is tight and resistant to raveling (may require slurry surface or temp emulsion/7mm grit seal)

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SERVICE ACTIVITY – Maintenance of Gravel Roads





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2208 2209	Maintain using new material: Repair gravel shoulder Pothole repair	Quarterly inspections for Deformities and Potholes> 500mm wide, >100mm deep and overall	Activity Guidelines	Rural Unsealed	30 days from inspection date
	2226	Grading	Annual program: Scoped by GCC - undertaken via contract.	Activity Guidelines	Rural Unsealed	12 months

ACTIVITY GUIDELINES - Maintenance of Gravel Roads

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:
- Pre-start checklist

- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Any relevant procedural guidelines.
- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Materials available and meet requirements of GCCs specification

12. Top up repair as required ensuring repair is flush with the surrounding surface and the surface is even. The final layer will be raised above finish surface to allow for compaction of top and bottom layers.

13. Dispose of waste material in accordance with Project Environmental Management Plan

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SERVICE ACTIVITY - Replace Kerb





*

Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times*
Location based number from annual budget	2200	Replace Kerb	Between 1-20m of kerb in a street or asset segment is defective >60mm disjoint or displacement. (level 3, TCARM)	Activity Guidelines	Arterial/CBD Collector Link Local Minor Right of way	30 days 90 days 150 days 200 days 200 days 200 days

WORK PRACTICE GUIDELINES - Replace Kerb

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of , but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Proposed use of non-conforming materials must have GCC approval prior to commencing activity.

12. Saw Cut beyond the edges of degraded area and remove deteriorated materials, either by hand or mechanical equipment.

13. Remove all loose materials and compact sub-base and base materials as per LGAT Municipal Standard Drawings TSD-R15-V2. Compact base materials and place edge restraints in accordance with LGAT Municipal Standard Drawings TSD-R15-V2

14. Place kerb by either Kerb Machine or Pre-boxed and poured by hand to the profiles as per LGAT Municipal Standard Drawings TSD-R14-V2.

15. Finish kerb by steel trowel finish.

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SERVICE ACTIVITY: Pothole/Surface Repair



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times*
Location based number from annual budget	2199	Pothole / Surface repair	Failed area exhibiting major deformation (level 3-4, *TCARM) and extreme severity crocodile cracking (level 4-5 TCARM). Area <100Sq M in an asset segment Potholes >500mm wide and/or >50mm deep	Dig-out pavement Patch existing surface with hot-mix. Activity Guidelines	Arterial/CBD Collector Link Local Minor	 7 days 10 days 20 days 30 days 45 days
	2197	Patching treatment	Potholes >500mm wide and/or >50mm deep	Activity Guidelines	Carparks	14 days

* Transport Condition Assessment and Reporting Manual (**Practice Note 9: Road Pavements (Visual Assessment Code) Suite - Institute of Public Works Engineering Australasia**)

ACTIVITY GUIDELINES - Pothole/Surface Repair

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of , but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.

- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon the completion of work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions
10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Saw Cut area around defect – generally extending an additional perimeter of 150mm each side. Clean all loose material from the area to be repaired and remove from pavement. Saw Cut should be diamond shape with point of diamond in direction of travel. Sides must be cut vertically.

12. Remove all loose material. Apply a light tack coat to vertical sides and bottom of hole

13. Fill pothole with repair material (in layers for deeper holes) ensuring material is fully compacted. If patch is more than 100mm deep, then asphalt must be laid in separate layers of 50mm each. The compaction must be applied to separate layers. Compaction may be Hand Tamper, Vibrator Plate or small Roller, depending on job size.

14. Top up repair as required ensuring repair is flush with the surrounding surface and the surface is even. Generally, the final layer will be raised above finish surface to allow for compaction of top and bottom layers.
15. If required apply dust to surface to prevent picking up under traffic.

Note: asphalt must not be placed/laid when ground temperature is below 10 deg.

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SERVICE ACTIVITY - Replace/Repair Footpath







Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times*
Location based number from annual budget	2221	Temporary Asphalt Overlay to make safe	Overlay isolated trip hazards in foot paths on displacements >15mm in CBD areas and >25mm in all other.	Activity Guidelines Remove defect, replace, make safe	Arterial/CBD Collector Link/Local Minor High priority areas*	30 days 90 days 150 days 150 days <1 day for high priority areas to make safe**
	2223	Footpath Bay replacement (Concrete)	Bay is cracked and deformed – over 50% bay is defective and/ or Bay has trip hazard >15mm in CBD areas and >25mm in all other.			
	2231	Footpath Bay replacement (Asphalt)	Bay is cracked and deformed – over 50% bay is defective and/ or Bay has trip hazard >15mm in CBD areas and >25mm in all other.			
	2225	Footpath Cleaning	As per Program Schedule every 3 Months			

* high priority areas are those outside shopping centres, retirement villages, schools etc. (high potential of an incident)

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ACTIVITY GUIDELINES - Replace/Repair Footpaths

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Saw cut beyond the edges of the degraded area and remove defective section, either by hand or mechanical equipment.

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12. Compact base materials and place edge restraints in accordance with LGAT Municipal Standard Drawings TSD-R11-V1

13. If asphalt surface, place asphalt, screed off above the retaining edges, to allow for compacted material to be level with edges.
    Note: asphalt should not be placed in ground temperatures less than 10 deg.

14. If concrete surface, then place steel in accordance with LGAT Municipal Standard Drawings TSD-R11-V1. Pour concrete and screed off level with retaining edges. Finish with approved method i.e. broom, trowel, float.

15. If paved surface, then prepare and place in accordance with manufacture specification or LGAT standards.



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SERVICE ACTIVITY - Replace Kerb and Footpath







Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times *
Location based number from annual budget	2201	Replace kerb and footpath	1-20m of kerb and associated footpath in a street or asset segment is defective: Footpath Bay is cracked and deformed – over 50% bay is defective and/ or Footpath Bay has trip hazard >25mm step and Kerb has a displacement >60mm.	Activity Guidelines	Arterial/CBD Collector Link Local/Minor	30 days 90 days 150 days

ACTIVITY GUIDELINES - Replace Kerb and Footpath

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Sawcut beyond the edges of the degraded footpath and kerb area and remove deteriorated materials.

12. Compact base materials and place edge restraints in accordance with LGAT Municipal Standard Drawings TSD-R15-V2.

13. If footpath is asphalt surface, then place to allow for compacted material to be level with edges.

14. If footpath is concrete surface, then place steel in accordance with LGAT Municipal Standard Drawings TSD-R11-V2 Pour concrete and screed off level with retaining edges. Finish with approved method i.e. broom, trowel, float.

15. If footpath is paved surface, then prepare and place in accordance with manufacturer specification.

16. Finish kerb with a steel trowel finish.

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SERVICE ACTIVITY - Crack Sealing





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2202	Crack Sealing	Greater than 25% of segment length has cracks >5mm wide. Routine twice per year – September & April or as required. Areas with defects identified during zone inspections and prioritised.	Activity Guidelines Assess on inspections	Arterial/CBD Collector Link Local Minor Right of way	150 days

ACTIVITY GUIDELINES - Crack Sealing

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to :

- Pre-start checklist

- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Ensure Crack sealing unit is operated as per the makers specifications.

12. Traffic movement should be restricted. Until the suitable curing time for the crack sealing material has been reached.

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SERVICE ACTIVITY Clean up Oil Spills/Debris/Litter/Storm Damage/Vandalism





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2203	Clean up Oil Spills and Debris	Inspect and assess risk and Hazard.	Activity Guidelines Apply metal dust initially	Arterial/CBD Collector Local Minor	1 hour 1 hour 1 hour 1 hour
	2171	Remove Litter & Debris	Inspect and assess-amount and type	Activity Guidelines Collect and dispose of appropriately	Arterial/CBD Collector Local Minor Right of Ways	1 Day 3 Days 5 Days 5 Days 2 Days
	2228 2117 2146	Storm damage, Vandalism Graffiti	Inspect and assess-amount and type	Activity Guidelines Make safe, assess for repairs/removal	Rural Arterial/CBD Local Minor Right of Ways	2 Days

ACTIVITY GUIDELINES - Clean up oil Spills/Debris/Litter

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of , but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Cover area of oil spill area thoroughly with metal dust. If the metal dust is to stay in place ensure appropriate signage and warning devices are in place for pedestrians or road users.

12. Remove litter, carcass and dispose of appropriately.

13. Remove vegetation affected by storm,

14. Make safe if required area of vandalism, and report for long term repair.

15. Clean off graffiti with approved products.

SERVICE ACTIVITY Roadside Vegetation Control





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2239	Brush Cutting	Refer to GCC Vegetation Control Specifications Inspect and assess	Activity Guidelines Maintain roadside vegetation	All Areas	Schedule in work program to meet prescribed heights in specifications
	2206	Roadside Slashing				Annual program for rural roads Tender Schedule
	2241	Weed Control				30 Days
	2241	Weed Control Programmed				Bi-annually Tender Scheduled
	2141	Cut Back Overhanging Trees				Bi-annually Tender Schedule
	2267	Nature strip and tree hazard reduction				Bi-annually Tender Schedule

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ACTIVITY GUIDELINES - Roadside Vegetation Control

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

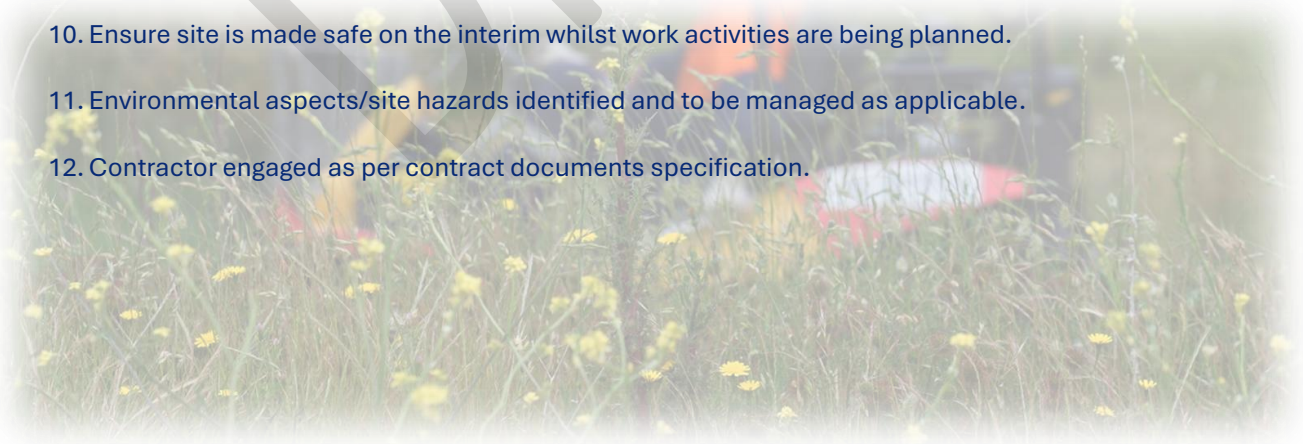
8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Environmental aspects/site hazards identified and to be managed as applicable.

12. Contractor engaged as per contract documents specification.



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SERVICE ACTIVITY Road Edges (No Kerb)





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2207	Edge break repairs	Loss of pavement 200mm in width up to 20m of road	Activity Guidelines	Arterial/CBD Collector Local Link Minor Right of way	7 days 10 days 20 days 30 days 45 days
	2208	Repair Gravel Shoulders	<=50mm drop off up to 20mm road length			

ACTIVITY GUIDELINES - Road edges (no kerb)

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.

- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damage or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Saw cut area around the defect – generally an additional perimeter of 150mm each side. Clean all loose material from the area to be repaired and remove from the pavement.

12. Sweep clean all loose material. Apply a light tack coat to the vertical sides and bottom of hole

13. Fill pothole with repair material (in layers for deeper holes) ensuring material is fully compacted. If patch is more than 100mm deep then asphalt must be laid in separate layers of 50mm each. The compaction must be applied to separate layers. Compaction may be Hand Tamper, Vibrator Plate or small Roller, depending on job size.

14. Top up the repair as required ensuring repair is flush with the surrounding surface and the surface is even. Generally, the final layer will be raised above finish surface to allow for compaction of top and bottom layers.

15. If required apply dust to surface to prevent picking up under traffic.

Note: asphalt must not be placed/laid when ground temperature is below 10 deg.

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SERVICE ACTIVITY Repair /Replace Vehicle Barriers and Bollards





Project No..	Activity code	Sub-Activities	Intervention Level	Repair Activities	Response Times
Location based number from annual budget	2147 2210	Repair/Replace Vehicle Barriers Repair/Replace Bollards	Missing or damaged Inspect and assess	Activity Guidelines Response Times dependent on stock availability	10 days

ACTIVITY GUIDELINES – Repair/Replace Vehicle Barriers and Bollards

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Remove damaged vehicle barriers and bollards
12. Install new vehicle barriers and bollards to correct alignment.

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SERVICE ACTIVITY Litter Bin – Install or Repair/Replace






Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Response Times
Location based number from annual budget	2211	Repair/Replace Litter Bin	Inspect and assess, if bin is damaged and unable to be used but can be repaired.	Activity Guidelines	10 Days
	2212	Install New Litter Bin	Inspect and assess, If bin cannot be repaired install a new bin in liaison with Waste Management.	Activity Guidelines	10 Days

ACTIVITY GUIDELINES - Litter Bin – Install or Repair/Replace

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist

- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Replace and repair as needed.

12. Install new litter bin as required by Waste Management.

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SERVICE ACTIVITY – Repair/Replace/Install Wheel Stops





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Response Times
Location based number from annual budget	2213	Repair/Replace/ Install Wheel stops	Missing or Damaged New installation	Activity Guidelines	30 Days

ACTIVITY GUIDELINES – Repair/Replace/Install Wheel Stops

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.

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- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Remove damaged Wheel stops, utilizing either mechanical assistance or recommended manual handling techniques.

12. Install new wheel stops ensuring that they are secured.

13. Remove traffic management / control devices.

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SERVICE ACTIVITY – Repair/Replace/Install Guideposts





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2214	Repair/Replace/Install Guideposts	<10 within a segment are missing or damaged	Activity Guidelines	Rural Sealed	10 days
					Rural Unsealed	20 days

ACTIVITY GUIDELINES – Repair/Replace/Install Guideposts

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Austroads Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.

- Temporary Traffic Management (TTM) and its associated diary, as requested.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Remove damaged guideposts

12. Install new guideposts to correct alignment and plumb.

13. Replacement guideposts should be consistent in type with those already in use.

14. Red delineation on guidepost should be facing the approach (left hand side) direction.

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SERVICE ACTIVITY – Repair/Replace/Install Guard Rails





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2215	Repair/Replace/Install Guard Rails	<25m within a segment missing or damaged	Activity guidelines	Rural Sealed/ Unsealed Urban	30 days 20 days

ACTIVITY GUIDELINES – Repair/Replace/Install Guard Rails

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.

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- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Remove damaged or unserviceable railing and components

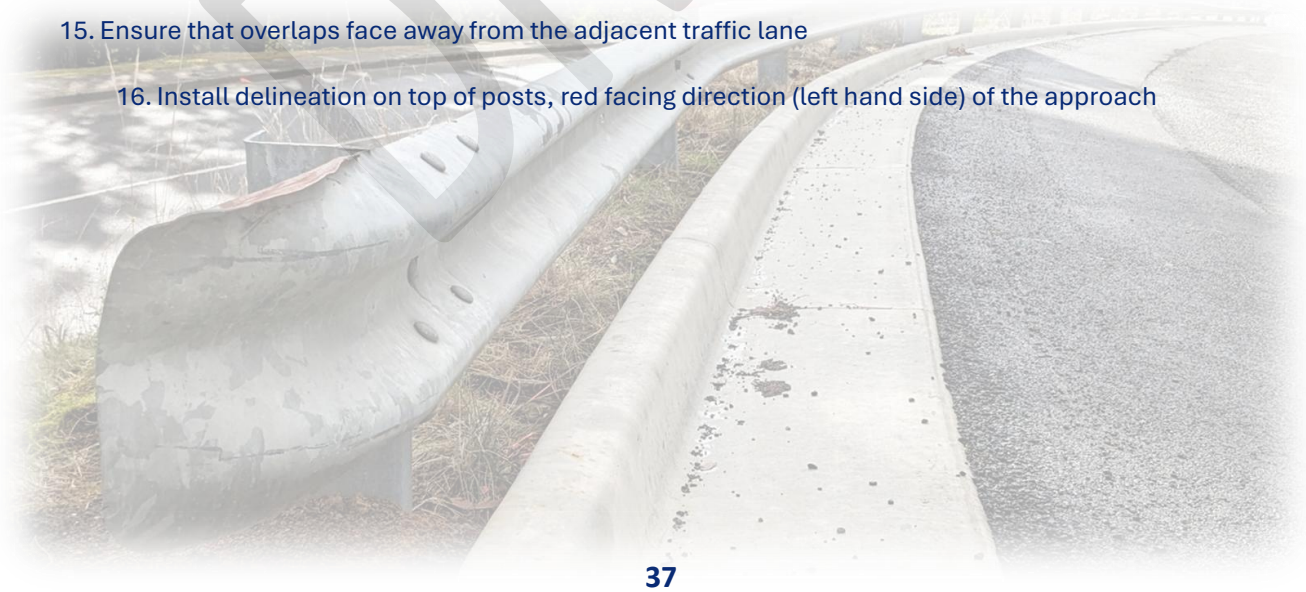
12. Realign existing posts

13. Excavate holes by hand or post-hole digger and place posts loosely in hole. Loosely bolt first and second rails to posts. Plumb the posts, back-fill and tighten nuts on the first post.

14. The top of the posts must be 720mm above ground level nominal.

15. Ensure that overlaps face away from the adjacent traffic lane

16. Install delineation on top of posts, red facing direction (left hand side) of the approach



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SERVICE ACTIVITY Repair/Replace and Install Signage








Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times*
Location based number from annual budget	2216 2153	Install New Signage Repair/Replace signage	<$1,500 within a segment	Activity Guidelines	Arterial/CBD Collector Local/Link/Minor	2 weeks 3 weeks 5 weeks

***Dependent on equipment availability**

ACTIVITY GUIDELINES – Repair/Replace and Install Signage

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.

- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Replace signs that are too badly damaged to be legible or are not compliant due to lack of delineation.

12. Excavate the holes manually for the new signposts and install. Allow curing time for concrete prior to installation of the sign onto the new post.

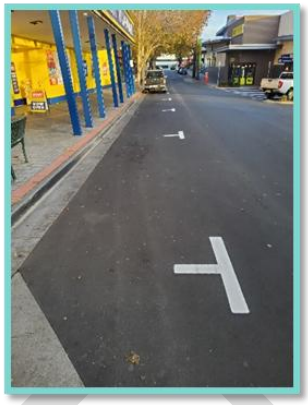
13. Install new signposts to correct height and alignment (Municipal Standards).

14. Damaged signposts to be removed from sleeve and replaced with new post. Wedge pin to be replaced with post.



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SERVICE ACTIVITY Renew Line Marking


Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2217	Paint line marking or Thermoplastic in accordance with standards.	Line-marking visibility level 3 rating Noted on inspections.	Undertaken by external contractors	Arterial/CBD	4 weeks
					Collector	7 weeks
					Local	9 weeks
					Right of Way	9 weeks
					Minor	9 weeks

ACTIVITY GUIDELINES – Renew Line marking

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
    - Pre-start checklist

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- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Unless predetermined, ensure the same linemarking material is used for renewal e.g. paint or thermoplastic.

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SERVICE ACTIVITY Repair Fencing/Gates





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Time
Location based number from annual budget	2218	Repair Fence/Gates	<$1,500 within a segment	Activity guidelines	Arterial	20 days
					Collector	30 days
					Local/Link /Minor	50 days

ACTIVITY GUIDELINES - Repair Fencing/Gates

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist

- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

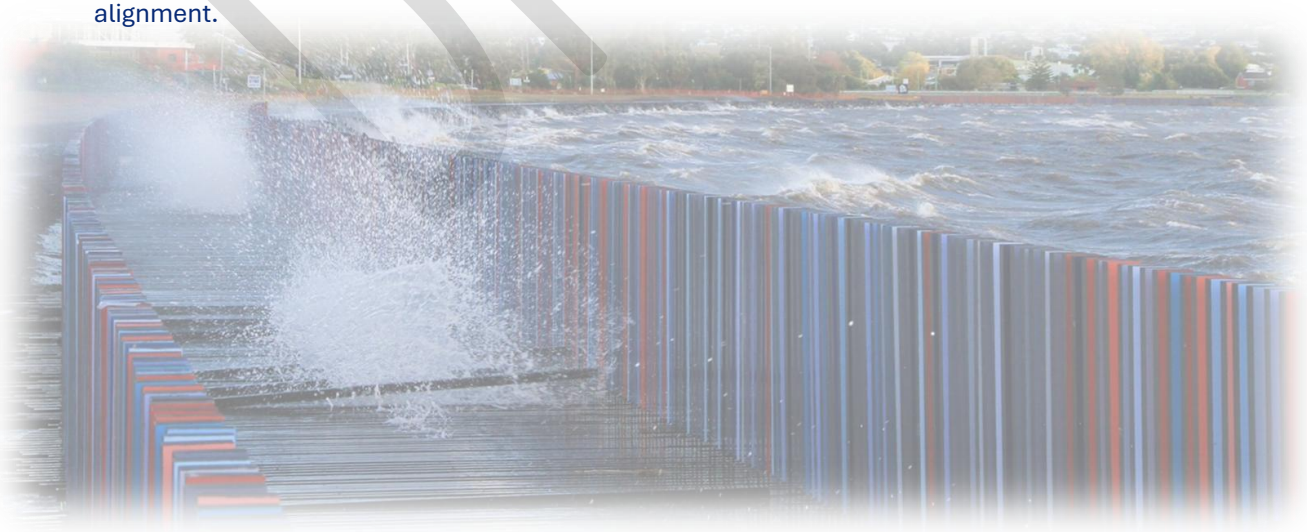
9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Remove damaged or unserviceable gates, posts and parts.

12. Realign existing serviceable posts, gates.

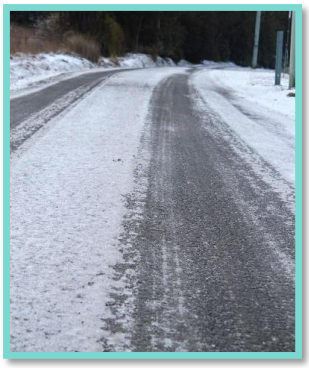
13. Excavate holes and install new posts and gates as required to the correct or designed alignment.



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SERVICE ACTIVITY – De-ice Road



Project No.	Activity cod	Sub-Activities	Intervention Level	Repair Activities	Response Time
Location based number from annual budget	2219	De-ice Roads: Kalang Avenue, Berriedale Road, Glenlusk Road and Hestercombe Road Marked sections of Collinsvale	2 degrees Celsius or below with a prediction of frost	Undertaken by Contractor	Day before a forecast frost as programmed Reactive – 1 hour

WORK PRACTICES GUIDELINES – De-ice Road

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.

- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions
10. Ensure site is made safe on the interim whilst work activities are being planned.



SERVICE ACTIVITY Dead Animal Pick Up (Native Animals & Livestock)



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2220	Pick up of dead native animals and livestock. Any dead cats and dogs must be referred to the GCC Compliance area.	Inspect roads and action accordingly, (checks conducted at a minimum of every two days) and customer request	Activity Guidelines	All areas	Reactive 1 Day Proactive collection 2 Days

ACTIVITY GUIDELINES - Dead Animal Pick Up

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.

- Any relevant procedural guidelines.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Dead animals are removed from public places only, Not from Private properties.

12. Records will be maintained of carcasses collected including numbers, type and location.

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SERVICE ACTIVITY Roundabout / Traffic Island Maintenance





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2224	Roundabout/Traffic Island Maintenance	Reported issue or scheduled program undertaken a minimum of four times annually.	Activity Guidelines Picking up rubbish, Weeding, Mulching	High – Inspect and assess Program on work schedule	5 days Minimum 4 times per annum.

ACTIVITY GUIDELINES - Roundabout/Traffic Island Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.

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- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Remove litter, trim & maintain desirable vegetation, remove weeds, and replace mulch.

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GLOSSARY

Condition Score	A criteria given to assist in assessing condition of an asset to assist prioritising a renewal program.
Footpath bay	One section of concrete footpath, between two joints.
Intervention Level	The point at which work is to be undertaken on a defect or fault.
Service Activities	Activities required to operate or maintain an asset.
Response Time	Scheduled time in which an activity should be undertaken.
Risk rating	A system used to determine priority by scoring defects on severity and location.
Project No. (number)	Location or hierarchy based budget number for operational and maintenance activities.
Activity code	The number used to attribute specific activities to a budget, used in conjunction with project numbers.
Roads hierarchy:	Classification of roads based upon location, purpose and traffic volume.
Arterial Roads	These provide principal links between urban centres.
CBD/Collector Roads	These connect arterial roads and local areas.
Link	These provide a link between arterial, collector and local access roads.
Local Access	These provide access to residential and commercial property.
Minor Access	These provide access to residential properties and community facilities.
Unformed	Roads that are non constructed road reserves or roads that have very low levels of traffic.
Segment	An asset segment is a set distance/area for each asset, can vary dependent upon asset.
Sub-Activities	General activities undertaken within this service activity
Vegetation Control Technical Specifications	A guide to work practices and intervention levels regarding GCC open space and road reserves.

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HIERARCHIES

PARKS AND RESERVES

Fence Maintenance	
High	Major access areas, high profile Parks and Reserves
Medium	Regional areas, lower access, small suburban parks
Low	Rural, Bush land reserves

Brush cutting, Herbicide spraying	
High	Large potential Fire hazard; urban areas, high visible areas
Medium	Regional areas, low use areas, walkways etc
Low	Rural areas, or can be placed into regular programmed maintenance

Vandalism	
High	Those items that pose an immediate threat to the public in high use area e.g. broken glass, needles
Medium	Acts of vandalism that do not pose an immediate risk to the public, and that can be made safe or isolated from the public e.g. broken toilet, broken door
Low	Acts of vandalism that pose little or no risk to the public and can be placed into a regular maintenance program, e.g. dug up turf

Litter Collection	
High	Reported large amounts of rubbish in prominent areas, e.g. CBD, major parks and reserves
Medium	Programmed maintenance

Tree Maintenance	
High	High target zones, major streets, high volume of traffic areas. Immediate danger to surrounding areas, cars, pedestrians, houses, shops. Large tree failure, fallen of major limb failure, roads and footpaths blocked.
Medium	Trees in parks and reserves that can be isolated. Those have low target zones around them.
Low	Any tree that poses no immediate threat and can be placed into a programmed maintenance schedule and monitored.

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Playground maintenance & Cycle way maintenance	
High	Item causing a dangerous situation to the public e.g. broken glass, broken swing
Medium	No danger to public but may escalate or cause other problems, vehicle barriers, worn bolts in swings. Area can be isolated from the public.
Low	Nuisance problems, general aesthetics, long grass, graffiti. Can be placed into a regular maintenance program.

Outdoor furniture maintenance	
High	High- Broken and damaged equipment that can no longer be used by the public safely
Low	Low- Minor damage that can be repaired fully or temporary and does not effect furniture safety

Hedge trimming	
High/Medium	High/Medium- hedges in high volume traffic areas that impact on the safety of pedestrians and other traffic.
Low	Low- Hedges in low traffic areas with less influence on the safety of pedestrians and other traffic

Roundabout Traffic Island maintenance	
High	Roundabouts in high profile high use area areas, such as the CBD areas of Glenorchy, Moonah and Claremont
Medium	Those roundabouts that have low maintenance planting and are in more urban areas.
Low	Regional areas with low maintenance aspects

Garden Bed Maintenances	
High	Class 1 garden beds that are highly visible and, have planting arrangements that require constant maintenance e.g. rose gardens..
Medium	Class 2 garden beds in prominent areas that have a mixture of high and low maintenance plants e.g. natives and roses
Low	Class 3 garden beds in all areas that have low maintenance plants e.g. natives and agapanthus.

Playing Surface Areas	
High	Damage that may result in games being unable to be played on that ground

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Medium/Low	Damage that could increase and make area become dangerous, or can be placed into a regular maintenance program.

Building Assets Hierarchy	
High	Failure of structure or asset causing immediate danger to person. Extreme potential to injury persons or person or producing an unsafe working environment
Medium	An asset that could cause a dangerous situation if not dealt with, failure of asset could reduce the ability to provide a safe work environment.
Low	There is a minor or no risk to persons operating in that area

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INTERVENTION LEVELS

Roads

Cracking (Non-Structural or Environmental)

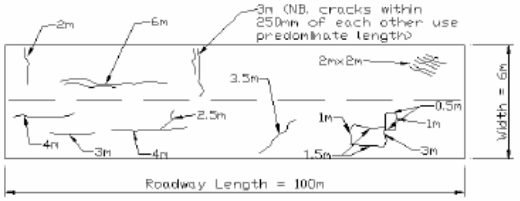
Extent

Area Affected	*Considered to be*	*Rating*
No cracking	Nil	1
Cracking affecting < 5% of roadway area	Negligible	2
Cracking affecting 5% - 10% of roadway area	Minor	3
Cracking affecting > 10% - 20% of roadway area	Moderate	4
Cracking affecting > 20% of roadway area	Extensive	5

Severity

Low – Cracks displaying a predominant width between 1mm and less than 3 mm.
Medium – Cracks displaying a predominant width between 3mm and 5 mm.
Extensive – Cracks displaying a predominant width greater than 5 mm.

Example



Total length of cracking for segment; **2 + 6 + 3 + 0.5 + 0.5 + 1 + 3 + 1.5 + 1.5+ 1 + 3.5 + 2.5 + 4 + 3 + 4 = 37m**
Multiply total cracking length by 0.25m;
37 x 0.25 = 9.25m² of roadway segment area affected + add any areas of cracking such as above (2x2) **Total = 13.25m²**
Roadway segment area = **100 x 6 = 600 m²**
Extent of segment area affected = (13.25 / 600) x 100 = **2.2%**
Looking at the extent table on the left, 2.2% falls into rating 2 for this segment.
Now apply the most predominant severity level identified in rated segment

Surface Texture

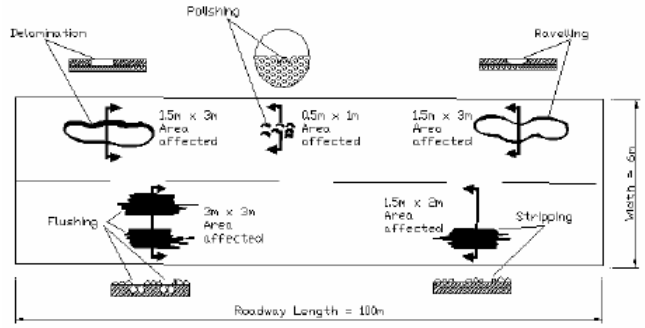
Extent

Area Affected	*Considered to be*	*Rating*
No surface Texture defects	Nil	1
Surface Texture defects affecting < 5% of roadway area	Negligible	2
Surface Texture defects affecting 5% - 10% of roadway area	Minor	3
Surface Texture defects affecting > 10% - 15% of roadway area	Moderate	4
Surface Texture defects affecting > 15% of roadway area	Extensive	5

Severity

Not Required for this defect observation

Example



Total the area of delamination, polishing, ravelling, flushing and/or stripping defects for the road segment = **1.5 x 3 + 0.5 x 1 + 1.5 x 3 + 3 x 3 + 1.5 x 2 = 21.5 m²**
Roadway segment area = **100 x 6 = 600 m²**
Extent of segment area affected = (21.5 / 600) x 100 = **3.6%**
Looking at the extent table on the left, 3.6% falls into rating 2 for this segment.

Crocodile Cracking (Structural or Fatigue)

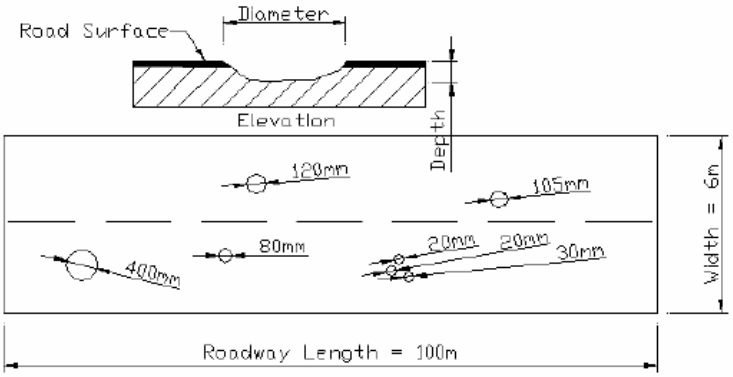
Extent

The unit of measure used is the number of potholes observed per road section.

Severity

Low – Pothole is less than 100mm in diameter and/or less than 10mm in depth.
Medium – Pothole is between 100mm and 300mm in diameter and/or greater than 10mm in depth and less than 25mm in depth.
Extensive – Pothole is greater than 300mm in diameter and/or greater than 25mm in depth.

Example



Total and group the number of potholes for the road segment
Roadway segment area = **100 x 6 = 600 m²**
Number and severity of potholes for road segment is = **1 (Extensive), 2 (Medium) and 4 (Low)**

Potholes

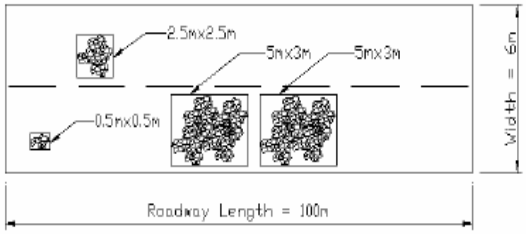
Extent

Area Affected	*Considered to be*	*Rating*
No cracking	Nil	1
Cracking affecting < 5% of roadway area	Negligible	2
Cracking affecting 5% - 10% of roadway area	Minor	3
Cracking affecting > 10% - 20% of roadway area	Moderate	4
Cracking affecting > 20% of roadway area	Extensive	5

Severity

Low – Cracks displaying a predominant width between 1mm and less than 3 mm.
Medium – Cracks displaying a predominant width between 3mm and 5 mm.
Extensive – Cracks displaying a predominant width greater than 5 mm.

Example



Total area affected of crocodile cracking for segment = **2.5mx2.5m + 0.5mx0.5m + 5mx3m + 5mx3m = 36.5 m²**
Roadway segment area = **100 x 6 = 600 m²**
Extent of segment area affected = (36.5 / 600) x 100 = **6.1%**
Looking at the extent table on the left, 6.1% falls into rating 3 for this segment.
Now apply the most predominant severity level identified.

Patches

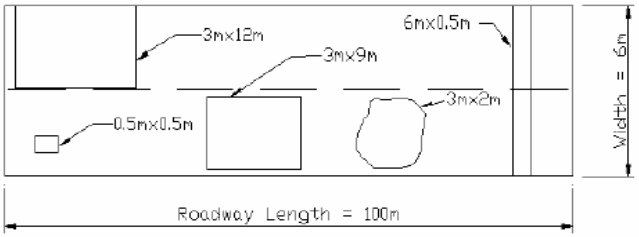
Extent

Area Affected	*Considered to be*	*Rating*
No Patches	Nil	1
Patches < 5% of roadway area	Negligible	2
Patches between 5% - 10% of roadway area	Minor	3
Patches > 10% - 20% of roadway area	Moderate	4
Patches > 20% of roadway area	Extensive	5

NB: Patches that have failed, should not be recorded under this observation but should be recorded as per defected reason of failure, ie. potholes, depressions, cracking etc has been observed within the patched area

Severity
Not Required for this defect observation

Example



Total the area of sound patches for the road segment = **3 x 12 + 0.5 x 0.5 + 3 x 9 + 3 x 2 + 6 x 0.5 = 72.25 m²**
Roadway segment area = **100 x 6 = 600 m²**
Extent of segment area affected = (72.25 / 600) x 100 = **12%**
Looking at the extent table on the left, 12% falls into rating 4 for this segment.

Footpaths

Area Affected	Considered	Rating
No visible defects	As new construction, with perfect alignment and a sound surface condition displaying no obvious indications of distress.	1
Defects affecting <10% of footpath segment area	Footpath segment displays negligible areas of surface and/or pavement distress, such as cracking, surface material breakage, trip hazards and/or depressions. AND/OR Trip hazard and undulation distresses under this condition rating must not predominantly exceed 7mm vertical movement.	2
Defects affecting 10%- 35% of footpath segment area	Footpath segment displays minor areas of surface and/or pavement distress, such as cracking, surface material breakage, trip hazards and/or depressions. AND/OR Trip hazard and undulation distresses under this condition rating are predominantly estimated to be greater than 7mm but less than 15mm vertical movement.	3

Defects affecting >35% - 50% of footpath segment area	Footpath segment displays moderate areas of surface and/or pavement distress, such as cracking, surface material breakage, trip hazards and/or depressions. AND/OR Trip hazard distresses under this condition rating are predominantly estimated to be greater than 15mm but less than 25mm vertical movement and/or intense undulations are predominantly estimated to be greater than 15mm and less than 50mm and obtrusive to pedestrian traffic.	4
Defects affecting >50% of footpath segment area	Footpath segment displays extensive areas of surface and/or pavement distress, such as cracking, surface material breakage, trip hazards and/or depressions. AND/OR Trip hazard distresses under this condition rating are predominantly estimated to be greater than 25mm vertical movement and/or intense undulations are predominantly estimated to exceed 50mm and obtrusive to pedestrian traffic.	5



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Kerb and Channel

Area Affected	Considered	Rating
No visible defects	As new construction, with perfect alignment and a sound surface condition displaying no obvious indications of distress.	1
Defects affecting <15% of kerb and channel segment length	Kerb and channel segment displays negligible lengths of distress, such as cracking, breaks, vertical displacement, tilting and/or ponding.	2
Defects affecting 15% - 40% of kerb and channel segment length	Kerb and channel displays minor lengths of distress, such as cracking, breaks, vertical displacement, tilting and/or ponding.	3
Defects affecting >40%- 70% of kerb and channel segment length	Kerb and channel displays moderate lengths of distress, such as cracking, breaks, vertical displacement, tilting and/or ponding.	4
Defects affecting >70% of kerb and channel segment length	Kerb and channel displays extensive lengths of distress, such as cracking, breaks, vertical displacement, tilting and/or ponding.	5



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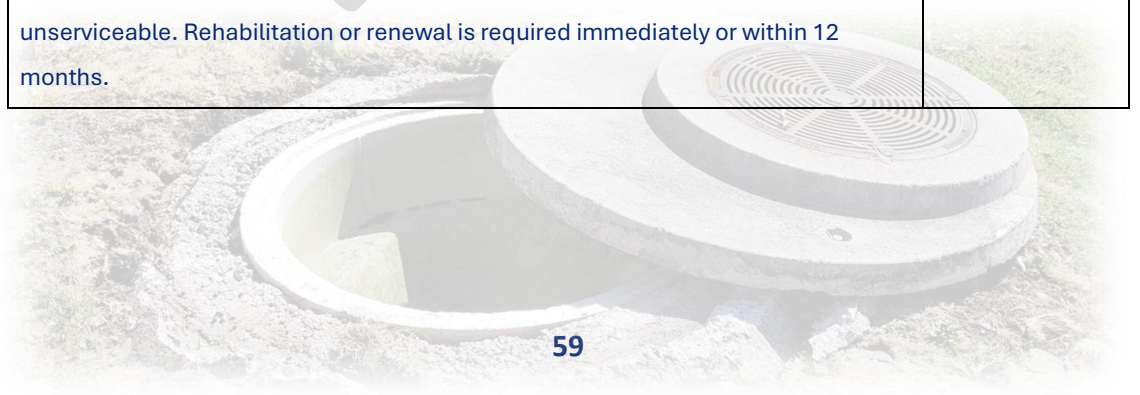
Stormwater

Storm Water Pipe Condition Assessment

Extent	Condition Score
As new condition with no defects. Pipe is fully serviceable.	1
Superficial deterioration. Minor issue with reliability. Minor maintenance is only required. Minor blockage in pipe line.	2
Significant deterioration. Stormwater pipe length is operational but displays efficiency deficiencies. Routine maintenance and/or minor refurbishment is required.	3
Major or serious deterioration is evident. Stormwater pipe is not operating and major problems are imminent. Major maintenance or rehabilitation is required.	4
Stormwater pipe length has failed, is about to fail or has stopped working. The asset is unserviceable. Rehabilitation or renewal is required immediately or within 12 months.	5

Manhole Condition Assessment

Extent	Condition Score
As new condition with no defects. Manhole is fully serviceable.	1
Superficial deterioration. Minor issue with reliability. Minor maintenance is only required.	2
Significant deterioration. Manhole element is operational but displays deficiencies. Routine maintenance and/or minor refurbishment is required.	3
Major or serious deterioration is evident. Manhole element requires major maintenance or rehabilitation.	4
Manhole element has failed, is about to fail or has stopped working. The manhole is unserviceable. Rehabilitation or renewal is required immediately or within 12 months.	5



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Storm Water Pit Condition Assessment

Extent	Condition Score
As new condition with no defects. Pit is fully serviceable.	1
Superficial deterioration. Minor issue with reliability. Minor maintenance is only required.	2
Significant deterioration. Pit element is operational but displays deficiencies. Routine maintenance and/or minor refurbishment is required.	3
Major or serious deterioration is evident. Pit element requires major maintenance or rehabilitation.	4
Pit element has failed, is about to fail or has stopped working. The pit is unserviceable. Rehabilitation or renewal is required immediately or within 12 months.	5



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Service Level Manual – Bushfire Mitigation 2025

Glenorchy City Council

Glenorchy City Council

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NSP (Nearby Safer Place) 14
Activity description 14
Nearby safer Places are TFS-designated places of relative safety in case of a bushfire incident. Each NSP has a TFS-produced plan and management specifications required to maintain an acceptably low bushfire risk. 14
These locations are not staffed recovery centres. 14
Responsibilities 14
Bushfire Management Unit 14
Activity triggers 14
Assessment and initial vegetation control works in spring each year, benchmarked to the TFS specifications. Ongoing monitoring and follow-up works as required. 14
Tasks undertaken 14
Slashing, brushcutting, mowing, weed management, removal of vegetation, trimming of low-hanging tree limbs. 14
Nearby Safer Place Service Levels 14
Fire Trail Boom Gates and Signage 15
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The GCC fire trail network includes a number of gates and signs, intended respectively to control unauthorised vehicle access, and to provide information and navigation assistance to staff and authorised visitors. 15
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Version control

Release No.	Author	Date	Approved
1	T Horton	9/09/2025	

INTRODUCTION

The Glenorchy community expects GCC to play a leading role in managing bushfire risk on GCC-managed bushland. While the Tasmanian Fire Service (TFS) is the lead agency for bushfire incident response, GCC has a significant role in identifying and managing bushfire risk alongside TFS and other agencies.

The Bushfire Mitigation Strategy (2020-2030) collates GCC's responsibilities and sets out the manner in which GCC will meet its various obligations. This Strategy also identifies a benchmark level of service to be provided.

Glenorchy City Council must also comply with relevant industry standards and guidelines to ensure its Statutory and Risk Management obligations are met. These are described in detail in the Strategy but for the purposes of this document, specific attention is called to the Parks and Wildlife Service (PWS) Fire Management Infrastructure Categories and Standards (2021) and the TFS documentation for the Collinsvale Nearby Safer Place (NSP).

Service levels are divided into six broad areas:

- Fire trails
- Fire breaks and Nearby Safer Places
- Planned burning
- Gates and locks
- Signs
- Response and readiness

It is also important to note GCC has other bushfire and disaster management responsibilities that sit outside this Service Level document:

- Statutory planning
- Fire hazard abatement on private land (nuisances)
- Emergency response and recovery

Bushfire risk mitigation – Aligning Documents

Legislation

- Fire Service Act 1979
- Local Government Act 1993
- Aboriginal Relics Act 1975
- Environmental Management and Pollution Control Act 1994
- Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act)
- Fire Service Act 1979
- Forest Practices Act 1985
- Historical Cultural Heritage Act 1995
- Local Government Act 1993
- Mineral Resources Development Act 1995
- Nature Conservation Act 2002
- Tasmanian Threatened Species Protection Act 1995
- Tasmanian Weed Management Act 1999
- Wellington Park Act 1993

Standards

- ISO 31000:2018 Risk management — Guidelines
- AS 3959:2018 Construction of buildings in bushfire-prone areas
- PWS Fire Management Infrastructure Categories and Standards v4 (2011)

Policy and Strategy

- Tasmanian Vegetation Fire Management Policy 2017
- Environment Protection Policy (Air Quality) 2004
- Glenorchy City Council Bushfire Mitigation Policy 2022
- Tasmanian Air Quality Strategy 2006
- Glenorchy City Council Bushfire Mitigation Strategy 2020-2030

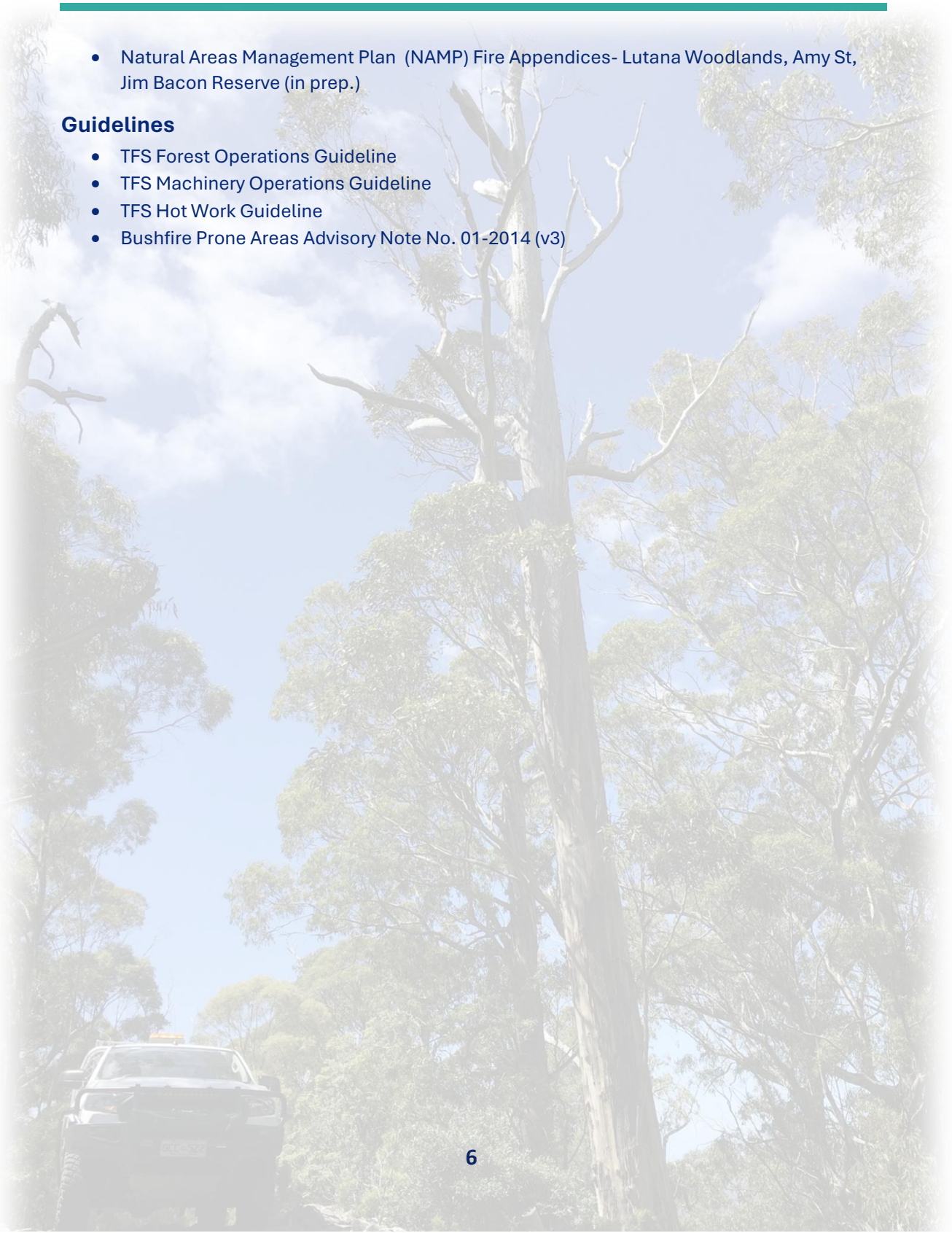
Plans

- Glenorchy Municipal Emergency Management Plan
- Hobart Fire Management Area Bushfire Risk Management Plan
- Greater Wellington Range Zone 1 Bushfire Mitigation Strategy 2017
- Greater Wellington Range Bushfire Mitigation Strategy (in prep.)
- Fire Management Strategy for Wellington Park 2006 (obsolete)
- Goat Hills Fire Management Plan 2006 (obsolete)
- Lowes Ridge & Arunta Crescent Reserve (in prep. following GWR BMS)
- N.R. Pierce Reserve and Council surrounds (in prep. following GWR BMS)
- Poimena Reserve & Roseneath Park. (in prep. following GWR BMS)

- Natural Areas Management Plan (NAMP) Fire Appendices- Lutana Woodlands, Amy St, Jim Bacon Reserve (in prep.)

Guidelines

- TFS Forest Operations Guideline
- TFS Machinery Operations Guideline
- TFS Hot Work Guideline
- Bushfire Prone Areas Advisory Note No. 01-2014 (v3)



Fire Trail Maintenance





Asset group description

Fire trails are a means of access through bushland reserves specifically for the purposes of managing and responding to unplanned fire by the Tasmania Fire Service, other emergency response agencies and GCC staff. The trails also serve as access for broader land management, and as part of the recreational tracks and trail networks.

The Fire Trails are managed to different classes according to the type of fire appliance it is intended to provide access for. Primary of these are the heavy tanker/Category 3 (large truck-based appliances), and light tanker/Category 5 (smaller 4WD based appliances). Details on classes and management prescriptions are contained in the PWS Fire Management Infrastructure Categories and Standards v4 (2011).

Note: The legal status of fire trails can vary from being public rights of way, private rights of carriage to (most commonly) no legal status as a road or public/private access at all.

Responsibilities

Bushfire Management Unit

The Zigzag Fire Trail, upper part of Chapel Fire Trail and the Jackson Fire Trail are a shared responsibility with TasNetworks

The Water Fire Trail is a shared responsibility with TasWater

The East-West Fire Trail from Big Bend west to the municipal boundary is the sole responsibility of PWS

The Big Bend Fire Trail is the sole responsibility of the City of Hobart

The Jackson fire trail exit to Montrose Road across 159B Montrose Road is Glenorchy City Council responsibility as per the existing MOU with property owner Chris Price

Description

- one class 1 (1.8km)
- nine class 3 (17.2km)
- sixteen class 5 (20.8km) and

one trail (3.4km) sub class 5 dry weather 4wd access track

Activity triggers

Periodic inspections:

- Monthly from October to May

Reactive inspections:

- After any significant wind or rain event
- After any planned or unplanned fire
- After any period of higher than usual trail usage

Tasks undertaken

- Check and clear trailside drains
- Check and clear grips, gutters and outfalls
- Verge vegetation management
- Surface repairs and renewal
- Drainage repairs and renewal
- Repair or renewal of unstable trail batters, subsurface and edges
- Pre-winter drainage works

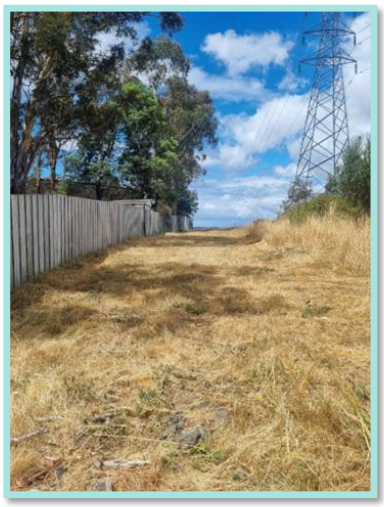


Fire Trail Maintenance Service Levels

Project No.	Activity Code	Activity	Intervention level	Response	Response Times
Location based number from annual budget	2288	Inspections	Non-compliance with PWS Fire Trail standard classes	Scope works and assess natural value risks	Periodic-seasonal Reactive (post-event)
		Trail surface management-extensive degradation	Trail unfit for vehicles as per PWS classes for distances over ~10m. Surface condition poor Pavement condition rutted, corrugated, wash outs, rough	Scope re-sheet works and assess natural value risks	Reactive
		Trail surface management-minor, localised degradation	Deformities, potholes, surface rills and erosion patches up to ~10 metres of trail length	Minor works- no approvals. Remediate with new material, reinstate failed drainage	Reactive
		Trail base, bench or foundation	Trail unstable, slumping or eroded	Scope works and assess natural value risks	Reactive
		Trail drainage management-culverts, grips, gutters and outfalls	Culverts blocked or eroded Grips and gutters blocked or eroded Surface water flowing on trail outside drainage infrastructure	Remove litter, silt and debris Remediate erosion and rebuild drainage features Establish drainage features where needed	Seasonal, Reactive
	2288	Vegetation control: trail verges	Maintain verge vegetation clearance according to fire trail class specifications	Scope works extent, assess	Seasonal, Reactive



Hazard Control Areas (Fuel Breaks)





Asset group description

A fuel break (Hazard Management Area) is an area of managed vegetation, typically on the edge of a bushland reserve adjoining private properties. The fuel break is intended to provide a reduced fuel load to diminish potential risk from an unplanned fire. A secondary purpose is to provide access to the reserve edges and a buffer of managed land to lessen the chance of weed and garden plant infestations into the reserve.

Fuel break size and specifications alter according to the needs of each individual site, and whether the bushland concerned is considered fire-prone for the purposes of statutory planning or not.

Responsibilities

Bushfire Management Unit, Parks and Recreation Unit, Vegetation Control Unit, Recreation and Environment Unit, supported by Urban Services Unit

Description

A network of managed vegetation across the GCC bushland reserves, including Poimena reserve, Amy Street Reserve, Catherine Street Reserve and 53A Ripley Road

Activity triggers

- TFS Permit Period begins
- Reactive through fire season
- Cessation at end of TFS Permit Period

Tasks undertaken

- Pre-fire season initial pass
- Inspection, monitoring, contractor management
- response to community requests
- Initiating subsequent works

- Cessation at end of TFS Permit Period

Hazard Control Area Service Levels

Project No.	Activity Code	Activity	Intervention levels	Response	Response Times
Location based number from annual budget	2293	Hazard Management Areas: Inspections	Non-compliance with specifications Periodic audits	Scope works and assess natural value risks	Early season Mid-season Late-season Reactive
		Hazard Management Areas: Initial seasonal works	TFS Permit period called	Initiate contractor works	Spring/early summer
		Hazard Management Areas: Respond to requests	Receipt of firebreak works request	Assess and if required initiate works	Reactive
	2293	Vegetation Control: Subsequent works	Regrowth sufficient to diminish firebreak efficacy	Initiate works	Reactive



Planned Burn Preparation





Activity description

Preparing delineated areas of bushland for a planned burn, supporting the delivery of the planned burn under the direction of the lead agency including working on the burn itself, and follow-up works to assess the success of the plan.

Responsibilities

Bushfire Management Unit, Recreation and Environment Unit

Activity triggers

Requests from TFS, City of Hobart or other agency within the Hobart Fire Management Area

Tasks undertaken

- Site inspection,
- pre- and post- burn weed control,
- raking fuel around significant trees,
- fuel hazard assessments,
- post-burn impact assessments

Project No.	Activity Code	Activity	Intervention level	Response	Response Times
Location based number from annual budget	2294	Planned Burn Preparation	Advice from TFS planners, or fuel levels reaching specified levels	Prioritise burn areas and plan works and resources.	12 months
	2294	Conduct planned burning	As arranged with TFS, CoH or other partner agency	Attend and assist in delivering planned burn	As required

General Bushfire Mitigation - Response and readiness





Activity description

During high fire danger times of the year (typically late spring to early autumn) Bushfire mitigation staff closely monitor fire weather predictions and enact a set of tasks if certain trigger points are reached. This can involve placing out advisory signage, requesting social media posts and in some cases physically closing some larger bushland reserves.

Responsibilities

Bushfire Management Unit

Activity triggers

Predictions of extreme or catastrophic fire danger weather, or the calling of a Total fire Ban by the TFS

Tasks undertaken

Signage, boomgate closures, social media requests, monitoring of weather conditions, preparation of light tankers as per the TFB deploy bulldozer as required and Reserves Closure Procedure.

Project No.	Activity Code	Activity	Intervention level	Response	Response Time
Location based number from annual budget	2291	General Bushfire Mitigation	Fire weather/danger predictions issued by the TFS	Signage, reserve closures, and preparations as per the relevant procedure	Reactive

NSP (Nearby Safer Place)



Activity description

Nearby safer Places are TFS-designated places of relative safety in case of a bushfire incident. Each NSP has a TFS-produced plan and management specifications required to maintain an acceptably low bushfire risk.

These locations are not staffed recovery centres.

Responsibilities

Bushfire Management Unit

Activity triggers

Assessment and initial vegetation control works in spring each year, benchmarked to the TFS specifications. Ongoing monitoring and follow-up works as required.

Tasks undertaken

Slashing, brushcutting, mowing, weed management, removal of vegetation, trimming of low-hanging tree limbs.

Nearby Safer Place Service Levels

Project No.	Activity Code	Activity	Intervention level	Response	Response Time
Location based number from annual budget	**2293**	**Nearby Safer Place – provision and maintenance**	**Seasonal (springtime) inspection and works, maintain until late autumn**	**Slashing, brushcutting, weed control, removal of vegetation**	**Seasonal, reactive**

Fire Trail Boom Gates and Signage





Activity description

The GCC fire trail network includes a number of gates and signs, intended respectively to control unauthorised vehicle access, and to provide information and navigation assistance to staff and authorised visitors.

Responsibilities

Bushfire Management Unit

Activity triggers

Periodic inspections, repairs and replacements as necessary

Tasks undertaken

Repair and replacement of boom gates and associated infrastructure, including locks; cleaning, maintenance and replacement of signage as necessary.

Fire Trail Boom Gates and Signage Service Levels

Project No.	Activity Code	Activity	Intervention level	Response	Response Time
Location based number from annual budget	2296	Fire Trail Boom Gates and Signage	Periodic inspections, response to notifications from other staff, park visitors	Assess, document and effect repairs or other works as required.	Reactive

Three-year schedule, 2024-25 to 2026-27

Assumptions: Consistent staffing and budget across the three-year period.

2024-25	Responsive, cyclic and seasonal works	Projects	Staff, resources, strategy and planning
Winter	Post- weather event inspections and remedial works Vandalism/misuse response	Scoping and preparation of RFQs for project works Planned burn preliminary works for Spring season	Complete BMS 1st 3-year review Update BMS Complex Burn Planning training for BMWO Progress GCC internal planned burn capacity
Spring	Post- weather event inspections and remedial works Vandalism/misuse response Fire Trail inspections, verge vegetation management Firebreak and HMA veg works Collinsvale NSP veg works Incident preparation- plant and vehicles	Planned burn preparation for Spring/Autumn Participation in Spring burning program Fire trail/HMA project works	Fuel Hazard Assessments- vegetation monitoring sites Post-burn assessments (Spring program) FMAC action items Progress GCC internal planned burn capacity
Summer	Post- weather event inspections and remedial works Vandalism/misuse response Firebreak and HMA regrowth inspections, works as required Collinsvale NSP regrowth inspections, works as required Bushfire response preparedness- vehicles and plant	Planned burn preparation for Autumn Fire trail/HMA project works	Bushfire season situational awareness NSP, Firebreak and HMA auditing Progress GCC internal planned burn capacity Review Fire trail Natural and Cultural Values Assessments
Autumn	Post- weather event inspections and remedial works Vandalism/misuse response Collinsvale NSP regrowth inspections, works as required Pre-winter Fire Trail surface and drainage check and clear	Planned burn preparation for Autumn, next Spring Participation in Autumn program Fire trail/HMA project works (completion for FY) Renew threatened species permits	Post-burn assessments (Autumn program) Post-season after-action review and inspections FMAC action items Progress GCC internal planned burn capacity

2025-26	Responsive, cyclic and seasonal works	Projects	Staff, resources, strategy and planning
Winter	Post- weather event inspections and remedial works Vandalism/misuse response	Scoping and preparation of RFQs for project works Planned burn preliminary works for Spring season	Develop Bushfire Management Plans/burn schedules Progress GCC internal planned burn capacity
Spring	Post- weather event inspections and remedial works Vandalism/misuse response Fire Trail inspections, verge vegetation management Firebreak and HMA veg works Collinsvale NSP veg works Incident preparation- plant and vehicles	Planned burn preparation for Spring/Autumn Participation in Spring burning program Fire trail/HMA project works	Fuel Hazard Assessments- vegetation monitoring sites Post-burn assessments (Spring program) FMAC action items Progress GCC internal planned burn capacity
Summer	Post- weather event inspections and remedial works Vandalism/misuse response Firebreak and HMA regrowth inspections, works as required Collinsvale NSP regrowth inspections, works as required Bushfire response preparedness- vehicles and plant	Planned burn preparation for Autumn Fire trail/HMA project works	Bushfire season situational awareness NSP, Firebreak and HMA auditing Progress GCC internal planned burn capacity Review Fire trail Natural and Cultural Values Assessments
Autumn	Post- weather event inspections and remedial works Vandalism/misuse response Collinsvale NSP regrowth inspections, works as required Pre-winter Fire Trail surface and drainage check and clear	Planned burn preparation for Autumn, next Spring Participation in Autumn program Fire trail/HMA project works (completion for FY) Renew threatened species permits	Post-burn assessments (Autumn program) Post-season after-action review and inspections FMAC action items Progress GCC internal planned burn capacity



2026-27	Responsive, cyclic and seasonal works	Projects	Staff, resources, strategy and planning
Winter	Post- weather event inspections and remedial works Vandalism/misuse response	Scoping and preparation of RFQs for project works Planned burn preliminary works for Spring season	Progress GCC internal planned burn capacity
Spring	Post- weather event inspections and remedial works Vandalism/misuse response Fire Trail inspections, verge vegetation management Firebreak and HMA veg works Collinsvale NSP veg works Incident preparation- plant and vehicles	Planned burn preparation for Spring/Autumn Participation in Spring burning program Fire trail/HMA project works	Fuel Hazard Assessments- vegetation monitoring sites Post-burn assessments (Spring program) FMAC action items Progress GCC internal planned burn capacity
Summer	Post- weather event inspections and remedial works Vandalism/misuse response Firebreak and HMA regrowth inspections, works as required Collinsvale NSP regrowth inspections, works as required Bushfire response preparedness- vehicles and plant	Planned burn preparation for Autumn Fire trail/HMA project works	Bushfire season situational awareness NSP, Firebreak and HMA auditing Progress GCC internal planned burn capacity Review Fire trail Natural and Cultural Values Assessments
Autumn	Post- weather event inspections and remedial works Vandalism/misuse response Collinsvale NSP regrowth inspections, works as required Pre-winter Fire Trail surface and drainage check and clear	Planned burn preparation for Autumn, next Spring Participation in Autumn program Fire trail/HMA project works (completion for FY) Renew threatened species permits	Post-burn assessments (Autumn program) Post-season after-action review and inspections FMAC action items Progress GCC internal planned burn capacity Prepare next 3-year schedule BMS 2nd 3-year review commences





Service Level Manual – Core Activities Open Space

2025

Glenorchy City Council

Glenorchy City Council

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INTRODUCTION

Glenorchy City Council (GCC) is responsible for the operation and management of the local road network and related assets which include the road pavement, kerb and channeling, footpaths, street furniture, road signage and the like.

The Glenorchy community expects GCC's infrastructure to be maintained to an acceptable and affordable level and intervention levels have been developed to provide guidance in relation to this.

Glenorchy City Council must also comply with relevant industry standards and guidelines to ensure its Statutory and Risk Management obligations are met.

This document sets out the manner in which GCC will meet its various obligations and identifies a benchmark level of service to be provided.

The Local Government Road Hierarchy (produced by the Tasmanian Government) assists in informing road design criteria and determining appropriate traffic management infrastructure. In addition it provides a means for prioritising capital works and both proactive and reactive maintenance requests.

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DOCUMENT CONTROL

Version control

Version	Author	Date	Approved
1	T Horton	20/11/2025	

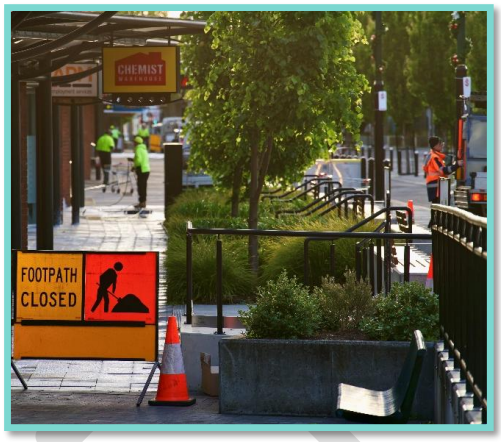
REFERENCE DOCUMENTS

- Glenorchy City Council, Transportation Condition Assessment Rating Manual (TCARM)
- Workplace Health Safety Act 2012
- Local Government Association Tasmania (LGAT) Municipal Standards
- Manual of Uniform Traffic Control Devices, Part 3 Traffic Control for Works on Roads AS1742.3 2019
- Austroads Guides to Temporary Traffic Management
- Roads and Jetties Act 1935
- Local Government (Highways) Act 1982
- GCC Playground strategy
- AS 16630:2021 Permanently installed outdoor fitness equipment – Safety requirements and test methods
- AS 4685.0:2017 Playground equipment and surfacing. Part 0: Development, installation, inspection, maintenance and operation
- AS 4685.1:2021 Playground equipment and surfacing. Part 1: General safety requirements and test methods
- AS 4685.2:2021 Playground equipment and surfacing. Part 2: Additional specific safety requirements and test methods for swings
- AS 4685.3:2021 Playground equipment and surfacing. Part 3: Additional specific safety requirements and test methods for slides (EN 1176-3:2017 MOD) (Revision of AS 4685.3:2014) Part 3 of current playground requirements.
- AS 4685.4:2021 Playground equipment and surfacing. Part 4: Additional specific safety requirements and test methods for cableways
- AS 4685.5:2021 Playground equipment and surfacing. Part 5: Additional specific safety requirements and test methods for carousels
- AS 4685.6:2021 Playground equipment and surfacing. Part 6: Additional specific safety requirements and test methods for rocking equipment
- AS 4685.11:2014 Playground equipment. Part 11: Additional specific safety requirements and test methods for spatial network
- GCC Vegetation Control specifications V1.4

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SERVICE ACTIVITY - Footpath and Paver Cleansing





Project No.	Activity code	Sub-Activities	Intervention Level*	Work Activities	Hierarchy	Response Times
Allocated number from annual budget	2225	Reactive pressure cleaning	Reported to Council or noted by staff inspection. - High profile areas - Other areas	Assess and prioritise upon receiving customer request.	High Medium	< 1day <3 days
		Programmed high pressure cleaning	Areas may be stipulated by GCC for additional pressure cleaning.	Footpaths are cleansed with high pressure and brush equipment utilizing cleaning agents.	Medium	As per GCC contract 1017 specifications.

N.B. This activity will be predominately conducted by contractors. This may affect response times due to their availability.

ACTIVITY GUIDELINES – Footpath and Paver Cleansing

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.
   - Safe Operating Procedures (SOPS) for plant operational guidance.
   - Temporary Traffic Management (TTM) and its associated diary, as required.
   - Any relevant procedural guidelines.
   - Safety Data Sheets (SDS), for any hazardous materials on site.
   - Before You Dig Australia (BYDA), service location documents.
   - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

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SERVICE ACTIVITY - Graffiti Removal







Project No.	Activity code	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2146	Remove Graffiti	Graffiti reported to Council: Offensive graffiti High profile areas Other areas	Assess and prioritize on receiving customer request. Assess, remove or paint out graffiti as required	High High Medium Low	<1 day <2 day <4 days <7 days
		Programmed Graffiti Removal	High profile areas, check daily e.g. CBD and GASP Graffiti "hotspots" i.e. areas that are frequently graffitied and identified through Council's reporting systems	Check "hotspot" areas weekly and action as required		Daily as per program

N.B. There will be occasions where contractors will need to be engaged to paint out or remove graffiti. This may affect response times due to their availability.

ACTIVITY GUIDELINES – Graffiti Removal

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

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    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Temporary Traffic Management (TTM) and its associated diary, as required.
    - Any relevant procedural guidelines.
    - Safety Data Sheets (SDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

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SERVICE ACTIVITY - Playground Inspections





Project No.	Activity code	Sub-Activities	Activities	Hierarchy	Response Times
Location based number from annual budget.	2177	Weekly inspections Annual inspections conducted by external auditor	Note any parts/repairs required and document Check component wear, compliance to current Australian Standards and conduct impact attenuation testing.	Programmed	Inspections Conducted weekly local, neighborhood play spaces. Minimum of twice weekly for district and regional play spaces.

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SERVICE ACTIVITY - Playground Equipment Maintenance



Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2171	Litter Removal	Reported or noted on inspection	Activity Guidelines	High Medium	1 day 5 days
	2179	Softfall replacement	Noted on inspection compliance to Australian Standards required**	Maintain Softfall levels.	Mandatory requirement for all play spaces.	As required or programmed every 3 months
	2180	Equipment repairs	Reported, (noted on inspection) potential noncompliance to standards	Repair damage / vandalism. Make safe	High Medium Low	1 day 5 days 15 days
	2153	Check signage	Noted, if signs are missing or in poor repair condition	Replace or clean	All	10 days
	2146	Graffiti removal	Graffiti noted on inspection or reported to Council: • Offensive graffiti • High profile areas • Other areas	Assess and prioritize: Remove immediately. Remove or paint out graffiti Remove or paint out graffiti	 High Medium Low	 <1 day < 2days <1 week

*Activities part of Maintenance Schedule **Australian Standards must be complied with.

ACTIVITY GUIDELINES – Playground Inspections and Playground Equipment Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Temporary Traffic Management (TTM) and its associated diary, as required.
    - Any relevant procedural guidelines.
    - Safety Data Sheets (SDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

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PLAYGROUND HEIRARCHY:

Local - This level of play space is ideally located within a collector district area whereby walking to a destination up to 500 meters would be acceptable for most if not all ages and abilities.

Neighbourhood - Neighbourhood play spaces consider broader 'suburbs' and thus the need to provide for a more diverse range of opportunities and offer a wider range of opportunity for children primarily in the 0-12 age groups. They would be no more than approximately 1-2 kilometres from homes.

District – These play spaces tend to serve wider catchments and sited where special features such as a water body, a cluster of sporting facilities, civic areas, or historic site are located. Usually amenities such as water, car parking, toilets, barbecues, and rubbish bins etc. will be within the space also.

Regional - Regional play spaces are similar to district but with additional components that would attract both local and regional visitors. This may be in the form of an adventure playground, water park, or unique aspect such as additional space for larger community events such as carnivals and concerts.

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SERVICE ACTIVITY - Litter Collection





Project No.	Activity Code.	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2171	Remove litter and Debris	Programmed collection Reported and actioned.	Activity Guidelines	High	1 day
					Medium	5 days

*Activities part of Maintenance Schedule

ACTIVITY GUIDELINES – Litter Collection

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.

- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

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SERVICE ACTIVITY - Vandalism Repairs





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy *	Response Times*
Location based number from annual budget.	2117	Vandalism Repairs - Damaged fencing - Broken glass - Equipment damaged - Turf damage*	Reported or noted on inspection.	Activity Guidelines. Assess and make safe. Initiate repairs.	Make safe High Medium Low	Within 4 hours 1 day 5 days 10 days

* Dependent upon location some turf damage may not be repaired.
** All assessments made within 1 day

ACTIVITY GUIDELINES - Vandalism Repairs

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.
   - Safe Operating Procedures (SOPS) for plant operational guidance.
   - Temporary Traffic Management (TTM) and its associated diary, as required.
   - Any relevant procedural guidelines.
   - Safety Data Sheets (SDS), for any hazardous materials on site.
   - Before You Dig Australia (BYDA), service location documents.
   - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

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SERVICE ACTIVITY – Open Space Mowing





Project no.	Activity Code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Time
Location based number from annual budget.	2164 2169 2170 2172 2206 2154	Mow wicket Mow playing surface Mow perimeter Mow lawns Slashing Vegetation control	As prescribed in the GCC vegetation control specifications.	Activity guidelines and GCC vegetation control specifications.	Open space grading, maintain acceptable levels	Program to comply with specifications

ACTIVITY GUIDELINES – Open Space Mowing

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist

- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Mowing activities will be undertaken in compliance with the GCC vegetation control specifications.

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SERVICE ACTIVITY - Brush Cutting





Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2239	Brush cutting fence lines, steep slopes, areas mowers can't get to	As prescribed in specifications	Activity Guidelines and GCC vegetation control specifications	High Medium Low	2 days 10 days 20 days

*Activities part of Maintenance Schedule

ACTIVITY GUIDELINES - Brush Cutting

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Temporary Traffic Management (TTM) and its associated diary, as required.
    - Any relevant procedural guidelines.
    - Safety Data Sheets (SDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Brushcutting activities will be undertaken in compliance with the GCC vegetation control specifications.

11. Conservation, native flora and declared weed sites have been identified and appropriate planning undertaken.

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SERVICE ACTIVITY - Hedge Trimming





Project No.	Activity code	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2119	Hedge Trimming	Reactive Maintenance Program based on requests	Activity Guidelines	High, Medium	10 days
					Low	40 days

*Activities part of Maintenance Schedule

ACTIVITY GUIDELINES - Hedge trimming

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Temporary Traffic Management (TTM) and its associated diary, as required.
    - Any relevant procedural guidelines.
    - Safety Data Sheets (SDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Trim hedge to the appropriate clearance distances e.g. footpaths 1.2m

11. All plant material should be removed from site.

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SERVICE ACTIVITY - Tree Maintenance





Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Time
Location based number from annual budget.	2122 2121 2267 2259	Street tree maintenance Reserves tree Maintenance Nature strip and tree hazard reduction. Tree removal	Reported hazard Reported or noted on inspection	Activity Guidelines Inspect, ensure site is safe and plan works	Inspection High Medium/Low	< 1 day 3 days 6 days

*Subject to Australian Standards "Pruning of amenity trees"

ACTIVITY GUIDELINES - Tree Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Temporary Traffic Management (TTM) and its associated diary, as required.
    - Any relevant procedural guidelines.
    - Safety Data Sheets (SDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Permits for tree work have been obtained, if required.

11. Tree work is to be undertaken by suitably qualified staff.

12. All plant material should be removed from site.

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SERVICE ACTIVITY - Fence Maintenance and Repairs





Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times**
Location based number from annual budget.	2218	Repair Fence/Gates	Reported or noted during Inspections	Activity Guidelines	High	3 days
					Medium	10 days
					Low	20 days

** Assessment within 4 hours of reporting.

ACTIVITY GUIDELINES - Fence Maintenance and Repairs

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.
   - Safe Operating Procedures (SOPS) for plant operational guidance.
   - Temporary Traffic Management (TTM) and its associated diary, as required.

- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Remove damaged or unserviceable posts and fencing material.

11. Realign existing serviceable posts

12. Excavate holes and install new posts as required to the correct or designed alignment

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SERVICE ACTIVITY - Herbicide/Insecticide Application

Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2123 2123 2156	Herbicide spraying Insecticide spraying Elm Leaf spraying	Reported or All areas done at least twice a year	Activity Guidelines Spray, fence lines Broad leaf turf areas	High Medium Low All	5 days 20 days 60 days Twice per year

ACTIVITY GUIDELINES – Herbicide/Insecticide Application

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
    - Pre-start checklist

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- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Use manufacturers recommended chemical/water mix ratios.

11. Ensure chemicals are used according to the manufacturer's guidelines, spray designated areas

12. Flush tank and clean equipment at approved locations

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SERVICE ACTIVITY - Irrigation Systems





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2132	Irrigation system check.	Reported or noted during regular inspections	Activity Guidelines	High Medium	< 2 hours 6 months
	2129	Repair irrigation system	Reported or noted during inspection		Low	Once per year
	2130	Irrigation repair and maintenance				
	2131	Irrigation of sports field				

ACTIVITY GUIDELINES - Irrigation Systems

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist

- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Check and flush out system including sprinkler heads as per requirements.

11. Repair any faults as per regulations set out.

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HIERARCHIES

OPEN SPACE

Fence Maintenance	
High	Major access areas, high profile Parks and Reserves
Medium	Regional areas, lower access, small suburban parks
Low	Rural, Bush land reserves

Brush cutting, Herbicide spraying	
High	Large potential Fire hazard; urban areas, high visible areas
Medium	Regional areas, low use areas, walkways etc
Low	Rural areas, or can be placed into regular programmed maintenance

Vandalism	
High	Those items that pose an immediate threat to the public in high use area e.g. broken glass, needles
Medium	Acts of vandalism that do not pose an immediate risk to the public, and that can be made safe or isolated from the public e.g. broken toilet, broken door
Low	Acts of vandalism that pose little or no risk to the public and can be placed into a regular maintenance program, e.g. dug up turf

Litter Collection	
High	Reported large amounts of rubbish in prominent areas, e.g. CBD, major parks and reserves
Medium	Programmed maintenance

Tree Maintenance	
High	High target zones, major streets, high volume of traffic areas. Immediate danger to surrounding areas, cars, pedestrians, houses, shops. Large tree failure, fallen of major limb failure, roads and footpaths blocked.
Medium	Trees in parks and reserves that can be isolated. Those have low target zones around them.
Low	Any tree that poses no immediate threat and can be placed into a programmed maintenance schedule and monitored.

Playground & Cycle way maintenance	
High	Item causing a dangerous situation to the public e.g. broken glass, broken swing
Medium	No danger to public but may escalate or cause other problems, vehicle barriers, worn bolts in swings. Area can be isolated from the public.

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Low	Nuisance problems, general aesthetics, long grass, graffiti. Can be placed into a regular maintenance program.

Outdoor furniture maintenance	
High	High- Broken and damaged equipment that can no longer be used by the public safely
Low	Low- Minor damage that can be repaired fully or temporary and does not effect furniture safety

Hedge trimming	
High/Medium	High/Medium- hedges in high volume traffic areas that impact on the safety of pedestrians and other traffic.
Low	Low- Hedges in low traffic areas with less influence on the safety of pedestrians and other traffic

Roundabout Traffic Island maintenance	
High	Roundabouts in high profile high use area areas, such as the CBD areas of Glenorchy, Moonah and Claremont
Medium	those roundabouts that have low maintenance planting and are in more urban areas.
Low	Region areas with low maintenance aspects

Garden Bed Maintenances	
High	Class 1 garden beds that are highly visible and, have planting arrangements that require constant maintenance e.g. rose gardens
Medium	Class 2 garden beds in prominent areas that have a mixture of high and low maintenance plants e.g. natives and roses
Low	Class 3 garden beds in all areas that have low maintenance plants e.g. natives and agapanthus.

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VEGETATION CONTROL SPECIFICATIONS

General guidelines

- Mowing heights shall be decided upon when areas are accessed and graded. Turf shall be placed under minimal stress from mowing practises. Sound horticultural practises are to be used in turf care to deter loss of grass coverage and the imminent weed infestation that follows.

- Grades 2, 3, and 4 (section 6) shall be mown regularly to avoid large amounts of clippings left on reserves. Where possible clippings shall be broadcast over the area to avoid formation of clumps and wind rows.

- Litter shall be removed from all reserves before mowing commences.

- Parks and reserves shall be trimmed by brush cutting at least every third cut. Herbicides shall not be used in place of trimming on areas graded 1, 2, 3, and 4, except for the control of wire and timber fence lines.

- When herbicide spraying has been undertaken, vegetation shall be trimmed to a practicable height within four weeks of application.

- Machinery shall be kept in good operational condition to maintain serviceability and quality of finish.

- The impact of machinery and condition of areas shall be reviewed prior to work commencing to avoid damage to the site e.g. during wet weather.

- Mowing operations and irrigation programs shall be aligned to maintain a good standard of cut.

- When imposed, water restrictions shall be complied with.

- Washing of mowers shall take place to avoid carrying weed seed or pathogens between areas. Where disease and fungus infections are detected, washing the mower shall take place before moving to another area to mow.

- Sites with a known noxious weed infestation shall be managed as per the applicable biosecurity obligations. A management plan shall be established for the above-mentioned sites.
  Programmed renovation of sports fields shall be developed with sporting rosters and leaseholds being taken into consideration. A period of three weeks rest for the ground is preferable for major renovation works. Materials (seed, top dressing media and fertilizers etc.) for use during renovations shall be determined by suitably qualified or experienced staff.

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- Turf species shall be determined by considering such elements as drought tolerance, wear tolerance and the required mowing heights for that particular field.
- Regular soil analysis of sports fields is recommended to determine fertiliser requirements etc. for turf renovations. Required materials can then be budgeted and work programs developed.
- All sports turf and lawn areas (grades 1, 2, 3) shall be kept 90% weed free at all times. Selective herbicide use is preferable but, in some instances, a "total kill" may be required.
- Sports fields shall have divots replaced weekly. Checks for holes and ruts left in turf surfaces shall be weekly and filled immediately on detection to avoid risk of injury to facility users.
- Marking of lines on sports fields shall be white unless otherwise specified. Lines shall be kept in a visibly bold condition with a width ranging between 75mm to 100mm. Lines shall be marked the day before the ground is to be used for play and remarked as required/requested during play.
- Council shall monitor and action accordingly, risk management and quality assurance when contractors are engaged to carry out vegetation control. The abovementioned elements will be included in contractual agreements entered into by council.
- Mowing frequencies may vary however the preferred service level would be to maintain vegetation heights within the cut height ranges within this document.
- Areas may be assessed for application suitability of growth regulators.

Grading of areas:

Grade 1 – Turf wicket areas

- Turf wickets shall be mown with a cylinder mower during the cricket season. During the off-season a smaller catcher type mower may be used.
- Except for wicket rollers and tractor mounted scarifyer (Spring renovations), no heavy machinery or mowers are to be taken onto the wicket square area.
- Wicket areas are to be kept 100% weed free at all times.
- Wickets shall be kept free of older grass "crowns" where possible. The method of removal may be determined and carried out during the off-season.

- The Curator shall determine mowing heights. This includes both the wicket in use and the surrounds. Length shall be determined by standards preferred by Cricket Australia.
- Clippings shall be removed from wicket areas at all times.
- Wickets shall be prepared and marked to meet Cricket Australia requirements.
- During the off-season the centre wicket area will be mowed at a height determined under the discretion of the curator. Turf may be cut higher than the outfield to promote plant health and turf coverage.
- Light scarifying or grooming of the wicket block during the growing and cricket season will be undertaken at intervals determined by the curator to prevent thatch build up.
- Wicket table shall be covered during cricket season as per Cricket Tas By-laws. Covers shall be removed by Council staff as early as possible by appropriate numbers of staff if weather permits (see cover removal SOP). A minimum of 2 staff during calm conditions and a minimum of 4 staff during breezy conditions. In the event of heavy winds, covers are to remain secured to wicket to prevent the risk of injury. Discretion of the curator shall be used in determining if covers are to be put down during extreme weather events. If considered a risk to safety, covers shall not be applied to wicket if there is any risk of injury. This scenario shall be communicated to relevant stakeholders.

Grade 2 – Sportsfields

- Sports fields shall be cut using cylinder mowers or rotary mowers deemed suitable for turf care. In the instance of post renovation, where a course top dressing material has been used and in wet weather, where it is necessary to cut grass regardless of weather conditions.
- Areas used for cricket that have adequate irrigation available may be cut to a maximum height of 20mm. In the instance of international and national use, grounds may be cut to 15mm.
- Sports fields other than cricket grounds shall be maintained at heights between 20mm and 30mm. Grounds shall be mown regularly to avoid clipping build up on turf surface.
- Sports fields shall be monitored and maintained with the intent of keeping them 100% weed free.

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- Sport fields shall be mown in varied directions. Lines may be mown into turf surface and cricket grounds to be used for one day matches may be given a “one day cut” i.e. mowed in a different direction within the 30m line to the area outside the line, to create a contrast on the turf.

- Where gravel is used for baseball/softball diamonds, it shall be kept 100% weed free at all times.

Grade 3 – Lawn areas

- Lawn areas mown with walk behind plant shall be kept at a height between 35mm and 60mm.

- Use of catcher mowers is preferable.

- Utility mowers may be used provided residual lawn clippings a minimal amount of is residual on turf surface.

- When sowing of new grass is required a species suitable for that area shall be selected, after an assessment of the area.

- Edge shall be kept with use of brush cutters and footpath edges shall be kept neat with lawn edging small plant.

- Footpaths shall be cleared of clippings and debris after area is mown.

Grade 4 – Council reserve areas

- Grass heights shall be maintained <100mm.

- Reserves that fall into this grade shall be mown with larger tractor drawn rotary mowers (e.g. stealth mowers) and smaller machines fitted with cutting decks (e.g. approx. 30 h.p. Kubota’s).

- Where larger and smaller mowers are used on the same reserve, mowing heights shall be set the same to provide an even cut.

- Brush cutters shall be used to trim edges and herbicides may be used to treat fence lines.

Grade 5 – Open space, hazard management areas and road verges

- These reserves are generally the rougher undeveloped areas within the Municipality.

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- Mowing heights shall be <100mm. Height may be altered at the operator's discretion to suit a particular area (except for hazard management areas).
- Edges shall be trimmed with brush cutters and self-propelled mowers.
- Herbicides may be used to manage weed infestation and in areas where mowing and brushcutting is difficult and presents risk to staff.
- Weed growth shall be monitored and controlled to avoid establishment of invasive weeds in these areas. A long term weed management plan will be developed to eradicate infestations either collectively or a particular species as required.
- Weed growth shall be monitored and controlled to avoid establishment of invasive weeds in these areas. A long term weed management plan will be developed to eradicate infestations either collectively or a particular species as required.
- Sites on urban interface areas may require that a hazard management area be maintained at a prescribed distance for the protection of buildings and property from bushfire. The dimensions of hazard management areas will be determined by an accredited assessor holding a nationally accredited qualification in AS 3959:2018 Construction of buildings in bushfire-prone areas using the relevant codes of practise. Council will ensure that the prescribed minimum width of a hazard management area on Council managed land is no less than that required for BAL-29 rated development to be achieved on the lot once the owner of the lot has undertaken their best efforts.
- Rural road verges and hazard management areas will be maintained utilising the GCC Works Program.

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Service Level Manual – Facilities 2026

Glenorchy City Council

Glenorchy City Council

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DOCUMENT CONTROL

Version control

Version	Author	Date	Approved
1	T Horton	20/11/2025	

INTRODUCTION

Glenorchy City Council (GCC) is responsible for the operation and management of a number of buildings and related assets which include those let to external Council stakeholders.

The Glenorchy community expects GCC's infrastructure to be maintained to an acceptable and affordable level and intervention levels have been developed to provide guidance in relation to this.

Glenorchy City Council must also comply with relevant industry standards and guidelines to ensure its Statutory and Risk Management obligations are met.

This document sets out the manner in which GCC will meet its various obligations and identifies a benchmark level of service to be provided.

BUILDING ASSET HEIRARCHY

High- failure of structure or asset causing immediate danger to person. Extreme potential to injury persons or person or producing an unsafe working environment.

Medium- an asset that could cause a dangerous situation if not dealt with, failure of asset could reduce the ability to provide a safe work environment.

Low- There is a minor or no risk to persons operating in that area

SERVICE ACTIVITY - Architectural Maintenance





Project no.	Activity Code	Sub Activity	Intervention Level*	Repair/Action Activity	Hierarchy	Response Time (Working Days)
Location based number from annual budget	2054	Repair access and egress faults.	Reported hazard. Level of risk assessed on site. Refer to Building lease agreement	Activity guidelines Reactive: Isolate potential hazard and provide reasonable warning. Permanent works: Repair as per building code or other relevant codes. Conduct six monthly audits Internal – 6 years External – 8 years	High	<1Days
	2055	Ceiling maintenance			Med	3 Days
	2056	Doors and Window maintenance			Med	3 Days
	2057	Flooring maintenance			Low	5 Day
	2058	External fence maintenance			Low	5 Days
	2059	Fittings /fixtures/cupboard locks maintenance			Med	2 Days
	2060	Insulation maintenance			Low	10 Days
	2061	Painting			Low	Patch and spot paint 3 Days
	2062	Roof cladding and membranes repair			High	2 Days Roof leak- 1day Skylight- 4 hours
	2063	Natural Ventilation			Low	10 Days
	2064	Repair wall cladding and membrane			Low	5 Days
	2065	Repair gates and locks			Med	1 Day

	2066 2111	Automatic door maintenance Pest Control			High Med	1 Day 2 Days

Activity Guidelines - Architectural Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

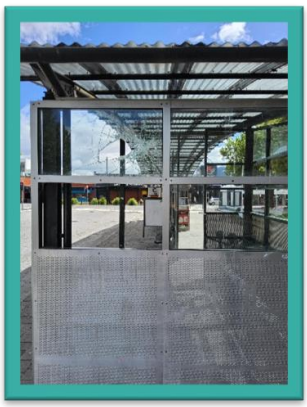
7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.
11. Aesthetical appearance is not compromised
12. Damage of over 5% of the assets physical feature, i.e. stains, broken elements or malfunction
13. Compromising ability to provide intended service but can be rectified with a minor repair
14. All works to be carried out in Accordance with the Building Code of Australia.
    and excepted trade and work practices

SERVICE ACTIVITY - Glazing Maintenance





Project no.	Activity Code	Sub-Activity	Intervention Level	Repair Activity	Response Time (working days)	
Location based number from annual budget	2067	Maintain glazing	Reported hazard Level of risk assessed on site. Refer to Building Lease agreement Security issues	Service activities Reactive - Isolate potential hazard and provide reasonable warning. Permanent works- Repair as per building code or other relevant codes – six monthly audits Glaze Damage, removal and replacement	High Med Low	<1 Day 3 Days 8 Days

Activity Guidelines – Glazing Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices

SERVICE ACTIVITY - Structural Maintenance



Project no.	Activity Code	Sub Activity	Intervention Level	Repair/Action Activity	Response Time	
Location based number from annual budget	2068 2069 2071 2073	Repair floor faults Repair foundation faults Repair roof structure faults Repair vertical structure faults	Reported hazard Level of risk assessed on site. Refer to Building Lease agreement	Activity guidelines Reactive:- Isolate potential hazard and provide reasonable warning. Permanent: works: Repair as per building code or other relevant codes – six monthly audits	Med High Med High High	10 Day 5 Day 10 Days 5 Day 1 Day

Activity Guidelines – Structural Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Minor structural deficiencies are visually observed, typically symptoms of likely future failures

12. Ability to provide intended service is compromised but can be rectified with a minor repairs.

13. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices.

SERVICE ACTIVITY - Electrical Maintenance





Project no.	Activity Code	Sub Activity	Intervention Level*	Repair Activity	Response Time (Working Days)	
Location based number from annual budget	2074	CCTV Maintenance/Replacement	Reported hazard Level of risk assessed on site. Refer to Building Lease agreement	Activity guidelines Reactive: Isolate potential hazard and provide reasonable warning. Permanent works: Repair as per building code or other relevant codes .	Med	5 Day
	2075	Repair hard wired fixed appliances			High	1-2 Days
	2076	Repair electrical switchboards			High	1 Day
	2077	General Wiring			High	2 Day
	2078	Light Fittings / security lighting			High	2-3 Day
	2079	Emergency lighting maintenance			High	1 Days
	2080	Repair power outlets			High	1 Day
	2097	Testing and Tagging			Med	5 Days

Activity Guidelines – Electrical Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Damage of over 5% of the assets physical feature, i.e. stains, broken elements or malfunction

12. Compromising ability to provide intended service but can be rectified with a minor repa

13. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices

SERVICE ACTIVITY - Fire Safety Maintenance





Project no.	Activity Code	Sub activity	Intervention Level	Repair Activity	Response Time (working Days)	
Location based number from annual budget	2081 2082	Fire equipment inspections/replacement (including Hydrants) Fire Panel/Alarm Inspections/maintenance	Reported hazard Level of risk assessed on site. Refer to Building Lease agreement	Activity guidelines Reactive: Isolate potential hazard and provide reasonable warning. Permanent work: Repair as per building code or other relevant codes	High High	1 Day 1 Day

Activity Guidelines – Fire Safety Equipment

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Damage of over 5% of the assets physical feature, i.e. stains, broken elements or malfunction.

12. Compromising ability to provide intended service but can be rectified with a minor repair.

13. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices

SERVICE ACTIVITY - Security Maintenance



Project No.	Activity Code	Sub activity	Intervention Level	Repair Activity	Response Time (working days)	
Location based number from annual budget	2083	Repair alarm equipment faults	Reported hazard	Activity guidelines	High	1 Day
	2084	Security inspection/maintenance	Level of risk assessed on site.	Reactive: Isolate potential hazard and provide reasonable warning.	High	2 Day
	2085	Repair security locks	Refer to Building Lease agreement	Permanent works; Repair as per building code or other relevant codes	High	1 Day

Activity Guidelines – Security Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

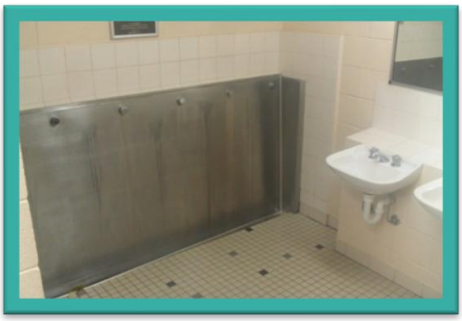
10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Damage of over 5% of the assets physical feature, i.e. stains, broken elements or malfunction.

12. Compromising ability to provide intended service but can be rectified with a minor repair.

13. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices.

SERVICE ACTIVITY - Plumbing Maintenance





Project no.	Activity Code	Sub activity	Intervention Level*	Repair Activity	Response Time (working days)	
Location based number from annual budget	2086	Gas Service and Appliances	Reported hazard Level of risk assessed on site. Refer to Building Lease agreement	Activity guidelines Reactive: Isolate potential hazard and provide reasonable warning. Permanent works: Repair as per building code or other relevant codes Conduct six monthly inspections Repair: wiring, pipe work, damaged elements, replace unit, amenities and sanitary fixtures	High	1 Day
	2087	Repair plumbing fixtures and fittings			High	1 Day
	2088	Repair toilets and leaking taps			High	1 Day
	2089	Hot water service maintenance			Med	2 Days
	2090	Waste water service maintenance			Med High	2 Days
	2091	Repair broken / blocked sewer				1 day
	2092	Boiling water systems maintenance				1 day
	2110	Roof Plumbing				
	2070	Repair general site faults				5 Day
	2072	Storm water / drainage faults / guttering			High	2 Day

Activity Guidelines – Plumbing Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Damage of over 5% of the assets physical feature, i.e. stains, broken elements or malfunction

12. Compromising ability to provide intended service but can be rectified with a minor repair.

13. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices

SERVICE ATIVITY - Mechanical Maintenance



Project no.	Activity Code	Sub activities	Intervention Level	Repair Activity	Response Time (working days)	
Location based number from annual budget	2095 2094 2093	Air-conditioning maintenance Fans and pump maintenance Lift maintenance	Reported hazard Level of risk assessed on site. Refer to Building Lease agreement	Activity guidelines Reactive: Isolate potential hazard and provide reasonable warning. Permanent repair: As per building code or other relevant codes – six monthly inspection Heating – repair wiring, pipework, damaged elements, clean and replace filters, replace unit	Med High Med High	3 Day 2 Day 3 Day <1 Day

Activity Guidelines – Mechanical Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Damage of over 5% of the assets physical feature, i.e. stains, broken elements or malfunction

12. Compromising ability to provide intended service but can be rectified with a minor repair

13. All works to be carried out in Accordance with the Building Code of Australia and excepted trade and work practices

SERVICE ACTIVITY - Height Safety Maintenance



Project no.	Activity Code	Sub activity	Intervention Level*	Repair Activity	Response Time (working days)	
Location based number from annual budget	2096	Height safety inspection/replacements	Reported hazard Level of risk assessed on site. Refer to Building Lease agreement	Activity guidelines Reactive: Isolate potential hazard and provide reasonable warning. PERMANENT works- Repair as per building code or other relevant codes	High	2 Day

Activity Guidelines – Height Safety Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist

- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

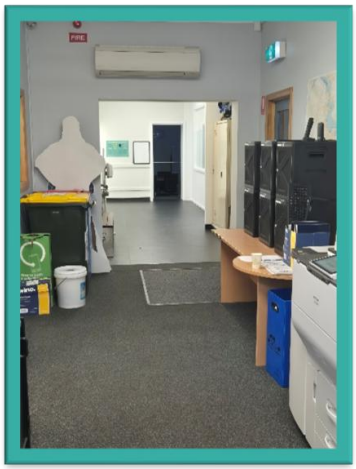
7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

SERVICE ACTIVITY - Cleaning Services



Project No.	Activity Code	Sub-activity	Intervention Level*	Repair/Action Activity	Response Time (Working days)	
Location based number from annual budget	2098	Sanitary services	Reported hazard Level of risk assessed on site. Refer to Building Lease agreement	RE-ACTIVE- Isolate potential hazard and provide reasonable warning. PERMANENT works- Repair as per building code or other relevant codes	Med	2 days
	2099	Clean toilets			High	<1 day
	2146	Remove graffiti			High	1 day
	2102	Waste removal (Cleaners Waste Only - Council Chambers)			High	1 day

Activity Guidelines – Cleaning Services

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

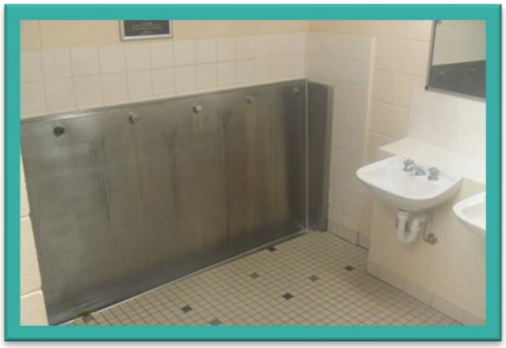
7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

SERVICE ACTIVITY – Clean Public Toilets





Project No.	Activity Code	Sub-activities	Repair/ Action Activity	Intervention Level	Response Time
Location based number from annual budget	2101	Clean Public Toilets	Inspect and assess. Then action repair works. Clean as per contract	Activity guidelines Frequency based and also based on customer requests	Cleaning conducted as per contract specifications

Activity Guidelines – Clean Public Toilets

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.

- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

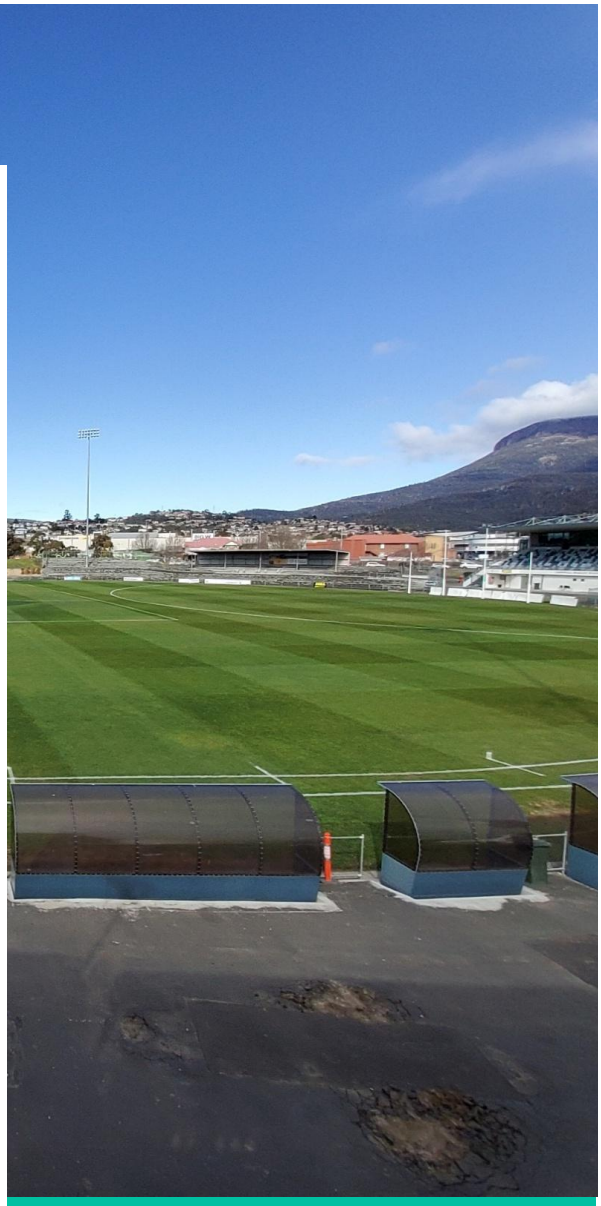
7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

Service Level Manual - Sportsfields 2025



Glenorchy City Council

Glenorchy City Council

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INTRODUCTION

Glenorchy City Council (GCC) is responsible for the operation and management of the local road network and related assets which include the road pavement, kerb and channeling, footpaths, street furniture, road signage and the like.

The Glenorchy community expects GCC's infrastructure to be maintained to an acceptable and affordable level and intervention levels have been developed to provide guidance in relation to this.
Glenorchy City Council must also comply with relevant industry standards and guidelines to ensure its Statutory and Risk Management obligations are met.
This document sets out the manner in which GCC will meet its various obligations and identifies a benchmark level of service to be provided.
The Local Government Road Hierarchy (produced by the Tasmanian Government) assists in informing road design criteria and determining appropriate traffic management infrastructure. In addition it provides a means for prioritising capital works and both proactive and reactive maintenance requests.

DOCUMENT CONTROL

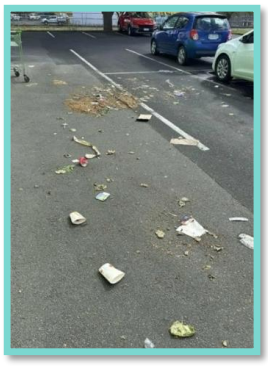
Version control

Version	Author	Date	Approved
1	T Horton	20/12/2025	

REFERENCE DOCUMENTS

- Glenorchy City Council, Transportation Condition Assessment Rating Manual (TCARM)
- Workplace Health Safety Act 2012
- Local Government Association Tasmania (LGAT) Municipal Standards
- Manual of Uniform Traffic Control Devices, Part 3 Traffic Control for Works on Roads AS1742.3 2019
- Austroads Guides to Temporary Traffic Management
- Roads and Jetties Act 1935
- Local Government (Highways) Act 1982
- GCC Vegetation Control specifications V1.4

SERVICE ACTIVITY - Litter Collection





Project No.	Activity Code.	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2171	Remove litter and Debris	Programmed collection Reported and actioned.	Activity Guidelines	High Medium	1 day 5 days

ACTIVITY GUIDELINES - Litter Collection

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.

- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

SERVICE ACTIVITY - Graffiti Removal







Project No.	Activity code	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2146	Remove Graffiti	Graffiti reported to Council: Offensive graffiti High profile areas Other areas High profile areas, check daily e.g. CBD and GASP Graffiti "hotspots" i.e. areas that are frequently graffitied and identified through Council's reporting systems	Assess and prioritize on receiving customer request. Remove or paint out graffiti.	 High High Medium Low Medium Medium	 <1 day <2 day <4 days <7 days Daily as per program Daily as per program

N.B. There will be occasions where contractors will need to be engaged to paint out or remove graffiti. This may affect response times due to their availability.

ACTIVITY GUIDELINES – Graffiti Removal

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.
   - Safe Operating Procedures (SOPS) for plant operational guidance.
   - Temporary Traffic Management (TTM) and its associated diary, as required.
   - Any relevant procedural guidelines.
   - Safety Data Sheets (SDS), for any hazardous materials on site.
   - Before You Dig Australia (BYDA), service location documents.
   - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Create a record of the graffiti using current GCC software/app

11. Use cleaning agent in accordance with the manufacturers' directions (use gloves, area well ventilated)

12. Apply small proportion of the cleaning agent to a small inconspicuous spot as test, to determine any detrimental effects to the surface, before proceeding with graffiti removal.

13. Use appropriate implements for activity that are fit for purpose.

SERVICE ACTIVITY - Vandalism Repairs





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy *	Response Times*
Location based number from annual budget.	2117	Vandalism Repairs - Damaged fencing - Broken glass - Equipment damaged - Turf damage*	Reported or noted on inspection.	Activity Guidelines. Assess and make safe. Initiate repairs.	Make safe High Medium Low	Within 4 hours 1 day 5 days 10 days

* Dependent upon location some turf damage may not be repaired.

ACTIVITY GUIDELINES - Vandalism Repairs

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
6. Pre-start checklist
7. Safe Work Method Statements (SWMS), as required due to high-risk work.
8. Safe Operating Procedures (SOPS) for plant operational guidance.
9. Temporary Traffic Management (TTM) and its associated diary, as required.
10. Any relevant procedural guidelines.
11. Safety Data Sheets (SDS), for any hazardous materials on site.
12. Before You Dig Australia (BYDA), service location documents.
13. Records are to be kept of any herbicide/pesticide application.

14. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

15. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

16. Worksites shall be reinstated and tidied upon completion of the work activity.

17. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

SERVICE ACTIVITY - Turf Wicket Preparation





Project No.	Activity code	Sub-Activities	Intervention Level	Activities	Response Times
Location based number from annual budget.	2160 2161 2162 2163 2164	Wicket Preparation Wicket Rolling Mark wicket lines Irrigate Wicket Mow Wicket	Prepare for play as per available rosters. Prepare practice wickets for training sessions as per requirements.	Activity Guidelines	To reach required standards preferred by Cricket Australia and the Tasmanian Cricket Association, Grade Hand Book As required

ACTIVITY GUIDELINES - Turf Wicket Preparation

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.
   - Safe Operating Procedures (SOPS) for plant operational guidance.
   - Temporary Traffic Management (TTM) and its associated diary, as required.
   - Any relevant procedural guidelines.
   - Safety Data Sheets (SDS), for any hazardous materials on site.
   - Before You Dig Australia (BYDA), service location documents.
   - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

SERVICE ACTIVITY - Concrete Wicket Preparation





Project No.	Activity code	Sub-Activities	Intervention Level	Activities	Response Time
Location based number from annual budget.	2162 2166 2190	Mark Wicket Lines Inspect matting Cover wicket	Part of facility inspection and work program	Activity Guidelines Ensure lines are clearly and accurately marked. Ensure wicket is covered and suitable for winter sport use.	Check weekly, mark as required. Inspect wicket weekly Cover checked weekly

ACTIVITY GUIDELINES - Concrete Wicket Preparation

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist

- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

SERVICE ACTIVITY - Line Marking of Sports Field





Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Response Times
Location based number from annual budget.	2168 2162 2217	Paint mixing Machine maintenance Mark Wicket Lines Renew line marking	Part of weekly work program	Activity Guidelines Mark lines to industry (Sport and Recreation) standards	Weekly: prepare site for play

WORK PRACTICES GUIDELINES - Line Marking of Sports Field

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.

- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Set out lines as per required standards from the Department of Sport and Recreation

11. Clean line marking equipment thoroughly after use.

SERVICE ACTIVITY - Irrigation of Sports Field





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2130 2131 2132	Irrigation repair and maintenance Irrigation of sports field Irrigation system check	Reported and noted on system check or during use.	Service activities. Conduct repairs and maintenance promptly Run system regularly.	High Med Low All All	2 h 1 week 2 weeks As required to maintain playing surface Run system once a month

ACTIVITY GUIDELINES - Irrigation of Sports Field

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
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- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Choose appropriate sprinkler to allow system even coverage of surface.

11. Check, repair and maintain irrigation systems in a timely manner, so as not to compromise turf health.

12. When irrigating playing surfaces with non-automated systems, sprinklers should be moved at two hour intervals.

13. Operate irrigation systems in compliance with water restrictions as prescribed by TasWater.

SERVICE ACTIVITY - Sports Field Renovation, Fertilising and Spraying





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2133 2134 2135 2136 2137 2138 2139 2140	Renovation Fertilising Herbicide spraying Insecticide spraying Aerate Scarify Top dressing Repair playing surface	Assessed on quarterly checks and required sub-activities programmed into maintenance schedule Determine plant nutritional requirements with soil testing.	Activity Guidelines Maintain sites to current industry practice Conduct works on seasonal changes of ground use where possible.	All	Assess sportsfields on a quarterly basis to ascertain renovation requirements. Lease arrangements should align with renovation program i.e. allow time between seasonal change over to allow for renovation works e.g. 4-6 weeks. Inspect playing surface and replace and tamp divots weekly.

ACTIVITY GUIDELINES - Sports Field Renovation, Fertilising and Spraying

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
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- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Inspect, assess and renovate playing surface accordingly.

11. Conduct soil analysis periodically.

12. Ensure equipment is calibrated and set to the predetermined application rate.

13. Ensure renovation equipment is cleaned thoroughly on completion of works or between work sites if deemed necessary e.g. to prevent turf disease.

SERVICE ACTIVITY - Sports Field Mowing



Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Response Times
Location based number from annual budget.	2169 2170 2176	Mow playing surface Mow perimeter Equipment maintenance	Refer to GCC Vegetation Control Specifications for maintenance criteria.	Activity Guidelines	Mowing frequency is prescribed in technical specifications. By seasonal changes but must adhere to standards Clean, check and adjust equipment daily. Back lapping cylinder mower frequency is dependent on quality of cut

ACTIVITY GUIDELINES - Sports Field Mowing

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.

- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Cut grass with appropriate plant. Mow only in the designated areas

SERVICE ACTIVITY - Repair Playing Surface





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2140	Repair playing surface	Repair minor damage like spot dips, deformations, surface corrugations. As required.	Activity Guidelines Inspect playing surface and repair as required.	All	Check and repair playing surface weekly.

WORK PRACTICES GUIDELINES – Repair Playing Surface

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
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- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.

- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Identify, assess and repair damage to playing surface.

11. Use best practice for turf repair.

12. Ensure ground condition is suitable and safe for play.

SERVICE ACTIVITY - Installation/Removal of goal posts



Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Response Times
Location based number from annual budget.	2175	Install/remove goal posts	Part of preparation for play. Change of seasonal sports	Activity Guidelines	As required

ACTIVITY GUIDELINES - Installation of goal posts

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Install goal posts as prescribed by Sport and Recreation documents.



Service Level Manual - Stormwater 2025

Glenorchy City Council

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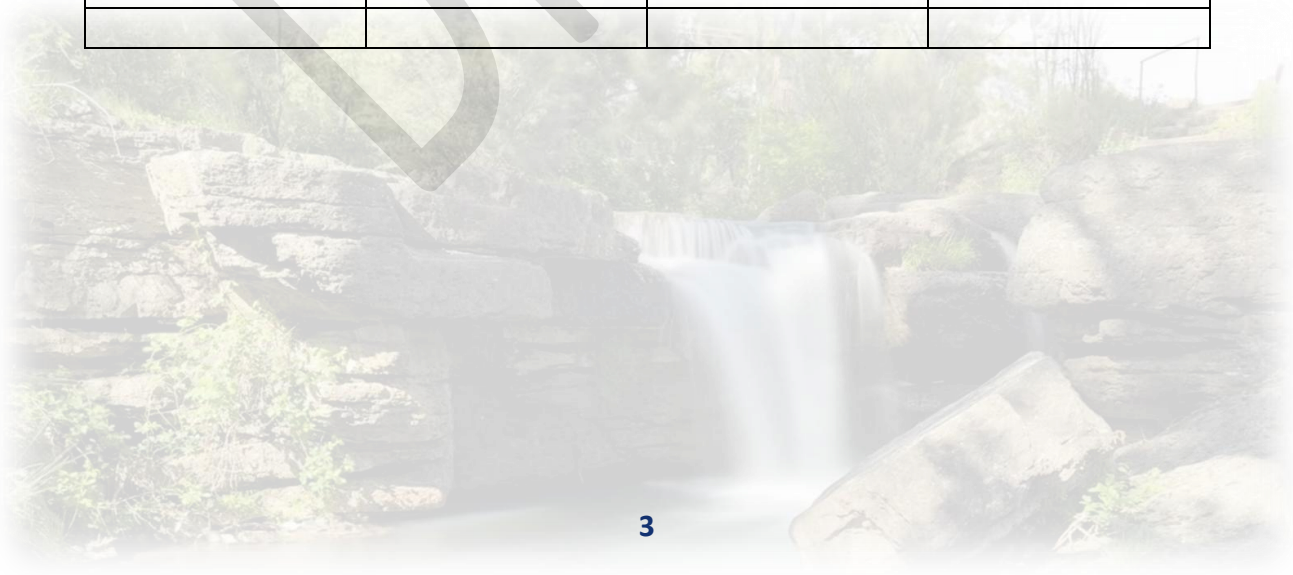
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Version	Author	Date	Approved
1	T Horton	13/11/2025	



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INTRODUCTION

Glenorchy City Council (GCC) is responsible for the operation and management of the local stormwater network and related assets which include kerb connections, stormwater mains, manholes and pits, creeks, bridges and boat ramps

The Glenorchy community expects GCC's infrastructure to be maintained to an acceptable and affordable level and intervention levels have been developed to provide guidance in relation to this.

The service levels for GCC stormwater infrastructure are an integral element of flood mitigation and response.

Glenorchy City Council must also comply with relevant industry standards and guidelines to ensure its Statutory and Risk Management obligations are met.

This document sets out the manner GCC will meet its various obligations and identifies a benchmark level of service to be provided.

REFERENCE DOCUMENTS

- Glenorchy City Council, Transportation Condition Assessment Rating Manual (TCARM)
- Workplace Health Safety Act 2012
- Local Government Association Tasmania (LGAT) Municipal Standards
- Manual of Uniform Traffic Control Devices, Part 3 Traffic Control for Works on Roads AS1742.3 2019.
- Austroads Guides to Temporary Traffic Management.
- Roads and Jetties Act 1935.
- Local Government (Highways) Act 1982.
- GCC Vegetation Control Specifications V1.4
- GCC Flood Response Plan.
- GCC Standing orders document.
- GCC risk rating document.
- GCC street sweeping schedule.

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ASSET CLASSIFICATION

The Glenorchy Stormwater infrastructure consists of the following asset categories:

Asset Class	Asset Category	Asset Type	Description
Drainage	Lagoon	Stormwater Storage Basin	Basin Swale Rain Garden
	Stormwater Drains	Culvert Creek Gravity Main Open Drain Property Connection Sub Soil Drain	
	Stormwater Pits	Inlet Pit	Double Grated, Double Grated Side Entry, Double Side Entry, Grated Deflector, Grated Pit, Grated Pit with Litter Trap, Grated Side Entry, Grated Strip Drain, Side Entry, Side Entry Pit with Litter Trap
		Maintenance Hole	Double Pit, Gross Pollutant Trap, Inspection Opening, Maintenance Shaft, Manhole, Manhole - Division inside, Single Pit, Transition Box (small), Transition Pit
		Miscellaneous	End Wall, Gabion, Head Wall,
		Node Point	Adaptor, Dead End, End Point of Pipe, Inspection Opening, Node, Reducer, Survey Point, Tee Junction, Transition Box (small)
Transport	Bridges	Bridge	Road Bridge, Footbridge, Overpass
		Culvert	Box Culvert
		Jetty/Pontoon/Boat Ramp	Jetty, Pontoon, Boat Ramp.

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SERVICE ACTIVITY - Maintenance of Manholes





Project no.	Task No.	Sub-Activities	Intervention Level	Repair Activities	Action	Response Times
Location based number from annual budget	2232 2233 2238	Repair Manhole/pit Clean Manhole Repair Grate/Lid	Defect noted on inspection, or reported	Activity Guidelines Make safe prior to repair activities.	General clean	As per Schedule
					General clean (Reactive)	2 days
					Broken lid hazard, make safe	ASAP – within 4 hours
					Broken lid hazard repair If flooding property If flooding roadside If not damaging assets or creating a hazard. Replace Lid & Surround	4 days 1 day 2 days 4 days 10 days

Activity Guidelines - Maintenance of Pits/Manholes

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Any relevant procedural guidelines.

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- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Remove broken surround. Prepare pit, cut concrete edges as required.

12. Drill starter bars prior to placing concrete.

13. Place new surround to required level i.e. no trip hazards.

14. Pour concrete and render.

15. To clean pit, use a vacuum unit or complete manually.

16. Ensure site is made safe on the interim whilst work activities are being planned

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SERVICE ACTIVITY - Maintenance of Stormwater Main





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2236	Major drain repairs	Blocked line reported by incident or inspected through CCTV. Condition score => 3	Activity Guidelines	If flooding property	4 hours
					If flooding roadside	1 day
	2279	Minor drain repair		Clear Blockages	If not damaging assets/hazard	2 days
	2280	Major drain repair - reinstallation		General repairs		

Activity Guidelines - Maintenance of Stormwater Main

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Any relevant procedural guidelines.
- Material Safety Data Sheets (MSDS), for any hazardous materials on site.

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- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

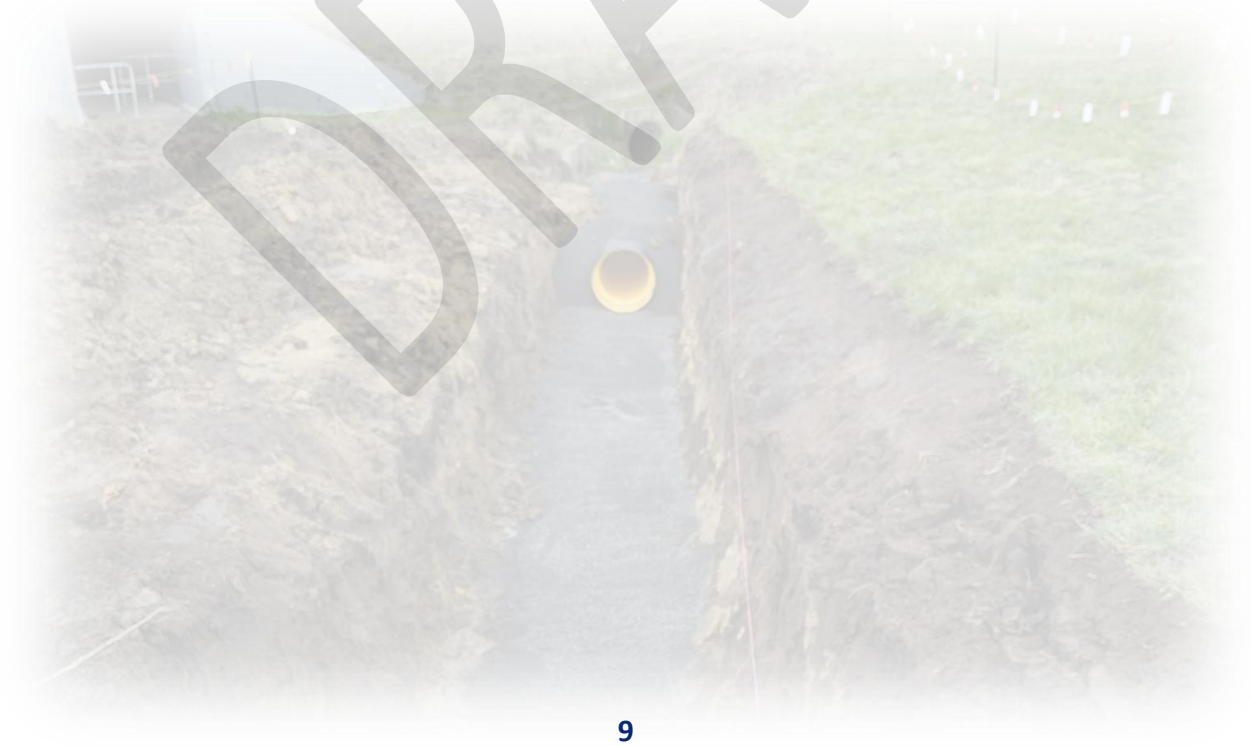
9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Remove pit lid and make area safe.

12. Remove blockages by using water blaster, vacuum truck or root cutter.

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SERVICE ACTIVITY - Stormwater property connections





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2246 2236 2235	Replace boundary box Minor drain repairs Clear blockage	Blocked line reported by incident or inspected through CCTV. Condition score => 3.	Activity Guidelines	If flooding property If flooding roadside If not damaging assets/hazard	4 hours 1 day 2 days

Activity Guidelines - Stormwater property connections

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Any relevant procedural guidelines.
- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

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6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. To clear major blockage, use GCC water blaster, GCC vacuum truck or Contractor

12. If blocked by tree roots, then lift lid. Using a contractor drain cleaner, insert root cutter down the pipe, remove roots.

13. If pipe cracked and broken, repair as required.

14. Ensure boundary box is serviceable and clear of any blockage.

15. Investigate nature of fault (with camera equipment) prior to works commencing, particularly if gas services are in vicinity.

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SERVICE ACTIVITY - Maintenance of Pits





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2235 2182 2240 2238	Clear Blockage Clean Litter Trap Clean Pit Repair Grate / Lid	Damaged and unserviceable surround. Overflowing or water not getting away at an acceptable flow rate.	Activity Guidelines Prioritise using risk rating.	If flooded / overflowing. Not overflowing but backed up. If hazardous, make safe. Cleaning is conducted as part of work program.	4hrs 2days ASAP- within 4 hours Pit cleaning program

Activity Guidelines - Maintenance of pits and manholes

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.

- Safe Operating Procedures (SOPS) for plant operational guidance.
- Any relevant procedural guidelines.
- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Clear blockage using GCC water blaster, GCC vacuum truck or Contractor

12. If blocked by tree roots, then lift lid. Using a contractor drain cleaner, insert root cutter down the pipe, remove roots.

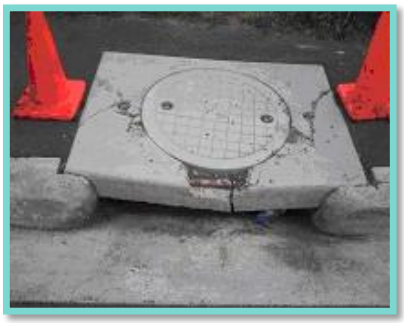
13. Clean litter traps, remove debris.

14. Remove leaves etc. by manually or vacuum unit.

15. Repair/Replace hazardous grates or lids.

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SERVICE ACTIVITY - Major Repairs of Pits





Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2287	Replace Lid & Surround	Condition level =>3	Activity Guidelines	Make safe Undertake repairs	ASAP – within 4 hours 14 days

Activity Guidelines - Major Repairs of Pits

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.
   - Safe Operating Procedures (SOPS) for plant operational guidance.
   - Any relevant procedural guidelines.
   - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
   - Before You Dig Australia (BYDA), service location documents.
   - Records are to be kept of any herbicide/pesticide application.

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6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Remove broken surround. Prepare pit, cut concrete edges as required.

12. Drill starter bars

13. Place new surround and adjust to correct level.

14. Pour concrete and render the Kerb and Gutter

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SERVICE ACTIVITY - Maintenance of Open Drain





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2252 2253 2233 2171 2154 2261 2279 2280 2284	Cleaning culvert Repair culvert Clear blockages, Remove litter/ debris Vegetation control Repair/Replace Headwall Minor drain maintenance Major drain repairs/reinstallation Flood works	Condition of drain elements impedes flow of water. Works programmed annually. Respond to customer request.	Activity Guidelines Ensure drain serviceability	All types Prioritise using risk rating.	Scheduled cleaning annually. Reactive: Flooding within 1d Clearing after weather event.14 days Known problem areas added to standing orders.

Activity Guidelines - Maintenance of Open Drain

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

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2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Any relevant procedural guidelines.
- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Replace and/or repair headwall

12. Excavate around headwall, remove existing headwall, replace with new headwall.

13. Remove silt, debris and litter.

14. To clean sub-soil drain, flush with water blaster.

15. Maintain vegetation to comply with technical specifications.

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SERVICE ACTIVITY - Maintenance of Culverts





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2252 2253 2236 2280	Clean culvert Repair culvert Minor drain repair Major drain repairs/reinstallation	Condition level =>3 Annual clearing scheduled in program.	Activity Guidelines. Prioritise using risk rating. Ensure serviceability of culverts.	All types	Clean culvert - 7 days Repair drain or culvert - 20 days Ensure infrastructure is serviceable prior to repair activities

Activity Guidelines - Maintenance of Culverts

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

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5. All documentation for the worksite will be onsite and available on request, inclusive of:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Any relevant procedural guidelines.
    - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Excavate to required foundation level, identify and remove any unsuitable material.

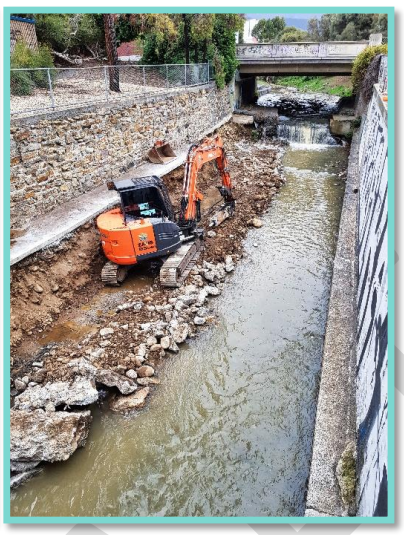
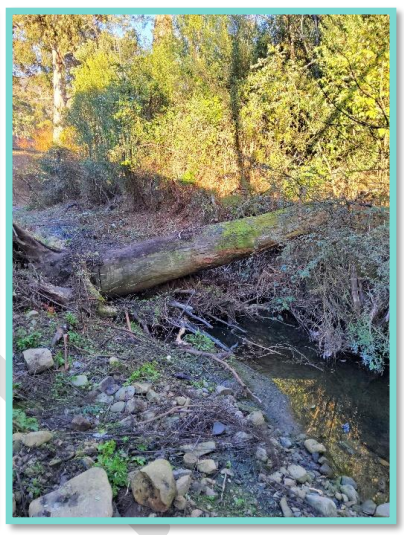
12. Place and compact bedding material to required level. Allow for "bell-end" at socket/spigot type culverts in bedding.

13. Lay pipes to required line and level commencing at the downstream end (where practical) and laying the socket end upstream

14. For box culverts place and compact concrete to design and allow curing time prior to placing culverts as per specification

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SERVICE ACTIVITY - Maintenance of Creeks

Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2154 2258 2259 2260 2261 2263 2241 2284	Vegetation control Remove debris from creek/rivulet. Tree removal. Scour/erosion protection and control. Repair Headwall. Outfall/Infall maintenance Weed control. Flood works	Reactive to defect notification. Refer to vegetation specifications. Declared weed control.	Activity Guidelines Ensure serviceability of infrastructure	Environmental issues. Scheduled vegetation control. All others	Timed treatments for weeds. Vegetation management schedule. Treat scouring/erosion when flow has subsided Outfall/infall maintenance subject to schedule, minimum annual inspection/action. Flood works reactive and prioritised using risk rating.

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Activity Guidelines - Maintenance of Creeks

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Any relevant procedural guidelines.
    - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Environmental protection obligations shall be considered in preparation and undertaking of works.

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SERVICE ACTIVITY – Land Slip Maintenance





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Response Times
Location based number from annual budget	2281	Inspect drainage lines in land slip area	A quarterly Inspection of area is conducted and a scope of works developed.	Activity Guidelines. Ensure drainage infrastructure is serviceable. Manage vegetation to comply with prescribed levels.	Schedule works based upon inspection outcomes.

Activity Guidelines - Land Slip Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:
   - Pre-start checklist

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- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Any relevant procedural guidelines.
- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Inspect drainage lines in land slip area, and determine serviceability.

12. Undertake repairs to drainage line if required.

13. Major slippage or displacement is to be noted and reported.

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SERVICE ACTIVITY Sediment/Litter Control Infrastructure





Project No.	Activity code	Sub-Activities	Intervention Level	Maintenance Activities	Response Times
Location based number from annual budget	2182 2282 2269	Clean litter trap GPT maintenance Remove debris	Inspection monthly and directly following weather events. GPT maintenance based on manufacturer recommended maintenance schedule	Activity Guidelines. Remove silt, litter and debris. Clear sedimentation basin.	Schedule based upon inspections and relevant specific maintenance schedules

Activity Guidelines - Sediment/Litter Control Infrastructure

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.
   - Safe Operating Procedures (SOPS) for plant operational guidance.

- Any relevant procedural guidelines.
- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Measure and record the quantities of litter removed from GPT infrastructure.



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SERVICE ACTIVITY - Storm Water Outfalls





Budget No.	Task No.	Sub-Activities	Intervention Level	Repair Activities	Response Time
Location based number from annual budget	2263 2258 2171	Outfall/Infall maintenance Remove debris from creek/rivulet Remove litter and debris	Inspect and scope work activity quarterly. Inspect after weather event.	Activity Guidelines Pick up of Rubbish found at storm water and creek outlets. Remove rubble, silt and litter.	Schedule works based on quarterly inspections. Reactive post weather events, 7 days.

Activity Guidelines - Storm Water Outfalls

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:
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   - Safe Operating Procedures (SOPS) for plant operational guidance.
   - Any relevant procedural guidelines.

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- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Inspect and clear stormwater outfalls.

12. Environmental aspects should be considered.

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SERVICE ACTIVITY - Road Sweeping





Project No.	Activity code	Sub-Activities	Sweeping Cycle	Activities	Hierarchy	Response Times
Location based number from annual budget	2264	Road Sweeping	CBD areas swept 3 times per week. Reactive to hazard report.	Activity guidelines.	Scheduled road sweeping as prescribed in programs. Reactive to reported potential hazard on road.	Work through sweeping schedule. Reactive to reported issue – within 4 hours.

Activity Guidelines - Road Sweeping

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Ensure site is made safe on the interim whilst work activities are being planned.

3. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

4. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

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6. All documentation for the worksite will be onsite and available on request, inclusive of:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Any relevant procedural guidelines.
    - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Worksite shall be reinstated and tidied upon completion of work activity.



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SERVICE ACTIVITY - Bridge/Footbridge, Walkways and Overpasses





Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2265 2229 2249 2260 2269 2277 2154 2286	Deck Repairs Repair Handrail Repair/ Replace headwall Scour/erosion Protection and control Remove Debris Repair Sub-Structure Vegetation control Bridge inspections	Reported or noted on Inspection	RE-ACTIVE- Isolate potential hazard and provide reasonable warning signage PERMANENT works- Repair as per building code or other relevant codes Activity Guidelines	Make safe Plan repairs and undertake works Inspect asset	Within 4 hours of report Initiate and conduct repairs asap. Inspections conducted annually

Activity Guidelines - Bridge/Footbridge, Walkways and Overpasses

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

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4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Any relevant procedural guidelines.
    - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Ensure all standards are met with bridges and jetties.

12. Infrastructure inspected by specialised contractor on an annual basis.

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SERVICE ACTIVITY - Jetty Maintenance





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2265 2229 2230 2260 2171 2270 2286	Deck Repairs Repair Handrail Repair Wing/ Retaining walls Scouring/erosion protection and control Remove litter and debris Repair Sub-Structure Bridge inspections	Reported or noted on Inspection	Isolate potential hazard or make safe. Repair as per building code or other relevant codes Activity Guidelines	Make safe Plan repairs and undertake works Inspect asset.	Within 4 hours of report. Initiate and conduct repairs asap. Inspections conducted annually.

Activity Guidelines - Jetty Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Any relevant procedural guidelines.
    - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Ensure all work activity is compliant with Australian standards. for bridges and jetties.

12. Infrastructure inspected by specialised contractor on an annual basis.

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SERVICE ACTIVITY - Boat Ramp Maintenance





Budget No.	Task No.	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2278 2171	Clean/repair Boat ramp Remove litter and debris	Inspect and Assess Reported or noted on inspection	Isolate potential hazard and make safe. Repair as required. Pressure clean. Activity Guidelines	Inspect Clean as required. Initiate repairs and/or litter debris removal.	Quarterly 14 days after inspection. 14 days after inspection.

Activity Guidelines - Boat Ramp Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Any relevant procedural guidelines.
- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

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SERVICE ACTIVITY – Standing Orders



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2285	Stormwater standing orders		Activity Guidelines		Inspect sites upon the issue of a weather warning. Inspect/action every 6 weeks

ACTIVITY GUIDELINES – Standing Orders

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.
   - Safe Operating Procedures (SOPS) for plant operational guidance.
   - Any relevant procedural guidelines.

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- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Ensure site is made safe on the interim whilst work activities are being planned.

11. Conduct standing orders check and actions upon a weather warning or heavy rainfall forecast.

12. Any actions resulting from inspections will be recorded within the GCC work order system.

13. Record keep when working through standing orders document.

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GLOSSARY

Condition Score	A criteria given to assist in assessing condition of an asset to assist prioritising a renewal program.
Footpath bay	One section of concrete footpath, between two joints.
Intervention Level	The point at which work is to be undertaken on a defect or fault.
Service Activities	Activities required to operate or maintain an asset.
Response Time	Scheduled time in which an activity should be undertaken.
Risk rating	A system used to determine priority by scoring defects on severity and location.
Project No. (number)	Location or hierarchy based budget number for operational and maintenance activities.
Activity code	The number used to attribute specific activities to a budget, used in conjunction with project numbers.
Roads hierarchy:	Classification of roads based upon location, purpose and traffic volume
Arterial Roads	These provide principal links between urban centres.
CBD/Collector Roads	These connect arterial roads and local areas.
Link	These provide a link between arterial, collector and local access roads.
Local Access	These provide access to residential and commercial property.
Minor Access	These provide access to residential properties and community facilities
Unformed	Roads that are non constructed road reserves or roads that have very low levels of traffic.
Segment	An asset segment is a set distance/area for each asset, can vary dependent upon asset.
Sub-Activities	General activities undertaken within this service activity
Vegetation Control Technical Specifications	A guide to work practices and intervention levels regarding GCC open space and road reserves.

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INTERVENTION LEVELS

Storm Water Pipe Condition Assessment

Extent	Condition Score
Near as new condition with no defects. Pipe is fully serviceable.	1
Superficial deterioration. Minor issue with reliability. Minor maintenance is only required. Minor blockage in pipe line.	2
Significant deterioration. Stormwater pipe length is operational but displays efficiency deficiencies. Routine maintenance and/or minor refurbishment is required.	3
Major or serious deterioration is evident. Stormwater pipe is not operating and major problems are imminent. Major maintenance or rehabilitation is required.	4
Stormwater pipe length has failed, is about to fail or has stopped working. The asset is unserviceable. Rehabilitation or renewal is required immediately or within 12 months.	5

Manhole Condition Assessment

Extent	Condition Score
Near as new condition with no defects. Manhole is fully serviceable.	1
Superficial deterioration. Minor issue with reliability. Minor maintenance is only required.	2
Significant deterioration. Manhole element is operational but displays deficiencies. Routine maintenance and/or minor refurbishment is required.	3
Major or serious deterioration is evident. Manhole element requires major maintenance or rehabilitation.	4
Manhole element has failed, is about to fail or has stopped working. The manhole is unserviceable. Rehabilitation or renewal is required immediately or within 12 months.	5

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Storm Water Pit Condition Assessment

Extent	Condition Score
Near as new condition with no defects. Pit is fully serviceable.	1
Superficial deterioration. Minor issue with reliability. Minor maintenance is only required.	2
Significant deterioration. Pit element is operational but displays deficiencies. Routine maintenance and/or minor refurbishment is required.	3
Major or serious deterioration is evident. Pit element requires major maintenance or rehabilitation.	4
Pit element has failed, is about to fail or has stopped working. The pit is unserviceable. Rehabilitation or renewal is required immediately or within 12 months.	5

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Service Level Manual – Vegetation Control 2026

Glenorchy City Council

Glenorchy City Council

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INTRODUCTION

Glenorchy City Council (GCC) is responsible for the operation and management of the vegetation within open space, road corridors and related assets throughout the Glenorchy municipality.

The Glenorchy community expects GCC's infrastructure to be maintained to an acceptable and affordable level and intervention levels have been developed to provide guidance in relation to this.

Glenorchy City Council must also comply with relevant industry standards and guidelines to ensure its Statutory and Risk Management obligations are met.

This document sets out the manner in which GCC will meet its various obligations and identifies a benchmark level of service to be provided.

DOCUMENT CONTROL

Version control

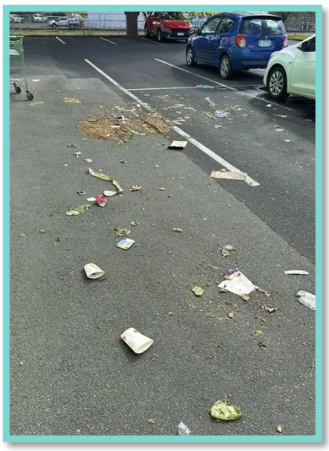
Version	Author	Date	Approved
1	T Horton	6/02/2026	

REFERENCE DOCUMENTS

- Workplace Health Safety Act 2012
- Local Government Association Tasmania (LGAT) Municipal Standards
- Manual of Uniform Traffic Control Devices, Part 3 Traffic Control for Works on Roads AS1742.3 2019
- Austroads Guides to Temporary Traffic Management
- Roads and Jetties Act 1935
- Local Government (Highways) Act 1982
- GCC Vegetation Control specifications V1.4

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SERVICE ACTIVITY - Litter Collection





Project No.	Activity Code.	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2171	Remove litter and Debris	Programmed collection Reported and actioned.	Activity Guidelines	High	1 day
					Medium	5 days

*Activities part of Maintenance Schedule

ACTIVITY GUIDELINES – Litter Collection

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.

- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

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SERVICE ACTIVITY – Open Space Mowing





Project no.	Activity Code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Time
Location based number from annual budget.	2164 2169 2170 2172 2206 2154	Mow wicket Mow playing surface Mow perimeter Mow lawns Slashing Vegetation control	As prescribed in the GCC vegetation control specifications.	Activity guidelines and GCC vegetation control specifications.	Open space grading, maintain acceptable levels	Program to comply with specifications

ACTIVITY GUIDELINES – Open Space Mowing

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Mowing activities will be undertaken in compliance with the GCC vegetation control specifications.

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SERVICE ACTIVITY - Brush Cutting





Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2239	Brush cutting fence lines, steep slopes, areas mowers can't get to	As prescribed in specifications	Activity Guidelines and GCC vegetation control specifications	High Medium Low	2 days 10 days 20 days

*Activities part of Maintenance Schedule

ACTIVITY GUIDELINES - Brush Cutting

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Temporary Traffic Management (TTM) and its associated diary, as required.
    - Any relevant procedural guidelines.
    - Safety Data Sheets (SDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Brushcutting activities will be undertaken in compliance with the GCC vegetation control specifications.

11. Conservation, native flora and declared weed sites have been identified and appropriate planning undertaken.

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SERVICE ACTIVITY - Hedge Trimming





Project No.	Activity code	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2119	Hedge Trimming	Reactive Maintenance Program based on requests	Activity Guidelines	High, Medium	10 days
					Low	40 days

*Activities part of Maintenance Schedule

ACTIVITY GUIDELINES - Hedge trimming

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Temporary Traffic Management (TTM) and its associated diary, as required.
    - Any relevant procedural guidelines.
    - Safety Data Sheets (SDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Trim hedge to the appropriate clearance distances e.g. footpaths 1.2m

11. All plant material should be removed from site.

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SERVICE ACTIVITY - Tree Maintenance





Project No.	Activity code	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Time
Location based number from annual budget.	2121 2122 2141 2154 2259	Reserves tree Maintenance Street tree maintenance Cut back overhanging tree Vegetation Control Remove tree	Reported hazard Reported or noted on inspection	Activity Guidelines Prune to relevant guidelines. Inspect, ensure site is safe and plan works	Inspection High Medium/Low	< 1 day 3 days 6 days

*Activities part of Maintenance Schedule *Subject to Australian Standards "Pruning of amenity trees"

ACTIVITY GUIDELINES - Tree Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Temporary Traffic Management (TTM) and its associated diary, as required.
    - Any relevant procedural guidelines.
    - Safety Data Sheets (SDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Permits for tree work have been obtained, if required.

11. Tree work is to be undertaken by suitably qualified staff.

12. All plant material should be removed from site.

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SERVICE ACTIVITY - Fence Maintenance and Repairs





Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times**
Location based number from annual budget.	2218	Repair Fence/Gates	Reported or noted during Inspections	Activity Guidelines	High	3 days
					Medium	10 days
					Low	20 days

** Assessment within 4 hours of reporting.

ACTIVITY GUIDELINES - Fence Maintenance and Repairs

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.
   - Safe Operating Procedures (SOPS) for plant operational guidance.
   - Temporary Traffic Management (TTM) and its associated diary, as required.

- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Remove damaged or unserviceable posts and fencing material.

11. Realign existing serviceable posts

12. Excavate holes and install new posts as required to the correct or designed alignment

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SERVICE ACTIVITY - Herbicide/Insecticide Application

Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2123	Herbicide spraying	Reported or All areas done at least twice a year	Activity Guidelines	High	5 days
	2123	Insecticide spraying		Spray, fence lines	Medium	20 days
	2156	Elm Leaf spraying		Broad leaf turf areas	Low	60 days
	2111	Pest control			All	Twice per year

ACTIVITY GUIDELINES – Herbicide/Insecticide Application

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.

- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Use manufacturers recommended chemical/water mix ratios.

11. Ensure chemicals are used according to the manufacturer's guidelines, spray designated areas

12. Flush tank and clean equipment at approved locations

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SERVICE ACTIVITY Roadside Vegetation Control





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2239 2206 2241 2141 2267	Brush Cutting Roadside Slashing Weed Control Cut Back Overhanging Trees Nature strip and tree hazard reduction	Refer to GCC Vegetation Control specifications. Inspect and assess hazard	Activity Guidelines	As per GCC Vegetation Control specifications	Schedule in work program to meet prescribed heights in specifications Annual contracted program for rural roadside vegetation Bi-annual spray program

ACTIVITY GUIDELINES - Roadside Vegetation Control

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.
   - Safe Operating Procedures (SOPS) for plant operational guidance.
   - Temporary Traffic Management (TTM) and its associated diary, as required.
   - Any relevant procedural guidelines.
   - Safety Data Sheets (SDS), for any hazardous materials on site.
   - Before You Dig Australia (BYDA), service location documents.
   - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Environmental aspects/site hazards identified and to be managed as applicable

11. Contractor engaged as per contract documents specification

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SERVICE ACTIVITY Roundabout / Traffic Island Maintenance





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2224	Roundabout/Traffic Island Maintenance	Reported issue or scheduled program undertaken a minimum of four times annually.	Activity Guidelines Picking up rubbish, Weeding, Mulching	High – inspect and assess Program on work schedule.	5 days Minimum 4 times per annum.

ACTIVITY GUIDELINES - Roundabout/Traffic Island Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
    - Pre-start checklist

- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable)has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Remove litter, trim & maintain desirable vegetation, remove weeds, and replace mulch.

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HIERARCHIES

OPEN SPACE

Fence Maintenance	
High	Major access areas, high profile Parks and Reserves
Medium	Regional areas, lower access, small suburban parks
Low	Rural, Bush land reserves

Brush cutting, Herbicide spraying	
High	Large potential Fire hazard; urban areas, high visible areas
Medium	Regional areas, low use areas, walkways etc
Low	Rural areas, or can be placed into regular programmed maintenance

Vandalism	
High	Those items that pose an immediate threat to the public in high use area e.g. broken glass, needles
Medium	Acts of vandalism that do not pose an immediate risk to the public, and that can be made safe or isolated from the public e.g. broken toilet, broken door
Low	Acts of vandalism that pose little or no risk to the public and can be placed into a regular maintenance program, e.g. dug up turf

Litter Collection	
High	Reported large amounts of rubbish in prominent areas, e.g. CBD, major parks and reserves
Medium	Programmed maintenance

Tree Maintenance	
High	High target zones, major streets, high volume of traffic areas. Immediate danger to surrounding areas, cars, pedestrians, houses, shops. Large tree failure, fallen of major limb failure, roads and footpaths blocked.
Medium	Trees in parks and reserves that can be isolated. Those have low target zones around them.
Low	Any tree that poses no immediate threat and can be placed into a programmed maintenance schedule and monitored.

Playground & Cycle way maintenance	
High	Item causing a dangerous situation to the public e.g. broken glass, broken swing
Medium	No danger to public but may escalate or cause other problems, vehicle barriers, worn bolts in swings. Area can be isolated from the public.

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Low	Nuisance problems, general aesthetics, long grass, graffiti. Can be placed into a regular maintenance program.

Outdoor furniture maintenance	
High	High- Broken and damaged equipment that can no longer be used by the public safely
Low	Low- Minor damage that can be repaired fully or temporary and does not effect furniture safety

Hedge trimming	
High/Medium	High/Medium- hedges in high volume traffic areas that impact on the safety of pedestrians and other traffic.
Low	Low- Hedges in low traffic areas with less influence on the safety of pedestrians and other traffic

Roundabout Traffic Island maintenance	
High	Roundabouts in high profile high use area areas, such as the CBD areas of Glenorchy, Moonah and Claremont
Medium	those roundabouts that have low maintenance planting and are in more urban areas.
Low	Region areas with low maintenance aspects

Garden Bed Maintenances	
High	Class 1 garden beds that are highly visible and, have planting arrangements that require constant maintenance e.g. rose gardens
Medium	Class 2 garden beds in prominent areas that have a mixture of high and low maintenance plants e.g. natives and roses
Low	Class 3 garden beds in all areas that have low maintenance plants e.g. natives and agapanthus.

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VEGETATION CONTROL SPECIFICATIONS*

General guidelines

- Mowing heights shall be decided upon when areas are accessed and graded. Turf shall be placed under minimal stress from mowing practises. Sound horticultural practises are to be used in turf care to deter loss of grass coverage and the imminent weed infestation that follows.

- Grades 2, 3, and 4 (section 6) shall be mown regularly to avoid large amounts of clippings left on reserves. Where possible clippings shall be broadcast over the area to avoid formation of clumps and wind rows.

- Litter shall be removed from all reserves before mowing commences.

- Parks and reserves shall be trimmed by brush cutting at least every third cut. Herbicides shall not be used in place of trimming on areas graded 1, 2, 3, and 4, except for the control of wire and timber fence lines.

- When herbicide spraying has been undertaken, vegetation shall be trimmed to a practicable height within four weeks of application.

- Machinery shall be kept in good operational condition to maintain serviceability and quality of finish.

- The impact of machinery and condition of areas shall be reviewed prior to work commencing to avoid damage to the site e.g. during wet weather.

- Mowing operations and irrigation programs shall be aligned to maintain a good standard of cut.

- When imposed, water restrictions shall be complied with.

- Washing of mowers shall take place to avoid carrying weed seed or pathogens between areas. Where disease and fungus infections are detected, washing the mower shall take place before moving to another area to mow.

- Sites with a known noxious weed infestation shall be managed as per the applicable biosecurity obligations. A management plan shall be established for the above-mentioned sites.
  Programmed renovation of sports fields shall be developed with sporting rosters and leaseholds being taken into consideration. A period of three weeks rest for the ground is preferable for major renovation works. Materials (seed, top dressing media and fertilizers etc.) for use during renovations shall be determined by suitably qualified or experienced staff.

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- Turf species shall be determined by considering such elements as drought tolerance, wear tolerance and the required mowing heights for that particular field.
- Regular soil analysis of sports fields is recommended to determine fertiliser requirements etc. for turf renovations. Required materials can then be budgeted and work programs developed.
- All sports turf and lawn areas (grades 1, 2, 3) shall be kept 90% weed free at all times. Selective herbicide use is preferable but, in some instances, a "total kill" may be required.
- Sports fields shall have divots replaced weekly. Checks for holes and ruts left in turf surfaces shall be weekly and filled immediately on detection to avoid risk of injury to facility users.
- Marking of lines on sports fields shall be white unless otherwise specified. Lines shall be kept in a visibly bold condition with a width ranging between 75mm to 100mm. Lines shall be marked the day before the ground is to be used for play and remarked as required/requested during play.
- Council shall monitor and action accordingly, risk management and quality assurance when contractors are engaged to carry out vegetation control. The abovementioned elements will be included in contractual agreements entered into by council.
- Mowing frequencies may vary however the preferred service level would be to maintain vegetation heights within the cut height ranges within this document.
- Areas may be assessed for application suitability of growth regulators.

Grading of areas:

Grade 1 – Turf wicket areas

- Turf wickets shall be mown with a cylinder mower during the cricket season. During the off-season a smaller catcher type mower may be used.
- Except for wicket rollers and tractor mounted scarifyer (Spring renovations), no heavy machinery or mowers are to be taken onto the wicket square area.
- Wicket areas are to be kept 100% weed free at all times.
- Wickets shall be kept free of older grass "crowns" where possible. The method of removal may be determined and carried out during the off-season.

- The Curator shall determine mowing heights. This includes both the wicket in use and the surrounds. Length shall be determined by standards preferred by Cricket Australia.
- Clippings shall be removed from wicket areas at all times.
- Wickets shall be prepared and marked to meet Cricket Australia requirements.
- During the off-season the centre wicket area will be mowed at a height determined under the discretion of the curator. Turf may be cut higher than the outfield to promote plant health and turf coverage.
- Light scarifying or grooming of the wicket block during the growing and cricket season will be undertaken at intervals determined by the curator to prevent thatch build up.
- Wicket table shall be covered during cricket season as per Cricket Tas By-laws. Covers shall be removed by Council staff as early as possible by appropriate numbers of staff if weather permits (see cover removal SOP). A minimum of 2 staff during calm conditions and a minimum of 4 staff during breezy conditions. In the event of heavy winds, covers are to remain secured to wicket to prevent the risk of injury. Discretion of the curator shall be used in determining if covers are to be put down during extreme weather events. If considered a risk to safety, covers shall not be applied to wicket if there is any risk of injury. This scenario shall be communicated to relevant stakeholders.

Grade 2 – Sportsfields

- Sports fields shall be cut using cylinder mowers or rotary mowers deemed suitable for turf care. In the instance of post renovation, where a course top dressing material has been used and in wet weather, where it is necessary to cut grass regardless of weather conditions.
- Areas used for cricket that have adequate irrigation available may be cut to a maximum height of 20mm. In the instance of international and national use, grounds may be cut to 15mm.
- Sports fields other than cricket grounds shall be maintained at heights between 20mm and 30mm. Grounds shall be mown regularly to avoid clipping build up on turf surface.
- Sports fields shall be monitored and maintained with the intent of keeping them 100% weed free.

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- Sport fields shall be mown in varied directions. Lines may be mown into turf surface and cricket grounds to be used for one day matches may be given a “one day cut” i.e. mowed in a different direction within the 30m line to the area outside the line, to create a contrast on the turf.

- Where gravel is used for baseball/softball diamonds, it shall be kept 100% weed free at all times.

Grade 3 – Lawn areas

- Lawn areas mown with walk behind plant shall be kept at a height between 35mm and 60mm.

- Use of catcher mowers is preferable.

- Utility mowers may be used provided residual lawn clippings a minimal amount of is residual on turf surface.

- When sowing of new grass is required a species suitable for that area shall be selected, after an assessment of the area.

- Edge shall be kept with use of brush cutters and footpath edges shall be kept neat with lawn edging small plant.

- Footpaths shall be cleared of clippings and debris after area is mown.

Grade 4 – Council reserve areas

- Grass heights shall be maintained <100mm.

- Reserves that fall into this grade shall be mown with larger tractor drawn rotary mowers (e.g. stealth mowers) and smaller machines fitted with cutting decks (e.g. approx. 30 h.p. Kubota’s).

- Where larger and smaller mowers are used on the same reserve, mowing heights shall be set the same to provide an even cut.

- Brush cutters shall be used to trim edges and herbicides may be used to treat fence lines.

Grade 5 – Open space, hazard management areas and road verges

- These reserves are generally the rougher undeveloped areas within the Municipality.

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- Mowing heights shall be <100mm. Height may be altered at the operator's discretion to suit a particular area (except for hazard management areas).
- Edges shall be trimmed with brush cutters and self-propelled mowers.
- Herbicides may be used to manage weed infestation and in areas where mowing and brushcutting is difficult and presents risk to staff.
- Weed growth shall be monitored and controlled to avoid establishment of invasive weeds in these areas. A long term weed management plan will be developed to eradicate infestations either collectively or a particular species as required.
- Weed growth shall be monitored and controlled to avoid establishment of invasive weeds in these areas. A long term weed management plan will be developed to eradicate infestations either collectively or a particular species as required.
- Sites on urban interface areas may require that a hazard management area be maintained at a prescribed distance for the protection of buildings and property from bushfire. The dimensions of hazard management areas will be determined by an accredited assessor holding a nationally accredited qualification in AS 3959:2018 Construction of buildings in bushfire-prone areas using the relevant codes of practise. Council will ensure that the prescribed minimum width of a hazard management area on Council managed land is no less than that required for BAL-29 rated development to be achieved on the lot once the owner of the lot has undertaken their best efforts.
- Rural road verges and hazard management areas will be maintained utilising the GCC Works Program.

*__Not entire document__

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Service Level and Program – CBD Maintenance

Glenorchy City Council

Glenorchy City Council

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INTRODUCTION

Glenorchy City Council (GCC) is responsible for the operation and management of the local road network and related assets which include the road pavement, kerb and channeling, footpaths, street furniture, road signage and the like.

The Glenorchy community expects GCC's infrastructure to be maintained to an acceptable and affordable level and intervention levels have been developed to provide guidance in relation to this.

Glenorchy City Council must also comply with relevant industry standards and guidelines to ensure its Statutory and Risk Management obligations are met.

This document sets out the manner in which GCC will meet its various obligations and identifies a benchmark level of service to be provided.

The Local Government Road Hierarchy (produced by the Tasmanian Government) assists in informing road design criteria and determining appropriate traffic management infrastructure. In addition it provides a means for prioritising capital works and both proactive and reactive maintenance requests.

DOCUMENT CONTROL

Version control

Version	Author	Date	Approved
1	T Horton	25/2/2026	

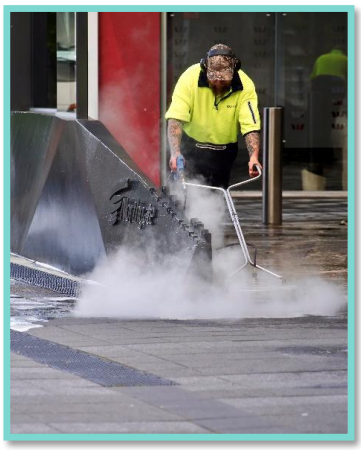
REFERENCE DOCUMENTS

- Glenorchy City Council, Transportation Condition Assessment Rating Manual (TCARM)
- Workplace Health Safety Act 2012
- Local Government Association Tasmania (LGAT) Municipal Standards
- Manual of Uniform Traffic Control Devices, Part 3 Traffic Control for Works on Roads AS1742.3 2019
- Austroads Guides to Temporary Traffic Management
- Roads and Jetties Act 1935
- Local Government (Highways) Act 1982
- GCC Vegetation Control specifications V1.4

SERVICE ACTIVITY - Footpath and Paver Cleansing







Project No.	Activity code	Sub-Activities	Intervention Level*	Work Activities	Hierarchy	Response Times
Allocated number from annual budget	2225	Reactive pressure cleaning	Reported to Council or noted by staff inspection. - High profile areas - Other areas	Assess and prioritise upon receiving customer request.	High Medium	< 1day <3 days
		Programmed high pressure cleaning	CBD areas as stipulated by GCC are pressure cleaned no less than four times a year at quarterly intervals i.e. every three months	Footpaths are cleansed with high pressure and brush equipment utilizing cleaning agents.	Medium	As per GCC contract 1017 specifications.

N.B. This activity will be predominately conducted by contractors. This may affect response times due to their availability.

ACTIVITY GUIDELINES – Footpath and Paver Cleansing

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

10. Appropriate cleaning agents, or other materials and their related SDS are available.

11. Environmental spill kit is available.

SERVICE ACTIVITY - Graffiti Removal







Subtitle Text Here

Project No.	Activity code	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2146	Remove Graffiti	Graffiti reported to Council: Offensive graffiti High profile areas Other areas High profile areas, check daily e.g. CBD and GASP Graffiti "hotspots" i.e. areas that are frequently graffitied and identified through Council's reporting systems	Assess and prioritize on receiving customer request. Remove or paint out graffiti.	High High Medium Low Medium Medium	<1 day <2 day <4 days <7 days Daily as per program Daily as per program

N.B. There will be occasions where contractors will need to be engaged to paint out or remove graffiti. This may affect response times due to their availability.

ACTIVITY GUIDELINES – Graffiti Removal

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
   - Pre-start checklist
   - Safe Work Method Statements (SWMS), as required due to high-risk work.
   - Safe Operating Procedures (SOPS) for plant operational guidance.
   - Temporary Traffic Management (TTM) and its associated diary, as required.
   - Any relevant procedural guidelines.
   - Safety Data Sheets (SDS), for any hazardous materials on site.
   - Before You Dig Australia (BYDA), service location documents.
   - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Create a record of the graffiti using current GCC software/app

11. Use cleaning agent in accordance with the manufacturers' directions (use gloves, area well ventilated)

12. Apply small proportion of the cleaning agent to a small inconspicuous spot as test, to determine any detrimental effects to the surface, before proceeding with graffiti removal.

13. Use appropriate implements for activity that are fit for purpose.

SERVICE ACTIVITY - Litter Collection





Project No.	Activity Code.	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2171	Remove litter and Debris	Programmed collection Reported and actioned.	Activity Guidelines	High	1 day
					Medium	3 days

ACTIVITY GUIDELINES – Litter Collection

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.

- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Use hand tools to handle litter when possible, e.g. pick up sticks

11. Ensure a sharps container is on site (only to be undertaken by trained staff).

SERVICE ACTIVITY - Vandalism Repairs





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy *	Response Times*
Location based number from annual budget.	2117	Vandalism Repairs - Damaged fencing - Broken glass - Equipment damaged - Turf damage*	Reported or noted on inspection.	Activity Guidelines. Assess and make safe. Initiate repairs.	Open space Make safe High Medium Low	 Within 4hrs 1 day 5 days 10 days

* Dependent upon location some turf damage may not be repaired.
** All assessments made within 1 day

ACTIVITY GUIDELINES - Vandalism Repairs

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

SERVICE ACTIVITY – Open Space Mowing





Project no.	Activity Code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Time
Location based number from annual budget.	2164 2169 2170 2172 2206 2154	Mow wicket Mow playing surface Mow perimeter Mow lawns Slashing Vegetation control	As prescribed in the GCC vegetation control specifications.	Activity guidelines and GCC vegetation control specifications.	Open space grading, maintain acceptable levels	Program to comply with specifications

ACTIVITY GUIDELINES – Open Space Mowing

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.

- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Mowing activities will be undertaken in compliance with the GCC vegetation control specifications V1.3

SERVICE ACTIVITY - Brush Cutting





Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2239	Brush cutting fence lines, steep slopes, areas mowers can't get to	As prescribed in specifications	Activity Guidelines and GCC vegetation control specifications	High Medium Low	2 days 10 days 20 days

*Activities part of Maintenance Schedule

ACTIVITY GUIDELINES - Brush Cutting

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist

- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Brushcutting activities will be undertaken in compliance with the GCC vegetation control specifications V1.3

11. Conservation, native flora and declared weed sites have been identified and appropriate planning undertaken.

SERVICE ACTIVITY - Hedge Trimming





Project No.	Activity code	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2119	Hedge Trimming	Reactive Maintenance Program based on requests Trimming will be included in work schedules on established sites as required.	Activity Guidelines	High, Medium	10 days
					Low	40 days

ACTIVITY GUIDELINES - Hedge trimming

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Trim hedge to the appropriate clearance distances e.g. footpaths 1.2m

11. All plant material should be removed from site.

SERVICE ACTIVITY - Garden Bed Maintenance





Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2125 2126	Weeding Plant replacement Pest and Disease control Pruning, Mulching replacement, herbicide spraying	Reported or requirements noted on inspection and programmed.	Activity Guidelines. Garden beds to be maintained at a minimum of monthly.	High Medium Low	10 days 20 days 30 days

ACTIVITY GUIDELINES - Garden Bed Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.

- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Remove weeds and debris from landscaped beds, spray if required.

11. Spread mulch to specified depths

12. Replace dead or missing plants

13. Dispose of waste material in accordance with Council Policy

14. Attempt to remove all foreign objects prior to using trimmers. Prune as per Horticultural practice, remove dead, diseased and damaged wood first and then prune to desired form.

SERVICE ACTIVITY - ROAD SWEEPING





Project No.	Activity code	Sub-Activities	Sweeping Cycle	Activities	Hierarchy	Response Times
Location based number from annual budget	2264	Road Sweeping	CBD areas swept 3 times per week. Reactive to hazard report.	Activity guidelines.	Scheduled road sweeping as prescribed in programs. Reactive to reported potential hazard on road.	Work through sweeping schedule. Reactive to reported issue – Inspected within 4 hours. Actioned <1 day

ACTIVITY GUIDELINES - Road Sweeping

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

SERVICE ACTIVITY - Tree Maintenance





Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Time
Location based number from annual budget.	2122 2121 2267 2259	Street tree maintenance Reserves tree Maintenance Nature strip and tree hazard reduction. Tree removal	Reported hazard Reported or noted on inspection	Activity Guidelines Inspect, ensure site is safe and plan works	Inspection High/Medium Low	< 1 day 3 days 6 days

*Activities part of Maintenance Schedule*Subject to Australian Standards "Pruning of amenity trees"

ACTIVITY GUIDELINES - Tree Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Permits for tree work have been obtained, if required.

11. Tree work is to be undertaken by suitably qualified staff.

12. All plant material should be removed from site.

SERVICE ACTIVITY - Fence Maintenance and Repairs





Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2218	Repair Fence/Gates	Reported or noted during Inspections	Activity Guidelines	Assess and make safe High Medium Low	Within 4 hours 3 days 10 days 20 days

ACTIVITY GUIDELINES - Fence Maintenance and Repairs

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Remove damaged or unserviceable posts and fencing material.

11. Realign existing serviceable posts

12. Excavate holes and install new posts as required to the correct or designed alignment



SERVICE ACTIVITY - Herbicide/Insecticide Application

Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2123 2136 2156	Herbicide spraying Insecticide spraying Elm Leaf spraying	Reported or All areas done at least twice yearly Reported or All areas done at least twice yearly Reported or All areas done at least twice yearly	Activity Guidelines Spray, fence lines Broad leaf turf areas	High Medium Low All	5 days 20 days 60 days twice per year Twice per year Twice per year

ACTIVITY GUIDELINES – Herbicide/Insecticide Application

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Any relevant procedural guidelines.
- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Worksite shall be reinstated and tidied upon completion of work activity.

10. Subcontractors/internal employees hold current and relevant qualifications/certificates

11. Approved water source is available

12. Approved flush-out location is available

13. Ensure chemicals are used according to the manufacturer's guidelines, spray designated areas

14. Flush tank and pump out at approved locations

SERVICE ACTIVITY - Irrigation Systems





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2132 2129 2130 2131	Irrigation system check. Repair irrigation system Irrigation repair and maintenance Irrigation of sports field	Reported or noted during regular inspections Reported or noted during inspection	Activity Guidelines	High Medium Low	< 2 hours 6 months Run system once a month.

ACTIVITY GUIDELINES - Irrigation Systems

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist

- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

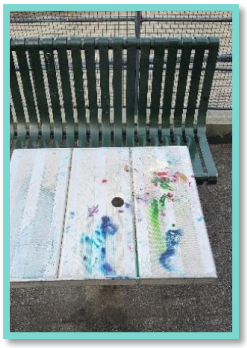
8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Check and flush out system including sprinkler heads as per requirements

11. Repair any faults as per regulations set out.

SERVICE ACTIVITY – Clean and Maintain Outdoor Furniture


Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Response Times
Location based number from annual budget.	2173	Clean and Maintain Park Furniture	As Reported or noted upon inspection.	Activity Guidelines. Inspections of Furniture. Assess and prioritize. Clean outdoor furniture. Repair outdoor furniture. Painting. Remove or paint out graffiti.	 Weekly Minimum once a month. Make safe <4hrs Undertake repairs asap. <2 days As per Graffiti Removal Service Levels.

ACTIVITY GUIDELINES – Clean and Maintain Outdoor Furniture

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Environmental aspects/site hazards identified and to be managed as applicable

11. Determine appropriate cleaning agent and paint if appropriate

12. Clean to ensure items are presentable, Repair and repaint

SERVICE ACTIVITY – Feral Shopping Trolley Collection



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Response Time
Location based number from annual budget.	2184	Feral Shopping Trolley Collection	Abandoned trolley numbers monitored and collection scheduled.	Activity Guidelines. Collect trolleys and take to landfill.	Scheduled when deemed warranted.

ACTIVITY GUIDELINES – Feral Shopping Trolley Collection

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Ensure site is made safe on the interim whilst work activities are being planned.

3. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

4. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

6. All documentation for the worksite will be onsite and available on request, inclusive of:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Any relevant procedural guidelines.
- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

9. Worksite shall be reinstated and tidied upon completion of work activity.

10. Environmental aspects/site hazards identified and to be managed as applicable

SERVICE ACTIVITY: Pothole/Surface Repair



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times*
Location based number from annual budget	2199	Pot hole/Surface repair	Failed area exhibiting major deformation (level 3-4, *TCARM) and extreme severity crocodile cracking (level 4-5 TCARM). Area <100Sq M in an asset segment Pot-holes >500mm wide and/or >50mm deep	Dig-out pavement Patch existing surface with hot-mix. Activity Guidelines	Arterial/CBD Collector Link Local Minor	7 days 10 days 20 days 30 days 45 days 45 days 45 days 45 days 7 days
	2197	Patching treatment	Pot-holes >500mm wide and/or >50mm deep	Activity Guidelines	Carparks	14 days

*** Transport Condition Assessment and Reporting Manual (Practice Note 9: Road Pavements (Visual Assessment Code) Suite - Institute of Public Works Engineering Australasia)**

ACTIVITY GUIDELINES - Pothole/Surface Repair

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Saw Cut area around defect – generally an additional perimeter of 150mm each side. Clean all loose material from area to be repaired and remove from pavement. Saw Cut should be diamond shape with point of diamond in direction of travel. Sides must be cut vertical.

11. Remove all loose material. Apply a light tack coat to vertical sides and bottom of hole

12. Fill pothole with repair material (in layers for deeper holes) ensuring material is fully compacted. If patch is more than 100mm deep then asphalt must be laid in separate layers of 50mm each. The compaction must be applied to separate layers. Compaction may be Hand Tamper, Vibrator Plate or small Roller, depending on job size.

13. Top up repair as required ensuring repair is flush with the surrounding surface and the surface is even. Generally, the final layer will be raised above finish surface to allow for compaction of top and bottom layers.

14. If required apply dust to surface to prevent picking up under traffic.

Note: asphalt must **not** be placed/laid when ground temperature is below 10 deg.

SERVICE ACTIVITY Clean up Oil Spills/Debris/Litter/Storm Damage/Vandalism





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2203	Clean up Oil Spills and Debris	Inspect and assess risk and Hazard.	Activity Guidelines Apply metal dust initially	Arterial/CBD Collector Link Minor	1 hour 1 hour 1 hour 1 hour
	2171	Remove Litter & Debris	Inspect and assess- amount and type	Activity Guidelines Collect and dispose of appropriately	Arterial/CBD Collector Link Minor Right of Ways	3 Days 3 Days 5 Days 5 Days 2 Days
	2228 2117	Storm damage, Vandalism	Inspect and assess- amount and type	Activity Guidelines Make safe, assess for repairs/removal	Arterial/CBD Collector Link Minor Right of Ways	2 Days

ACTIVITY GUIDELINES - Clean up oil Spills/Debris/Litter

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Cover area of oil spill area thoroughly with metal dust.

11. Remove litter, carcass and dispose of appropriately.

12. Remove vegetation affected by storm.

13. Make safe if required area of vandalism, and report for long term repair.

14. Clean off graffiti with approved products.

SERVICE ACTIVITY Repair /Replace Vehicle Barriers and Bollards





Project No..	Activity code	Sub-Activities	Intervention Level	Repair Activities	Response Times dependent on stock availability
Location based number from annual budget	2147 2210	Repair/Replace Vehicle Barriers Repair/Replace Bollards	Missing or Damaged Inspect and assess	**Activity Guidelines**	**10 days**

*After obtaining DBYD information if required

ACTIVITY GUIDELINES – Repair/Replace Vehicle Barriers and Bollards

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist

- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Remove damaged vehicle barriers and bollards

11. Install new vehicle barriers and bollards to correct alignment.

SERVICE ACTIVITY Litter Bin – Install or Repair/Replace







Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Response Times
Location based number from annual budget	2211	Repair/Replace Litter Bin	Inspect and assess, if bin is damaged and unable to be used but can be repaired.	Activity Guidelines	10 Days
	2212	Install New Litter Bin	Inspect and assess, If bin cannot be repaired install a new bin in liaison with Waste Management.	Activity Guidelines	10 Days

ACTIVITY GUIDELINES - Litter Bin – Install or Repair/Replace

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Replace and repair as needed

11. Install new litter bin as required by Waste Management

SERVICE ACTIVITY Roundabout / Traffic Island Maintenance





Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2224	Roundabout/Traffic Island Maintenance	Reported issue or scheduled program undertaken a minimum of four times annually.	Activity Guidelines Picking up rubbish, Weeding, Mulching	High Medium Low	5 days 15 days 60 days

ACTIVITY GUIDELINES - Roundabout/Traffic Island Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

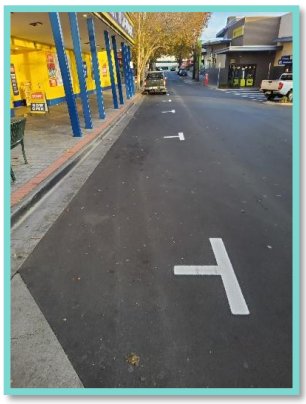
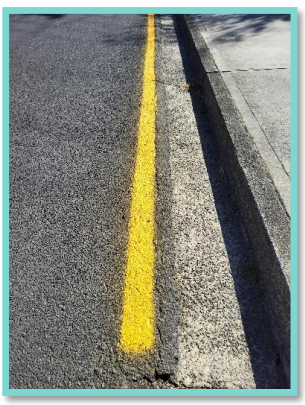
7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Remove litter, replace mulch, remove weeds.

SERVICE ACTIVITY Renew Line marking

Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2217	Renew Line Marking	Line-marking visibility level 3 rating Noted on inspections.	Undertaken by external contractors Paint line marking or Thermoplastic in accordance with standards.	Arterial/CBD	4 weeks
					Collector	7 weeks
					Local	9 weeks
					Right of Way	9 weeks
					Minor	9 weeks

ACTIVITY GUIDELINES – Renew/Install Line marking

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Any relevant procedural guidelines.
    - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksite shall be reinstated and tidied upon completion of work activity.

9. Unless predetermined, ensure the same linemarking material is used for renewal e.g. paint or thermoplastic.

SERVICE ACTIVITY Repair/Replace and Install Signage








Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times*
Location based number from annual budget	2216 2153	Install New Signage Repair/Replace signage	<$1,500 within a segment	Activity Guidelines Check site and make safe prior to works.	Arterial/CBD Collector	1 week
					Link/local	2 weeks
					Minor	4 weeks

***Dependent on equipment availability**

ACTIVITY GUIDELINES – Repair/Replace and Install Signage

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.

- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Replace signs that are too badly damaged to be legible or are not compliant due to lack of delineation.

11. Excavate holes for new sign posts and install. Allow curing time for concrete prior to installation of the sign onto the new post.

12. Install new signpost to correct height and alignment (Municipal Standards).

13. Damaged signposts to be removed from sleeve and replaced with new post. Wedge pin to be replaced with post.

SERVICE ACTIVITY - Replace/Repair Footpath



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times*
Location based number from annual budget	2221	Temporary Asphalt Overlay to make safe	Overlay isolated trip hazards in foot paths on displacements >15mm in CBD areas and >25mm in all other.	Activity Guidelines Remove defect, replace, make safe	Arterial/CBD Collector Link/Local Minor High priority areas*	30 days 60 days 90 days <1 day for high priority areas to make safe**
	2223	Footpath Bay replacement (Concrete)	Bay is cracked and deformed – over 50% bay is defective and/ or Bay has trip hazard >15mm in CBD areas and >25mm in all other.			
	2231	Footpath Bay replacement (Asphalt)	Bay is cracked and deformed – over 50% bay is defective and/ or Bay has trip hazard >15mm in CBD areas and >25mm in all other.			
	2225	Footpath Cleaning	As per Program Schedule every 3 Months			

* high priority areas are those outside shopping centres, retirement villages, schools etc. (high potential of an incident)

ACTIVITY GUIDELINES - Replace/Repair Footpaths

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.

3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

5. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
- Pre-start checklist
- Safe Work Method Statements (SWMS), as required due to high-risk work.
- Safe Operating Procedures (SOPS) for plant operational guidance.
- Temporary Traffic Management (TTM) and its associated diary, as required.
- Any relevant procedural guidelines.
- Safety Data Sheets (SDS), for any hazardous materials on site.
- Before You Dig Australia (BYDA), service location documents.
- Records are to be kept of any herbicide/pesticide application.

6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair

7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.

8. Worksites shall be reinstated and tidied upon completion of the work activity.

9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions

10. Saw cut beyond the edges of degraded area and remove defective section, either by hand or mechanical equipment.

11. Compact base materials and place edge restraints in accordance with TSD-R11-V1

12. If asphalt surface, place asphalt, screed off above the retaining edges, to allow for compacted material to be level with edges.
Note: asphalt should not be placed in ground temperatures less than 10 deg.

13. If concrete surface, then place steel in accordance with TSD-R11-V1. Pour concrete and screed off level with retaining edges. Finish with approved method i.e. broom, trowel, float.

14. If paved surface, then prepare and place in accordance with manufacture specification or LGAT standards.

GLOSSARY

Condition Score	A criteria given to assess when work should be undertaken on each project	
Footpath bay	One section of concrete footpath, between two joints.	
Intervention Level	The point at which work is to be undertaken on the problem	
Repair Activities	Steps taken to alleviate or reduce problem	
Response Time	Scheduled time in which the task should be undertaken	
Risk Level	See Condition Score	
Target zone (trees)	An area around a tree that the tree could cause damage	
Day	Refers to one business or working day.	
Grade 1	Cricket Wickets- Mowing height shall be determined by the curator. Length shall be determined standards preferred by Cricket Australia	
Grade 2	Cricket grounds that have adequate irrigation may be cut to 20mm. For national and international use 15mm. Other sports fields 25-30mm.	
Grade 3	Walk behind mowers height 35-60mm	Example (Municipal Park front of council chambers
Grade 4	Maintained between 40-90mm	Example (Cooinda Reserve Springfield)
Grade 5	Maintained between 50-100mm	Example (Montrose Foreshore)
Grade 6	Maintained between 50-150mm	Example (Kalang Ave)

HIERARCHIES

Fence Maintenance	
High	Major access areas, high profile Parks and Reserves
Medium	Regional areas, lower access, small suburban parks
Low	Rural, Bush land reserves

Brush cutting, Herbicide spraying	
High	Large potential Fire hazard; urban areas, high visible areas
Medium	Regional areas, low use areas, walkways etc
Low	Rural areas, or can be placed into regular programmed maintenance

Vandalism	
High	those items that pose an immediate threat to the public in high use area e.g. broken glass, needles
Medium	acts of vandalism that do not pose an immediate risk to the public, and that can be made safe or isolated from the public e.g. broken toilet, broken door
Low	acts of vandalism that pose little or no risk to the public and can be placed into a regular maintenance program, e.g. dug up turf

Litter Collection	
High	reported large amounts of rubbish in prominent areas, e.g. CBD, major parks and reserves
Medium	programmed maintenance

Tree Maintenance	
High	high target zones, major streets, high volume of traffic areas. Immediate danger to surrounding areas, cars, pedestrians, houses, shops. Large tree failure, fallen of major limb failure, roads and footpaths blocked.
Medium	trees in parks and reserves that can be isolated. Those have low target zones around them.
Low	any tree that poses no immediate threat and can be placed into a programmed maintenance schedule and monitored.

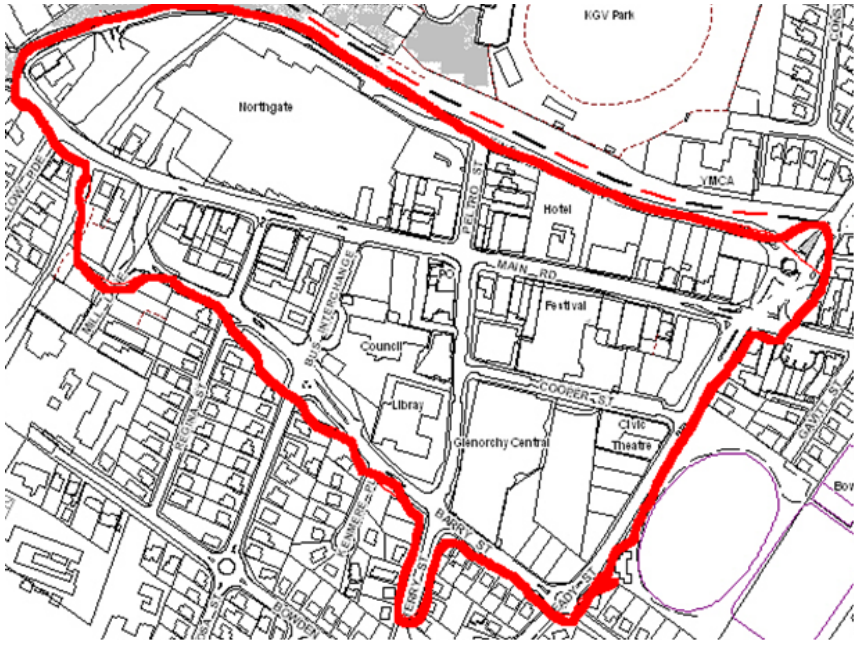
Outdoor furniture maintenance	
High	High- Broken and damaged equipment that can no longer be used by the public safely
Low	Low- Minor damage that can be repaired fully or temporary and does not effect furniture safety

Hedge trimming	
High/Medium	High/Medium- hedges in high volume traffic areas that impact on the safety of pedestrians and other traffic.
Low	Low- Hedges in low traffic areas with less influence on the safety of pedestrians and other traffic

Garden Bed Maintenances	
High	Class 1 garden beds that are highly visible and, have planting arrangements that require constant maintenance e.g. rose gardens..
Medium	Class 2 garden beds in prominent areas that have a mixture of high and low maintenance plants e.g. natives and roses
Low	Class 3 garden beds in all areas that have low maintenance plants e.g. natives and agapanthus.

CBD AREAS

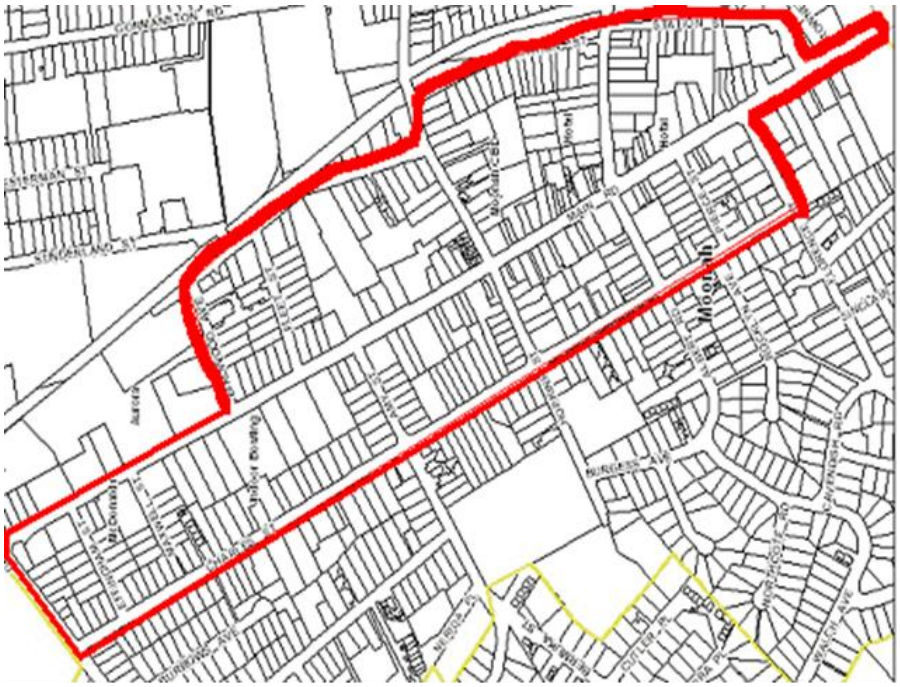
Glenorchy



Claremont



Moonah



FOOTPATH SWEEPING

Footpath Sweeping Glenorchy



Footpath Sweeping Schedule:

Street	Side	Description	Programmed Schedule
Barry St	Both	Main Rd to Tolosa St	Daily
Cooper St	North	Eady St to Terry St	Daily
Cooper St	South	Glenorchy Central Shopping Centre	Daily
Eady St	West	Main Rd to Cooper St	Daily
Elwick Rd	West	King George V Ave to Main Rd	Daily
Main Rd	North	Elwick Rd to No 447	Daily
Main Rd	South	Elwick Rd to Chapel St	Daily
Peltro St	Both	Main Rd to KGV Ave	Daily
Regina St	Both	Main Rd to Barry St	Daily
Terry St	East	Main Rd to Glenorchy Central	Daily
Terry St	West	Main Rd to Library entrance	Daily
Tolosa St	Both	Main Rd to Barry St including Bus Interchange (Hosing out of bus shelters may be required)	Daily

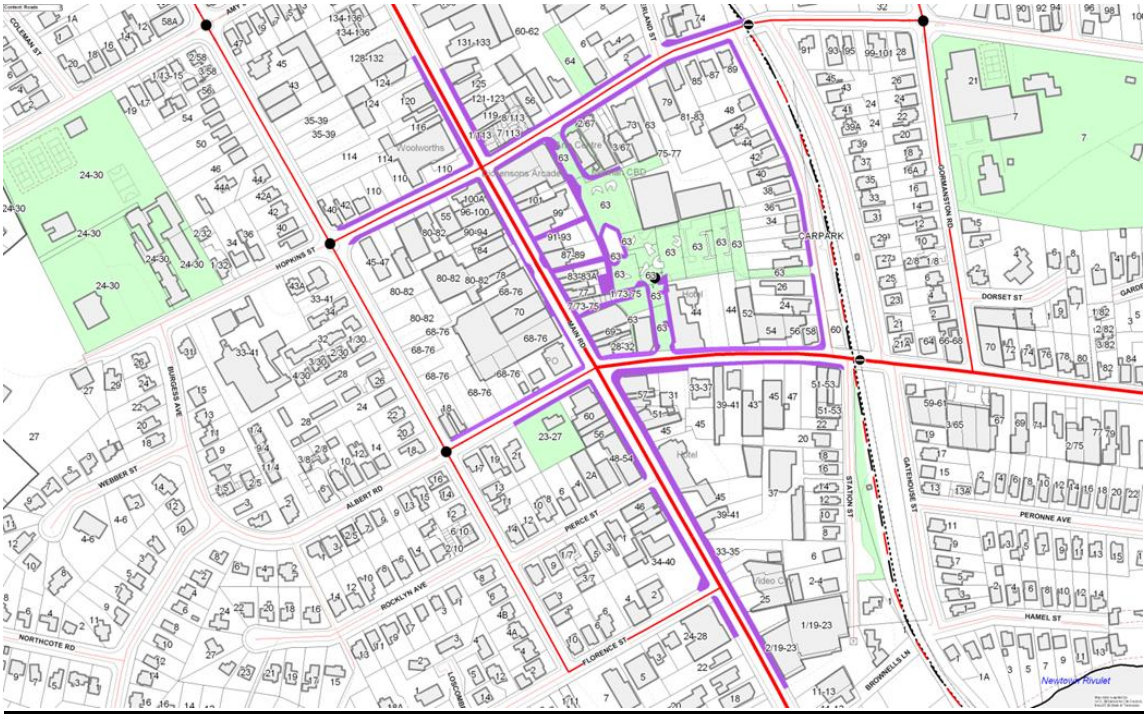
Footpath Sweeping Claremont



Footpath Sweeping Schedule:

Street	Side	Description	Programmed Schedule
Bilton St	North	Main Rd to No 2	Weekly x 1
Bilton St	South	Main Rd to No 5	Weekly x 1
Box Hill Rd	North	No 40 Main Rd to roundabout in Cadbury's Rd	Weekly x 1
Box Hill Rd	South	Main Rd to opposite Claremont Village Entrance	Weekly x 1
Main Rd	East	Box Hill Rd to No 53	Weekly x 1
Main Rd	West	Amber Pl to No 52	Weekly x 1

Footpath Sweeping Moonah



Footpath Sweeping Schedule

Street	Side	Description	Programmed Schedule
Albert Rd	North	Charles St to Station St	Daily
Albert Rd	South	GCC car park (Cosmos) to Station St	Daily
Hopkins St	North	Charles St to Railway lines.	Daily
Hopkins St	South	Charles St to Station St	Daily
Lane	East	85 Main Road to Moonah Car park	Daily
Lane	East	73-75 Main Road to Moonah Car park	Daily
Lane	East	91-93 Main Road to Moonah Car park	Daily
Main Rd	East	No 2/19-23 to No 127	Daily
Main Rd	West	No 24 to No 124	Daily
Moonah Car Park	Access	Three (3) access laneways from GCC Car park.	Daily
Moonah Car Park	West	Western side of GCC Car park and access between Albert Rd and Hopkins St including around Public toilets.	Daily
Station St	West	Albert Rd to Hopkins St	Daily

PROGRAM - CBD Maintenance

Budget No.	Activity code	Sub-Activities	Frequency
401241	2171	Remove Litter and Debris	Daily
	2172	Mow lawns	As per vegetation control specifications
	2241	Weed Control	Footpaths bi-annually/as required on assessment.
	2173	Clean and Maintain Park Furniture	Inspect weekly, clean minimum of monthly
	2143	Maintain Artworks	Check weekly and clean as required.
	2125	Weeding/Plant replacement/Pest control/Disease control (Garden Beds)	Monthly.
	2144	Paint Fences/Rails/Bollards	Assess and paint as required.
	2145	Remove Bill Posters	Remove on detection.
	2146	Remove Graffiti	As per graffiti removal service levels.
	2186	Footpath and Carpark Sweeping	Annually
	2195	Turf Renovations	
	2130	Irrigation Repair and Maintenance	
	2264	Road Sweeping	CBD areas swept daily.
	2184	Feral Shopping Trolley Collection	As deemed necessary.

11.5 AUSTRALIAN ELECTORAL COMMISSION (AEC) PROPOSED REDISTRIBUTION

Author: Chief Executive Officer (Emilio Reale)

Qualified Person: Chief Executive Officer (Emilio Reale)

File Reference: Electoral Boundaries

Executive Summary

The AEC Redistribution Committee for Tasmania released a proposed redistribution in February 2026, and invited objections by 6:00pm (AEDT) Friday 27 March 2026.

The proposal would, among other changes, transfer Glenorchy LGA from the federal Division of Clark to Lyons.

Because the objection deadline occurs before the scheduled Council meeting, the CEO has acted (or will act) under delegated authority to lodge an objection/submission to ensure Council's position is represented within time. The submission is included as **Attachment 1** to this report.

Council's submission supports "one vote, one value" and quota compliance, but argues the Commonwealth Electoral Act requires due consideration of communities of interest and means of communication and travel, alongside physical features and area.

The submission contends Glenorchy is a major metropolitan municipality integrated with Greater Hobart and that relocating the whole LGA to Lyons risks weakening representational coherence for metropolitan issues.

It also argues the committee proposal is high-disruption, moving 113,884 electors (27.56%), and that lower-disruption alternatives exist that retain Glenorchy in Clark, including a preferred option to transfer Derwent Valley (including New Norfolk) from Lyons to Clark.

An editorial opinion piece on this proposal by the Mayor was published by the Mercury newspaper on 8 March included as **Attachment 2.**

Recommendation

That Council:

1. NOTES that the Australian Electoral Commission (AEC) objection closing time for the proposed redistribution is 6:00pm (AEDT) Friday 27 March 2026, which occurs prior to the scheduled Council meeting of 30 March 2026.
2. NOTES that, to ensure Glenorchy City Council's position is formally represented within the AEC's statutory timeframe, the Chief Executive Officer, under delegated authority, has lodged or will lodge Council's objection/submission before the closing time on 27 March 2026.
3. ENDORSES the position and content of the objection/submission **Attachment 1** opposing the proposed transfer of the Glenorchy LGA from the Division of Clark to the Division of Lyons and supporting the alternative boundary approaches set out in the submission.
4. AUTHORISES the Mayor and Chief Executive Officer to make any further representations consistent with the lodged objection/submission during the subsequent stages of the AEC process (including any comments on objections, if considered necessary).
5. NOTES that submissions to the redistribution process are published publicly by the AEC in accordance with the process requirements.

Community Plan Reference	Building Image and Pride We nurture and celebrate our proud and vibrant City with its strong sense of belonging. Open for Business We encourage responsible growth for our City. Leading Our Community We are a leader and partner that acts with integrity and upholds our community's best interests. Transparent and accountable government.
Strategic Plan Reference	Work proactively with other governments, service providers and the community to improve public safety in our City. Build and maintain relationships with government and the private sector that create job opportunities and help our City to prosper. Plan for the orderly future growth of our City, with particular focus on structure planning for the Northern Suburbs Transit Corridor and at Granton. Listen to our community to understand their needs and priorities. Communicate effectively with our community and stakeholders about what Council is doing.
Consultation/ Engagement	The Australian Electoral Commission has released a number of consultation discussion papers inviting public comment at various times.
Resources	Not applicable
Risk/Legal/ Legislative/ Reputational	There is a risk of community or stakeholder disagreement with Council's position or the proposed alternatives, and mischaracterisation of Council advocacy as biased or political rather than evidence based. These risks are mitigated by providing objective evidence, and transparent communication noting submissions are published publicly by the AEC as part of the process
25/26 Budget Allocation	Not applicable
Life of Project, Service, Initiative or	Not applicable

(Expectancy of) Asset	
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	Not applicable
Other Funding Sources	Not applicable

Proposal in detail

1. This report is to inform elected members and the community that the AEC objection closing time occurs before the Glenorchy City Council meeting, and therefore the CEO has lodged or will lodge Council's objection/submission under delegated authority to meet the statutory timetable.

2. It is Council's opportunity to present the reasons and evidence underpinning the objection/submission opposing the proposed transfer of the Glenorchy local government area (LGA) from Clark to Lyons.

Statutory timetable

3. The Gazette notice states objections close 6:00pm (AEDT) Friday 27 March 2026 and comments on objections close 6:00pm (AEST) Friday 10 April 2026. Objections received are published by the AEC, including publication scheduled for Monday 30 March 2026.

4. As the objection deadline occurs before the Council meeting, the CEO has lodged Council's objection/submission, as **Attachment 1** under delegated authority to ensure Council's position is formally represented within the statutory timeframe. This report is therefore provided to inform elected members and the community of the rationale and evidence and to seek post-lodgement endorsement of the submission's content and position.

Why a redistribution is being conducted

5. The Gazette notice states the Electoral Commission directed a redistribution to commence on 12 August 2025 because more than seven years had elapsed since the last redistribution.

6. In preparing a proposed redistribution, the Redistribution Committee must, as far as practicable, ensure each division will be within 96.5% - 103.5% of the average divisional enrolment at the projection time and must also give due consideration to:

    - *community of interests (economic, social, regional),*
    - *means of communication and travel,*

- *physical features and area, and*
- *boundaries of existing divisions*.

7. The Augmented Electoral Commission applies materially the same criteria when making the final determination.

Summary of the Redistribution Committee proposal (relevant to Glenorchy)

8. Council's submission summarises the committee proposal for southern Tasmania as reshaping Clark, Franklin and Lyons such that Lyons gains Glenorchy and loses most east coast LGAs. The committee proposal would move 113,884 electors (27.56%) into different electorates.

9. Council's submission outlines that Glenorchy is a major metropolitan municipality in the continuous Greater Hobart urban area, with strong economic and social integration with Hobart and adjacent northern suburbs.

10. The 2021 Census Journey to Work evidence provides that 59.5% of employed Glenorchy residents work outside the municipality and that Hobart is the largest workplace destination (9,271; 39.3%).

11. The submission identifies Glenorchy's principal commuter and service corridors as metropolitan and mentions major joint city shaping initiatives with Hobart City Council that reflect integrated metropolitan travel patterns.

12. These examples include the proposed Northern Suburbs Transit Corridor (light rail or rapid bus along the unused rail corridor) and the Derwent River Ferry Service linking Glenorchy and Hobart (with development applications being lodged and Australian Government funding received as grants).

Disruption and proportionality

13. Council's submission provides evidence that the committee proposal is unusually disruptive, moving 113,884 electors (27.56%) and asserts that such scale of change should occur only where a lower-disruption quota-compliant alternative is not available.

14. Council's preferred alternative is to retain Glenorchy wholly within Clark and transfer Derwent Valley (including New Norfolk) from Lyons to Clark (indicative transfer 8,281 electors at commencement, 8,737 projected). The submission sets out indicative commencement and projected electorate totals after that transfer using committee-published figures.

15. Recognising the committee emphasis on resolving Franklin's non-contiguity, Council's submission also proposes a contiguity-friendly alternative that achieves contiguity without moving Glenorchy by changing the balancing transfers used to meet quota requirements.

Key points of the submission

16. The submission is explicitly aligned to the Electoral Act's required considerations (community of interest; travel/communication; physical features; area).

17. The commuting evidence (Journey to Work) is directly relevant to "community of interests" and "means of communication and travel".

18. The submission offers practicable alternatives (not just opposition), including a lower-disruption option, which is typically more persuasive in a constraint-based process like redistribution.
19. The submission factors in the committee's public materials reference goals including coherent boundaries and removal of geographic separation, which may be weighed strongly in final deliberations.
20. Public debate may frame Council's position as political rather than statutory; however, the submission mitigates this by focusing on the Act's criteria and evidence.
21. Council has included a "contiguity-friendly" pathway to address contiguity arguments while still retaining Glenorchy in Clark.

Conclusion

22. Council's submission argues the draft proposal to move Glenorchy from Clark to Lyons may look tidy on a map but does not reflect how Greater Hobart functions day-to-day, and that the Act requires consideration of community of interest and travel patterns, not only numerical targets.
23. The submission sets out evidence of metropolitan integration (including commuting patterns) and proposes lower-disruption alternatives that keep Glenorchy in Clark while meeting numerical requirements.
24. Given the AEC objection deadline occurs before the Council meeting, the CEO has lodged or will lodge Council's objection/submission under delegation to ensure Council's evidence-based position is considered.
25. The submission is grounded in the Electoral Act's mandatory criteria and provides both a preferred lower-disruption alternative and a contiguity-friendly alternative, supporting the overarching request to retain Glenorchy wholly within Clark.

Attachments

1. GCC Submission AEC Redistribution Retain Glenorchy in Clark [**11.5.1** - 10 pages]
2. Keep Glenorchy in Clark editorial [**11.5.2** - 2 pages]

Submission to the Augmented Electoral Commission for Tasmania

Proposed redistribution of Tasmania's federal electorates (Redistribution Committee proposal – February 2026)

Prepared by: Glenorchy City Council

Date: March 2026

1. Executive summary

Glenorchy City Council (GCC) strongly opposes the Redistribution Committee's proposal to transfer the Glenorchy local government area from the electorate of Clark to the electorate of Lyons. GCC submits that Glenorchy is a major metropolitan municipality within Greater Hobart with strong communities of interest and travel/communication linkages aligned to the Clark electorate.

GCC supports the 'one vote, one value' objective and recognises the primary requirement that proposed electorates meet the redistribution quota at commencement (12 August 2025) and, as far as practicable, meet the projected enrolment quota at the projection time (8 April 2030).

Glenorchy's proposed alternatives summary:

- Retain Glenorchy City Council wholly within Clark.
- Preferred (least-disruption) alternative: transfer Derwent Valley (including New Norfolk) from Lyons to Clark to materially correct the Clark/Lyons numerical imbalance.
- Contiguity-friendly alternative (if the Commission prioritises resolving Franklin's non-contiguity in this redistribution): retain Glenorchy in Clark and adopt a modified southern reconfiguration that achieves contiguity without moving Glenorchy, using a different balancing transfer package (Section 4B).
- Support the secondary criteria of communities of interest and travel/communication with evidence (Annex A).

2. What the Redistribution Committee proposes (relevant to GCC)

The February 2026 proposal reshapes southern Tasmania so that Clark becomes a southern-most electorate including Hobart, Huon Valley and Kingborough; Franklin becomes a south-east electorate including Brighton, Clarence, Glamorgan Spring Bay, Sorell and Tasman; and Lyons becomes a smaller mainly south-central electorate that gains Glenorchy and loses most east-coast LGAs.

The Committee states its key reasons include meeting projected enrolment requirements, resolving Franklin's non-contiguity and drawing boundaries using the River Derwent as a clear and recognisable divide.

3. Reasons GCC should remain in Clark

Glenorchy City Council accepts that redistributions are driven by numerical equality and that quota compliance may require change. However, the Commonwealth Electoral Act also requires the Commission to consider communities of interest, means of communication and travel, physical features and existing boundaries. The Redistribution Committee's proposal would move 113,884 electors (27.56% of Tasmanian electors) into different electorates, which is a high-disruption outcome that should be justified only where a lower-disruption, quota-compliant alternative is not available. Glenorchy's metropolitan community of interest with Hobart is evidenced by Journey to Work data: 59.5% of employed Glenorchy residents work outside Glenorchy and Hobart is the largest workplace destination (9,271 people; 39.3%).

Reallocating Glenorchy from a metropolitan electorate to a predominantly regional electorate risks reducing representational coherence for communities that are economically and socially integrated with Greater Hobart. This is a statutory "community of interest" concern. A more proportionate approach is available that can address the Clark/Lyons numerical imbalance while better reflecting communities of interest and travel patterns and reducing disruption.

If two highly integrated metropolitan communities are placed in electorates with materially different geographic and policy focus, residents can end up with representation that is less aligned to their daily realities (transport, housing, urban renewal, metropolitan services). That is precisely what the secondary criteria are intended to prevent.

Ensuring each electorate has an urban centre is a design preference, but it does not override the statutory requirement to preserve communities of interest and travel patterns where practicable. Put bluntly: using Glenorchy to fix Lyons' 'urban centre' problem risks treating a major metropolitan LGA as a balancing instrument rather than respecting the metropolitan community of interest that clearly exists between Glenorchy and Hobart.

3.1 Communities of interest (economic, social and regional)

- Glenorchy is part of the continuous Greater Hobart urban area. Its labour market, services and daily life are strongly integrated with Hobart and adjacent northern suburbs (Annex A).
- ABS Census 2021 Journey to Work data shows a major share of Glenorchy resident workers commute to Hobart for employment, demonstrating a metropolitan community of interest aligned with Clark (Annex A).
- Glenorchy and Hobart have similar demands and community expectations, have a metropolitan focus and work closely together in the Greater Hobart Strategic Partnership, the City Deal and many strategic infrastructure projects.
- Glenorchy and Hobart face numerous shared challenges that would be more effectively addressed together within a single electorate.
- Transferring a major metropolitan LGA into Lyons risks combining materially different constituencies (metropolitan vs dispersed regional), reducing representational coherence.

3.2 Travel and communication

The Electoral Act secondary criteria include 'means of communication and travel'. Glenorchy's principal commuter and service corridors are metropolitan, centred on the Hobart CBD and the Brooker Highway / northern suburbs transit spine (Annex A). There is a project underway now that proposes linking Glenorchy and Hobart through the Northern Suburbs Transit Corridor (the unused rail corridor) using Light Rail or Rapid Bus Transit and increasing housing density along this corridor.

Glenorchy and Hobart LGA's are also involved in establishing a Derwent River Ferry Service between the two cities. Development Applications are being lodged now, and this project is fully funded by the Australian Government.

3.3 Boundary stability and voter clarity

The Electoral Act requires consideration of the boundaries of existing electorates. Where a quota-compliant alternative exists that materially reduces elector movement, boundary stability should be given substantial weight.

4. Alternatives to moving Glenorchy to Lyons

4A. Preferred option: least disruption and strong communities of interest

GCC proposes a targeted correction to the projected imbalance between Clark (projected to be under quota) and Lyons (projected to be over quota) under current boundaries: transfer Derwent Valley (including New Norfolk) from Lyons to Clark.

Area currently in Lyons (SA2)	Enrolment 12 Aug 2025	Projected enrolment 8 Apr 2030
Derwent Valley	2,420	2,420
New Norfolk	5,861	6,317
Total indicative transfer	8,281	8,737

(Values reflect the Redistribution Committee's published SA2 composition for Lyons.)

Indicative effect of transferring these SA2s from Lyons to Clark (using current electorate totals published by the Committee):

Electorate	Current (12 Aug 2025)	After transfer (indicative)	Projected (8 Apr 2030)	After transfer (indicative)
Clark	74,449	82,730	75,689	84,426
Lyons	89,599	81,318	92,995	84,258

4B. Contiguity-friendly option: achieve Franklin contiguity without moving Glenorchy

GCC recognises the Redistribution Committee's emphasis on resolving Franklin's non-contiguity. If the Augmented Electoral Commission determines that achieving contiguity in this redistribution is a priority, GCC submits there is a contiguity-friendly alternative that can preserve the Commission's contiguity objective while still retaining Glenorchy in Clark.

Option Contiguity-friendly – Conceptual boundary approach

- Retain the concept of a contiguous south-east electorate (Franklin) and a contiguous south-west electorate (Clark), broadly consistent with the Committee's southern reconfiguration intent.
- Retain Glenorchy City Council wholly within Clark.
- To avoid moving Glenorchy to Lyons, replace the Committee's balancing transfer into Lyons (33,369 electors moved from Clark to Lyons in the Committee's proposal) with an alternative balancing package drawn from outside Glenorchy (see below).
- This option remains 'contiguity-friendly' because it keeps Franklin contiguous (and eliminates the current non-contiguity) while allowing the Commission to choose an alternative balancing transfer that minimises disruption and preserves metropolitan communities of interest.

The Committee's proposed transfer from Clark to Lyons totals 33,369 electors and is largely comprised of SA2s within the Glenorchy LGA (plus small Hobart SA2 fragments). GCC's position is that this package should not be adopted because it relocates a major metropolitan LGA into a predominantly regional electorate.

Committee transfer package from Clark → Lyons (SA2)	Enrolment (12 Aug 2025)
Austins Ferry – Granton	3,135
Berriedale – Chigwell	4,126
Claremont (Tas.)	6,027
Derwent Park – Lutana	2,810
Glenorchy	7,494
Montrose – Rosetta	3,532
Moonah	3,547
West Moonah	2,628
Lenah Valley – Mount Stuart (part)	42

New Town (part)	28
Total	33,369

Source: Redistribution Committee report, Table I (Clark SA2 composition / transfers to Lyons).

Practical ways to 'swap the balancing' while keeping contiguity

- Contiguity-Friendly Option – Pathway 1 (preferred within contiguity objective): Lyons retains the Brighton LGA (including Bridgewater–Gagebrook, Brighton–Pontville and Old Beach–Otago) rather than transferring these areas into the reconfigured Franklin. This reduces the number of electors Lyons must gain elsewhere by ~14,424 (commencement figures).
- Contiguity-Friendly Option – Pathway 1 then uses a non-Glenorchy balancing transfer to Lyons (for example, an agreed set of Hobart LGA SA2s) rather than moving Glenorchy. This preserves Glenorchy in Clark while keeping Franklin contiguous (Franklin remains a south-east electorate anchored on Clarence, Sorell, Tasman and Glamorgan Spring Bay).
- Contiguity-Friendly Option – Pathway 2 (fallback only): If a non-Glenorchy balancing package is not practicable, the Commission could consider a limited split at the edge of Greater Hobart (e.g., a small number of SA1s) rather than transferring an entire LGA. GCC does not prefer this, but notes it may be less disruptive than relocating the whole Glenorchy LGA.

Area retained in Lyons under CF-1 (instead of moving to Franklin)	Enrolment (12 Aug 2025)
Bridgewater – Gagebrook	5,834
Brighton – Pontville	5,100
Old Beach – Otago	3,490
Total	14,424

Source: Redistribution Committee report, Table J (Franklin SA2 composition / transfers from Lyons).

Illustrative example only (to demonstrate feasibility): a package of Hobart LGA SA2s totalling ~20,484 electors (commencement figures) could be used as part of the balancing transfer to Lyons in place of moving Glenorchy. The Commission would model exact SA1 boundaries to satisfy quota requirements and to avoid unnecessary fragmentation.

Illustrative non-Glenorchy package (Hobart LGA SA2s)	Enrolment (12 Aug 2025)
Hobart (SA2)	5,406

New Town (SA2)	4,085
Lenah Valley – Mount Stuart (SA2)	6,372
West Hobart (SA2)	4,621
Total	20,484

Source: Redistribution Committee report, Table I (Clark SA2 composition – electors retained from Clark).

How this option addresses AEC stated priorities (and trade-offs)

- Contiguity: Franklin is configured as a single contiguous electorate (south-east focus), resolving the current non-contiguity concern.
- Communities of interest: Glenorchy remains in a metropolitan electorate consistent with its labour market and service catchment evidence (Annex A).
- Least disruption: compared with relocating an entire metropolitan LGA into Lyons, the Commission can choose a balancing transfer that is smaller, more targeted, or based on existing metropolitan linkages.
- Trade-off: CF-1 departs from the Committee's preference to move Brighton into the reconfigured Franklin; however, it aligns with Brighton Council's preference to remain intact in Lyons and reduces the need to move Glenorchy.

5. Trade-offs and risks (and how to address them)

- AEC emphasis on contiguity: GCC's preferred option (4A) prioritises numerical correction and reduced disruption; Option 4B provides a contiguity-friendly pathway if contiguity is treated as decisive.
- Bass projected shortfall: Under current boundaries, Bass is projected to be below the minimum at the projection time. GCC does not oppose a small northern adjustment to resolve this, but submits it can be achieved without relocating Glenorchy.
- Stakeholder impacts: Any option involving Brighton, Hobart, or Derwent Valley should include early engagement to reduce contestability and improve the Commission's confidence in the community-of-interest rationale.

6. Conclusion

Glenorchy City Council respectfully requests that the Augmented Electoral Commission amend the proposed redistribution to retain the Glenorchy local government area within Clark. GCC submits that numerical equity can be achieved through a materially lower-disruption approach by transferring Derwent Valley (including New Norfolk) from Lyons to Clark (Option 4A). If the Commission prioritises resolving Franklin's non-contiguity in this redistribution, GCC submits that a contiguity-friendly alternative exists that preserves the contiguity objective while avoiding relocation of Glenorchy to Lyons (Option 4B).

This is not about political comfort; it is about statutory community-of-interest coherence: moving a metropolitan LGA into a largely regional electorate is a mismatch when the same

numerical objectives can be achieved with less disruption. If quota compliance can be achieved while keeping Glenorchy in Clark and avoiding a large disruption outcome, then the "necessary disruption" claim does not hold for relocating Glenorchy specifically because a less disruptive solution exists that better respects communities of interest and travel.

Contact: Chief Executive Officer, Emilio Reale 0418 964 535, Glenorchy City Council

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Annex A – Evidence of metropolitan community of interest (Glenorchy ↔ Hobart)

Purpose: to provide concise evidence supporting the Electoral Act secondary criteria of 'communities of interest' and 'means of communication and travel'.

A1. Journey to Work: where Glenorchy residents work (ABS Census 2021)

ABS Census Journey to Work data (compiled and presented by .id) indicates Glenorchy is strongly integrated with the Hobart labour market.

Measure (Glenorchy resident workers)	Number	Share
Total employed resident workers	23,605	100%
Live and work in Glenorchy	8,557	36.3%
Live in Glenorchy, work outside Glenorchy	14,036	59.5%
No fixed place of work	1,012	4.3%

Top workplace LGAs for Glenorchy residents (workplace location):

Workplace LGA	Number	Share
Hobart	9,271	39.3%
Glenorchy	8,557	36.3%
Clarence	2,448	10.4%
Brighton	707	3.0%
Kingborough	557	2.4%
Derwent Valley	347	1.5%

Source: Australian Bureau of Statistics, Census of Population and Housing 2021; compiled and presented by .id (profile.id).

A2. Commuting modes and public transport spine

On Census day 2021 in Glenorchy, the majority of residents travelled to work by private car, with a material public transport task and active transport share.

Main method of travel to work (Census day 2021)	Share
Private car (driver or passenger)	70.1%
Public transport	6.7%
Walked or bicycle	3.1%
Worked at home	5.1%

Source: Australian Bureau of Statistics, Census of Population and Housing 2021; compiled and presented by .id (profile.id).

Metro Tasmania's Hobart Network identifies Glenorchy and the northern suburbs as a high-frequency corridor into Hobart, including 'Turn Up and Go (North)' services linking Glenorchy–Moonah–New Town–Hobart and express services operating via the Brooker Highway.

Source: Metro Tasmania – Hobart Network timetables and maps.

A3. Service catchments: tertiary health and education

Health: The Royal Hobart Hospital is Tasmania's largest hospital and the major referral centre for the southern region, supporting around 250,000 Tasmanians. This reinforces Glenorchy residents' service orientation to the Hobart metropolitan centre.

Source: Tasmanian Department of Health – About Royal Hobart Hospital.

Education/skills: TasTAFE operates major campuses in Hobart (Collins Street CBD) and across Greater Hobart, forming a shared metropolitan vocational education network accessed by Glenorchy residents.

Source: TasTAFE – Campuses; Collins Street (Hobart) campus.

A4. Implication for Electoral Act secondary criteria

- The scale of commuting from Glenorchy to Hobart supports a metropolitan 'community of interest' consistent with Clark.
- The presence of high-frequency public transport and direct road corridors to Hobart demonstrates strong 'means of communication and travel' within the metropolitan area.
- Key tertiary health and education services are concentrated in Hobart, reinforcing Glenorchy's metropolitan service catchment.

Principles of the proposal

It is correct that redistributions are driven primarily by numerical equality ("one vote, one value") and must meet quotas. However, the Electoral Act also requires the Commission to consider secondary criteria, including communities of interest, means of travel, communication, physical features, and existing boundaries.

The existence of a quota problem does not justify any level of disruption. The Redistribution Committee's proposal would move 113,884 electors (27.56% of Tasmania) into different electorates, which is a very high disruption outcome.

When a lower-disruption option can satisfy quota requirements, the secondary criteria (especially existing boundaries and "least disruption" logic) should carry greater weight.

Representational coherence

The strongest area of concern it is representational coherence: whether communities with similar urban needs are represented together.

Glenorchy and Hobart form a single metropolitan labour market and service catchment. ABS Census 2021 Journey to Work data (compiled by .id) shows:

59.5% of employed Glenorchy residents work outside Glenorchy; and

Hobart is the largest workplace destination for Glenorchy residents: 9,271 people (39.3%).

That is strong evidence of shared metropolitan community of interest and daily travel/communication patterns aligning Glenorchy with Hobart (and therefore with Clark's metropolitan function).

If two highly integrated metropolitan communities are placed in electorates with materially different geographic and policy focus, residents can end up with representation that is less aligned to their daily realities (transport, housing, urban renewal, metropolitan services). That is precisely what the secondary criteria are intended to prevent.

The Committee itself signals the move is a "design lever" (urban centre for Lyons)

The Committee's reasoning includes that every electorate should include an urban or regional centre, and it notes Lyons is currently the only electorate without one; it then proposes moving Glenorchy into Lyons partly to give Lyons that centre.

Ensuring each electorate has an urban centre is a design preference, but it does not override the statutory requirement to preserve communities of interest and travel patterns where practicable.

Put bluntly: using Glenorchy to fix Lyons' 'urban centre' problem risks treating a major metropolitan LGA as a balancing instrument rather than respecting the metropolitan community of interest that clearly exists between Glenorchy and Hobart.

Travel/communication evidence strengthens the "metropolitan coherence" case

Commuting mode data reinforces that Glenorchy's daily movement is structured around the Greater Hobart network:

On Census Day 2021 in Glenorchy: 70.1% private vehicle, 6.7% public transport, 3.1% walk/bike. Metro Tasmania identifies Glenorchy–Moonah–New Town–Hobart as a

high-frequency corridor ("Turn Up and Go (North)") plus express services via Brooker Highway.

These are not "regional electorate" travel patterns; they are metropolitan corridor patterns, and they align more naturally with a metropolitan electorate anchored on Hobart.

Proportionality test: "necessary disruption" should be the minimum disruption needed to comply

The Committee acknowledges that a range of approaches existed and that elector movement could vary significantly; hover is still suggesting a large-movement solution.

GCC's alternative (Derwent Valley moving into Clark) directly targets the Clark under-quota and the Lyons over-quota problem that drives the southern changes, without requiring wholesale metropolitan reallocation.

If quota compliance can be achieved while keeping Glenorchy in Clark and avoiding a large disruption outcome, then the "necessary disruption" claim does not hold for relocating Glenorchy specifically because a less disruptive solution exists that better respects communities of interest and travel.

References (Submission and Annex A)

1. Redistribution Committee for Tasmania (Feb 2026), Proposed redistribution of Tasmania's electoral divisions – Report of the Redistribution Committee (AEC).
2. profile.id (compiled from ABS Census 2021), Glenorchy City – Residents' place of work (Journey to Work). https://profile.id.com.au/glenorchy/residents?BMID=160
3. profile.id (compiled from ABS Census 2021), Glenorchy City – Method of travel to work. https://profile.id.com.au/glenorchy/travel-to-work
4. Metro Tasmania, Hobart Network (timetables and maps; northern suburbs / Glenorchy corridor). https://www.metrotas.com.au/timetables/hobart/
5. Tasmanian Department of Health, About Royal Hobart Hospital. https://www.health.tas.gov.au/hospitals/royal-hobart-hospital/about-royal-hobart-hospital
6. TasTAFE, Campuses. https://www.tastafe.tas.edu.au/campuses
7. TasTAFE, Collins Street (Hobart) Campus. https://www.tastafe.tas.edu.au/campuses/collins-street-campus-hobart

Keep Glenorchy in Clark: the AEC's draft plan doesn't reflect how Greater Hobart lives

By Sue Hickey, Mayor of Glenorchy

The Australian Electoral Commission's draft proposal to move Glenorchy from Clark into Lyons might look tidy on a map, but it doesn't reflect the way Greater Hobart actually functions day to day. Glenorchy is a major metropolitan municipality in a continuous urban area. Our residents' jobs, services and travel patterns are overwhelmingly linked to Hobart and the northern suburbs. That metropolitan reality matters, because the law requires more than just "getting the numbers right".

Yes, "one vote, one value" is fundamental. Glenorchy City Council accepts that redistributions must meet quotas at commencement and, as far as practicable, projected quotas into the future. But the Commonwealth Electoral Act also requires the Commission to consider communities of interest, means of communication and travel, physical features and boundary stability. Those aren't optional extras they exist to ensure electorates make sense in the real world.

The draft plan is also an unusually high-disruption option. It would move 113,884 electors 27.56 per cent of Tasmanian electors into different electorates. That scale of change should be reserved for circumstances where no lower-disruption, quota-compliant alternative exists. In Glenorchy's case, there is.

Start with the evidence of community of interest. ABS Census 2021 Journey to Work data shows 59.5 per cent of employed Glenorchy residents work outside our municipality, and Hobart is the largest workplace destination 9,271 people, or 39.3 per cent. These are metropolitan commuting patterns aligned to Hobart's CBD and the northern suburbs corridor. Moving Glenorchy into a predominantly regional electorate risks weakening representational coherence for a community whose daily life is shaped by metropolitan issues: urban renewal, housing supply, congestion, and city-scale services.

This isn't abstract. Glenorchy and Hobart City Council are working together on city-shaping transport initiatives that assume, correctly, that our communities are part of one integrated urban system. One is the proposed Northern Suburbs Transit Corridor using the unused rail corridor to connect Glenorchy and Hobart through light rail or rapid bus transit, alongside increased housing density along the corridor. Another is the Derwent River Ferry Service linking our cities, with development applications now being lodged and the project funded by the Australian Government. These projects make no sense if Glenorchy is treated as separate from metropolitan Hobart.

So why move Glenorchy? The draft proposal suggests part of the motivation is to give Lyons an "urban centre". That may be a design preference, but it should not override the statutory requirement to preserve genuine communities of interest and travel patterns where practicable. Put bluntly, Glenorchy should not be used as a balancing instrument to fix Lyons' geometry.

There is a practical, lower-disruption alternative. Council has proposed keeping Glenorchy wholly within Clark and instead transferring Derwent Valley from Lyons to Clark, an indicative transfer of about 8,281 electors at commencement figures. This directly addresses the Clark/Lyons numerical imbalance while better respecting communities of interest and minimising disruption.

If the Commission's priority is resolving Franklin's non-contiguity, Council has also outlined a contiguity-friendly approach in a detailed submission that achieves contiguity without relocating Glenorchy. The point is not to deny the arithmetic; it is to meet it in a way that keeps Greater Hobart's metropolitan fabric intact.

Finally, process matters. A proposal of this magnitude shifting an entire metropolitan municipality out of its natural electorate should be tested through direct, place-based engagement with affected communities and councils. From Glenorchy's perspective, there appears to have been limited direct consultation on the local impacts of this proposal before it was released. That weakens confidence that the Commission has fully

weighed lived travel patterns, shared service catchments and the practical work already underway to connect our cities.

Glenorchy belongs in Clark because that is where our community of interest lies economically, socially, and through daily travel and communication. The AEC can meet quota requirements without a high-disruption solution that splits Greater Hobart's metropolitan coherence. It should choose the lower-disruption path, keep Glenorchy in Clark, and draw boundaries that reflect how Tasmanians actually live.

Sue Hickey

Mayor, Glenorchy City Council

11.6 LOCAL GOVERNMENT ASSOCIATION OF TASMANIA – GENERAL MEETING MOTIONS – 10 APRIL 2026

Author: Chief Executive Officer (Emilio Reale)

Qualified Person: Chief Executive Officer (Emilio Reale)

File Reference: LGAT Motions

Executive Summary

The Local Government Association of Tasmania (LGAT) will hold a General Meeting on 10 April 2026 at which member councils will vote on motions submitted by other councils. Two motions have been circulated in advance of the meeting, relating to:

1. The role of local government in the delivery of immunisation programs; (noting that Glenorchy City Council has submitted an amendment to this item to include full cost recovery as **Attachment 3**), and
2. The use of second generation rodenticides.

This report seeks Council endorsement of Glenorchy City Council's voting position on these motions to enable the Mayor, as Council's delegate, to vote on Council's behalf at the LGAT General Meeting.

Recommendation

That Council:

1. Receives and notes the report on the Local Government Association of Tasmania (LGAT) General Meeting motions to be considered on 10 April 2026.
2. Endorses the following voting positions at the LGAT General Meeting:
   (a) SUPPORT Motion – Changing Local Government's role in delivering immunisation programs, subject to removal of clause 3 of the motion
   (b) SUPPORT Motion – Second generation rodenticides
3. Authorises the Mayor or Deputy Mayor to vote on Council's behalf on these motions, including any amendments that are consistent with the endorsed Council position.
4. General Meeting of 10 April 2026 be noted and further that voting be as follows:

Motion	Voting Position
That LGAT advocates for the following: 1. That the Tasmanian Government remove or modify section 57 of the Public Health Act 1997 which requires councils to develop and implement an approved program	Support Support with an amendment from Glenorchy City Council for full cost recovery and to remove paragraph 3. from the motion.

for immunisation in its municipal area. 2. That the Tasmanian Department of Health take primary responsibility for delivery of school-based immunisation programs in Tasmania. 3. Seek full cost recovery if a council delivers the Immunisation Program. 4. That Section 57 (1) if not removed be replaced with: "A Council may develop and implement an approved program for immunisation in its municipal area by liaising with the Tasmanian Health Service who is required to carry out school-based immunisation programs statewide."	
That Tasmanian councils cease using second-generation rodenticides at council facilities if they are still being used. That Tasmanian councils be encouraged to engage with their communities to encourage avoidance of second generation rodenticides, identified by the word 'poison' on packaging as opposed to 'caution'	Support

5. The Mayor or authorised delegate has discretion to vote on amendments to Motions subject to general consistency with the policy position and subject to relevant matters of debate.

Community Plan Reference	Leading Our Community We are a leader and partner that acts with integrity and upholds our community's best interests. We responsibly manage our community's resources to deliver what matters most. Transparent and accountable government.
Strategic Plan Reference	Build and maintain relationships with government and the private sector that create job opportunities and help our City to prosper. Maintain a progressive approach that encourages investment and jobs. Communicate effectively with our community and stakeholders about what Council is doing. Make informed decisions that are open and transparent and in the best interests of our community. Manage compliance and risk in Council and our community through effective systems and processes.
Consultation/Engagement	No external consultation has been undertaken in relation to this report. Engagement will occur at an Inform level through inclusion of Council's decisions in the public Council Minutes
Resources	There are no direct financial or resource implications arising from endorsement of the recommended voting positions. Any future legislative or policy changes arising from these motions would be subject to separate consideration by Council
Risk/Legal/ Legislative/ Reputational	Governance risk: Low, provided Council clearly endorses a voting position prior to the LGAT meeting. Legal risk: None identified. Reputational risk: Low. The recommended positions are consistent with emerging sector practice and regulatory direction. Operational risk: None arising directly from this decision.
25/26 Budget Allocation	Not applicable
Life of Project, Service, Initiative or	Not applicable

(Expectancy of) Asset	
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	Not applicable
Other Funding Sources	Not applicable

Proposal in detail

1. The Local Government Association of Tasmania (LGAT) is the peak representative body for local government in Tasmania, established under the Local Government Act 1993. All 29 Tasmanian councils, including Glenorchy City Council, are members of LGAT.
2. LGAT conducts General Meetings throughout the year to consider motions brought forward by member councils. Voting at these meetings is undertaken by council delegates, typically the Mayor or authorised delegate (Deputy Mayor or CEO).
3. LGAT has advised that two motions have been submitted for consideration at the forthcoming General Meeting scheduled for 10 April 2026. The purpose of this report is to determine Council's position on these motions prior to the meeting.
4. Should any additional motions be circulated after this report is prepared, they will be brought to Councillors' attention by addendum or out-of-session advice as required.

Discussion

Motion 1 – Changing Local Government's Role in Delivering Immunisation Programs

Proponent: West Tamar Council and Glenorchy City Council

5. **Summary of Motion**

   The motion seeks LGAT advocacy to:

   (a) Remove or amend section 57 of the *Public Health Act 1997*, which requires councils to develop and implement immunisation programs;

   (b) Transfer responsibility for school-based immunisation programs to the Tasmanian Department of Health; and

   (c) If section 57 is retained, amend it to make council involvement optional and coordinated through the Tasmanian Health Service, but for councils to be fully reimbursed for the delivery of the program.

6. Since the lodgement of this motion Glenorchy City Council has lodged an amendment to include a full cost recovery process. All relevant information for the motion is set out in the Background Comment provided in **Attachment 1** and **Attachment 3** to this report.
7. The key factor regarding this motion is the fact that the Public Health Act 1997 imposes the obligation on councils to provide an immunisation program.
8. Whilst the history of how this came into being is not clear, it appears that immunisation programs started to be delivered in the 1930s. The current provision of the Act first appeared in the, then 1962 Act, through an amendment in 1966. This appears to have formalised the arrangements that were occurring at the time.
9. History aside, the question is rightly asked by the West Tamar Council as to why councils are responsible in this day and age for the immunisation programs.
10. West Tamar Council has referenced the school nursing program as clear evidence as to how this responsibility can sit neatly in with the Department of Health. The Government already provides a centralised online system for immunisation records and provides funding for the vaccines.
11. The Government provides direction through the Tasmanian Immunisation Strategy. The Government is also responsible for education in Tasmania and provides State School directly and liaises with private schools.
12. The requirement for councils to then administer and cover the cost of doing so no longer makes sense. Over the past two financial years, demand for the Council's community immunisation clinics has remained consistent with a 25% increase from 2023/24 financial year. In 2024/25, 459 vaccines were administered, compared with 456 in 2023/24 demonstrating a stable, ongoing need for these clinics.
13. Delivering such a program at a state level would benefit for the economies of scale and avoid duplicate roles/actions and costs
14. Councils need not be a third-party deliverer without full cost recovery.
15. The intent of the motion is therefore supported; however, Glenorchy City Council has amended this original motion to include full cost recovery for participating councils.
16. The only issue with the proposed motion is the proposed Part 3 – that is, to allow an opt-in ability for councils to run programs. This is not supported. Councils ought not to have a remit to compel or run immunisation programs outside of a State Government approved framework. The opt-in provision also allows the State Government to withdraw from its duties. This should not be encouraged.
17. It is recommended to support the motion with an amendment to remove Part 3.

Recommended Position - Support with amendments from Glenorchy City Council and removal of Part 3.

Motion 2 – Second Generation Rodenticides

Proponent: City of Hobart

18. **Summary of Motion**

    The motion seeks:

    (a) That Tasmanian councils cease using second generation rodenticides at council facilities; and

    (b) That councils engage with their communities to discourage the use of such products.

19. Relevant information for the motion is set out in the Background Comment provided in **Attachment 2** to this Report.

20. Since the Hobart City Council put forward this motion, there has been significant development regarding the use of second-generation anticoagulant rodenticides.

21. On 10 March 2026 the Australian Pesticides and Veterinary Medicines Authority (APVMA) certified that it is in the public interest for chemical products containing any second generation anticoagulant rodenticides (SGARS) to be declared restricted chemical products (RCPs).

22. Declaring SGARs as RCPs is intended to enable tighter controls on their purchase and use, including restricting access to individuals who meet specific training and licensing requirements, as licensed operators.

23. If the certification is accepted by the Australian Department of Agriculture, Fisheries and Forestry (DAFF), the APVMA, together with state and territory control-of-use authorities, will consider how training and licensing requirements could be implemented.

24. The Notice of suspension and reasons for decision providing clear background is included in the following link commencing on page 32:

    https://www.apvma.gov.au/sites/default/files/2026-03/Gazette%20No%205%20-%20Tuesday%2010%20March%202026.pdf

25. It has been reported in the media on 13 March 2026 that Bunnings will be working to remove these products from their shelves by 30 June 2026.

26. The motion calls for all councils to cease using these products and to encourage the communities to avoid use of the products.

27. Council will review its use of these products in light of the proposed suspension, including current use and intended use (if any).

28. With respect to the motion itself, whilst Council can support the principle, the motion is difficult in the sense that it does not call upon LGAT to do or undertake any action or to hold a Policy position.

29. The motion appears to request LGAT direct councils in what they should or should not do. This is outside of any powers of LGAT and should be considered in this context.

30. Whilst this matter will be raised with LGAT, for the purposes of this Report it is recommended to support the motion.

Recommended Position - Support.

Attachments

1. Submission of Motions West Tamar Council [**11.6.1** - 2 pages]
2. Submission of Motion City of Hobart [**11.6.2** - 2 pages]
3. Submission of Motion GCC WTC Immunisation Programs [**11.6.3** - 4 pages]

Call for Submission of Motions

Councils are invited to submit motions for debate

to be Included at General Meetings

Name of Council : West Tamar Council.....

Contact person (name, title) Kristen Desmond, Chief Executive Officer .....

Date of General Meeting for Motion to be Included……10 April 2026…….. .....

Motion Requirements:

In order for a Motion to be considered please indicate if the proposed Motion:

X **Addresses the objectives of the Association[1].**

X **Concerns a local government matter.**

X **Is a matter of common concern to councils and not a specific local issue.**

O **Is linked to LGAT's current Annual Plan, available here**

X **Is not an existing resolution of the sector (please refer to the Follow up of Resolutions Report in the preceding General Meeting for a list of current resolutions).**

X **Has not been considered at a General Meeting in the 12 months prior.**

X **Relates to existing, or sought activities/policy of the Tasmanian Government and would benefit from members understanding the Tasmanian Government position prior to considering[2].**

LGAT staff are happy to assist you in developing your motion. Please phone 03 6146 3740 in the first instance.

Please attach –

The proposed Motion, which should clearly articulate the action required of LGAT or the policy position being sought from the sector.

The attachment should also include additional background comments to ensure members have a complete understanding of what is being sought and how the Motion addresses the requirements listed above.

Email to admin@lgat.tas.gov.au

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[1] The objectives of LGAT are

(a) Protect and represent the interests and rights of Councils in Tasmania;

(b Promote an efficient and effective system of local government in Tasmania; and

(c) Provide services to Members, councillors and employees of Councils.

Details of Motion

Motion Title **Changing Local Government's role in delivering immunisation programs**

Decision Sought

That LGAT advocates for the following:

1. That the Tasmanian Government remove or modify section 57 of the *Public Health Act 1997* which requires Councils to develop and implement an approved program for immunisation in its municipal area.
2. That the Tasmanian Department of Health take primary responsibility for delivery of school-based immunisation programs in Tasmania.
3. That Section 57 (1) if not removed be replaced with:

   "*A Council may develop and implement an approved program for immunisation in its municipal area by liaising with the Tasmanian Health Service who is required to carry out school-based immunisation programs statewide*."

Background Comment

Under section 57 of the *Public Health Act 1997*, a council must develop and implement an approved program for immunisation in its municipal area.

57. Council immunisation programs

(1) A council must develop and implement an approved program for immunisation in its municipal area.

(2) The Director may require a council to provide any information the Director determines relating to its immunisation program.

For most councils this includes delivering the National Immunisation Program (NIP) to high school students. This is the School-Based Immunisation Program (SBIP). Some councils also deliver community immunisation clinics.

Delivering an immunisation program is a specialised activity, requires the employment or contracting of nurse immunisers or health professionals, and the management of specialised medical processes including administering vaccines, managing adverse reactions and the storage and transport of vaccinations.

Victoria and Tasmania are the only States where local Councils deliver school based immunisation programs. All other States coordinate this function through State government departments.

The Tasmanian Department of Health is considered to be best placed to manage the resourcing and risks associated with implementing an immunisation program across the state, including school-based immunisation programs.

This is especially the case as the State Government has implemented its school nurse program. Now that a school nurse program has been implemented it is Council's belief that running school immunisation programs should no longer be a requirement and that Council can and should be able to choose to opt in to providing these programs when and if it believes that it is appropriate to do so.

Call for Submission of Motions

Councils are invited to submit motions for debate

to be Included at General Meetings

Name of Council : Hobart City Council

Contact person (name, title) Michael Stretton, CEO

Date of General Meeting for Motion to be Included: 10 April 2026

Motion Requirements:

In order for a Motion to be considered please indicate if the proposed Motion:

☐ **Addresses the objectives of the Association[1].**

☐ **Concerns a local government matter.**

X **Is a matter of common concern to councils and not a specific local issue.**

☐ **Is linked to LGAT's current Annual Plan, available here**

☐ **Is not an existing resolution of the sector (please refer to the Follow up of Resolutions Report in the preceding General Meeting for a list of current resolutions).**

☐ **Has not been considered at a General Meeting in the 12 months prior.**

☐ **Relates to existing, or sought activities/policy of the Tasmanian Government and would benefit from members understanding the Tasmanian Government position prior to considering[2].**

LGAT staff are happy to assist you in developing your motion. Please phone 03 6146 3740 in the first instance.

Please attach –

The proposed Motion, which should clearly articulate the action required of LGAT or the policy position being sought from the sector.

The attachment should also include additional background comments to ensure members have a complete understanding of what is being sought and how the Motion addresses the requirements listed above.

Email to admin@lgat.tas.gov.au

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(c) Provide services to Members, councillors and employees of Councils.

Details of Motion

Motion Title **Second Generation Rodenticides**

Decision Sought

That Tasmanian councils cease using second-generation rodenticides at council facilities if they are still being used.

That Tasmanian councils be encouraged to engage with their communities to encourage avoidance of second-generation rodenticides, identified by the word 'poison' on packaging as opposed to 'caution'

Background Comment

The City of Hobart does not use second-generation rodenticides in its facility bait boxes and understands that other councils around the country also avoid its use.

There is currently a national campaign being undertaken to ban second-generation rodenticides as they are deadly to birds of prey and other wildlife that eat both live prey and carrion. Stricter use guidelines have been proposed, but councils could act immediately to cease their use and encourage awareness throughout the community.

The Australian Pesticides and Veterinary Medicines Authority (APVMA) has *"concluded that the way products containing second-generation anticoagulant rodenticides (SGARs**) are currently used is creating current risks to *non-target animals, including native wildlife.*

This conclusion has led the APVMA to propose suspending SGAR products so that stricter controls around their use can be implemented quickly.

The controls on use that could be put into place during a suspension are designed to remove the most likely routes of native wildlife exposure, to manage the risks while the review is finalised.

The suspension of SGARs, if enacted, would occur as soon as possible after the end of a six-week consultation with the product registration holders and state and territory governments.

If the suspension goes ahead, SGAR products could still be used, but only in accordance with the enforceable new instructions, conditions and use patterns that will apply nationally."

Support for the City's motion will ensure a consistent, statewide approach to rodent management to ensure best practice and alignment across jurisdictions.

Call for Submission of Motions

Councils are invited to submit motions for debate

to be Included at General Meetings

Name of Council : GLENORCHY CITY COUNCIL

Contact person (name, title) EMILIO REALE, CEO

Phone:6216 6800

Email: gccmail@gcc.tas.gov.au

Date of General Meeting for Motion to be Included 10 APRIL 2026

Motion Requirements:

In order for a Motion to be considered please indicate if the proposed Motion:

☑ **Addresses the objectives of the Association[1].**

☑ **Concerns a local government matter.**

☑ **Is a matter of common concern to councils and not a specific local issue.**

☐ **Is linked to LGAT's current Annual Plan, available here**

☑ **It not an existing resolution of the sector (please refer to the Follow up of Resolutions Report in the preceding General Meeting for a list of current resolutions).**

☑ **Has not been considered at a General Meeting in the 12 months prior.**

☑ **Relates to existing, or sought activities/policy of the Tasmanian Government and would benefit from members understanding the Tasmanian Government position prior to considering[2].**

LGAT staff are happy to assist you in developing your motion. Please phone 03 6146 3740 in the first instance.

Please attach –

The proposed Motion, which should clearly articulate the action required of LGAT or the policy position being sought from the sector.

---

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(c) Provide services to Members, councillors and employees of Councils.

The attachment should also include additional background comments to ensure members have a complete understanding of what is being sought and how the Motion addresses the requirements listed above. **Email to** admin@lgat.tas.gov.au

Details of Motion

Motion Title **Local Government's role in delivering immunisation programs**

Decision Sought

That LGAT advocates for the following:

1. That the Tasmanian Government amend section 57 of the Public Health Act 1997 to make it optional for councils to develop and implement an approved program for immunisation in its municipal area.
2. That councils are fully reimbursed for the cost of running their approved vaccination programs by the Tasmanian Government.

Background Comment West Tamar Council

Under section 57 of the Public Health Act 1997, a council must develop and implement an approved program for immunisation in its municipal area.

> *57. Council immunisation programs*
>
> *(1) A council must develop and implement an approved program for immunisation in its municipal area.*
>
> *(2) The Director may require a council to provide any information the Director determines relating to its immunisation program.*

For most councils this includes delivering the National Immunisation Program (NIP) to high school students. This is the School-Based Immunisation Program (SBIP). Some councils also deliver community immunisation clinics.

Delivering an immunisation program is a specialised activity, requires the employment or contracting of nurse immunisers or health professionals, and the management of specialised medical processes including administering vaccines, managing adverse reactions and the storage and transport of vaccinations.

Victoria and Tasmania are the only States where local Councils deliver school based immunisation programs. All other States coordinate this function through State government departments.

The Tasmanian Department of Health is considered to be best placed to manage the resourcing and risks associated with implementing an immunisation program across the state, including school based immunisation programs.

This is especially the case as the State Government has implemented its school nurse program. Now that a school nurse program has been implemented it is Council's belief that running

school immunisation programs should no longer be a requirement and that Council can and should be able to choose to opt in to providing these programs when and if it believes that it is appropriate to do so.

Background Comment Glenorchy City Council

Under the *Public Health Act 1997* Council must develop and implement an approved program for immunisations in its municipal area. Glenorchy City Council runs an accredited immunisation program to provide vaccines under the National Immunisation Program and Tasmanian Immunisation Schedule which includes vaccines for early childhood, school aged children, at risk individuals, the elderly and pregnant women.

It is our understanding that providing a school-based immunisation program is the minimum requirement to meet this obligation. Glenorchy City Council, along with five other councils (see below) also offer public immunisation clinics, due to their broader public health benefit as detailed below. It is also our understanding that Council's do not have to administer an immunisation program, they just need to oversee the program being completed in their municipality.

The immunisation programs run by Councils also align with the public health goals and objectives of each Council.

The public immunisation clinics run by Glenorchy City Council provide immunisations to some of the most vulnerable members of our community, including pregnant women, newborns and young children, as well as older adults. We support a highly multicultural population at our clinics, and frequently see young parents, pregnant women, adolescents who missed their school vaccinations and individuals who have recently moved to Australia or returned from overseas who require catch-up vaccinations.

By offering these immunisations, our clinic helps protect each patient and the wider community from communicable diseases, contributing to a safer and healthier community for everyone.

Over the past two financial years, demand for the council's community immunisation clinics has remained consistent with a 25% increase from 2023/24 financial year. In 2024–25, 459 vaccines were administered, compared with 456 in 2023–24 demonstrating a stable, ongoing need for these clinics.

We have met our community demands by extending every permanent monthly clinic and adding an additional 7 clinics over the past 12 months. These enhancements highlight our commitment to maintaining capacity and accessibility so that our community's immunisation needs are met without disruption.

For Council's that offer public immunisation clinics, they are primarily run at a financial loss. The cost of medical staff, Council employees etc are not factored into the payments received back. Services Australia provide payment to Council for eligible vaccinations. This includes up to $6 per completed immunisation schedule for children under 7 years old and up to $6 per completed catch-up schedule. The funding model seems outdated and not suitable for the situations in which Councils are vaccinating the community. Unlike a GP, Council's cannot seek funding from Medicare for the administration of the vaccines either.

In 2023, a meeting was held with the Communicable Diseases Prevention Unit at the Department of Health. Concerns were highlighted regarding the increased uptake of Council clinics in not only Glenorchy but other Southern Councils that offer a public immunisation clinic.

Whilst no exact reason could be suggested for the increase in numbers, the Department of Health has anecdotal evidence that there have been difficulties in finding a General Practitioner (GP) taking on new patients, getting an appointment with a GP and that possibly the bulk billing amount is not covering the costs associated with immunisation. Council was also advised that approximately two (2) years ago a specific refugee/migrant clinic closed, this clinic primarily dealt with catch up programs and language barriers.

The Department advised also that Council clinics generally have a good reputation, that Council's appeared to be better suited to dealing with catch up programs and that patients can attend and not be surrounded by other sick patients and that they know what to expect in terms of appointment process etc.

The following table provides a comparison of Councils in Tasmania that offer public immunisation clinics.

Council	**Clinics Per Month**	**Session Length**	**Total Hours per Month**
Brighton Council	1	1 Hour	1 Hour
City of Hobart	2	3 Hours	6 Hours
Clarence City Council	2	2.5 Hours	6 Hours
Glenorchy City Council	1	2.5 Hours	2.5 Hours
Kingborough Council	1	2 Hours	2 Hours
Launceston City Council	7	1 Hour	7 Hours

11.7 NOTICES OF MOTION - QUESTIONS ON NOTICE / WITHOUT NOTICE

The meeting be closed to the public to allow discussion of matters that are described in Regulation 15 of the *Local Government (Meeting Procedures) Regulations 2025*.

The meeting was closed to members of the public and the live stream was terminated at [TIME]

The Chair adjourned the meeting for a 5-minute recess.

12. CLOSED TO MEMBERS OF THE PUBLIC

The closed session commenced at [TIME]

12.1 CONFIRMATION OF MINUTES (CLOSED MEETING)

12.2 APPLICATIONS FOR LEAVE OF ABSENCE

12.3 NOTICES OF MOTION - QUESTIONS ON NOTICE/ WITHOUT NOTICE