



# **Glenorchy City Council Ordinary Council Meeting Monday, 29 June 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.

A handwritten signature in blue ink, appearing to read 'Emilio Reale', is written over a horizontal line.

Emilio Reale

**Chief Executive Officer**

Monday, 29 June 2026

**Workshops held since last Council meeting:**

**Date:** Monday, 1 June 2026

**Purpose:** Closed Workshop

- Site visit to Apex Park to view new track, rivulet and Goshawk sculpture
- Budget Review
- Glenorchy Pool Signage

**Date:** Tuesday, 9 June 2026

**Purpose:** Closed Workshop

- Presentation by TasWaste South
- Consultation on Intercity Cycleway Connection Improvements by Department of State Growth

**Date:** Monday, 22 June 2026

**Purpose:** Open Workshop

- Presentation by Ursula Taylor on the Derwent Estuary Program and current projects



## 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 practising good governance Striving for financial sustainability and strength Having clarity on role and purpose
Consider the impact we have on others	Practising 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 Ordinary Council meeting held on Monday, 25 May 2026 be confirmed.

That the minutes of the Special Council meeting held on Monday, 15 June 2026 be confirmed.

## **3 ANNOUNCEMENTS BY THE CHAIR**

## **4 PECUNIARY INTEREST NOTIFICATION**

## 5 RESPONSE TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE

None.

## 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 36, 37 and 38 (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.

## 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 Glenorchy City Council Mayor.

Mayor Sue Hickey attended 38 events or external meetings during the period from Monday, 11 May 2026 to Sunday, 14 June 2026.

### Recommendation

That Council:

1. RECEIVE the report about the activities of Mayor Hickey during the period from Monday, 11 May 2026 to Sunday, 14 June 2026.

### Proposal in Detail

These are the events and external meetings attended by Mayor Hickey during the period from Monday, 11 May 2026 to Sunday, 14 June 2026.

#### Monday, 11 May 2026

- Chaired the Glenorchy City Council workshop.
- Participated in an Australian Local Government Women's Association (ALGWA) Peer Mentoring for Candidates peer circle session.

#### Tuesday, 12 May 2026

- Attended Palliative Care Tasmania's National Palliative Care Week event 'Getting to the Heart of It' at the St Lukes Hub in Hobart.
- Presided over the Glenorchy City Council Community and Volunteer Awards Ceremony at MyState Bank Arena.

#### Wednesday, 13 May 2026

- Participated in a site visit to the Seniors Exercise Park at Simmons Park in Lindisfarne.

#### Friday, 15 May 2026

- Attended Goodwood Community Centre's Community Barbecue, celebrating Neighbourhood House Week.

**Sunday, 17 May 2026**

- Participated in a media event announcing a housing development at Dowsing Point, alongside Prime Minister Anthony Albanese and Premier Jeremy Rockliff.

**Monday, 18 May 2026**

- Participated in an ABC Radio Hobart interview with Ryk Goddard on the Breakfast program. The Dowsing Point Development was discussed.
- Chaired the Glenorchy City Council workshop.

**Tuesday, 19 May 2026**

- Attended the Salvation Army Red Shield Appeal Hobart Launch event.

**Wednesday, 20 May 2026**

- Attended the Chigwell Community Garden's National Volunteer Week celebration.
- Attended the National Road Safety Week Safety Pop-Up Stall with Tasmania Police and Glenorchy City Council Safe City Lead at Northgate Shopping Centre.
- Met with a business constituent regarding the night-time economy in Glenorchy.

**Thursday, 21 May 2026**

- Attended the Treasurer, the Honourable Eric Abetz MP's Budget speech with Clarence City Council Mayor Brendan Blomeley.

**Friday, 22 May 2026**

- Attended the 2026 State Budget Briefing Breakfast.
- Participated in a meeting with Alex Heroys, Chief Executive Officer of Destination Southern Tasmania, to discuss caravan and camping accommodation, infrastructure, marketing and policy.
- Attended a National Road Safety Week barbecue on Glenorchy City Council lawns.
- Attended Hobart Airport 'First Look – The Next Stage of the Expanded Terminal event and was taken through the next phase of the Hobart Airport Upgrade.

**Sunday, 24 May 2026**

- Participated in the Tasmanian Chinese Buddhist Academy of Australia's 2570 Bathing Buddha Holy Ceremony.

**Monday, 25 May 2026**

- Met with Inspector Klug of Tasmania Police.
- Chaired the Glenorchy City Council meeting.

**Tuesday, 26 May 2026**

- Participated in Triple M Radio's 'Mayor on the Air' interview.
- Attended the Italian Day Centre's farewell lunch for Liberatore Allocca as he concluded his tenure as President (serving as President for 10 years and Vice President for 4 years).

**Wednesday, 27 May 2026**

- Attended Reconciliation Tasmania's Reconciliation Week Breakfast at MyState Bank Arena.
- Participated in a Northern Suburbs Transit Corridor discussion with the Committee for Greater Hobart and Terroir Architects.
- Attended Hobart City Council's Night-Time Economy Roundtable event.

**Thursday, 28 May 2026**

- Participated in a Greater Hobart Strategic Partnership briefing at Parliament House.

**Monday, 1 June 2026**

- Visited Apex Park to inspect the new playground, walk the new track, observe rehabilitation works at New Town Rivulet, and view the Grey Goshawk sculpture by Folko Kooper.
- Chaired the Glenorchy City Council workshop.

**Tuesday, 2 June 2026**

- Attended the Italian Australian Seniors Welfare Association of Tasmania's Italian National Day 80<sup>th</sup> Anniversary Lunch at the Italian Day Centre in New Town.

**Wednesday, 3 June 2026**

- Participated in an ABC Radio interview as part of their outside broadcast in Glenorchy.
- Met with community advocate Liz Stott to discuss impacts of dementia.

**Thursday, 4 June 2026**

- Participated in planting a 'Pocket Forest' at Apex Park in Lutana with Sacred Heart College's lunchtime Garden Group.
- Attended Hobart City Council's prospective candidate information session with a presentation by the Local Government Association of Tasmania (LGAT) outlining the election and nomination process.

**Monday, 9 June 2026**

- Attended the Glenorchy City Council workshop via Microsoft Teams, chaired by Deputy Mayor Russell Yaxley.

**Wednesday, 10 June 2026**

- Participated in an Australian Institute of Company Directors ‘Your Role, Your Impact – Essentials for local government councillors’ online session, a governance webinar focused on role clarity, sound decision-making and effective oversight in an Australian local government context.

**Thursday, 11 June 2026**

- Participated in the Australian Local Government Women’s Association’s ‘How to communicate under pressure with Dr Neryl East’ online masterclass, with a focus on communicating under pressure and how artificial intelligence is changing the way we work with media.

**Sunday, 14 June 2026**

- Attended the Tasmanian Nepalese Cricket Association (TNCA) 2026 Awards Night and Gala Dinner.

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

**Attachments**

Nil

## 9. ECONOMIC

*Community Goal – Open for Business*

## 9.1 ECONOMIC DEVELOPMENT PLAN - PROSPEROUS GLENORCHY 2031

Author:	Manager Stakeholder and Executive (Christine Lane)
Qualified Person:	Chief Executive Officer (Emilio Reale)
File Reference:	Economic Development Plan - Prosperous Glenorchy 2031

### Executive Summary

The draft Prosperous Glenorchy 2031 Plan (Plan) responds to Council's endorsed review of the 2020–25 Economic Development Strategy and supersedes that strategy, streamlining and retiring outdated actions to align Council's economic focus to current conditions.

The Plan provides a clear, practical roadmap to guide economic development to 2031, prioritising a targeted set of actions with strong accountability, measurable outcomes, and alignment across Council and with State and regional priorities. It is informed by evidence and extensive input from internal stakeholders, elected members, industry, and the community.

While recognising Glenorchy's growth, the Plan addresses structural challenges to ensure the benefits are more equitably shared. It focuses Council effort where it can have the greatest impact enabling investment, strengthening connections, and supporting sustainable growth, including jobs, housing supply, business confidence, precinct activation, and the visitor economy.

Built on three pillars - Place, Connections and Growth - the Plan adopts a coordinated, whole-of-Council approach. Five priority objectives underpin delivery, supported by a \$620 million development pipeline, clear governance, and disciplined prioritisation.

The Plan is operationalised through 36 defined actions with clear ownership, roles, timeframes, and resourcing. Delivery will be integrated into Council's planning and budget processes, with governance controls for new actions and a number of initiatives already underway.

The progress of each action will be actively monitored through defined reporting mechanisms, including quarterly tracking and annual public reporting against key performance indicators, ensuring transparency and accountability.

**Recommendation**

That Council:

1. ENDORSE the draft Prosperous Glenorchy 2031 Economic Development Plan (Plan) as outlined in **Attachment 1** and NOTE that Council's future economic development activity will be guided by this Plan.
2. NOTE that the Plan responds to Council's endorsed review of the 2020-25 Economic Development Strategy and supersedes that strategy.
3. NOTE that the Plan is informed by evidence and extensive input from internal stakeholders, elected members, industry, and the community.
4. SUPPORT the implementation of the Action Plan over the 2026/27 – 2030/31 five-year period, with a focus on leading, enabling or partnering with external organisations to create prosperity for all in Glenorchy.
5. AUTHORISE the Chief Executive Officer to make minor administrative, editorial or grammatical amendments that do not materially alter the intent of the Plan.

Community Plan Reference	Open for Business We value our community by delivering positive experiences.
Strategic Plan Reference	Build and maintain relationships with government and the private sector that create job opportunities and help our City to prosper.
Consultation / Engagement	Tasmanian Chamber of Commerce and Industry Regional Development Australia Tasmania Jobs Tasmania. Chief Executive Officer Relevant business units named as action leads in the Plan Executive Leadership Team Elected Members
Resources	No additional resources required at this stage. All actions will be undertaken within existing resource allocations across Council.
Risk / Legal / Legislative / Reputational	<p>Risk: The number of actions may exceed organisational capacity or available funding, delaying delivery.</p> <p>Mitigation: Stage actions through annual planning and budget processes; prioritise high-impact initiatives; develop business cases and pursue external funding where required.</p> <p>Risk: Key outcomes (investment, jobs, housing) rely on market conditions, State policy, and private sector activity outside Council control.</p> <p>Mitigation: Clearly define Council's role (Lead/Enable/Partner); strengthen partnerships with State and industry; focus on enabling conditions (e.g. planning efficiency, facilitation).</p> <p>Risk: Loss of momentum, inconsistent cross-Council delivery, or weak accountability over time.</p> <p>Mitigation: Maintain strong governance with clear ownership, quarterly reporting, and Executive oversight; embed actions in departmental plans and KPIs; regularly reprioritise based on progress.</p>
25/26 Budget Allocation	Not applicable
Life of Project, Service, Initiative or	Once approved, this Plan will supersede the 2020-25 Economic Development Strategy.

(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

### Background

1. The draft Prosperous Glenorchy 2031 Plan (Plan) directly responds to the issues identified in the 2025-26 Priority Action (3.1.1.1) - "Review the 2020-25 Glenorchy Economic Development Strategy" (Review).
2. This Review was presented to and endorsed by Council at its 25 May Council meeting.
3. Once approved, this Plan supersedes the previous strategy. At the 25 May Council meeting Council resolved to formalise the repositioning, recession or archiving of the actions, plans and related documents that the Review identified that no longer reflect Council's direction or were dependent on conditions that no longer apply.
4. The economic development-related materials that were repositioned, rescinded or archived included:
  - GCC Economic Development Strategy 2020–25 – to be superseded by Prosperous Glenorchy 2031
  - Growing Glenorchy Program (and sub-initiatives) including:
    - (I) *EPIC – Economic Participation and Implementation Collaborator Group – Archive web content*
    - (II) *Economic Recovery Program - Archive web content*
    - (III) *Activity City - Archive web content (Includes Showcase Moonah to be archived concurrently)*
    - (IV) *Hobart City Deal – to be retained, but repositioned as advocacy by the Greater Hobart Strategic Partnership (which Glenorchy is a member) rather than an active economic development program*

- Greater Glenorchy Plan and Related Precinct Planning Documents including:
  - (I) *Greater Glenorchy Plan - Rescind and archive*
  - (II) *Beyond the Curtain – Master Story - Action: Archive*
  - (III) *Glenorchy Identity Development and Precinct Planning (SGS Economics) - Action: Archive*
- Glenorchy Park Masterplan (Draft, November 2021) - Archive
- Corridor of Modern Art (COMA) - Archive
- Economic Recovery / Stimulus Projects (project-specific) including:
  - (I) *Making Berriedale Caravan Park Development Ready - Archive as an economic development initiative (project-specific decisions may still sit elsewhere)*
  - (II) *Regional Cycling Hub – Archive*
  - (III) *CityScape - Action: Archive*
  - (IV) *Marine and Innovation Precinct - Do not rescind masterplan but remove from active economic development initiatives list noting that the Zinc-Link component of the Precinct Plan is now addressed in the Glenorchy Cycling Infrastructure Plan 2025-2030*

### **Prosperous Glenorchy 2031 Plan**

5. The Plan provides a clear and practical roadmap for how Glenorchy City Council will respond to current economic challenges and unlock the City's economic potential over the next five years to 2031.
6. Designed to be practical, targeted and achievable the plan takes a focused approach, limits the number of priority actions, and places a strong emphasis on accountability and measurable results.
7. It also better aligns Council's work with State and regional priorities and reflects how economic development can be delivered across the organisation.
8. The Plan is grounded in evidence and aligned to Council's broader strategic direction.
9. In addition to considering issues identified in the Review, the development of the Plan was informed by input from a number of key sources including:
  - relevant Council officers
  - elected members
  - external consultants with economic development capability
  - business representatives and economic development bodies, including the Tasmanian Chamber of Commerce and Industry, Regional Development Australia, Tasmania, Jobs Tasmania

- using results of community consultation through various engagement activities including surveys, online and in person feedback
10. The Plan recognises that while Glenorchy is a strong and growing economic centre, the benefits of that growth are not yet fully shared across the community.
  11. Focusing on addressing structural challenges the Plan sets a clear vision for inclusive economic growth, ensuring benefits are shared across the community.
  12. It concentrates Council effort where it can have the greatest impact, enabling investment, strengthening connections and driving sustainable growth.
  13. It commits to job creation pathways; seeks to unlock development and housing supply through improved planning processes; aims to strengthen local business confidence, precinct activation and visitor economy to retain spending; and embeds clear accountability and reporting, with quarterly tracking and annual public reporting against KPIs.

### **Strategic Framework**

14. The Plan has been built around three pillars - Place (quality precincts), Connections (people, transport, partnerships), and Growth (business, jobs, resilience).
15. These pillars recognise that economic success is not delivered by any single intervention, but through coordinated action across planning, infrastructure, partnerships and community development.
16. The delivery of the Plan is underpinned by a \$620 million development pipeline; a targeted action program aligned to clear objectives and responsibilities, governance and reporting frameworks that ensure transparency and accountability, and ongoing financial discipline and prioritisation to sustain delivery capacity.
17. Five key objectives define priority outcomes within and across each of the three strategic pillars. They include Infrastructure, City Activation, Strategic Relationships, Business and Industry, and Sustainability and Resilience.
18. This strategic framework is brought to life through 36 actions that reflect the interdependent alignment to the priority objectives and three pillars.

### **The Plan in Action**

19. Each of the 36 actions has a clearly identified lead department, with supporting areas nominated where cross-functional delivery is required.
20. The Action Plan defines Council's role for each action including Lead, Enable, or Partner, providing clarity on Council's level of responsibility and influence.
21. Timeframes are specified for all actions, alongside indicative resourcing requirements, including whether delivery will be met through existing capacity, require additional resources, or be delivered through external providers.
22. All actions will be progressed through Council's annual planning and budgeting processes to ensure appropriate prioritisation and resourcing.

23. A number of actions are already underway and continue to be delivered by the nominated lead departments within existing resources.
24. Following adoption of the Plan, any new actions will be formally project planned and subject to approval through established governance processes prior to commencement, in line with the identified timeframes and budget requirements.

**Attachments**

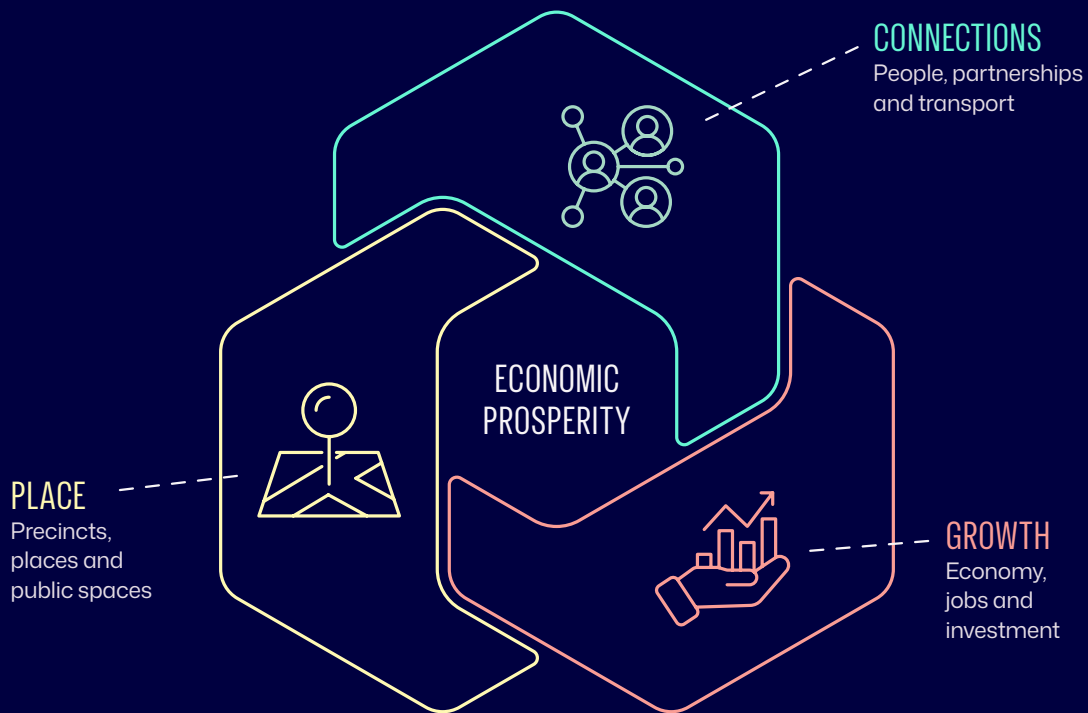
1. Prosperous Glenorchy 2031 - Final Draft [9.1.1 - 44 pages]



PLACE | CONNECTIONS | GROWTH

# Prosperous Glenorchy 2031

Economic Development Plan



**5** Strategic Objectives



**36** Targeted Actions



**\$620+ M** Development Pipeline

## 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.*

### Image Credits: Kelvin Ball

*Unless otherwise marked, all of the images of Glenorchy in this report have been generously provided by Kelvin Ball, who captures many of the City's beautiful moments as a personal passion.*

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Prosperous Glenorchy 2031



# Summary

## Glenorchy is at a turning point.

Our vision is for Glenorchy to be a place of economic growth, opportunity and prosperity—where the benefits of that growth are shared across our entire community.

Our purpose is to enable that growth by leading, partnering and facilitating investment that creates jobs, attracts business, and enhances liveability.

With major transport and precinct initiatives advancing across Greater Hobart, and a population of more than 50,000 people, Glenorchy has the foundations for transformational economic change over the next five years.

This Plan – Prosperous Glenorchy 2031 – sets out how Council will lead, partner and enable that change in a way that is practical, measurable and aligned to Council’s Strategic Plan.

## Who We Are

Glenorchy is Tasmania’s fourth-largest city, around 10 minutes from Hobart CBD. Glenorchy’s economy generates approximately \$3.23 billion in gross regional product (year ending June 2024) and supports a diverse mix of industry and services.

**We are home to more than 3,000 businesses, anchor employers in manufacturing, logistics, visitor economy, health and community services, and a workforce that is younger than the Tasmanian average and increasingly diverse.**

## The Challenge We Must Confront

Our economic strengths are real but unevenly felt. Discretionary retail spending leakage, youth unemployment and underemployment, and commercial vacancy in activity centres point to structural underperformance despite strong economic output. Closing these gaps – and ensuring that the benefits of growth reach every community member – is the central purpose of this Plan.

## Our Framework for a Prosperous Glenorchy by 2031: Place, Connections, Growth

**This plan is organised under three interdependent pillars:**

- Place – precincts, urban design and public spaces that attract residents, visitors and investment.
- Connections – transport, partnerships and people that link residents to opportunity and businesses to markets and support.
- Growth – business conditions, investment facilitation, employment pathways and long-term economic resilience.



PLACE | CONNECTIONS | GROWTH

## What Prosperous Glenorchy 2031 Delivers

**Across five Strategic Objectives and a consolidated delivery program, this Plan commits Council to:**

- Target 250+ employment placements per annum through the Glenorchy Jobs Hub.
- Enable housing supply through agile and transparent planning processes, consistent with Council’s housing commitments.
- Strengthen precinct activation and the visitor economy to reduce retail leakage and increase local spend retention.
- Build business confidence and pride in Glenorchy.
- Advocate for and support the Northern Suburbs Transit Corridor as a backbone for transit-oriented development and precinct renewal.
- Maintain Council’s financial sustainability to retain capacity to invest in enabling infrastructure and economic development priorities.

## How We Will Measure Success

Progress will be reported quarterly to the Executive and annually to Council and the community, with a mid-term review in 2028/29. KPIs are organised under each pillar - Place, Connections and Growth - to support clear accountability and transparent public reporting.

Prosperous Glenorchy 2031

# Plan on a Page

## Vision

Our City is a place of **economic growth, opportunity and prosperity.**

**Our Foundations**  
Focus on the Fundamentals | Enable and Support | Collaborate and Partner | Cohesion and Wellbeing | Shape the Future


## Purpose

We enable growth and opportunity by leading, partnering and enabling investment initiatives that create jobs, attract investment and enhance liveability for our community.

## Strategic Pillars

**PLACE** 

Glenorchy’s vibrant sense of place attracts and sustains businesses, visitors and community wellbeing to create the precincts, urban environments and public spaces where our economy thrives






**CONNECTIONS** 

Building the partnerships, transport links, workforce pathways and community networks that make Glenorchy’s economy work

**GROWTH** 

Driving the investment, employment, business formation and long-term prosperity Glenorchy needs to thrive

### Priority Objectives

-  Infrastructure
-  City Activation
-  Strategic Relationships
-  Business and Industry
-  Sustainability and Resilience

### Action Plan

Each of the 36 Actions outlined in the Prosperous Glenorchy 2031 Action Plan will be managed by a lead department and proceed through Council’s Annual Plan and budget processes.

### Measurement and Progress

Action Leads will develop measures of progress for each action that they are responsible for.

Progress will be reported against the Place, Connections and Growth pillars through quarterly dashboards, six monthly investment updates, and an annual public report, with a mid-term review and full evaluation to ensure accountability and continuous improvement.

Prosperous Glenorchy 2031

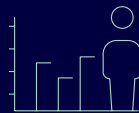
# At a glance:



**4th**  
Largest city  
in Tasmania



**121km<sup>2</sup>**  
Area



**50,450**  
Population<sup>1</sup>



**37.6 Median age<sup>2</sup>**  
Making it the second youngest  
Tasmanian region



**25-39 years**  
Fastest growing and  
largest age group<sup>3</sup>



**Culturally Diverse**  
21.6% of population born overseas and 5.4%  
identify as Aboriginal or Torres Strait Islander<sup>4</sup>



**21,877**  
Dwellings



**27,631 Employed residents**  
55% full time, 39% part-time<sup>6</sup>



**3 CBD's**  
Claremont,  
Glenorchy, Moonah



**\$3.23 billion**  
Gross Regional Product



**~3075 Businesses**  
With 96% employing ≤ 20 people



Rates paid on properties in Glenorchy are consistently lower than most  
councils in Greater Hobart and other city councils across Tasmania

## Major industry sectors



Health Care &  
Social Assistance



Manufacturing



Construction

## Strong supporting sectors

Retail Trade, Transport, Postal  
& Warehousing, Education  
and Training, Accommodation  
and Food Services, Public  
Administration and Safety,  
Arts and Recreational Service

## Major Employers

- Incat
- Nyrstar
- Mondelez (Cadbury)
- Federal Group
- MONA
- TasWater
- Glenorchy City Council

<sup>1</sup> ABS Estimated Resident Population, Glenorchy Local Government Area, June 2025. <sup>2</sup> ABS 2021 Census. <sup>3</sup> ABS 2021 Census.  
<sup>4</sup> ABS 2021 Census. <sup>5</sup> ABS 2021 Census, Glenorchy Local Government Area. <sup>6</sup> ABS Labour Force, Local Government Area (LGA)  
Estimates, June 2024. <sup>7</sup> Idcommunity 2024 GRP.

Prosperous Glenorchy 2031

# Background

Since adoption of Council’s Economic Development Strategy 2020–2025, Glenorchy has navigated the COVID-19 period, experienced population growth, and progressed capital works and service improvements across parks, roads, stormwater and community infrastructure.

This Plan updates and supersedes the previous strategy and focuses Council’s effort on the areas where it can be most effective: enabling investment, connecting businesses to support, promoting Glenorchy as an attractive investment destination, and stimulating activity through its own programs and infrastructure delivery.

**It showcases Glenorchy as an attractive investment proposition through the following pillars.**

- **Place**  
creating suburbs, public spaces and urban environments where people want to live, work and invest.
- **Connections**  
fostering and building the partnerships, transport links, workforce pathways and community networks that underpin a functioning economy.
- **Growth**  
enabling investment, employment, business growth and long-term prosperity for all.

**These pillars are deeply interdependent, place-making attracts investment; connections create networks and ideas; and growth funds the places and connections that sustain liveability.**

**Together, they provide a clear and coherent framework for economic decision-making across Council, our partners, and the community.**

The Mayor and Elected Members of Glenorchy City Council will work with community, partners and investors to build a Prosperous Glenorchy of 2031: growing, connected, inclusive, and unmistakably Glenorchy’s.



# A Prosperous City

## About Glenorchy

Glenorchy’s proximity to Hobart CBD and Hobart International Airport, combined with competitive land and operational costs, positions the city as an important economic hub in southern Tasmania. The local economy includes strong contributions from a wide range of industry, commercial and retail sectors.

Glenorchy’s Gross Regional Product (GRP) of just over \$3.23 billion<sup>8</sup> per year reflects its role as a significant employment and industry centre in Southern Tasmania. Major contributors to economic activity include health care, social assistance, construction, manufacturing, retail trade, transport and logistics.

These industries and economic generators reflect the diversity of our growing population of approximately 50 450 people. Our median age of just over 37 years, younger than the Tasmanian average, offers a significant working age population of young adults aged 25–34, who support a dynamic labour market and drive demand for workforce development, skills pathways and inclusive economic participation.

**Key employment sectors (in order of employment numbers) in Glenorchy are:**

- Health care and social assistance
- Manufacturing
- Retail
- Construction
- Education and training
- Transport, postal and warehousing
- Accommodation and food services
- Public administration and safety
- Arts and recreation services
- Other services.

**Total employment in the Glenorchy LGA in the 2023/2024 year was 26,825. This represents an increase of 3,071 positions since 2019/2020<sup>9</sup>.**

**Glenorchy’s residents live in a mix of housing and accommodation types including detached and medium density housing which reflects Glenorchy’s urban character and proximity to Hobart.**



Glenorchy’s economic model, where industry, employment, cultural assets and affordable living coexist within minutes of the State’s capital, is unique in Tasmania.

Our balanced, organically evolved economy continues to deliver for businesses, workers and the wider region and offers an exceptional balance of connectivity, affordability and opportunity.

<sup>8</sup> idcommunity 2024 GRP: Gross Regional Product | Tasmania | economy.id

<sup>9</sup> idcommunity: Employment by industry (Total)

Prosperous Glenorchy 2031



# A Vibrant City

## Celebrating Diversity

Council acknowledges the palawa (Tasmanian Aboriginal) community as the original owners and continuing custodians of the land. Aboriginal and Torres Strait Islander people make up around 5.4% of Glenorchy's population, representing one of the largest proportions in Tasmania. We recognise that Aboriginal culture continues to strengthen and enrich our community.

Glenorchy is also a place of many other cultures. Almost one in four of our residents were born overseas who enrich our social and cultural lives and add to our economic wellbeing.

Glenorchy proudly promotes inclusion and belonging. We were the first Tasmanian local government to join the Welcoming Cities Australia Network, demonstrating our formal commitment to multiculturalism, social cohesion and participation.

## Advantageous Geography

Glenorchy is a critical economic engine for the northern metropolitan area. We support local employment and regional productivity and reduce pressure on the Hobart CBD. We enjoy a self contained urban economy with a diverse industrial base, major employment centres, and three vibrant activity precincts – Glenorchy, Moonah and Claremont. These centres deliver retail, commercial, industrial, civic and community services to people well beyond our municipal boundary.

Glenorchy is an attractive location for workers and families, with established neighbourhoods and significant developable land. We offer affordable housing, strong transport links, and close proximity to major employment hubs. We are well positioned to accommodate future population growth and a ready-made labour force.

## Arts and Culture

Glenorchy hosts some of Tasmania's most iconic destinations and globally recognised institutions like the Museum of Old and New Art (MONA), Cadbury chocolate factory, Moonah Arts Centre and MyState Bank Arena – home of the Tasmanian National Basketball League team, the JackJumpers.

We also feature one of Tasmania's largest and most popular nature-based recreation destinations, Tolosa Park, a 25-hectare regional park that is the Northern Suburbs gateway to Kunanyi/Mt Wellington and the Glenorchy Mountain Bike Park.

These iconic experiences attract national attention, tourism expenditure and private investment, cementing Glenorchy's reputation as a place where creativity, industry and cultural identity converge.

## Critical Industries

Glenorchy also supports major employers of state and national significance such as Nyrstar, Incat and Mondelez (Cadbury), supported by a broad ecosystem of commercial, light industrial, and service sector businesses.

The City's flexible and diverse zoning, combined with lower land and operational costs and a deliberate policy of free council parking, creates a highly competitive business environment. This enables businesses to remain close to Hobart while avoiding the constraints of more expensive and space-limited locations.



Prosperous Glenorchy 2031

# Strategic Context

## Building on the Glenorchy City Economic Development Strategy 2020-2025

The Economic Development Strategy 2020–2025, was developed and adopted to address long-standing economic underperformance relative to Greater Hobart, support COVID-19 economic recovery, and harness the estimated \$1.9 billion in private investment then entering Glenorchy. It was underpinned by the Glenorchy Community Plan 2015–2040 and the Greater Glenorchy Plan endorsed by Council in February 2021.

The 2020 strategy outlined five strategic objectives aimed at creating jobs and enhancing the city's liability and vibrancy.

**The impacts of COVID-19 and Council's own budget constraints combined with significant changes in Council's staffing and governance structures, meant that many of the proposed actions were not implemented. Consequently, the Strategy was set aside, and Council shifted its focus to delivering economic outcomes guided by the following four key pillars.**

### 1. Infrastructure Support

Delivered through Council's infrastructure investment and capital works program.

### 2. Job Creation

Enabled through the Glenorchy Jobs Hub, which supports employment, training, and workforce development.

### 3. Proactive Regulatory Approach

Realised through Council's planning and development services, which aim to facilitate business growth and investment.

### 4. City Marketing

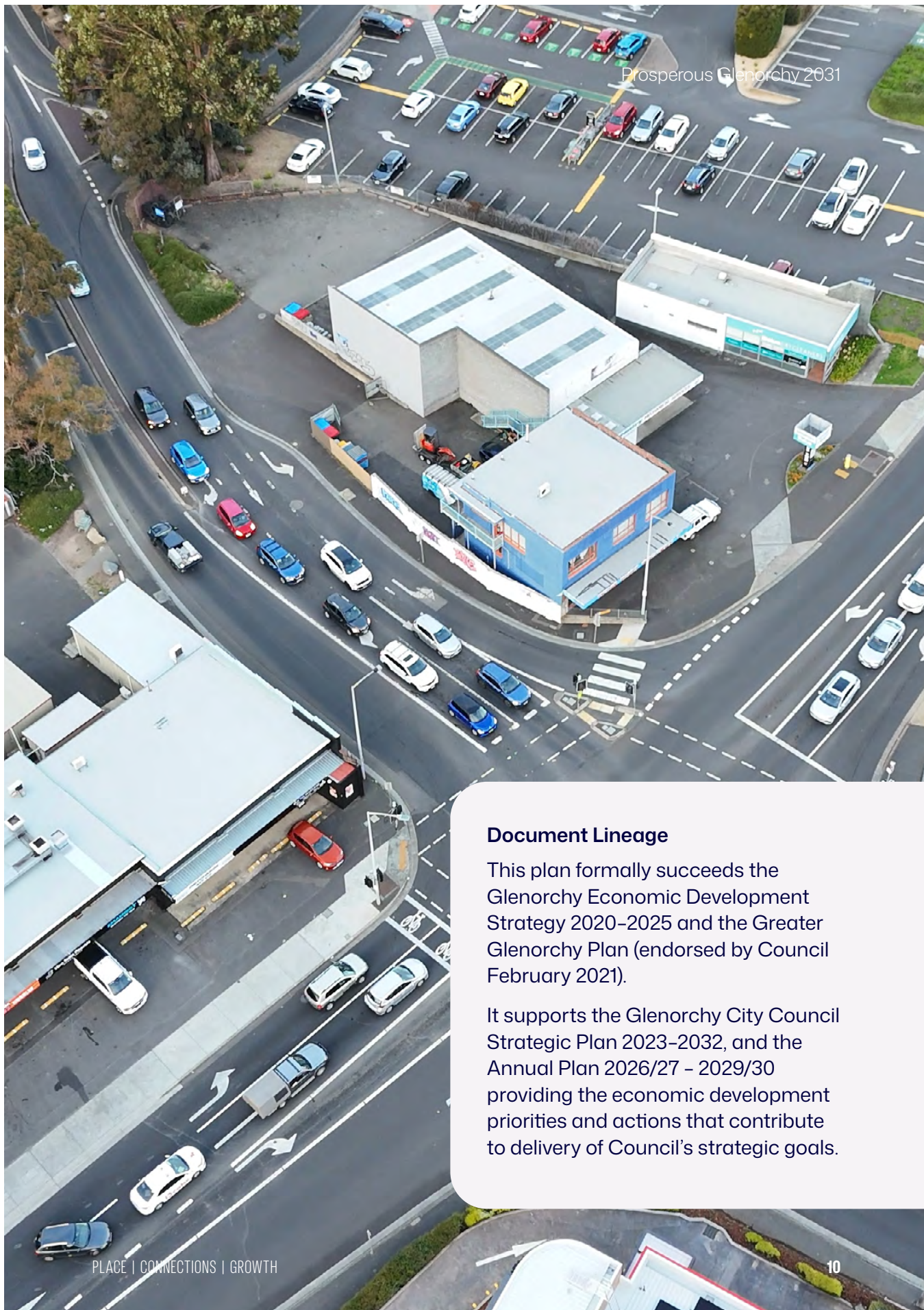
Delivered via Council's communications and marketing activities to promote Glenorchy as a destination for business, investment, and community engagement.

### The 2020 strategy set out an ambitious 50 actions and a review indicates:

- 16 actions did not proceed, either due to a lack of market interest or financial and or development constraints.
- 12 actions have been completed.
- 22 actions remain underway or have been reviewed to better fit the current community need, and/or the capacity of Council and the construction and the development sectors.

**Given these outcomes, a review of the role of Council in economic development was undertaken. This review revealed Council is limited financially and legislatively in the role it can play in the larger Tasmanian and Australian economic climate and therefore Council is most effective:**

- Enabling investment in Glenorchy through effective and aligned planning services.
- Connecting Business and Industry with appropriate supports, such as employment and training initiatives through the Glenorchy Jobs Hub.
- Showcasing Glenorchy as an attractive investment proposition, and
- Delivering its capital works and operational programs.



**Document Lineage**

This plan formally succeeds the Glenorchy Economic Development Strategy 2020-2025 and the Greater Glenorchy Plan (endorsed by Council February 2021).

It supports the Glenorchy City Council Strategic Plan 2023-2032, and the Annual Plan 2026/27 - 2029/30 providing the economic development priorities and actions that contribute to delivery of Council's strategic goals.

Prosperous Glenorchy 2031

# Our Vision for Prosperity

## Vision

**Our City is a place of economic growth, opportunity and prosperity.**

## Purpose

We enable growth and opportunity by leading, partnering and enabling investment initiatives that create jobs, attract investment and enhance liveability for our community.

## Our Foundations

Our foundations provide the direction for the way we will work to deliver our objectives and support sustainable outcomes.

### Focus on the Fundamentals

We prioritise the conditions for a strong economy – land, infrastructure, skills, investment readiness and regulatory efficiency – to create a stable platform for growth.

### Enable and Support

We aim to remove barriers and actively support businesses, workers and investors through targeted assistance, capability building, and responsive services.

### Collaborate and Partner

We work with governments, Business and Industry, education and training providers, and community partners to leverage and share resources, align effort and achieve outcomes that no single organisation can deliver alone.

### Cohesion and Wellbeing

We foster an inclusive economy that strengthens social connection, supports workforce participation and improves quality of life for our residents and future new arrivals.


### Shape the Future

We anticipate change and position the municipality to adapt and thrive by embracing innovation, sustainability and emerging economic opportunities.

## Pillars

Council’s vision and purpose are underpinned by three strategic pillars that guide and connect our strategic objectives and actions.

They provide a shared language for Council, partners, businesses, and the community to understand where and how Council’s economic development effort is directed and why.



**PLACE**

**Glenorchy’s vibrant sense of place attracts and sustains businesses, visitors and community wellbeing to create the precincts, urban environments and public spaces where our economy thrives.**

Place is the foundation of economic development in Glenorchy. It encompasses the physical environments, the precincts, streets, parks, public spaces, and buildings that attract investment, support business activity, and create the liveability that draws people to the city of Glenorchy.

Additionally, the physical precincts of Glenorchy must be appealing and safe in their design and function. The inclusion of a growing arts and culture presence is important in developing and sustaining the appeal of these places to the community, investors and visitors.



## CONNECTIONS

**Building the partnerships, transport links, workforce pathways and community networks that make Glenorchy's economy work.**

Connections are about the relationships, networks and infrastructure that link people to opportunity. A city with strong places and growing businesses still fails if its residents cannot access jobs, if its businesses cannot reach markets, and if Council cannot leverage partnerships that multiply its limited capacity.

Connections also run through both the Place and Growth pillars: investment attraction requires partner relationships; precinct activation requires community connections; and a resilient economy requires digital and physical infrastructure that no one is excluded from.



## GROWTH

**Driving the investment, employment, business formation and long-term prosperity Glenorchy needs to thrive.**

Growth encompasses the economic outcomes that underpin all other priorities. Without a growing, diversified, and resilient economy, Glenorchy cannot fund the places and connections its community needs.

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# Priority Objectives

Five key objectives define priority outcomes within and often across each of the three strategic pillars.

**These objectives are mapped against the three pillars below:**

Pillar	Priority Objective	What we aim to achieve
 PLACE	1. Infrastructure	Manage Council assets and enabling infrastructure to support growth and investment.
 PLACE	2. City Activation	Activate precincts and strengthen activity centres.  Facilitate investment and precinct development through planning and partnerships.  Support placemaking by growing arts, culture, events and visitor economy outcomes.
 CONNECTIONS	3. Strategic Relationships	Build partnerships and advocate to deliver regional outcomes.
 CONNECTIONS	4. Business and Industry	Connect local business to supports and focus on growth sectors.  Reduce barriers, improve the business environment and support reinvestment.  Strengthen local employment pathways and inclusive economic participation.
 GROWTH	5. Sustainability and Resilience	Enable sustainable growth, infrastructure coordination and financial sustainability for a future-ready Glenorchy.  Use technology and innovation to improve services, productivity and resilience.

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# Glenorchy's Economic Challenges and Opportunities

Effective economic development strategies are grounded in an analysis of structural challenges as well as opportunities. The following assessment identifies the persistent economic weaknesses this plan must address alongside its growth agenda and the opportunities arising for Council to recognise and capitalise on.

*Note on evidence: Data below is drawn from ABS Census 2021, REMPLAN modelling, HillPDA Retail Analysis (2026), SGS Economics & Planning Statewide Industrial Land Study (December 2025), and Glenorchy City Council planning and financial records.*

## Income and Wage Disadvantage

### Key Economic Facts

- In June 2024 there were 26,825 Glenorchy residents employed, of whom 55% worked full-time and 39% part-time. This represents a participation rate of 62%.
- Glenorchy's Gross Regional Product (GRP) of \$3.23 billion reflects a strong and diverse economy.
- Glenorchy is the 3rd highest contributing LGA to State Gross Value Added (GVA) yet receives some of the lowest total grant funding.
- More Glenorchy residents worked in health care and social assistance than any other industry in 2021.
- Other significant employment sectors are construction, manufacturing, retail trade, transport and warehousing.
- Major employers in Glenorchy include Incat, Nyrstar, Mondelez (Cadbury), Federal Group, supermarkets and shopping precincts, MONA, TasWater, and Glenorchy City Council.
- Glenorchy is home to approximately 3075 businesses with a large proportion of these (96%) employing less than 20 people.

- Rates paid on properties in Glenorchy are consistently lower than most councils in Greater Hobart and other city councils across the State.

Glenorchy residents earn less than their Greater Hobart counterparts. Median individual income and household income both sit below the Greater Hobart and Tasmanian averages, reflecting the concentration of employment in lower-wage sectors such as retail, warehousing, hospitality, and entry-level health and care roles. This is not merely a social indicator: it limits local spending power, suppresses business investment, and constrains Council's rate base over time.

The gap between Glenorchy's \$3.23 billion gross regional product and the personal income of its residents is a signal that economic value generated in Glenorchy is not fully retained by Glenorchy households. Closing this gap requires deliberate strategies by Council as an enabler, connector and supporter.

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## Commercial Vacancy and Retailing in Activity Centres

Commercial vacancy in key activity centres can suppress investment and amenity. The Plan includes actions to strengthen the retail and hospitality mix, support precinct identity and improve the development environment for mixed-use renewal.

Both the Glenorchy and Moonah Activity Centres carry above average retail vacancy rates by Greater Hobart comparison. The Glenorchy CBD in particular faces the challenge common to many suburban town centres, the withdrawal of mid-market anchor retailers, reduced foot traffic, and a hospitality offering that does not generate evening activation. This suppresses property values, deters new investment, and reduces the amenity that attracts both residents and visitors.

## Retail Spending Leakage

Discretionary spending leakage represents a quantifiable loss of local economic benefit. The Plan responds by prioritising activation, night-time economy initiatives and business environment improvements in activity centres.

Glenorchy businesses retain only 52 cents of every discretionary dollar locally. The remaining 48% is concentrated in dining, entertainment, fashion, specialty retail, and department stores and the expenditure leaks to Hobart CBD, Eastlands, and other Greater Hobart destinations. On a \$491 million annual retail expenditure base, this represents approximately \$236 million in spending that does not support local jobs, local businesses, or local rates<sup>10</sup>.

This leakage is not primarily a symptom of poor planning. It reflects genuine gaps in Glenorchy's retail and hospitality offering, particularly in food and beverage, entertainment (i.e. the night-time economy), and specialty retail. Closing the gap to below 35% by 2030 is an ambitious but evidence-supported target if the Moonah Main Road revitalisation, night-time economy activation, and Glenorchy CBD densification actions are delivered.

## Opportunities

### Commercial floorspace availability

The HillPDA Retail Analysis (2026) projects commercial floorspace shortfalls across all three activity centres by 2050. This is under a status quo planning scenario, indicating that the vacancy problem is temporary and addressable, but requires proactive planning intervention now to prevent shortfalls from constraining growth in the 2030s<sup>11</sup>.

Through building a positive brand recognition, Council can assist developers in attracting anchor tenants, building a night-time economy.

### On-road and transit access

HillPDA's Retail Analysis (2026) demonstrates a direct link between transport accessibility and retail performance. Moonah's \$139 million retail economy is 65% visitor-driven, while Glenorchy CBD's \$232 million economy is 55% visitor-driven. Both are highly dependent on road and transit access for their customer base. The Northern Suburbs Transit Corridor (NSTC) is therefore not only an employment and housing infrastructure project but a critical enabler of the LGA's \$491 million retail economy. Advocacy for the Northern Suburbs Transit Corridor should explicitly reference this retail economic case.

<sup>10</sup> HillPDA Retail Analysis, March 2026

<sup>11</sup> HillPDA Retail Analysis, March 2026

## Housing and Population Growth

Glenorchy is central to Greater Hobart housing supply. The provision of housing is an economic enabler, and Council will continue to enable a mix of housing types, including medium density and well-designed infill in appropriate locations, supported by infrastructure coordination with utilities and government partners. Housing growth supports employment in construction and professional services and increases demand for local retail, hospitality and service providers. These precincts and transport connections are planned in parallel. Glenorchy is a desirable location because it is an employment hub, affordable, less congested, has free parking and is close to the capital city.



### Opportunities

#### Supportive planning environment

Create a planning environment that supports growth, pre-empt zone and scheme amendments and improve public amenity in Glenorchy LGA

#### CBD densification

Continue proposed densification of CBD residential land to enable population growth within the LGA

#### Northern Suburbs Transit Corridor

Continue the advocacy for the Northern Suburbs Transit Corridor project implementation

## Youth Unemployment and Economic Exclusion

Despite a participation rate of 62% and a younger than average population, Glenorchy experiences elevated rates of youth unemployment and underemployment relative to Greater Hobart. The national youth unemployment rates as at March 2026 was 10.1% compared to an all-ages Tasmanian unemployment rate of 4.3%<sup>12</sup>.

The concentration of young residents in western suburbs, alongside lower educational attainment in some community cohorts creates structural barriers to labour market entry that workforce numbers alone do not capture. Please note; Glenorchy specific youth unemployment rate requires ABS custom data extraction and LGA-level figures that are unreliable in small area analysis.

The multicultural diversity of Glenorchy's population, which is also a genuine economic asset, is also accompanied by documented barriers to employment for newly arrived communities, including: credential non recognition, language barriers, and employer bias. These represent both a social equity challenge and a lost economic productivity opportunity.



### Opportunities

#### Glenorchy Jobs Hub sustainability

Continued operation of the Glenorchy Jobs and Youth Hubs is a vital investment in the youth of Glenorchy and surrounding areas. Council will continue advocating for funding to enable the delivery of youth focussed services from these venues

<sup>12</sup> ABS March 2026: Labour Force, Australia, March 2026 | Australian Bureau of Statistics

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## Industry and Manufacturing

**In 2025 the Tasmanian State Government (Department of State Growth) commissioned SGS Economics and Planning to undertake a Statewide Industrial Land Supply Study.**

**This report, delivered in December 2025 indicated that:**

### Land Supply

- Largest industrial land shortfall in Tasmania (-55 ha under high growth) despite being the second highest demand LGA in Greater Hobart (56 ha projected).
- Virtually no new industrial land is available.
- Highly fragmented holdings across Montrose, Glenorchy, Moonah, and Derwent Park, which is limiting large-lot supply for modern warehousing/logistics.

### Planning & Urban Pressure

- The Northern Suburbs Transit Corridor (NSTC) designation creates competing pressure for high-density residential on industrially zoned land.
- City Deal uncertainty undermines strategic planning confidence.
- Risk of employment density loss if businesses displaced to Cambridge or Brighton. Businesses are resistant to relocating but may have no choice.
- Balancing mixed-use transition while retaining employment-generating uses. There is no clear framework yet.

### Infrastructure

- Roads, power, and sewer upgrades are needed to support industrial transitions.
- Infrastructure costs are front-loaded, creating a disincentive for early-stage developers.
- Shifting labour pool as population moves to outer Hobart.

### Competition

- Growing competition from Cambridge and Brighton for new industries and logistics and both have land supply that Glenorchy lacks.
- Increasing demand for large lots (>4,000 sqm) that Glenorchy's fragmented landholding cannot easily supply.

### **These challenges are tempered by Glenorchy's:**

#### Strategic Position

- Regionally Significant Industrial Precinct (RSIP) designation, as one of only 13 statewide, provides formal recognition for advocacy and State Government engagement.
- 28% of southern freight task generated by Glenorchy and Brighton Hub combined. This lends significant economic weight to leverage.
- Strong internal supply chain relationships and business resistance to relocation create a stable base.

#### Urban Renewal Alignment

- NSTC and City Deal, while a challenge, also create a framework for mixed-use intensification in Moonah and Derwent Park that retains employment uses.
- Vertical or multi-storey industrial formats are viable given land scarcity, and this is explicitly flagged by the study.
- Infill development opportunities to maintain employment density without needing greenfield land.

**Economic Growth**

- There were around 938 industrial jobs added 2011–2021 demonstrating latent demand and growth trajectory.
- Advanced manufacturing and lower-impact industrial identified as growth sectors suited to Glenorchy's profile.
- Last-mile logistics is structurally anchored to Glenorchy given proximity to customers. This is a durable demand driver.

**Planning Leverage**

- State Government explicitly assigned responsibility for infrastructure funding assessment and City Deal alignment.
- Monitoring framework recommended statewide creates an opportunity to push for Glenorchy-specific data collection given the acute shortfall.

**Opportunities**

**Strategic Land Use and Planning**

Identify land suitable for mixed use development that retains light industrial while enabling higher-density residential

Continue proposed densification of CBD residential land to support population growth within the LGA

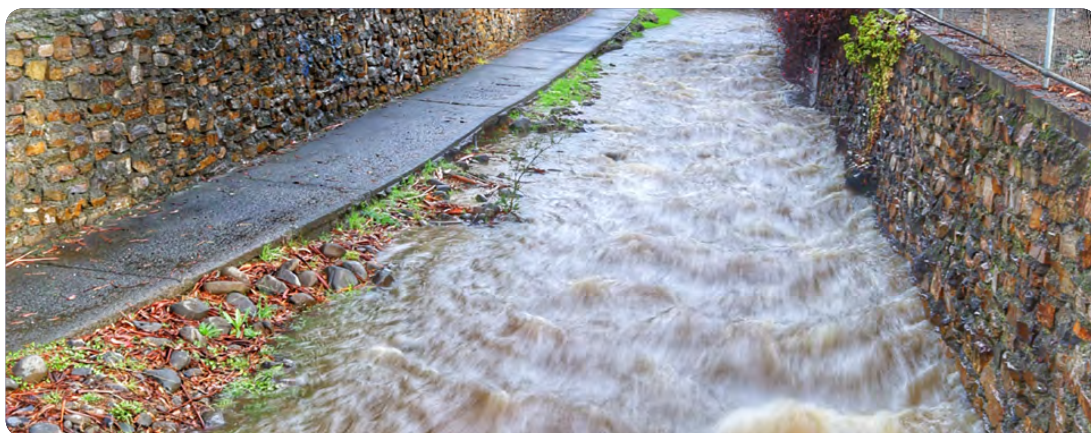
Undertake detailed planning for Glenorchy leveraging the RSIP priority identified in the State Government's Industrial Land Supply Study.

**Place Activation and Liveability**

Improve public amenity in Glenorchy LGA

**Advocacy and Infrastructure Development**

Continue advocacy for infrastructure funding and progression of the Hobart City Deal.



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## Council's Financial Constraints

Council's capacity to invest directly in economic development is constrained by a limited revenue and financial base. The Plan therefore prioritises actions that leverage partnerships, improve regulatory efficiency and target investment readiness, with major resource-intensive actions progressed through Annual Plan and budget processes.

Glenorchy City Council achieved an underlying operating surplus of \$0.463 million in 2024/25, with a long-term financial management plan previously targeting a return to surplus by 2026/27. Council also achieved an underlying surplus of \$1.933 million in 2023/2024. This followed a deficit of \$1.261 in 2022/2023. These are the first consecutive surpluses from Council since 2018. It is also worth noting that Council is now debt free.

Although the above evidence demonstrates improved financial sustainability, Council's capacity to invest directly in economic development activities, to fund new programmes, and match external grant opportunities without trade-offs against core service delivery remains constrained due to its limited funding base of primarily rate revenue.

**A January 2026 SGS Economics and Planning Insights Report regarding Greater Hobart Strategic Partnership (GHSP) Councils indicated:**

- while GHSP councils (Clarence, Glenorchy, Hobart, Kingborough) received only 12%.
- GHSP councils received an average of \$8.7 million each, compared to \$10.6 million for non-GHSP councils.
- GHSP councils contributed 45% of Tasmania's Gross Value Add (GVA) between 2016 and 2023 (\$112 billion) but received only about 11% of total grant funding.

- GHSP areas support 39% of Tasmania's total full time equivalent employment, yet receive a lower proportion of funding, placing pressure on local infrastructure and services.

This indicates that Glenorchy City Council as part of the GHSP Councils is significantly reliant on its fees and charges and rate revenue to fund any expanded programs.

The delivery of this plan is contingent on continued fiscal surplus, successful grant capture, and leveraging partnerships to multiply Council's investment. Where actions are resource intensive and Council led, the Annual Plan embedding process is a critical control gate.

## Opportunities

**Given the above internal and external financial constraints, Council must still play vital roles in:**

- Enabling economic development through creating the precincts and spaces where the local economy can prosper.
- Sustaining appropriate connections between agencies, support services and governments to share knowledge and grow local capability.
- Advocate for greater share of grant revenue.
- Delivering its services to encourage growth and community pride in Glenorchy.
- Continued responsible fiscal management of Council's finances to ensure investment in Glenorchy's future endures.

## Infrastructure Dependency Risks

**Several opportunities in this Plan depend on decisions outside Council’s direct control, including major transport infrastructure and utility upgrades.**

The most significant opportunity is the Northern Suburbs Transit Corridor (rapid bus transit). The \$400+ million spend commitment establishes intent, but construction timelines remain uncertain. Transit-oriented development across Glenorchy CBD, Moonah, and Claremont precincts is substantially premised on this investment proceeding.

Similarly, TasWater’s infrastructure investment and TasNetworks capacity upgrades are prerequisites for development viability in several growth corridors including Granton and Austins Ferry and future commercial development at Berriedale (caravan park, and future hotel). The Plan treats these as dependencies to be actively managed through advocacy, partnerships and staging, rather than assumptions of delivery.

**The State Government’s 2030 Strong Plan for Tasmania’s Future emphasises population growth, housing supply, renewable energy and green hydrogen, and tourism. Glenorchy’s Growth priority is directly aligned to these state-level drivers.**

### Opportunities

The above dependencies means that Council must continue to:

- Actively advocate for and support the Northern Suburbs Transit Corridor as the backbone of precinct development.
- Coordinate infrastructure dependencies with TasWater, TasNetworks and Aurora to support development viability.

Additionally, Council should complete a Council Land and Property Opportunities Review to confirm sites, constraints and preferred activation pathways and use this information to inform its advocacy.

These challenges and opportunities are not unique to Glenorchy, they are characteristic of peri-urban councils across Australia with diverse, lower-income populations and proximity to a larger CBD.

What distinguishes Glenorchy is the scale of the development pipeline already in motion and the institutional capacity Council has built through strong financial management, the Jobs Hub and participation in the Greater Hobart Act and Greater Hobart Strategic Partnership.

**The challenge is converting these opportunities, assets and planned assets into outcomes that reach every community member.**

Prosperous Glenorchy 2031

# Development Pipeline – looking forward

The Glenorchy City Council Long Term Financial Management Plan is underpinned by the Council’s Strategic Asset Management Plan, Strategic Plan and Annual Plan 2025 to 2029. This ensures projects are planned, funded and delivered to enable long term growth and development in Glenorchy.

**The following table details, as at May 2026, Council projects that are nearing delivery, underway, or planned in the 2026 to 2031 timeframe of this Plan.**

Project / Precinct	Category	Value (est.)	Status (2026)	Key Outcomes / Dependencies
Main Road Upgrade (Gavitt Street to Windsor Street)	Council	\$1.3M	Construction	Improved streetscape and accessibility; accessibility upgrades; strengthened gateway and accessibility statement
Tolosa Bus Mall Renewal	Council	\$2M	Planning and Design	Improved amenity and safety; reduced anti social behaviour; increased public transport patronage
Moonah Main Road Amenity Improvements	Council / Partner	\$5M	Planning and Design	Town centre revitalisation; arts and cultural activation; retail uplift and residential intensification
Main Road Granton Shared Path	Council	\$3M	Construction	Active transport connectivity; improved access to Bridgewater Bridge; safety and health benefits; regional cycling network integration
Northern Suburbs Transit Corridor (Rapid Bus Transit)	Partner	\$400M+	Strategic Business Case	City shaping transport spine; transit oriented development catalyst; critical enabler for corridor and precinct renewal
Greater Hobart Housing Supply (GCC portion)	Partner	To be confirmed	Planning	Increased housing supply; planning and infrastructure enablement; partnerships to support residential growth
Tolosa Park Stage B Redevelopment	Council / Partner	\$9M	Partially in development	Community sport infrastructure and visitor economy anchor assets.

Project / Precinct	Category	Value (est.)	Status (2026)	Key Outcomes / Dependencies
Glenorchy War Memorial Pool renovation	Council / Partner	\$6.5M	Construction / upgrade	Community sport infrastructure and visitor economy anchor assets.
Berriedale-Windermere Foreshore Trail	Council / Partner	\$0.5M	Construction / upgrade	Active transport, tourism and waterfront activation.
Parks and Playgrounds	Council / Partner	Various (\$2M in 2026-27)	Various	Neighbourhood amenity improvements supporting liveability and attractiveness.
Digital and Knowledge Economy Investments	Council	\$20M+ (indicative)	To be confirmed	Jobs Hub, digital literacy, co-working and small to medium enterprise business support.
TasWater infrastructure upgrades	Council / Partner	\$12M	To be confirmed	Planning and infrastructure enablement, support residential growth, environmental compliance, local jobs.
Cadbury Chocolate Experience	Private	\$150M	Planning	Visitor economy anchor; tourism jobs; brand uplift
Incat Boat Building expansion	Private	\$27M	Planning	Advanced manufacturing jobs; export growth
Glenorchy Sports Centre	Private	\$21M	Construction	Community sport hub; employment during build; regional attraction
Sentinel Boat Building	Private	\$1.6M	Planning	Local jobs; maritime industry expansion
<b>TOTAL PIPELINE (est.)</b>		<b>\$620M+</b>		<b>Indicative total subject to confirmation and updates.</b>

Prosperous Glenorchy 2031

# Pipeline Projects Alignment to the Three Pillars



## PLACE PROJECTS

- Main Road Upgrade (Gavit St to Windsor St)
- Tolosa Bus Mall Renewal
- Moonah Main Road Improvements
- Tolosa Park Stage B
- Glenorchy War Memorial Pool
- Parks and Playgrounds
- Cadbury Chocolate Experience
- Glenorchy Sports Centre



## CONNECTIONS PROJECTS

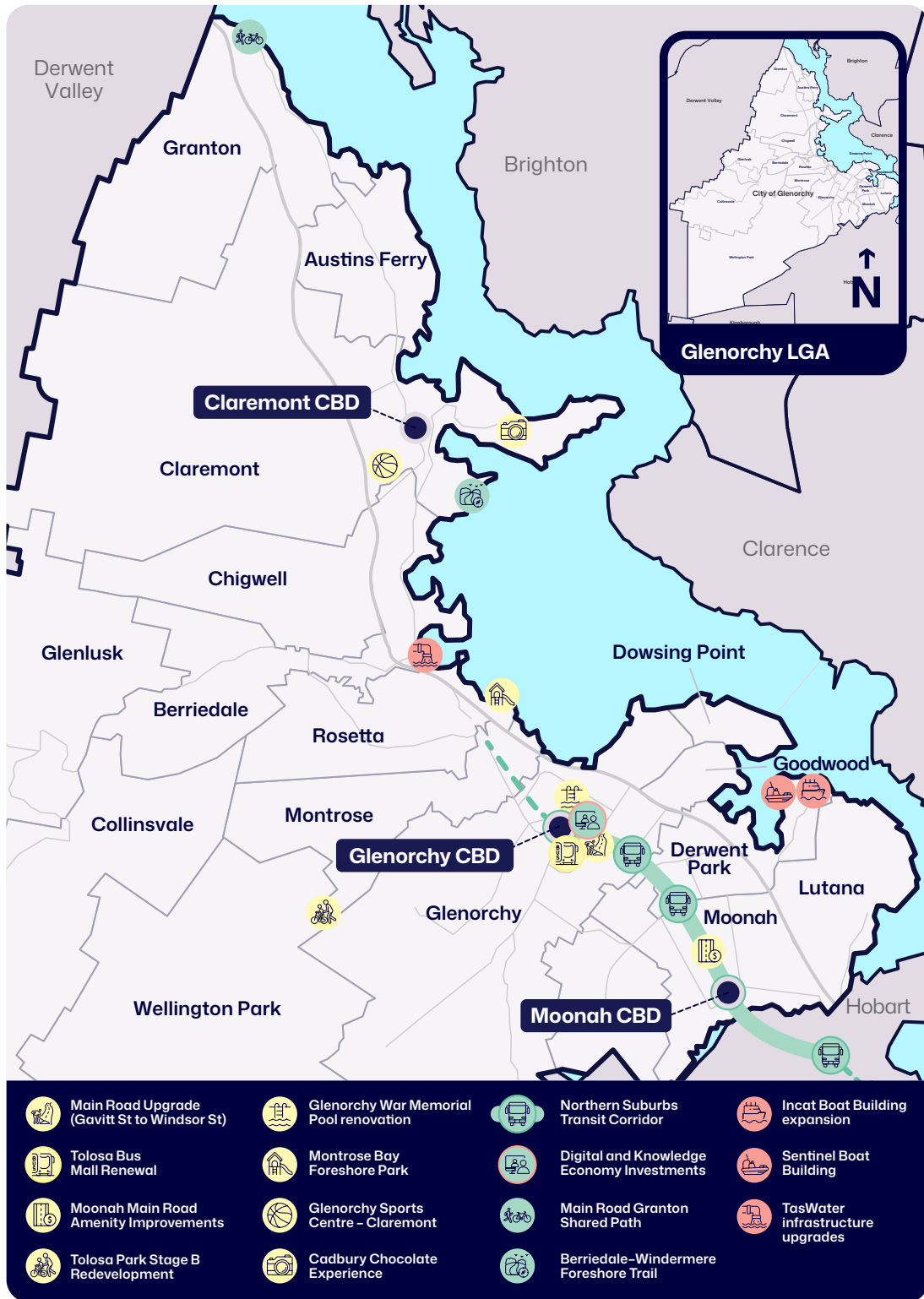
- Northern Suburbs Transit Corridor
- Glenorchy Jobs Hub
- Digital & Knowledge Economy Investments
- Main Road Granton Shared Path
- Berriedale-Windermere Foreshore Trail



## GROWTH PROJECTS

- Greater Hobart Housing Supply (GCC portion)
- Digital & Knowledge Economy Investments
- TasWater Infrastructure Upgrades
- Incat Boat Building expansion
- Sentinel Boat Building

Prosperous Glenorchy 2031



Prosperous Glenorchy 2031

# Prosperous Glenorchy 2031 Action Plan

The actions below reflect the interdependent alignment to the priority objectives and to the three pillars - Place, Connections and Growth. Each action will proceed through Council's Annual Plan and budget processes.

Action ID	Action	Lead
1	Maintain an integrated capital works and asset renewal program that prioritises enabling infrastructure in growth and renewal precincts	Assets, Engineering & Design
2	Identify and prioritise enabling infrastructure upgrades (roads, stormwater, public realm) required to unlock development sites and precinct renewal	Assets, Engineering & Design
3	Improve amenity in public spaces to increase liveability in Glenorchy's activation centres	Assets, Engineering & Design
4	Implement the Moonah CBD Amenity Program	Assets, Engineering & Design
5	Coordinate infrastructure dependencies with TasWater, TasNetworks and Aurora to support development viability	Assets, Engineering & Design
6	Deliver digital literacy and employment readiness programs to reduce barriers to participation	Community (Community Development)
7	Progress and expand a city murals / public art program to support identity and activation	Community (Community Development)
8	Support and grow the arts in Glenorchy through the Moonah Arts Centre	Community (Moonah Arts Centre)
9	Progress planning scheme reforms to support transit-oriented development, medium-density housing, and commercial activation across key precincts	Development

Support	Council's role	Timeline	Objective	Pillar	Resourcing
	Lead	Ongoing	<ul style="list-style-type: none"> <li>Infrastructure</li> <li>City Activation</li> </ul>	Place, Connections, Growth	Existing
	Enable	Ongoing	<ul style="list-style-type: none"> <li>Infrastructure</li> <li>City Activation</li> <li>Sustainability and Resilience</li> </ul>	Connections, Growth	Existing
Property	Lead	Ongoing	<ul style="list-style-type: none"> <li>City Activations</li> <li>Business and Industry</li> </ul>	Place, Connections	Existing
Works	Lead	2026-2030	<ul style="list-style-type: none"> <li>Infrastructure</li> <li>City Activation</li> <li>Business and Industry</li> </ul>	Place, Connections	Additional
CEO	Partner	Ongoing	<ul style="list-style-type: none"> <li>Infrastructure</li> <li>Strategic Relationships</li> <li>Sustainability and Resilience</li> </ul>	Place, Connections, Growth	Existing
	Lead	Ongoing	<ul style="list-style-type: none"> <li>Strategic Relationships</li> <li>Business and Industry</li> </ul>	Connections	Existing
Property	Lead	Ongoing	<ul style="list-style-type: none"> <li>Infrastructure</li> <li>City Activation</li> </ul>	Place, Connections	Existing
	Lead	Ongoing	<ul style="list-style-type: none"> <li>City Activation</li> <li>Business and Industry</li> </ul>	Place, Connections	Existing
	Enable	2026-29	<ul style="list-style-type: none"> <li>Business and Industry</li> <li>Sustainability and Resilience</li> </ul>	Connections, Growth	Existing and outsourced

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Action ID	Action	Lead
10	Investigate suitable locations for a neighbourhood retail centre in Austins Ferry, consistent with the recommendations of the retail analysis.	Development
11	Reduce planning permit determination timelines, targeting 100% of applications within statutory timeframes by 2027	Development
12	Develop a Business Concierge service providing streamlined pre-application planning guidance for businesses and proposals	Development
13	Actively advocate for and support the Northern Suburbs Transit Corridor as the backbone of precinct development	Executive Office (Mayor / CEO)
15	Pursue agreed regional outcomes through Greater Hobart Strategic Alliance / Partnership	Executive Office (Mayor / CEO)
16	Engage with industry sectors for priority needs such as housing, manufacturing, logistics, visitor economy, health and construction	Executive Office (CEO)
17	Progress housing supply and public transport enablement actions through planning, land release advocacy and developer collaboration	Executive Office (CEO)
18	Develop and maintain priority project prospectuses to support external funding submissions and partner investment	Executive Office (Economic Development)
19	Advocate for and pursue major grants for the War Memorial Pool redevelopment as an anchor community and visitor asset	Executive Office (Economic Development)
20	Work with other jurisdictions to develop a night-time economy plan for Glenorchy, Moonah and Claremont to grow hospitality and after-hours activity	Executive Office (Economic Development)
21	Work with Destination Southern Tasmania to develop a visitor economy plan that is aligned to regional visitor strategies attracting accommodation providers to locate in Glenorchy	Executive Office (Economic Development)

Support	Council's role	Timeline	Objective	Pillar	Resourcing
	Enable	2026 - 2031	<ul style="list-style-type: none"> <li>• City Activation</li> <li>• Sustainability and Resilience</li> </ul>	Place, Growth	Existing, Outsourced
	Lead	Ongoing	<ul style="list-style-type: none"> <li>• City Activation</li> <li>• Business and Industry</li> <li>• Sustainability and Resilience</li> </ul>	Place, Connections Growth	Existing
	Lead	2028	<ul style="list-style-type: none"> <li>• City Activation</li> <li>• Business and Industry</li> <li>• Sustainability and Resilience</li> </ul>	Place, Connections Growth	Existing
Assets, Engineering & Design, Development	Enable	Ongoing	<ul style="list-style-type: none"> <li>• Strategic Relationships</li> <li>• Sustainability and Resilience</li> </ul>	Connections, Growth	Existing
	Partner	Ongoing	<ul style="list-style-type: none"> <li>• Strategic Relationships</li> <li>• Sustainability and Resilience</li> </ul>	Connections, Growth	Existing
Executive Office	Partner	Ongoing	<ul style="list-style-type: none"> <li>• Strategic Relationships</li> <li>• Sustainability and Resilience</li> </ul>	Connections, Growth	Existing
Development	Enable	Ongoing	<ul style="list-style-type: none"> <li>• Strategic Relationships</li> <li>• Sustainability and Resilience</li> </ul>	Connections, Growth	Existing
Communications, Relevant departments	Lead	Annual	<ul style="list-style-type: none"> <li>• Strategic Relationships</li> <li>• Sustainability and Resilience</li> </ul>	Connections, Growth	Existing
Property	Lead	Ongoing	<ul style="list-style-type: none"> <li>• Infrastructure</li> <li>• City Activation</li> <li>• Strategic Relationships</li> <li>• Sustainability and Resilience</li> </ul>	Place, Connections Growth	Existing
Development	Partner	2027 - 2028	<ul style="list-style-type: none"> <li>• City Activation</li> <li>• Sustainability and Resilience</li> </ul>	Place, Growth	Additional, Outsourced
	Partner	2026 - 2031	<ul style="list-style-type: none"> <li>• City Activation</li> <li>• Business and Industry</li> </ul>	Place, Connections	Additional

## Prosperous Glenorchy 2031

Action ID	Action	Lead
22	Review and refine Council's events program and grant funding to target priority precincts, streamline delivery, and increase the number and diversity of events	Executive Office (Events)
23	Deliver a refined events program to maximise activation and community participation	Executive Office (Events)
24	Expand employment pathways with targeted employer engagement and partner-supported initiatives to deliver 250+ employment placements annually across diverse community cohorts including, but not limited to multicultural, indigenous, youth and long-term unemployed	Executive Office (Glenorchy Jobs Hub)
25	Establish and deliver a Glenorchy business network that, in partnership with key business support organisations, provides forums, events and targeted business support that builds capability	Executive Office (Glenorchy Jobs Hub)
26	Develop and deliver a City Marketing Action Plan that includes a modern city brand that markets Glenorchy's competitive advantages	Executive Office (Marketing)
27	Ensure Council's websites and social media remain updated as the 'digital front door' for information about Glenorchy	Executive Office (Communications)
28	Implement data and reporting improvements for economic development performance dashboards and pipeline tracking	Executive Office (Executive and Strategy)
29	Implement Council's Financial Management Strategy to support continued financial sustainability and delivery capacity	Finance & ICT (Finance)
30	Deliver a digital service improvement platform (digital front door) to make self-service, contacting and working with Council easier	Finance & ICT (ICT)
31	Identify and activate underutilised Council-owned land to stimulate residential, commercial and mixed-use development	Property
32	Complete a Council Land and Property Opportunities Review to confirm sites, constraints and preferred activation pathways	Property
33	Deliver the Berriedale–Windermere Foreshore Trail and leverage it to support broader foreshore activation	Sustainability & Environment

Support	Council's role	Timeline	Objective	Pillar	Resourcing
Community	Lead	2027	<ul style="list-style-type: none"> <li>• City Activation</li> <li>• Business and Industry</li> </ul>	Place, Connections	Outsourced
Community	Lead	2028	<ul style="list-style-type: none"> <li>• City Activation</li> <li>• Business and Industry</li> </ul>	Place, Connections	Existing
	Lead	Ongoing (dependent on Jobs Hub funding)	<ul style="list-style-type: none"> <li>• Strategic Relationships</li> <li>• Business and Industry</li> </ul>	Connections	Existing
	Lead	Ongoing (dependent on Jobs Hub funding)	<ul style="list-style-type: none"> <li>• Strategic Relationships</li> <li>• Sustainability and Resilience</li> </ul>	Connections, Growth	Existing
	Lead	2027 - 2029	<ul style="list-style-type: none"> <li>• City Activation</li> <li>• Business and Industry</li> </ul>	Place, Connections	Existing, Outsourced
	Lead	Ongoing	<ul style="list-style-type: none"> <li>• Strategic Relationships</li> <li>• Sustainability and Resilience</li> </ul>	Connections, Growth	Existing
ICT	Lead	2028	<ul style="list-style-type: none"> <li>• Strategic Relationships</li> <li>• Sustainability and Resilience</li> </ul>	Connections, Growth	New
	Lead	Ongoing	<ul style="list-style-type: none"> <li>• Infrastructure</li> <li>• Sustainability and Resilience</li> </ul>	Place, Growth	Existing
Customer Service	Lead	2029	<ul style="list-style-type: none"> <li>• Strategic Relationships</li> <li>• Sustainability and Resilience</li> </ul>	Connections, Growth	Existing
Development	Lead	Ongoing	<ul style="list-style-type: none"> <li>• Infrastructure</li> <li>• City Activation</li> <li>• Business and Industry</li> </ul>	Place, Connections	Existing
Planning	Lead	2026-27	<ul style="list-style-type: none"> <li>• City Activation</li> </ul>	Place, Connections	Existing, Outsourced
	Lead	2026-27	<ul style="list-style-type: none"> <li>• Infrastructure</li> <li>• City Activation</li> <li>• Strategic Relationships</li> </ul>	Place, Connections	Existing

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Action ID	Action	Lead
34	Deliver Stage B of Tolosa Park as an anchor community and visitor asset	Sustainability & Environment
35	Support climate resilience, sustainability and circular economy considerations to support business and community	Sustainability & Environment
36	Deliver a place-based safety and amenity program for key centres (lighting, cleanliness, wayfinding, maintenance and partnerships with police)	Works



Prosperous Glenorchy 2031

Support	Council's role	Timeline	Objective	Pillar	Resourcing
Assets, Engineering & Design	Lead	Ongoing	<ul style="list-style-type: none"> <li>Infrastructure</li> <li>City Activation Strategic Relationships</li> <li>Sustainability and Resilience</li> </ul>	Place, Connections, Growth	Existing, Additional
	Enable	Ongoing	<ul style="list-style-type: none"> <li>Sustainability and Resilience</li> </ul>	Growth	Existing
Assets, Engineering & Design, Facilities, Community	Lead	Ongoing	<ul style="list-style-type: none"> <li>Infrastructure</li> <li>City Activation, Strategic Relationships</li> <li>Sustainability and Resilience</li> </ul>	Place, Connections, Growth	Existing



Prosperous Glenorchy 2031



# Governance and Reporting

## Implementation Governance

**Prosperous Glenorchy 2031 will be implemented under the following governance framework:**

- Council endorsement: Full Council adopts the plan and receives annual progress reports.
- Executive ownership: The CEO holds overall accountability for plan delivery.
- Lead officer responsibility: Each action is assigned a lead officer or team as noted in the action plan.
- Annual Plan alignment: Priority actions from this plan are embedded in Council's Annual Plan each financial year.
- Reporting: The Economic Development team reports progress to the Executive quarterly, organised by the three priority pillars and to the Council annually.

Report	Audience	Frequency
Place / Connections / Growth Progress Dashboard	Executive	Quarterly
Annual Economic Development Report (by pillar)	Full Council (public)	Annual
Investment Pipeline Update	Economic Development / Executive Leadership Team	Six-monthly
Plan Mid-Term Review	Full Council (public)	2028-29
Plan Evaluation and Renewal	Full Council (public)	2031

Prosperous Glenorchy 2031



# Conclusion

**Prosperous Glenorchy 2031 provides a clear and practical roadmap for how Glenorchy City Council will respond to current economic challenges and unlock the city's full potential over the next five years.**

Grounded in evidence and aligned to Council's broader strategic direction, the Plan recognises that while Glenorchy is a strong and growing economic centre, the benefits of that growth are not yet fully shared across the community.

The Plan responds to this by focusing Council effort where it can have the greatest impact—enabling investment, strengthening connections, and driving sustainable growth—through the integrated pillars of Place, Connections and Growth. These pillars recognise that economic success is not delivered by any single intervention, but through coordinated action across planning, infrastructure, partnerships and community development.

Importantly, the Plan is realistic about Council's role and constraints. It acknowledges that many of the most significant outcomes—major infrastructure investment, housing supply, and large-scale economic shifts—depend on decisions beyond Council's direct control. In this context, Council's effectiveness lies in its ability to lead where it must, partner where it can, and enable wherever possible, leveraging its regulatory role, advocacy voice and local leadership to influence outcomes.

## **Delivery of this Plan will be underpinned by:**

- A \$620 million+ development pipeline, signalling strong investment momentum.
- A targeted action program aligned to clear objectives and responsibilities.
- Governance and reporting frameworks that ensure transparency and accountability.
- Ongoing financial discipline and prioritisation to sustain delivery capacity.

The success of this Plan will ultimately be measured not only by economic growth, but by whether that growth translates into more jobs, stronger local businesses, improved amenity, and greater opportunity for all members of the community.

**By taking a focused, disciplined and partnership driven approach, Glenorchy City Council is well positioned to convert its existing strengths, planned investments and emerging opportunities into lasting economic and community benefit—delivering a city that is growing, connected, inclusive, and unmistakably Glenorchy by 2031.**

Prosperous Glenorchy 2031

# References and Source Documents

- Australian Bureau of Statistics
- Australian Bureau of Statistics 2021 Census, Glenorchy Local Government Area
- Glenorchy City Council Annual Plan 2024/25–2027/28
- Glenorchy City Council Budget Estimates and Long-Term Financial Management Plan 2024/25–2033/34
- Glenorchy City Council Strategic Plan 2023–2032
- Glenorchy Community Plan 2015–2040
- Glenorchy Economic Development Strategy 2020–2025
- Greater Glenorchy Plan (Council endorsed February 2021)
- Hobart City Deal (Commonwealth–State–Local Government tripartite agreement)
- HillPDA Consulting, Glenorchy Activity Centre Retail Analysis, prepared for Glenorchy City Council, March 2026
- Profile.id, Glenorchy City Council
- REMPLAN Economy, Glenorchy Local Government Area
- SGS Economics & Planning, Statewide Industrial Land Study, December 2025
- SGS Economics & Planning, Tasmanian and Federal Government Grants Database: Insight Report, January 2026
- Tasmanian Government – Our 2030 Strong Plan for Tasmania's Future

# Glossary

## ABS

Australian Bureau of Statistics

## CBD

Central Business District

## GCC

Glenorchy City Council

## GJH

Glenorchy Jobs Hub

## Greater Hobart Act 2019 (Hobart City Act)

Tripartite investment agreement between Commonwealth, State and Local Government for Greater Hobart

## GHSP

Greater Hobart Strategic Partnership

## KGV

King George V Recreation Ground

## LGA

Local Government Area

## LTFMP

Long-Term Financial Management Plan

## NSTC

Northern Suburbs Transit Corridor

## PSP5

TasWater Pricing and Service Plan 5 (2025–2030)

## REMPAN

Regional economic modelling and planning tool

## RSIP

Regionally Significant Industrial Precinct

## TasTAFE

Tasmania's public vocational education and training provider

## UTAS

University of Tasmania



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🕒 Monday - Friday | 8:30am - 5pm

## 10. ENVIRONMENT

*Community Goal – Valuing our Environment*

## 10.1 POLICY UPDATE: MOBILE FOOD BUSINESSES ON COUNCIL PROPERTY

Author:	Manager Property (Jerome McGee) Governance Officer (Poorni Wanigasekara)
Qualified Person:	Director Environmental Services (Luke Chiu)
File Reference:	Policies by Directorate

### Executive Summary

The Mobile Food Business Policy was last adopted by Council on 27 June 2022 and has reached the end of its four (4) year review cycle. In accordance with Council's Policy Framework, the Policy has been reviewed to ensure it remains current, clear, and fit for purpose.

The Policy provides direction on where mobile food businesses (food vans) may operate on Council owned land and outlines the requirements for operating at these locations. Pre-approved sites within Council parks and recreational areas are identified to support controlled and equitable use of public spaces.

The review has resulted in minor updates, including improved readability, clarification of existing provisions, and alignment with Council's current style guide. There are no substantive changes to the intent or application of the Policy.

The updated Mobile Food Business Policy is now presented for Council's consideration.

### Recommendation

That Council:

1. ADOPT the revised Mobile Food Business Policy, as contained in **Attachment 2**.
2. NOTE the tracked changes to the Policy, as contained in **Attachment 1**.
3. AUTHORISE the Chief Executive Officer to approve additional, or alter existing, mobile food business locations subject to any planning permit requirements.

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	Director Environment Manager Property Senior Transport Engineer Coordinator Environmental Health
Resources	Not applicable
Risk / Legal / Legislative / Reputational	<p>Adopting the Policy – Risk (Low)</p> <ul style="list-style-type: none"> <li>• The updated Policy maintains existing controls and improves clarity and consistency.</li> <li>• Supports transparent and consistent decision-making regarding use of Council land.</li> <li>• Aligns with Council’s policy framework and governance requirements.</li> </ul> <p>Not Adopting the Policy – Risk (Moderate)</p> <ul style="list-style-type: none"> <li>• Risk of the Policy becoming outdated or inconsistent with Council formatting and governance standards</li> <li>• Reputational risk where decision-making is perceived as unclear or inconsistent</li> <li>• Potential operational inefficiencies in managing mobile food businesses on Council land</li> </ul>
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 Council policies are reviewed on a regular cycle. The standard review period is four (4) years after adoption; however, policies may be reviewed earlier if required due to legislative or operational changes.
2. The Mobile Food Business Policy was last adopted by Council on 27 June 2022. It has now reached the end of its four (4) year review cycle and is due for renewal.
3. The Policy has been developed to outline where food vans are permitted to operate on Council Properties, and the Council's requirements to operate at these sites.
4. Pre-approved locations have been identified for food vans within Council's parks and recreational areas.
5. Operating food vans outside these pre-approved locations is prohibited unless in accordance with an approved Event or Planning Permit.
6. **Attachment 1** is a copy of the Policy showing tracked changes from the current version, and
7. **Attachment 2** is a copy of the recommended updated Policy.
8. Key Updates:
  - Some language corrections have been made to the policy to improve readability.
  - Updated to align with the current style guide format.

### Attachments

1. Mobile Food Business Policy 2022 - Tracked changes [**10.1.1** - 12 pages]
2. Mobile Food Business Policy 2026 - Clean Version [**10.1.2** - 14 pages]

COUNCIL POLICY  
**Mobile Food Businesses on Council Property**



**PURPOSE**

This Policy sets out Council’s position in respect to:

- Where mobile food businesses are permitted to operate at on Council properties; and
- The Council’s requirements to operate a mobile food business at those sites.

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**SCOPE**

This Policy applies to all mobile food businesses operating at property that is owned or managed by the Glenorchy City Council.

This Policy does not apply to mobile food businesses operating on non-Council property. If a location for a food van is not on property that is owned or managed by Council, then the vendor must seek permission from the private property owner and ensure that the proposed food van operation is in accordance with the *Tasmanian Planning Scheme* and any Planning Permit requirements

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The Policy does not apply to mobile food businesses, operating in accordance with a Council approved Event or Planning Permit.

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**STRATEGIC PLAN ALIGNMENT**

Valuing Our Environment

Objective 3.1 Create a liveable and desirable City.

Strategy 3.1.3 Manage the City’s transport network and the associated infrastructure to promote sustainability, accessibility, choice, safety and amenity for all modes of transport.

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

**RELATED DOCUMENTS**

- Glenorchy City Council Footpaths Trading Guidelines
- Glenorchy City Council Footpath Policy
- Glenorchy City Council Event Management Policy
- Department of Health Guidelines for Mobile Food Businesses

**STATUTORY REQUIREMENTS**

Acts	Local Government (Highways) Act 1982 Vehicle and Traffic Act 1999
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	<i>Commonwealth Disability Act (DDA)</i>
Regulations	Glenorchy City Council's <i>Public Place and Infrastructure By-law No 1 of 2021 ("By-law")</i>

**DEFINITIONS**

**Council** means Glenorchy City Council

**Council property** means land owned or managed by Council

**Food Van** means a mobile food business

**Mobile Vendor** means the operator of a mobile food business

**BACKGROUND**

Glenorchy City Council recognises that mobile food businesses (food vans) can add to the vibrancy of the City. However, Council is also aware that they need to manage the competing needs and interests of local businesses, residents, consumers and users of the facilities where food vans may be placed.

This Policy has been developed to outline locations where food vans are permitted to operate on Council properties, and the Council's requirements to operate at these sites.

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Pre-approved locations have been identified for food vans within Council's parks and recreational areas and are detailed in Section 2. Operating food vans on Council property outside these pre-approved locations is prohibited unless in accordance with a Council approved Event or Planning Permit.

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**POLICY STATEMENT**

**1. Requirements to operate food vans on Council property**

The following are mandatory requirements to operate a food van on Council property.

**Food Act Certificate of Registration**

- The food van must have a current mobile food business Certificate of Registration issued under the *Food Act 2003*. If you have received a statewide registration under the Act then no further formal approvals are required. If you do not have a current Certificate of Registration for a mobile food business, then you can contact the Environmental Health section of Council to apply. The Department of Health provides guidelines to assist with this process: <https://www.health.tas.gov.au/publications/guidelines-mobile-food-businesses>;

**Insurance**

- The mobile food vendor must have current Public Liability Insurance (to a minimum of \$20 million).



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**Location and siting**

- The food van must only be used in a location outlined in Section 2.
- Public access to parking, loading, taxi and bus zones, footpaths, roads, driveways and wheelchair access points must not be hindered at any time by the permit holder or their customers. Access to public infrastructure, including public seats, bike racks, rubbish bins, must not be restricted by the permit holder or their customers.
- Mobile vendors are not to provide tables, trestles, tents, chairs, boxes, crates or other seating, dining or shelter infrastructure for customers to use without prior approval in writing from the Council.
- The mobile vendor must also ensure that customers do not queue across or block footpaths, roadways, driveways or other pedestrian or traffic access means.
- Customers must be served from the pedestrian access side of the food van only and not use car parking spaces to serve customers, and if situated within the road reservation, park the vehicle in the direction of the traffic flow.
- Mobile vendors operating adjacent to a footpath within the road reservation must also comply with the Footpath Trading Policy and Guidelines.
- Any protrusions on the food van must not cause hazards to pedestrians or other vehicles.
- Mobile vendors must not leave the vehicle from which they conduct their business parked unattended at an approved site for a period longer than one hour.

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**Waste Management**

- Mobile vendors must place out for use while trading, at least one rubbish bin (minimum 50 litres) adjacent to the serving hatch for refuse, and preferably a second bin for recyclables. All rubbish deposited must be removed by the vendor and disposed of responsibly. Council rubbish bins must not be used to dispose of the vendor's waste.
- The placement of the rubbish bin must not reduce the width of a footpath to less than 1500mm.
- Wastewater and waste oil are not to be deposited into the stormwater system and must be contained according to environmental health standards and correctly disposed of.
- Where Council is forced to undertake extra cleaning or rubbish removal as a direct correlation to the vending activity, the mobile vendor may be required to reimburse Council for these costs.

**Noise and Nuisance**

- The mobile vendor must, where possible, utilise power sources that generate low or inaudible noise emissions. The mobile vendor must also ensure that noise related to trade, including from customers, does not become a nuisance, and that amplified music or public address systems are not used.



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- Vendors must comply with all relevant environmental health laws, and Australian Standards that apply to operating from a mobile food van. ~~The vehicle should be well presented and clean, roadworthy, and is not to emit any unnecessary odour or fumes.~~

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**Damage to Council Infrastructure**

- The mobile vendor is responsible to make good any damage caused to Council assets or infrastructure, in connection with their mobile vending activity. It is recommended that photos of surrounding infrastructure and set up be taken just prior to trading. These photos can support the operator in the case of damage to infrastructure to determine if it was pre-existing and in the case of any complaints.
- Any direct damage caused to Council infrastructure (such as bins, seats, trees, footpaths) by the mobile vendor, will result in the mobile vendor being on-charged for payment of Council's costs for repairing or replacing the damaged infrastructure.

**Signage**

- Unless authorised in writing, there are to be no electric signs, illuminated, revolving, spinning or flashing signs on or associated with the registered mobile vehicles.

**Trading Times**

- The permitted trading times at different sites varies due to planning scheme constraints, and as such are shown on the Site Plans of each of the approved food van locations in Appendix 1. A vendor may trade for a maximum of six hours in any one location on any given day. The mobile vendor must move the vehicle from the approved location after six hours.

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**General**

Council reserves the right to alter, add to or remove any of these requirements at any time, which will be communicated to the operator as soon as possible.

Additionally, Council may change or limit the time, duration, frequency or location that a mobile vendor may trade. External influences such as potentially dangerous weather events, the condition of roads, paths or reserves in the vicinity of the permitted location, as well as planned or unplanned events or works to infrastructure, may require a food van operation to cease.

No compensation for loss of trade will be paid under such circumstances, or where an operator is required to cease due to a breach of the requirements in this Policy.

Council may require documentation or evidence to be provided to demonstrate compliance with this Policy.

Council may require a food vendor to cease operation should the operator breach any of the requirements listed within this guideline. Serious or repeated breaches of these requirements may result in the food vendor being prohibited from operating on Council property.

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June 2022

**2. Approved food van locations**

Council has approved several locations within our parks and recreation car parks throughout the Glenorchy municipality for food vans, the current list and site plans of these locations is provided in Attachment 1 below. These locations were selected based on their suitability from a road safety, amenity, and convenience perspective. The approved locations will be annually reviewed and may be subject to additions or changes.

Operating food vans at any other Council property or road reservation is prohibited unless in accordance with an approved Event or Planning Permit.

No booking is required to use these locations for food vans as long as all of the requirements in this Policy are met.

The available spaces are based on a first-in first-served basis. If the spaces are already taken, then the mobile vendor must either wait for another time or move to another approved location.

**DOCUMENT CONTROL**

<b>Version:</b>	1.0	<b>Adopted</b>	27 June 2022	<b>Commencement Date</b>	27 June 2022
<b>Minutes Reference</b>	27 June 2022			<b>Review Period</b>	4 Years from adoption
<b>Previous Versions:</b>	N/A				
<b>Responsible Directorate</b>	<del>Environmental Services</del>	<b>Controller:</b>	<del>Manager Property</del>		
<b>ECM Document No.:</b>	Council Policies				

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June 2022

**Appendix 1 – Approved Food Van Location Site Plans**

**Benjafield Park**

7 Gormanston Road, Moonah. **Site plan attached**

Trading times – 8 am to 10 pm (Monday to Sunday, including public holidays)

**Berriedale Bay**

1 Alcorso Drive, Berriedale. **Site plan attached**

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**Berriedale Centre**

631 Main Road, Berriedale. **Site plan attached**

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**Montrose Foreshore**

825 Brooker Highway, Montrose. **Site plan attached**

Trading times – 6 am to 10 pm (Monday to Sunday, including public holidays)

**Tolosa Park**

210 Tolosa Street, Glenorchy. **Site plan attached**

Trading times – park opening hours – 10.30 am to 8 pm during daylight savings, to 4pm other times.

**Windermere Bay**

26 Cadbury Road, Claremont. **Site plan attached**

Trading times – 8 am to 10 pm (Monday to Sunday, including public holidays)

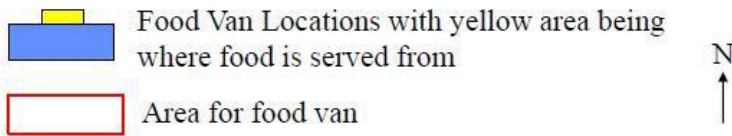
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June 2022

**Benjafield Park** - 7 Gormanston Road, Moonah.

Trading times – 8 am to 10 pm (Monday to Sunday, including public holidays)







June 2022

**Berriedale Bay** - 1 Alcorso Drive, Berriedale.

Trading times – 6 am to 10 pm (Monday to Sunday, including public holidays)



 Food Van Locations with yellow area being where food is served from  
 Area for food van







June 2022

**Berriedale Centre** - 631 Main Road, Berriedale.

Trading times – 8 am to 10 pm (Monday to Sunday, including public holidays)



 Food Van Locations with yellow area being where food is served from  
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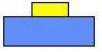



June 2022

**Montrose Foreshore** - 825 Brooker Highway, Montrose.

Trading times – 6 am to 10 pm (Monday to Sunday, including public holidays)



-  Food Van Locations with yellow area being where food is served from
-  Area for food van





June 2022

**Tolosa Park** - 210 Tolosa Street, Glenorchy.

Trading times – park opening hours – 10.30 am to 8 pm during daylight savings, to 4pm other times.



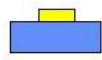



June 2022

**Windermere Bay** - 26 Cadbury Road, Claremont.

Trading times – 8 am to 10 pm (Monday to Sunday, including public holidays)



-  Food Van Locations with yellow area being where food is served from
-  Area for food van



# COUNCIL POLICY



## MOBILE FOOD BUSINESSES ON COUNCIL PROPERTY

### 1. Purpose

This Policy sets out Council's position in respect to:

Where mobile food businesses are permitted to operate at on Council properties; and

The Council's requirements to operate a mobile food business at those sites.

### 2. Scope

This Policy applies to all mobile food businesses operating at property that is owned or managed by the Glenorchy City Council.

This Policy does not apply to mobile food businesses operating on non-Council property. If a location for a food van is not on property that is owned or managed by Council, then the vendor must seek permission from the private property owner and ensure that the proposed food van operation is in accordance with the Tasmanian Planning Scheme and any Planning Permit requirements.

The Policy does not apply to mobile food businesses operating in accordance with a Council approved Event or Planning Permit.

### 3. Related Documents

- Glenorchy City Council Footpaths Trading Guidelines
- Glenorchy City Council Footpath Policy
- Glenorchy City Council Event Management Policy
- Department of Health Guidelines for Mobile Food Businesses

# COUNCIL POLICY



## 4. Statutory Requirements

<b>Acts</b>	<i>Local Government (Highways) Act 1982</i> <i>Vehicle and Traffic Act 1999</i> <i>Commonwealth Disability Act (DDA)</i>
<b>Regulations</b>	Glenorchy City Council's <i>Public Place and Infrastructure By-law No 1 of 2021 ("By-law")</i>
<b>Australian/ International Standards</b>	Not applicable

## 5. Definitions

**Council** means Glenorchy City Council.

**Council property** means land owned or managed by Council.

**Food Van** means a mobile food business.

**Mobile Vendor** means the operator of a mobile food business.

## 6. Policy Statement

Glenorchy City Council recognises that mobile food businesses (food vans) can add to the vibrancy of the City. However, Council is also aware that they need to manage the competing needs and interests of local businesses, residents, consumers and users of the facilities where food vans may be placed.

This Policy has been developed to outline locations where food vans are permitted to operate on Council properties, and the Council's requirements to operate at these sites.

Pre-approved locations have been identified for food vans within Council's parks and recreational areas and are detailed in Section 2. Operating food vans on Council property outside these pre-approved locations is prohibited unless in accordance with a Council approved Event or Planning Permit.

# COUNCIL POLICY



## 1. Requirements to operate food vans on Council property

The following are mandatory requirements to operate a food van on Council property.

### Food Act Certificate of Registration

- The food van must have a current mobile food business Certificate of Registration issued under the Food Act 2003. If you have received a statewide registration under the Act then no further formal approvals are required. If you do not have a current Certificate of Registration for a mobile food business, then you can contact the Environmental Health section of Council to apply. The Department of Health provides guidelines to assist with this process: <https://www.health.tas.gov.au/publications/guidelines-mobile-food-businesses>

### Insurance

- The mobile food vendor must have current Public Liability Insurance (to a minimum of \$20 million).

### Location and siting

- The food van must only be used in a location outlined in Section 2.
- Public access to parking, loading, taxi and bus zones, footpaths, roads, driveways and wheelchair access points must not be hindered at any time by the permit holder or their customers. Access to public infrastructure, including public seats, bike racks, rubbish bins, must not be restricted by the permit holder or their customers.
- Mobile vendors are not to provide tables, trestles, tents, chairs, boxes, crates or other seating, dining or shelter infrastructure for customers to use without prior approval in writing from the Council.
- The mobile vendor must also ensure that customers do not queue across or block footpaths, roadways, driveways or other pedestrian or traffic access means.
- Customers must be served from the pedestrian access side of the food van only and not use car parking spaces to serve customers, and if situated within the road reservation park the vehicle in the direction of the traffic flow.

# COUNCIL POLICY



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- Mobile vendors operating adjacent to a footpath within the road reservation must also comply with the Footpath Trading Policy and Guidelines.
  - Any protrusions on the food van must not cause hazards to pedestrians or other vehicles.
  - Mobile vendors must not leave the vehicle from which they conduct their business parked unattended at an approved site for a period longer than one hour.

## Waste Management

- Mobile vendors must place out for use while trading, at least one rubbish bin (minimum 50 litres) adjacent to the serving hatch for refuse, and preferably a second bin for recyclables. All rubbish deposited must be removed by the vendor and disposed of responsibly. Council rubbish bins must not be used to dispose of the vendor's waste.
- The placement of the rubbish bin must not reduce the width of a footpath to less than 1500mm.
- Wastewater and waste oil are not to be deposited into the stormwater system and must be contained according to environmental health standards and correctly disposed of.
- Where Council is forced to undertake extra cleaning or rubbish removal as a direct correlation to the vending activity, the mobile vendor may be required to reimburse Council for these costs.

## Noise and Nuisance

- The mobile vendor must, where possible, utilise power sources that generate low or inaudible noise emissions. The mobile vendor must also ensure that noise related to trade, including from customers, does not become a nuisance, and that amplified music or public address systems are not used.
- Vendors must comply with all relevant environmental health laws, and Australian Standards that apply to operating from a mobile food van. The vehicle should be well presented and clean, roadworthy, and is not to emit any unnecessary odour or fumes.

# COUNCIL POLICY



## Damage to Council Infrastructure

- The mobile vendor is responsible to make good any damage caused to Council assets or infrastructure, in connection with their mobile vending activity. It is recommended that photos of surrounding infrastructure and set up be taken just prior to trading. These photos can support the operator in the case of damage to infrastructure to determine if it was pre-existing and in the case of any complaints.
- Any direct damage caused to Council infrastructure (such as bins, seats, trees, footpaths) by the mobile vendor, will result in the mobile vendor being on-charged for payment of Council's costs for repairing or replacing the damaged infrastructure.

## Signage

- Unless authorised in writing, there are to be no electric signs, illuminated, revolving, spinning or flashing signs on or associated with the registered mobile vehicles.

## Trading Times

- The permitted trading times at different sites varies due to planning scheme constraints, and as such are shown on the Site Plans of each of the approved food van locations in Appendix 1. A vendor may trade for a maximum of six hours in any one location on any given day. The mobile vendor must move the vehicle from the approved location after six hours.

## General

Council reserves the right to alter, add to or remove any of these requirements at any time, which will be communicated to the operator as soon as possible.

Additionally, Council may change or limit the time, duration, frequency or location that a mobile vendor may trade. External influences such as potentially dangerous weather events, the condition of roads, paths or reserves in the vicinity of the permitted location, as well as planned or unplanned events or works to infrastructure, may require a food van operation to cease.

No compensation for loss of trade will be paid under such circumstances, or where an operator is required to cease due to a breach of the requirements in this Policy.

# COUNCIL POLICY



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Council may require documentation or evidence to be provided to demonstrate compliance with this Policy.

Council may require a food vendor to cease operation should the operator breach any of the requirements listed within this guideline. Serious or repeated breaches of these requirements may result in the food vendor being prohibited from operating on Council property.

## **2. Approved food van locations**

Council has approved several locations within our parks and recreation car parks throughout the Glenorchy municipality for food vans, the current list and site plans of these locations is provided in Attachment 1 below. These locations were selected based on their suitability from a road safety, amenity, and convenience perspective. The approved locations will be annually reviewed and may be subject to additions or changes.

Operating food vans at any other Council property or road reservation is prohibited unless in accordance with an approved Event or Planning Permit.

No booking is required to use these locations for food vans as long as all of the requirements in this Policy are met.

The available spaces are based on a first-in first-served basis. If the spaces are already taken, then the mobile vendor must either wait for another time or move to another approved location.

# COUNCIL POLICY



## 7. Version Control

<b>Version</b>	V 2.0	<b>Adopted</b>	29 June 2026	<b>Commencement date</b>	30 June 2026
<b>Minutes reference</b>	Item XX			<b>Review period</b>	4 years from adoption
<b>Previous versions</b>	V 1.0 adopted 27 June 2022 (Council meeting, Item 12)				
<b>Responsible Directorate</b>	Environmental Services	<b>Controller</b>	Manager Property		
<b>ECM Document no</b>	Policies by Directorate				

# COUNCIL POLICY



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## Appendix 1 – Approved Food Van Location Site Plans

### **Benjafield Park**

7 Gormanston Road, Moonah. **Site plan attached**

Trading times – 8 am to 10 pm (Monday to Sunday, including public holidays)

### **Berriedale Bay**

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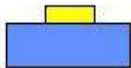

# COUNCIL POLICY



**Benjafield Park** - 7 Gormanston Road, Moonah.

Trading times - 8 am to 10 pm (Monday to Sunday, including public holidays)



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-  Area for food van

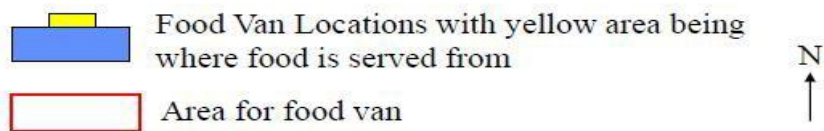


# COUNCIL POLICY



**Berriedale Bay** - 1 Alcorso Drive, Berriedale.

Trading times - 6 am to 10 pm (Monday to Sunday, including public holidays)



# COUNCIL POLICY



**Berriedale Centre** - 631 Main Road, Berriedale.

Trading times - 8 am to 10 pm (Monday to Sunday, including public holidays)



- Food Van Locations with yellow area being where food is served from
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- N  
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# COUNCIL POLICY



**Montrose Foreshore** - 825 Brooker Highway, Montrose.

Trading times - 6 am to 10 pm (Monday to Sunday, including public holidays)



-  Food Van Locations with yellow area being where food is served from
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- N ↑

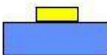
# COUNCIL POLICY




**Tolosa Park** - 210 Tolosa Street, Glenorchy.

Trading times – park opening hours – 10.30 am to 8 pm during daylight savings, to 4pm other



 Food Van Locations with yellow area being where food is served from

 Area for food van



times.



# COUNCIL POLICY



**Windermere Bay** - 26 Cadbury Road, Claremont.

Trading times - 8 am to 10 pm (Monday to Sunday, including public holidays)



-  Food Van Locations with yellow area being where food is served from
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# 11. GOVERNANCE

*Community Goal – Leading our Community*

## 11.1 POLICIES UPDATE: SPONSORSHIP

Author: Manager Community (Warren Yates)  
Governance Officer (Poorni Wanigasekara)

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

File Reference: Policies by Directorate

### Executive Summary

All Council policies are subject to cyclical review. The standard review period is four (4) years following adoption; however, policies may be reviewed earlier where required, such as in response to legislative or operational changes.

This report presents the reviewed Sponsorship Policy recommended for Council adoption. No material changes have been made to the policy approved by Council at its meeting on 28 March 2022. Minor changes include changing references to the General Manager to Chief Executive Officer and formatting in accordance with Council's current style guide.

The policy has been updated in accordance with the review cycle and relevant organisational requirements, including alignment with current Council practices and governance expectations.

### Recommendation

That Council:

1. ADOPT the Sponsorship Policy in **Attachment 2**.

Community Plan Reference	<p>Leading Our Community</p> <p>We are a leader and partner that acts with integrity and upholds our community's best interests.</p> <p>Transparent and accountable government.</p>
Strategic Plan Reference	<p>Make informed decisions that are open and transparent and in the best interests of our community.</p>
Consultation/ Engagement	<p>Manager Community</p> <p>All managers and Coordinators</p> <p>Access and Inclusion Special Committee</p> <p>Legal Services</p>
Resources	<p>Not applicable</p>
Risk / Legal / Legislative / Reputational	<p><b>Adopt the recommendation – Low Risk</b></p> <p>The Policies do not represent any significant departure from established practices or statutory requirements. There is a chance that procedural difficulties may be identified once they are implemented, leading to operational inefficiencies.</p> <p><b>Do not adopt the recommendation – Medium Risk</b></p> <p>Governance administration would be less optimal due to the presence of outdated and less effective policies.</p>
25/26 Budget Allocation	<p>Not applicable</p>
Life of Project, Service, Initiative or (Expectancy of) Asset	<p>Not applicable</p>
25/26 Budget Reconsideration	<p>Not applicable</p>
Ongoing Costs (e.g. maintenance, operational)	<p>Not applicable</p>
Other Funding Sources	<p>Not applicable</p>

## Proposal in Detail

### Sponsorship Policy

1. The Sponsorship Policy was adopted by Council on 28 March 2022 and has been reviewed having reached the end of its four (4) year cycle.
2. No material changes have been made to the Policy
3. Other minor amendments made in the updated policy include:
  - Update to align with the current Council style guide
  - Terminology updated from “General Manager” to “Chief Executive Officer”
  - Inclusion of relevant related documents, including:
    - Conflict of Interest Policy
    - Gifts and Benefits Policy
4. These changes are administrative in nature and improve consistency with current governance frameworks.
5. **Attachment 1** is a copy of the Policy showing tracked changes from the current version, and
6. **Attachment 2** is a copy of the recommended updated Policy.

### Attachments

1. Sponsorship Policy-.29 June 2026 - Tracked changes [**11.1.1** - 8 pages]
2. Sponsorship Policy - 29 June 2026 - Clean Version [**11.1.2** - 8 pages]

# COUNCIL POLICY



## SPONSORSHIP

### 1. Purpose

Council supports the concept of sponsorship, either of Council programs, events, or facilities.

This policy provides direction as to the processes to be followed by Council prior to entering any binding sponsorship arrangements and as to the principles that determine whether any proposed sponsorship arrangements are appropriate.

### 2. Scope

This policy applies to:

Council as the sponsored organisation when it seeks financial or other support from another organisation and provides a benefit in return (including naming rights on Council property).

It does not apply to the following circumstances:

- grants or direct funding, which are monies or goods provided to a recipient through a formally recognised program for a specified purpose, inclusive of State or Federal Government funding
- endorsements, donations, philanthropic gestures, bequests or gifts, which impose no obligations on the receiver and offer little or no return to the donor (refer to Council's Gifts and Benefits Policy)
- purchasing or selling goods or services for value, including advertising space, editorial comment or advertorials, or
- the provision of funding to enable staff to attend training courses, personal development opportunities or other such activities (refer to Council's Gifts and Benefits Policy).

### 3. Related Documents

[Council Gifts and Benefits Policy](#)

**Deleted:** Further, this policy is to be read in conjunction with Council's Grants Directive.††

**Deleted:** Not applicable

## COUNCIL POLICY



[Conflict of Interest Policy](#)

### 4. Statutory Requirements

Whilst the *Local Government Act 1993* is silent with respect to Council's sponsorship activities, it is considered good governance and prudent to monitor and report on the same.

<b>Acts</b>	Section 77 of the Local Government Act in relation to Gifts and Benefits
<b>Regulations</b>	N/A
<b>Australian/International Standards</b>	N/A

### 5. Definitions

**Sponsorship** means a form of marketing tool where an entity pays for the right to be associated with a Council program, event or project. For example, the right to associate the sponsor's name, products or services in return for negotiated and specific benefits such as cash or in-kind support or promotional opportunities. It involves a negotiated exchange and results in tangible, material and mutual compensation for the principal parties to the arrangement<sup>1</sup>

**Incoming sponsorship** means when Council receives sponsorship from another party for an initiative.

**Naming right** means the exclusive right for an organisation to name/brand a venue, event or program and for the name/brand to be reflected on formal signage and communication. \_\_\_\_\_

## COUNCIL POLICY



### 6. Policy Statement

#### Council Sponsorship Principles - Incoming

Council will assess incoming sponsorship proposals taking into account nine (9) guiding principles:

1. Alignment with Council Priorities
2. Transparency
3. Value for Money
4. Ethical Standards and Fair Dealing
5. Appropriate Association
6. Appropriate Sponsorship Benefits
7. Appropriate Authorisation
8. Due Probity
9. Financial and / or Economic Benefits

#### Alignment with Council Priorities

Sponsorship proposals must be assessed against, and align with, Council's strategic and key operational priorities. In addition, consideration should be given to the initiative's ability to:

- enhance Council's corporate identity and reputation,
- observe good social, economic and environmental practice and encourage community engagement,
- promote Council's initiatives to relevant target audiences, and
- build and enhance existing relationships at the local, State and national level.

#### Transparency

Due consideration must be given to principles of efficiency, effectiveness, ethics and economics when Council engages in sponsorship arrangements. All sponsorship arrangements must comply with Council's Gifts and Benefits Policy and Council's Conflict of Interest Policy.

Sponsorship Policy

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## COUNCIL POLICY



### Value for Money

Council will apply an approach to sponsorship activities to receive value for money. 'Value for money' should not be interpreted as merely the highest price when receiving sponsorship.

### Ethical Standards and Fair Dealing

A high standard of ethical behaviour and fair dealing must be demonstrated when brokering and engaging in sponsorship arrangements, including:

- providing objective advice on the value of the sponsorship initiative to Council,
- ensuring the sponsorship initiative has a clear start and end timeframe,
- disclosing and managing conflicts of interest between private interests and public duties,
- disclosing and managing conflicts of interest with a sponsor or organisation that is, or is likely to be, subject to regulation or inspection, during the term of the sponsorship agreement,
- ensuring the initiative can be terminated if occasions arise where sponsorship and Council regulatory interests' conflict,
- ensuring the integrity of Council is not compromised, and
- maintaining high standards of confidentiality, privacy and accountability.

### Appropriate Association and Due Probity

Activities and associations with which Council is considering entering sponsorship arrangements **must** be appropriate and not seen to diminish the reputation of Council. When considering entering a sponsorship arrangement, the organisation's financial position, reputation in the community, involvement they will have in the initiative and the extent to which the organisation's activities support Council's priorities must be considered.

The motivations of organisations for entering into sponsorship agreements **must** be known before any sponsorship agreement is executed. Motives that may give rise to an inappropriate association include (but are not limited to) an apparent intention to influence Council in any of its day-to-day dealings.

## COUNCIL POLICY



Council must ensure that sponsorship arrangements are entered into only with organisations where the risk of damage to the reputation of Council is low. Council should carry out reasonable due diligence on potential sponsorship associates to ensure that their full range of business interests and activities aligned with Council policies and objectives.

Any sponsorship must also **not** compromise the reputation, probity or impinge on the ability of Council to fulfil its statutory functions. Any potential or actual conflicts of interest must be identified in the initial assessment process and addressed accordingly.

Sponsorship agreements should specify that Council sponsorship is not a general endorsement of the organisation or its products by Council, and that the arrangement must not be promoted or publicised as such. Council will ensure that sponsorship agreements provide for termination of the arrangement, should the association cease to be appropriate

Council must **not** offer for sponsorship:

- corporate stationery, forms, annual reports or similar materials,
- web home or content pages, except for web pages specifically devoted to a sponsored project or event,
- corporate uniforms, except for specific event promotional clothing, and/or
- external corporate signage on buildings.

### Appropriate Sponsorship Benefits and Acknowledgement

Appropriate sponsorship benefits should be negotiated in advance and documented in a sponsorship agreement to ensure the sponsorship delivers value for money to Council.

### Appropriate Authorisation

Sponsorship arrangements for \$20,000 or more per sponsorship request are determined by the Chief Executive Officer (CEO).

Deleted: General Manager.

### Financial and / or Economic Benefits

Council must ensure that arrangements that are entered into provide clear financial and / or

## COUNCIL POLICY



economic benefits to Council and / or the broader Glenorchy community.

### Naming Rights on Council Property

Applications for naming rights on Council property will be considered under the following conditions:

- naming rights are limited to sports grounds, pavilions or public buildings only or a specific area/portion within a reserve, but not the entire reserve,
- the term of the naming agreement is limited to the term of the tenant's/club's licence, lease or agreement over the community venue,
- in the case where naming rights are proposed and accepted, the naming convention would be '(VENUE) PROUDLY SPONSORED BY (SPONSORS NAME)' or '(VENUE) SPONSORED BY (SPONSORS NAME)',
- the proposed name of the venue is not in any way offensive or discriminatory, and is not directly associated with alcohol, tobacco or gambling, and
- the community venue ground is only referred to the 'sponsored name' in club, association, competition or league promotions and marketing. Council names for the 'sponsored' property will prevail in public documents, e.g., Council reports, engineering / road plans, directories, websites etc.

Community venue naming rights remain vested with the Council as venue owner and manager.

A copy of the proposed naming rights sponsorship agreement is to be submitted as part of the application. Council reserves the right to refuse the application and may specify terms or conditions with any approval.

Where a facility has multiple tenants, written agreement between the tenants for the sponsorship to occur must be provided to Council.

Any proposed new or altered signage related to naming rights or sponsorship must be approved by the Director of Infrastructure and Works and comply with the Planning Scheme and any related Council policies.

**Sponsorship Policy**

**PAGE6**

## COUNCIL POLICY



All costs associated with naming rights, including signage, are to be borne by the applicant tenant.

The applicant must indemnify Council against any loss should Council revoke the approval of naming rights.

### Register for Sponsorship and Reporting Requirements

Council will maintain a register for sponsorship and records details of that sponsorship arrangement including (but not limited to):

- date of receipt of sponsorship request
- entity sponsored
- approved by (Council/~~CEO~~)
- details of what sponsorship arrangement was for
- benefit for Council, and
- previous successful sponsorship bids by entity.

Council will be notified on an annual basis as to the approved sponsorship arrangements for the previous twelve months. Council will also report as appropriate all successful sponsorship arrangements for the relevant financial year in the Annual Report.

Deleted: General Manager

# COUNCIL POLICY



## Version Control

<b>VERSION</b>	V 2.0	<b>ADOPTED</b>	28 March 2022	<b>COMMENCEMENT DATE</b>	29 March 2022
<b>MINUTES REFERENCE</b>	Item			<b>REVIEW PERIOD</b>	4 Years from adoption
<b>PREVIOUS VERSIONS</b>	V 2.0 adopted 28 March 2022 (Council meeting, Item 12) V 1.0 adopted 20 March 2017 (Council meeting, Item 10)				
<b>RESPONSIBLE DIRECTORATE</b>	Community and Corporate Service	<b>CONTROLLER</b>	Manager Community		
<b>ECM DOCUMENT NO</b>	Policies by Directorate				

Sponsorship Policy

PAGE 8

# COUNCIL POLICY

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- purchasing or selling goods or services for value, including advertising space, editorial comment or advertorials, or
- the provision of funding to enable staff to attend training courses, personal development opportunities or other such activities (refer to Council's Gifts and Benefits Policy).

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Council Gifts and Benefits Policy

# COUNCIL POLICY

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Conflict of Interest Policy

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# COUNCIL POLICY

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Sponsorship proposals must be assessed against, and align with, Council's strategic and key operational priorities. In addition, consideration should be given to the initiative's ability to:

- enhance Council's corporate identity and reputation,
- observe good social, economic and environmental practice and encourage community engagement,
- promote Council's initiatives to relevant target audiences, and
- build and enhance existing relationships at the local, State and national level.

### Transparency

Due consideration must be given to principles of efficiency, effectiveness, ethics and economics when Council engages in sponsorship arrangements. All sponsorship arrangements must comply with Council's Gifts and Benefits Policy and Council's Conflict of Interest Policy.

# COUNCIL POLICY

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## Value for Money

Council will apply an approach to sponsorship activities to receive value for money. 'Value for money' should not be interpreted as merely the highest price when receiving sponsorship.

## Ethical Standards and Fair Dealing

A high standard of ethical behaviour and fair dealing must be demonstrated when brokering and engaging in sponsorship arrangements, including:

- providing objective advice on the value of the sponsorship initiative to Council,
- ensuring the sponsorship initiative has a clear start and end timeframe,
- disclosing and managing conflicts of interest between private interests and public duties,
- disclosing and managing conflicts of interest with a sponsor or organisation that is, or is likely to be, subject to regulation or inspection, during the term of the sponsorship agreement,
- ensuring the initiative can be terminated if occasions arise where sponsorship and Council regulatory interests' conflict,
- ensuring the integrity of Council is not compromised, and
- maintaining high standards of confidentiality, privacy and accountability.

## Appropriate Association and Due Probity

Activities and associations with which Council is considering entering sponsorship arrangements **must** be appropriate and not seen to diminish the reputation of Council. When considering entering a sponsorship arrangement, the organisation's financial position, reputation in the community, involvement they will have in the initiative and the extent to which the organisation's activities support Council's priorities must be considered.

The motivations of organisations for entering into sponsorship agreements **must** be known before any sponsorship agreement is executed. Motives that may give rise to an inappropriate association include (but are not limited to) an apparent intention to influence Council in any of its day-to-day dealings.

# COUNCIL POLICY

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Council must ensure that sponsorship arrangements are entered into only with organisations where the risk of damage to the reputation of Council is low. Council should carry out reasonable due diligence on potential sponsorship associates to ensure that their full range of business interests and activities aligned with Council policies and objectives.

Any sponsorship must also **not** compromise the reputation, probity or impinge on the ability of Council to fulfil its statutory functions. Any potential or actual conflicts of interest must be identified in the initial assessment process and addressed accordingly.

Sponsorship agreements should specify that Council sponsorship is not a general endorsement of the organisation or its products by Council, and that the arrangement must not be promoted or publicised as such. Council will ensure that sponsorship agreements provide for termination of the arrangement, should the association cease to be appropriate

Council must **not** offer for sponsorship:

- corporate stationery, forms, annual reports or similar materials,
- web home or content pages, except for web pages specifically devoted to a sponsored project or event,
- corporate uniforms, except for specific event promotional clothing, and/or
- external corporate signage on buildings.

## Appropriate Sponsorship Benefits and Acknowledgement

Appropriate sponsorship benefits should be negotiated in advance and documented in a sponsorship agreement to ensure the sponsorship delivers value for money to Council.

## Appropriate Authorisation

Sponsorship arrangements for \$20,000 or more per sponsorship request are determined by the Chief Executive Officer (CEO).

## Financial and / or Economic Benefits

Council must ensure that arrangements that are entered into provide clear financial and / or

## COUNCIL POLICY

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economic benefits to Council and / or the broader Glenorchy community.

### **Naming Rights on Council Property**

Applications for naming rights on Council property will be considered under the following conditions:

- naming rights are limited to sports grounds, pavilions or public buildings only or a specific area/portion within a reserve, but not the entire reserve,
- the term of the naming agreement is limited to the term of the tenant's/club's licence, lease or agreement over the community venue,
- in the case where naming rights are proposed and accepted, the naming convention would be '(VENUE) PROUDLY SPONSORED BY (SPONSORS NAME)' or '(VENUE) SPONSORED BY (SPONSORS NAME)',
- the proposed name of the venue is not in any way offensive or discriminatory, and is not directly associated with alcohol, tobacco or gambling, and
- the community venue ground is only referred to the 'sponsored name' in club, association, competition or league promotions and marketing. Council names for the 'sponsored' property will prevail in public documents, e.g., Council reports, engineering / road plans, directories, websites etc.

Community venue naming rights remain vested with the Council as venue owner and manager.

A copy of the proposed naming rights sponsorship agreement is to be submitted as part of the application. Council reserves the right to refuse the application and may specify terms or conditions with any approval.

Where a facility has multiple tenants, written agreement between the tenants for the sponsorship to occur must be provided to Council.

Any proposed new or altered signage related to naming rights or sponsorship must be approved by the Director of Infrastructure and Works and comply with the Planning Scheme and any related Council policies.

## COUNCIL POLICY

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All costs associated with naming rights, including signage, are to be borne by the applicant tenant.

The applicant must indemnify Council against any loss should Council revoke the approval of naming rights.

### **Register for Sponsorship and Reporting Requirements**

Council will maintain a register for sponsorship and records details of that sponsorship arrangement including (but not limited to):

- date of receipt of sponsorship request
- entity sponsored
- approved by (Council/CEO)
- details of what sponsorship arrangement was for
- benefit for Council, and
- previous successful sponsorship bids by entity.

Council will be notified on an annual basis as to the approved sponsorship arrangements for the previous twelve months. Council will also report as appropriate all successful sponsorship arrangements for the relevant financial year in the Annual Report.

# COUNCIL POLICY

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## Version Control

<b>VERSION</b>	V 3.0	<b>ADOPTED</b>	29 June 2026	<b>COMMENCEMENT DATE</b>	29 June 2026
<b>MINUTES REFERENCE</b>	Item TBE			<b>REVIEW PERIOD</b>	4 Years from adoption
<b>PREVIOUS VERSIONS</b>	V 2.0 adopted 28 March 2022 (Council meeting, Item 12) V 1.0 adopted 20 March 2017 (Council meeting, Item 10)				
<b>RESPONSIBLE DIRECTORATE</b>	Community and Corporate Service	<b>CONTROLLER</b>	Manager Community		
<b>ECM DOCUMENT NO</b>	Policies by Directorate				

## 11.2 POLICY UPDATE: ELECTION CARETAKER PERIOD

Author: Manager Stakeholder and Executive (Christine Lane)  
Governance Officer (Poorni Wanigasekara)

Qualified Person: Chief Executive Officer (Emilio Reale)

File Reference: Policies by Directorate - Election Caretaker Period Policy

### Executive Summary

The Election Caretaker Period Policy is due for renewal in line with the four-year review cycle. The policy has been reviewed by relevant Council officers, with minor updates made to improve clarity and consistency.

Whilst a formal caretaker period is currently not compulsory for Local Government elections, Glenorchy City Council maintains a policy to ensure compliance with the Local Government Act 1993 during General Elections.

The State Government is considering changes to legislation that include a caretaker period as part of the targeted review of the *Local Government Act 1993*. Once the amendments are made, this policy will no longer be required and will be rescinded.

Consultation was undertaken with all Managers and Coordinators, with feedback received and incorporated into the updated policy.

The policy supports appropriate governance during the leadup to the 2026 Local Government General Election and ensures Council avoids decisions or actions that could compromise neutrality or bind an incoming Council.

Adopting the updated policy will maintain compliance and reduce legal and reputational risk during the upcoming election period.

### Recommendation

That Council:

1. NOTE and ADOPT the updated Election Caretaker Period Policy as outlined in **Attachment 2**.

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	Chief Executive Officer All Directors Manager Stakeholder and Executive All Managers and Coordinators
Resources	Not applicable
Risk / Legal / Legislative / Reputational	<p>Adopt recommendation (Low risk):</p> <ul style="list-style-type: none"> <li>Provides Elected Members with clarity during a General Election period.</li> <li>Ensures compliance with the Local Government Act 1993.</li> <li>Supports good governance and transparency during the election period.</li> <li>Reduces risk of decisions being challenged or perceived as biased.</li> </ul> <p>Do not adopt recommendation (Moderate–High risk):</p> <ul style="list-style-type: none"> <li>Increased risk of non-compliance with legislation and governance expectations.</li> <li>Greater reputational risk during the election period.</li> <li>Potential for decisions that may inappropriately bind an incoming Council.</li> </ul>
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. A formal caretaker period and associated policy is currently not compulsory for Local Government elections, however, Glenorchy City Council maintains a policy to ensure compliance with the *Local Government Act 1993* and to support good governance during General Elections.
2. The State Government is considering changes to legislation that include a caretaker period as part of the targeted review of the *Local Government Act 1993*. Once the amendments are made, this policy will no longer be required and will be rescinded.
3. All Council policies are reviewed on a regular cycle. The standard review period is four years after adoption; however, policies may be reviewed earlier if required due to legislative or operational changes.
4. The Election Caretaker Period Policy was last adopted by Council on 25 July 2022. It has now reached the end of its four-year review cycle and is due for renewal.
5. The responsible officer has completed a review of the policy.
6. The policy was also circulated to all Directors, Managers and Coordinators for consultation and feedback, which has been incorporated into the updated policy.
7. The policy supports good governance by ensuring that during the period before an election (the “caretaker period”), Council:
  - does not make major decisions that may bind a future Council,
  - does not use resources in a way that may advantage current elected members, and
  - does not enter into significant Chief Executive Officer employment arrangements extending beyond the election period.
8. The caretaker period begins from the Notice of Election issued under section 269 of the *Local Government Act 1993* and ends when the election results are declared under section 304.
9. The next local government elections are expected in October 2026. Based on this; the upcoming caretaker period is likely to run from early September to October 2026.
10. A copy of the Policy showing tracked changes from the current version is outlined in **Attachment 1** and a clean copy of the recommended updated policy is outlined in **Attachment 2**.

11. Key Updates to the policy include:

- Terminology updated from “Alderman” to “Elected Members”.
- Updated references from “General Manager” to “Chief Executive Officer (CEO)”.
- The addition of links to relevant policies and documents for ease of access.
- Clarification that the Elected Member Interaction with Council Officers Directive is an internal document and will be provided separately to Elected Members.

**Attachments**

1. Election Caretaker Period Policy - Tracked changes [**11.2.1** - 7 pages]
2. Election Caretaker Period Policy - Clean version [**11.2.2** - 7 pages]

# COUNCIL POLICY



## ELECTION CARETAKER PERIOD

### 1. Purpose

This policy explains what Elected Members can and cannot do in the lead-up to a local government election, and until the new Council is in place. It is designed to make sure that:

- Council keeps providing normal services to the community.
- Major decisions are not made that could limit what the new Council can decide.
- Staff remain neutral and do not act in a political way.
- Council money, time and resources are used properly.

### 2. Scope

This policy applies to elected members and employees of Glenorchy City Council for the duration of the caretaker period of a local government general election.

This policy does not apply to local government by-elections.

### 3. Related Documents

- Code of Conduct - Elected Member Dispute Resolution Policy
- Elected Member Expenses Policy
- Advertising Devices on Council Property Policy
- Tasmanian Planning Scheme - Glenorchy
- Good Governance Policy

### 4. Statutory Requirements

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**Deleted:** The purpose of this Policy is to provide for caretaker arrangements during the leadup to a local government general election period and until a new Council is elected to ensure: ¶ continuity of the routine service provision of the Council during the caretaker period;¶ avoidance of decisions that might inappropriately bind the future freedom of action of an incoming Council;¶ the impartial role of council officers so that the public can have confidence that service delivery is carried out apolitically; and¶ appropriate use of Council resources.¶

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# COUNCIL POLICY



<b>Acts</b>	<a href="#">Local Government Act 1993</a> <a href="#">Land Use Planning and Approvals Act 1993</a>
<b>Regulations</b>	<a href="#">Local Government (Meeting Procedures) Regulations 2025</a>
<b>Australian/ International Standards</b>	Not applicable

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## 5. Definitions

**Act** means the [Local Government Act 1993](#).

**By-election** means an election to replace an Alderman after the Alderman's office becomes vacant.

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**Caretaker period** means the period from the issue of a notice of election under section 269 of the Act to the issue of a certificate of election under section 304 of the Act.

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**Candidate** means a person standing for election.

**Elected Member** is a collective term to describe Aldermen and Councillors as elected members of Glenorchy City Council.

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**Election Material** means any advertisement, handbill, pamphlet, notice, flyer, letter or article that is intended to affect the result of an election.

**Election Campaign** means the activities of candidates to win voter support in the period preceding an election and includes activities such as door knocking, bulk emails, production of signs and flyers, telephone canvassing, social media campaigns, media commentary and advertising.

**Emergency** means a declared emergency, or a similar situation in which there is likely to be immediate threat to life or property.

**Officer** means a Council employee.

# COUNCIL POLICY



## 6. Policy Statement

### Caretaker period notification

The Chief Executive Officer (CEO) will notify Elected Members and officers when a caretaker period begins and ends. The CEO will also provide this Policy to assist officers and Elected Members with compliance.

### Continuation of services

During the caretaker period, ordinary Council services continue and statutory responsibilities are not affected.

It is expected that respectful debate between Elected Members on matters of policy will continue during the caretaker period.

Individual Elected Members may still discuss future policy options as part of their election campaign.

Officers can still carry out activities, such as policy reviews, that are not likely to attract political controversy and are required regardless of the future election outcome.

While Council business continues, the caretaker conventions set out in this Policy do affect some types of Council activity.

### Freedom of action for future Councils

Council is to avoid making major decisions during the caretaker period that are likely to commit an incoming Council in a way that might later limit its freedom to act.

### What is a major decision?

A major decision:

- commits the use of significant resources,
- approves capital works not previously approved as part of the annual budget process,
- entrenches a policy, program or administrative structure that is politically contentious,
- is likely to be a matter of controversy in an election campaign.

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# COUNCIL POLICY



The following major decisions are to be avoided during a caretaker period:

- a major program or funding opportunity with another tier of government which commits Council resources over a number of years
- grants to community groups
- borrowing or remission of debts outside of existing policy guidelines
- changes to budgets or spending in a way that would restrict future policy options
- Chief Executive appointments or contract renewals for extended periods after the election (also see 'Emergency appointments' below)
- entry into major contracts, except for:
  - I. continuation of routinely provided services, independently entered into at arm's length from Elected Members, by officers exercising an existing delegation to approve that expenditure (usually an agreement under \$1 million in value)
  - II. approval of contracts that have used a prescribed public tender process where the preferred contractor has been independently assessed by Council officers
  - III. contracts required to respond to a declared emergency
  - IV. circumstances where failure to do so would breach a binding commitment made prior to the caretaker period exposing the Council to potential liability
  - V. capital works previously approved by Council as part of the annual budget process.

### Meetings

During the caretaker period, Elected Members will not submit notices of motion to Council or Council Committees pursuant to regulation 19 of the Local Government (Meeting Procedures) Regulations 2025 (LGMPR).

Elected Members will not ask questions without notice to Council or Council Committees pursuant to regulation 34 of the LGMPR. However, an Elected Member may, in accordance with regulation 35 of the LGMPR, give written notice to the CEO of a question on notice to be answered at a Council or Council Committee meeting.

### Planning Instruments

Council will not make of its own motion, amend or repeal a local planning instrument under

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# COUNCIL POLICY



the *Land Use Planning and Approvals Act 1993*. For ease of interpretation, this includes a planning scheme, a temporary local planning instrument or a planning scheme policy, but does not apply to applications made by third parties.

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## Announcements

If a decision was made before the caretaker period, then that decision may be announced during the caretaker period. Where possible, policy announcements should be made ahead of the caretaker period if their announcement is likely to cause controversy during the election campaign.

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The Mayor will continue to act as the spokesperson of Council in fulfilment of their obligations under section 27(e) of the Act in relation to the ordinary business of the Council. The Mayor will also carry out the civic and ceremonial functions of the Mayoral Office during the caretaker period.

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## Tender process

Potential tenderers should be advised about the implications of the election and caretaker period, and the possibility that tender finalisation might be delayed.

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## Impartiality of Officers

Officers are to be impartial and apolitical, performing their public functions in an ethical and professional manner at all times.

Officers are to deal with all Elected Members equitably when performing the ordinary business of Council.

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Officers are to act in a manner that avoids perceptions of partisanship in their dealings with Elected Members and the public.

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Officers are to avoid comments that might be seen to be promoting the achievements of particular Elected Members.

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While officers are entitled to their private political opinions away from a work setting, they are not to make public statements in person or online about their perceptions of candidates or

# COUNCIL POLICY



give opinions on political matters where they might be perceived to be expressing the official view of Council, or of Council officers.

Officers must decline any request to be involved in an activity which appears to be linked to a campaign message or may be perceived as an endorsement.

Officers are to actively prevent Council resources from being used in a campaign, such as deleting links to candidates' pages or candidate election statements, from Council social media platforms.

Officers are not to be approached in relation to matters directly or indirectly involving an Elected Member's campaign.

Elected Member enquiries are to be managed through the Elected Member Interaction with Council Officers Directive. A copy of the directive will be provided to Elected members as part of the Election information pack

If an officer has any doubt about the appropriateness of an activity, they are to consult with their relevant manager.

If an Elected Member has any doubt as to the appropriateness of an activity, they are to consult the CEO.

### Appropriate use of council resources

#### Distribution of election material

Elected Members are to comply with Council's Advertising Devices on Council Property (June 2022) policy and the Tasmanian Planning Scheme - Glenorchy.

#### Use of Council equipment and stationery

Council supplied equipment and Council branded material is not to be used by Elected Members or officers in any manner that supports a candidate's election campaign.

Elected Members may continue to use Council equipment and branded material throughout the course of the caretaker period to carry out their regular functions as set out in section 28

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The reason for this change is that the CEO can't direct elected members, they have to agree to a policy restriction. They also have no intranet access, so they will have to be given a copy in their election information package when that is put together. Regards
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# COUNCIL POLICY



of the Act.

## Media

[Elected Members](#) are not to use their access to employees, events, or resources, to gain personal media attention in support of their, or any other candidate's, election campaign.

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[Elected Members](#) are expected to engage in robust but still respectful debate, including on social media platforms.

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## Council committees and groups

An [Elected Member](#) is not to use their membership of a Council [committee](#) or reference group, or their appointment as a member of an external group on behalf of Council, to disseminate information or promote their, or any other candidate's, election campaign.

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## Allowances

[Elected Members](#) may continue to claim any allowances and expenses to which they are entitled under Council's [Elected Member Expenses \(May 2023\) Policy](#) that relate to the essential business of Council, and that do not relate to their electoral campaign activity.

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## 7. Version Control

Version	V 2.0	Adopted	<a href="#">29 June 2026</a>	Commencement date	<a href="#">30 June 2026</a>
Minutes reference	<a href="#">Item</a>			Review period	4 years from adoption
Previous versions	V 1.0 adopted 25 July 2022				
Responsible Directorate	<a href="#">Executive Office</a>	Controller	Deputy Chief Executive Officer		
ECM Document no	Policies by Directorate				

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# COUNCIL POLICY



## ELECTION CARETAKER PERIOD

### 1. Purpose

This policy explains what Elected Members can and cannot do in the lead-up to a local government election, and until the new Council is in place. It is designed to make sure that:

- Council keeps providing normal services to the community.
- Major decisions are not made that could limit what the new Council can decide.
- Staff remain neutral and do not act in a political way.
- Council money, time and resources are used properly.

### 2. Scope

This policy applies to elected members and employees of Glenorchy City Council for the duration of the caretaker period of a local government general election.

This policy does not apply to local government by-elections.

### 3. Related Documents

- [Code of Conduct - Elected Member Dispute Resolution Policy](#)
- [Elected Member Expenses Policy](#)
- [Advertising Devices on Council Property Policy](#)
- [Tasmanian Planning Scheme - Glenorchy](#)
- [Good Governance Policy](#)

# COUNCIL POLICY



## 4. Statutory Requirements

<b>Acts</b>	<a href="#"><u>Local Government Act 1993</u></a> <a href="#"><u>Land Use Planning and Approvals Act 1993</u></a>
<b>Regulations</b>	<a href="#"><u>Local Government (Meeting Procedures) Regulations 2025</u></a>
<b>Australian/ International Standards</b>	Not applicable

## 5. Definitions

**Act** means the [Local Government Act 1993](#).

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# COUNCIL POLICY



**Officer** means a Council employee.

## 6. Policy Statement

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While Council business continues, the caretaker conventions set out in this Policy do affect some types of Council activity.

### Freedom of action for future Councils

Council is to avoid making major decisions during the caretaker period that are likely to commit an incoming Council in a way that might later limit its freedom to act.

### What is a major decision?

A major decision:

- commits the use of significant resources
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## COUNCIL POLICY



- entrenches a policy, program or administrative structure that is politically contentious
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The following major decisions are to be avoided during a caretaker period:

- a major program or funding opportunity with another tier of government which commits Council resources over a number of years
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- entry into major contracts, except for:
  - I. continuation of routinely provided services, independently entered into at arm's length from Elected Members, by officers exercising an existing delegation to approve that expenditure (usually an agreement under \$1 million in value)
  - II. approval of contracts that have used a prescribed public tender process where the preferred contractor has been independently assessed by Council officers
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# COUNCIL POLICY



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## Planning Instruments

Council will not make of its own motion, amend or repeal a local planning instrument under the *Land Use Planning and Approvals Act 1993*. For ease of interpretation, this includes a planning scheme, a temporary local planning instrument or a planning scheme policy but does not apply to applications made by third parties.

## Announcements

If a decision was made before the caretaker period, then that decision may be announced during the caretaker period. Where possible, policy announcements should be made ahead of the caretaker period if their announcement is likely to cause controversy during the election campaign.

The Mayor will continue to act as the spokesperson of Council in fulfilment of their obligations under section 27(e) of the Act in relation to the ordinary business of the Council. The Mayor will also carry out the civic and ceremonial functions of the Mayoral Office during the caretaker period.

## Tender process

Potential tenderers should be advised about the implications of the election and caretaker period, and the possibility that tender finalisation might be delayed.

## Impartiality of Officers

Officers are to be impartial and apolitical, performing their public functions in an ethical and professional manner at all times.

Officers are to deal with all Elected Members equitably when performing the ordinary business of Council.

Officers are to act in a manner that avoids perceptions of partisanship in their dealings with Elected Members and the public.

Officers are to avoid comments that might be seen to be promoting the achievements of particular Elected Members.

# COUNCIL POLICY



While officers are entitled to their private political opinions away from a work setting, they are not to make public statements in person or online about their perceptions of candidates or give opinions on political matters where they might be perceived to be expressing the official view of Council, or of Council officers.

Officers must decline any request to be involved in an activity which appears to be linked to a campaign message or may be perceived as an endorsement.

Officers are to actively prevent Council resources from being used in a campaign, such as deleting links to candidates' pages or candidate election statements, from Council social media platforms.

Officers are not to be approached in relation to matters directly or indirectly involving an Elected Member's campaign.

Elected Member enquiries are to be managed through the Elected member interaction with council officer's directive. A copy of the directive will be provided to Elected members as part of the election information pack.

If an officer has any doubt about the appropriateness of an activity, they are to consult with their relevant manager.

If an Elected Member has any doubt as to the appropriateness of an activity, they are to consult the CEO.

## **Appropriate use of council resources**

### **Distribution of election material**

Elected Members are to comply with Council's ['Advertising Devices on Council Property \(May 2026\) policy'](#) and the [Tasmanian Planning Scheme – Glenorchy](#).

### **Use of Council equipment and stationery**

Council supplied equipment and Council branded material is not to be used by Elected Members or officers in any manner that supports a candidate's election campaign.

# COUNCIL POLICY



Elected Members may continue to use Council equipment and branded material throughout the course of the caretaker period to carry out their regular functions as set out in section 28 of the Act.

## Media

Elected Members are not to use their access to employees, events, or resources, to gain personal media attention in support of their, or any other candidate's, election campaign.

Elected Members are expected to engage in robust but still respectful debate, including on social media platforms.

## Council committees and groups

An Elected Member is not to use their membership of a Council committee or reference group, or their appointment as a member of an external group on behalf of Council, to disseminate information or promote their, or any other candidate's, election campaign.

## Allowances

Elected Members may continue to claim any allowances and expenses to which they are entitled under Council's [Elected Member Expenses \(May 2023\) Policy](#) that relate to the essential business of Council, and that do not relate to their electoral campaign activity.

## 7. Version Control

<b>Version</b>	V 2.0	<b>Adopted</b>	29 June 2026	<b>Commencement date</b>	30 June 2026
<b>Minutes reference</b>	Item			<b>Review period</b>	4 years from adoption
<b>Previous versions</b>	V 1.0 adopted 25 July 2022				
<b>Responsible Directorate</b>	Executive Office	<b>Controller</b>	Manager Stakeholder and Executive		
<b>ECM Document no</b>	Policies by Directorate				

## 11.3 POLICY UPDATE: DEALING WITH UNREASONABLE CUSTOMER CONDUCT

Author:	Chief Financial Officer (Michael Sokulski) Governance Officer (Poorni Wanigasekara)
Qualified Person:	Director Community and Corporate Services (Tracey Ehrlich)
File Reference:	Policies by Directorate

### Executive Summary

The Dealing with Unreasonable Customer Conduct Policy was last adopted by Council on 25 July 2022 and has reached the end of its four (4) year review cycle. In accordance with Council's Policy Framework, the Policy has been reviewed to ensure it remains current and fit for purpose.

While the majority of customer interactions are managed through Council's Customer Service Charter, this Policy provides a framework for managing a small number of customers who display unreasonable conduct that may adversely impact staff, service delivery, and Council resources.

The Policy continues to support a balanced approach, protecting staff and Council operations while ensuring that customers are not unreasonably prevented from accessing services to which they are entitled.

The review confirms the Policy remains appropriate, with only minor updates made to reflect organisational and terminology changes, and alignment with Council's current style guide.

The updated Dealing with Unreasonable Customer Conduct Policy is presented for Council's consideration and adoption.

### Recommendation

That Council:

1. ADOPT the revised Dealing with Unreasonable Customer Conduct Policy, as contained in **Attachment 2**.
2. NOTE the tracked changes to the Policy, as contained in **Attachment 1**.

Community Plan Reference	<p>Making Lives Better</p> <p>We deliver services to meet our community's needs.</p> <p>Transparent and accountable government.</p>
Strategic Plan Reference	<p>Make informed decisions that are open and transparent and in the best interests of our community.</p> <p>Manage compliance and risk in Council and our community through effective systems and processes.</p>
Consultation/Engagement	<p>Chief Financial Officer</p> <p>Coordinator Customer Service</p>
Resources	Not applicable
Risk / Legal / Legislative / Reputational	<p>Adopt the recommendation – Risk (Medium)</p> <p>Restrictions on customers under the Policy may result in complaints or escalation, leading to reputational risk and additional resource demand.</p> <p>Do not adopt the recommendation – Risk (High)</p> <p>Continued exposure to unreasonable customer conduct will divert Council resources, reduce service capacity, and increase staff WHS risk.</p>
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 Council policies are reviewed on a regular cycle. The standard review period is four (4) years after adoption; however, policies may be reviewed earlier if required due to legislative or operational changes.
2. The Dealing with Unreasonable Customer Conduct Policy was last adopted by Council on 25 July 2022. It has now reached the end of its four (4) year review cycle and is due for renewal.
3. Council's Customer Service Charter governs most interactions with customers. However, a small proportion of customers may exhibit unreasonable conduct, which can result in a disproportionate use of Council resources and have negative impacts on staff wellbeing and service delivery.
4. This Policy provides Council with a structured and consistent approach to managing unreasonable customer conduct. It ensures that:
  - Staff are supported in responding appropriately to challenging behaviours
  - Council resources are protected from excessive or unreasonable demand
  - Customers retain fair and equitable access to Council services
5. Since its initial development and subsequent reviews, the Policy has been progressively refined to strengthen clarity, consistency, and practical application. The State's Ombudsman has also provided positive feedback regarding the policy. The current review confirms that the Policy remains effective and aligned with its original intent.
6. The responsible officer has completed a review of the Policy and determined that no major amendments are required.
7. Key updates:
  - Terminology updated from "Alderman" to "Elected Members".
  - Updated references from "General Manager" to "Chief Executive Officer (CEO)".
  - Updated to align with the current style guide format.
8. **Attachment 1** is a copy of the Policy showing tracked changes from the current version, and
9. **Attachment 2** is a copy of the recommended updated Policy.

### Attachments

1. Dealing with Unreasonable Customer Conduct Policy 2022 - Tracked changes [11.3.1 - 8 pages]
2. Dealing with Unreasonable Customer Conduct Policy 29 June 2026 - Clean Version [11.3.2 - 10 pages]

COUNCIL POLICY

Dealing with Unreasonable Customer Conduct



**PURPOSE**

The purpose of this policy is to provide guidance to staff on how to deal with unreasonable conduct by persons, either in face to face, [phone](#) or virtual interactions.

**SCOPE**

This policy applies to all persons who interact with Council staff and Aldermen [Elected Members?](#).

To avoid any doubt, this policy does not apply to Council employees who engage in unreasonable customer conduct in the course of their employment with Council. Those matters would be dealt with as a separate disciplinary action.

**STRATEGIC PLAN ALIGNMENT**

Making Lives Better

Objective 1.1 Know our communities and what they value

Strategy 1.1.1 Guide decision making through continued community engagement based on our community plan

Leading Our Community

Objective 4.1 Govern in the best interests of our community

Objective 4.2 Prioritise our resources to achieve our community's goals

**RELATED DOCUMENTS**

Glenorchy City Council Customer Service Charter [2019](#)

Managing unreasonable conduct by a complainant – A manual for frontline staff, supervisors and senior managers (Australasian Parliamentary Ombudsman, 2021)

**STATUTORY REQUIREMENTS**

Acts	Local Government Act 1993 Work Health and Safety Act 2012 Personal Information Protection Act 2004 Right to Information Act 2009
Regulations	N/A



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Australian/International Standards	N/A
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**DEFINITIONS**

**Customer** means any person who has dealings with Council.

**Unreasonable Customer Conduct** means any behaviour ([verbal](#), physical or via electronic methods) by a person which, because of its nature or frequency, adversely impacts the health or safety of Council’s staff, Aldermen [Elected Members?](#), other service users and customers, or the customer himself/herself, or the ability of Council to equitably utilise its resources to provide services to the community.

Unreasonable customer conduct includes the following, as defined in of this policy:

- unreasonable demands
- unreasonable persistence
- unreasonable arguments
- unreasonable lack of cooperation, and
- unreasonable behaviour.

**POLICY STATEMENT**

**1. Introduction**

Glenorchy City Council is committed to our community and to giving customers outstanding service in accordance with Council’s Customer Service Charter [2019](#). However, at times Council’s obligation to provide services or outcomes may be inconsistent with customers’ requests or expectations. This may result in unpleasant dealings or interactions.

This policy sets out the actions that Council will take in response to unreasonable customer conduct.

This policy should be considered in conjunction with Council’s Customer Service Charter [2019](#).

Council will use ‘Managing unreasonable conduct by a complainant – A manual for frontline staff, supervisors and senior managers’ by the Australasian Parliamentary Ombudsman (2021) to guide staff to identify and manage unreasonable conduct.

**2. Overarching principles**

Council will give fair consideration to customer requests and dealings, whilst ensuring that:

- investigating and resolving the customer’s request does not excessively or unreasonably use Council’s resources



- Council’s response to complaints is proportionate to the circumstances, having regard to the resources of Council that are available to serve the community and to principles of equity and fairness, and
- the health and safety of staff is protected and compliance with workplace health and safety and duty of care obligations are met.

In exchange, Council requires that customers:

- treat our staff with mutual respect
- respect the privacy and rights of other community members
- give us accurate and complete information to work with
- work with us to solve problems, and
- give us constructive feedback on how we can continue to improve our service

### 3. Types of unreasonable customer conduct

The following are examples of different types of unreasonable customer conduct which will not be tolerated by Council.

#### 3.1 Unreasonable behaviour

Unreasonable behaviour is conduct that is unreasonable in all circumstances, regardless of the situation, because it places the health, safety, and security of staff at risk.

Examples of unreasonable behaviour include:

- displaying confronting behaviour such as, rudeness, aggression, threats, discriminatory comments, or harassment,
- sending or posting rude, confronting, or threatening correspondence,
- making threats of self-harm,
- making threats of harm to others,
- displaying manipulative behaviour (e.g. overly ingratiating, tears or veiled threats), or
- deliberately misrepresenting facts or circumstances related to their complaint (including misquoting Council officers) in the public arena or in dealings with Council staff.

Unreasonable behaviour will not be tolerated by Council in any form.



### 3.2 Unreasonable demands

Unreasonable demands are any demands (expressed or implied) that are made by a customer, that have a disproportionate and unreasonable impact on Council's, staff, services, time or resources (having regard to all the relevant circumstances).

Some examples of unreasonable demands include:

- issuing instructions and making demands about a process or outcome,
- insisting on talking to a senior manager personally when it is not appropriate or warranted,
- emotional blackmail and manipulation with the intention to intimidate, harass, shame, seduce or portray themselves as being victimised, when this is not the case,
- insisting on outcomes that are not possible or appropriate in the circumstances (e.g. for someone to be disciplined or prosecuted, an apology and/or compensation when there is no reasonable basis for expecting this), or
- demanding services that are of a nature or scale that Council cannot (or has no legal obligation to) provide when this has been explained previously.

### 3.3 Unreasonable persistence

Unreasonable persistence is continued, incessant and unrelenting conduct by a customer that has a disproportionate and unreasonable impact on Council's, staff, services, time, or resources (having regard to all the relevant circumstances).

Some examples of unreasonably persistent behaviour include:

- unwillingness or inability to accept reasonable and logical explanations, including final decisions that have been comprehensively considered and dealt with,
- persistently demanding a review of decisions without arguing or presenting a case for one,
- pursuing and exhausting all available review options when it is not warranted, and refusing to accept that further action cannot or will not be taken on service requests or complaints,
- re-framing a service request or complaint in an effort to get it taken up again,
- overwhelming Council with phone calls, visits, letters, and emails (including copying staff into email correspondence) after previously being asked not to do so, or
- contacting different people within Council or externally in order to achieve a different outcome or a more sympathetic response to their complaint (internal and external forum shopping).



### 3.4 Unreasonable arguments

Unreasonable arguments include any arguments that are not based on reason or logic, that are incomprehensible, false, or inflammatory, trivial or delirious, and that disproportionately and unreasonably impact Council's staff, services, time, or resources (having regard to all the relevant circumstances).

Arguments are unreasonable when they:

- fail to follow a logical sequence,
- are not supported by any evidence or are based on conspiracy theories,
- lead a customer to reject all other valid and contrary arguments,
- are trivial when compared to the amount of time, resources, and attention that the customer demands, or
- are vexatious, false, inflammatory, or defamatory.

### 3.5 Unreasonable lack of cooperation

Unreasonable lack of cooperation is an unwillingness by a customer to cooperate with our organisation, staff, or complaints system and processes which results in a disproportionate and unreasonable use of Council's services, time, or resources (having regard to all the relevant circumstances).

Some examples of unreasonable lack of cooperation include:

- sending a stream of comprehensive or disorganised information without clearly defining any issues of complaint or explaining how it relates to the core issues being complained about,
- providing little or no detail with a complaint or presenting information in 'drips and drabs' or not in the required format,
- refusing to follow or accept instructions, suggestions, or advice without a clear or justifiable reason for doing so,
- arguing frequently or with extreme intensity that a particular solution is the correct one in the face of valid contrary arguments and explanations, or
- displaying unhelpful behaviour such as withholding information, acting dishonestly or misquoting others.

## 4. Managing unreasonable customer conduct

Where the unreasonable customer contact is of a serious nature (such as threatening or abusive behaviour towards Council staff), Council will take whatever action available to it which is appropriate in the circumstances. This may involve:

- calling the police,
- directing the customer to immediately leave a Council property, or



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- reporting the behaviour to any other relevant authorities.

Council will otherwise manage unreasonable customer contact by restricting or adapting the ways in which services are delivered to the customer, in accordance with the procedures set out below.

#### 4.1 Initial response to unreasonable customer conduct

Where a Council officer is interacting with a customer and believes the customer is exhibiting unreasonable customer conduct, the Council officer is empowered to advise the customer of this and withdraw themselves from the interaction. The physical and mental wellbeing, and safety of staff is paramount, and unreasonable customer conduct will not be tolerated.

Immediately after such an incident, the Council officer is to report the incident to their supervisor.

Following an interaction that is deemed as unacceptable behaviour by this policy, a Director or the [Chief Executive Officer](#) ~~General Manager~~ will initially provide the customer with a written warning about their conduct.

The written warning will:

- explain the date, time, and general nature of the conduct,
- identify which category of unreasonable customer conduct that it falls under,
- direct the customer to immediately stop engaging in the unreasonable customer conduct, and
- explain what will happen if the customer does not stop engaging in the unreasonable customer conduct, as directed.

The warning may also state that any further investigations into the matter will be undertaken at the customer's cost or include any other information that the Director considers relevant.

#### 4.2 Changing or restricting a customer's access to services

Where unreasonable conduct remains ongoing despite warnings, or where the conduct may pose a risk to the health and safety of staff or other parties, Council will change or restrict a customer's access to Council's services.

This will generally occur after a customer has failed to comply with a written warning, but is not required to if, for example, the unreasonable conduct is serious enough to warrant taking immediate action.

Examples of how access to services may be changed or restricted include:

- who the customer has contact with (e.g. limiting a customer to a sole contact person/staff member in Council),
- what the customer can raise with us (e.g. restricting the subject matter of communications that we will consider and respond to),



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- when the customer can have contact with Council (e.g. limiting a customer's contact with staff to a particular time, day, or length of time, or curbing the frequency of their contact with us),
- where the customer can make contact (e.g. limiting the locations where we will conduct face-to-face interviews to secured facilities or areas of the office), or
- how the customer can make contact (e.g. limiting or modifying the forms of contact that the customer can have with us). This can include modifying or limiting face-to-face interviews, telephone, and written communications, prohibiting access to our premises, contact through a representative only, taking no further action or terminating our services altogether.

The authority to change or restrict a customer's access to our services will rest with the relevant Director, or the [CEO General Manager](#). The [CEO General Manager](#) or Director must advise the customer in writing of the restrictions that have been imposed and of their right to appeal the decision.

Discretion will need to be used to adapt the particular restriction to suit a customer's personal circumstances, level of competency, literacy skills, and severity of the type of unreasonable customer conduct.

#### **5. Right of appeal**

Customers are entitled to appeal the decision to change or restrict their access to services.

An appeal must be in writing and addressed to the [CEO General Manager](#). A review of the decision will be undertaken, taking into consideration all aspects of the issue and Council dealings with the customer. The [CEO General Manager](#) may undertake the review or delegate responsibility to an appropriate person.

The customer will be advised in writing of the review and provided with an explanation of the outcome.

If a customer continues to be dissatisfied after the appeal process, they may seek an external review from an oversight agency such as the Ombudsman.

#### **6. Review periods of cases where this policy has been applied**

In each case where a decision has been made to change or restrict access to services, the case will be reviewed after the service changes or restriction was initially imposed or continued.

The time period for the review will be at the discretion of the relevant Director or the General Manager but must not be more than 12 months. Restrictions may be extended indefinitely, provided the case is reviewed periodically and at least once every 12 months.

The customer will be advised in writing of the review and provided with an explanation of the outcome.

#### **7. Documentation and reporting**

Council will maintain a register which documents each time this policy is applied. Each entry into the relevant database must outline the nature of the restrictions imposed, their duration and any other relevant information.



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The register is to be maintained by the Manager responsible for Council’s customer service function. Council staff members are required to notify [this Manager](#) of any incident required to be recorded on the register and provide all relevant information.

Council’s ‘Customer Service Annual Report’ required under section 339F of the *Local Government Act 1993* will include details of the occasions that actions were taken under this policy during the reporting period.

**DOCUMENT CONTROL**

<b>Version:</b>	2.0	<b>Adopted</b>	<a href="#">25 July 2022</a>	<b>Commencement Date</b>	<a href="#">25 July 2022</a>
<b>Minutes Reference</b>	<a href="#">Item 12</a>			<b>Review Period</b>	4 Years from adoption
<b>Previous Versions:</b>	v 1.0 adopted 26 March 2018 (Council meeting, Item 14)				
<b>Responsible Directorate</b>	Corporate Services	<b>Controller:</b>	Manager Customer Service		
<b>ECM Document No.:</b>	Policies by Directorate				

# COUNCIL POLICY



## DEALING WITH UNREASONABLE CUSTOMER CONDUCT

### 1. Purpose

The purpose of this policy is to provide guidance to staff on how to deal with unreasonable conduct by persons, either in face to face, phone or virtual interactions.

### 2. Scope

This policy applies to all persons who interact with Council staff and Elected Members.

To avoid any doubt, this policy does not apply to Council employees who engage in unreasonable customer conduct in the course of their employment with Council. Those matters would be dealt with as a separate disciplinary action.

### 3. Related Documents

- Glenorchy City Council Customer Service Charter
- Managing unreasonable conduct by a complainant – A manual for frontline staff, supervisors and senior managers (Australasian Parliamentary Ombudsman, 2021)

### 4. Statutory Requirements

<b>Acts</b>	<i>Local Government Act 1993</i> <i>Work Health and Safety Act 2012</i> <i>Personal Information Protection Act 2004</i> <i>Right to Information Act 2009</i>
<b>Regulations</b>	Not applicable
<b>Australian/ International Standards</b>	Not applicable

# COUNCIL POLICY



## 5. Definitions

**Customer** means any person who has dealings with Council.

**Unreasonable Customer Conduct** means any behaviour (verbal, physical or via electronic methods) by a person which, because of its nature or frequency, adversely impacts the health or safety of Council's staff, Elected Members, other service users and customers, or the customer himself/herself, or the ability of Council to equitably utilise its resources to provide services to the community.

Unreasonable customer conduct includes the following, as defined in of this policy:

- unreasonable demands
- unreasonable persistence
- unreasonable arguments
- unreasonable lack of cooperation, and
- unreasonable behaviour.

## 6. Policy Statement

### 1. Introduction

Glenorchy City Council is committed to our community and to giving customers outstanding service in accordance with Council's Customer Service Charter. However, at times Council's obligation to provide services or outcomes may be inconsistent with customers' requests or expectations. This may result in unpleasant dealings or interactions.

This policy sets out the actions that Council will take in response to unreasonable customer conduct.

This policy should be considered in conjunction with Council's Customer Service Charter.

Council will use 'Managing unreasonable conduct by a complainant - A manual for frontline

# COUNCIL POLICY



staff, supervisors and senior managers' by the Australasian Parliamentary Ombudsman (2021) to guide staff to identify and manage unreasonable conduct.

## 2. Overarching principles

Council will give fair consideration to customer requests and dealings, whilst ensuring that:

- investigating and resolving the customer's request does not excessively or unreasonably use Council's resources
- Council's response to complaints is proportionate to the circumstances, having regard to the resources of Council that are available to serve the community and to principles of equity and fairness, and
- the health and safety of staff is protected and compliance with workplace health and safety and duty of care obligations are met.

In exchange, Council requires that customers:

- treat our staff with mutual respect
- respect the privacy and rights of other community members
- give us accurate and complete information to work with
- work with us to solve problems, and
- give us constructive feedback on how we can continue to improve our service

## 3. Types of unreasonable customer conduct

The following are examples of different types of unreasonable customer conduct which will not be tolerated by Council.

### 3.1 Unreasonable behaviour

Unreasonable behaviour is conduct that is unreasonable in all circumstances, regardless of the situation, because it places the health, safety, and security of staff at risk.

Examples of unreasonable behaviour include:

- displaying confronting behaviour such as, rudeness, aggression, threats, discriminatory comments, or harassment,

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- 
- sending or posting rude, confronting, or threatening correspondence,
  - making threats of self-harm,
  - making threats of harm to others,
  - displaying manipulative behaviour (e.g. overly ingratiating, tears or veiled threats), or
  - deliberately misrepresenting facts or circumstances related to their complaint (including misquoting Council officers) in the public arena or in dealings with Council staff.

Unreasonable behaviour will not be tolerated by Council in any form.

### 3.2 Unreasonable demands

Unreasonable demands are any demands (expressed or implied) that are made by a customer, that have a disproportionate and unreasonable impact on Council's, staff, services, time or resources (having regard to all the relevant circumstances).

Some examples of unreasonable demands include:

- issuing instructions and making demands about a process or outcome,
- insisting on talking to a senior manager personally when it is not appropriate or warranted,
- emotional blackmail and manipulation with the intention to intimidate, harass, shame, seduce or portray themselves as being victimised, when this is not the case,
- insisting on outcomes that are not possible or appropriate in the circumstances (e.g. for someone to be disciplined or prosecuted, an apology and/or compensation when there is no reasonable basis for expecting this), or
- demanding services that are of a nature or scale that Council cannot (or has no legal obligation to) provide when this has been explained previously.

### 3.3 Unreasonable persistence

Unreasonable persistence is continued, incessant and unrelenting conduct by a customer that has a disproportionate and unreasonable impact on Council's, staff, services, time, or resources (having regard to all the relevant circumstances).

# COUNCIL POLICY



Some examples of unreasonably persistent behaviour include:

- unwillingness or inability to accept reasonable and logical explanations, including final decisions that have been comprehensively considered and dealt with,
- persistently demanding a review of decisions without arguing or presenting a case for one,
- pursuing and exhausting all available review options when it is not warranted, and refusing to accept that further action cannot or will not be taken on service requests or complaints,
- re-framing a service request or complaint in an effort to get it taken up again,
- overwhelming Council with phone calls, visits, letters, and emails (including copying staff into email correspondence) after previously being asked not to do so, or
- contacting different people within Council or externally in order to achieve a different outcome or a more sympathetic response to their complaint (internal and external forum shopping).

### **3.4 Unreasonable arguments**

Unreasonable arguments include any arguments that are not based on reason or logic, that are incomprehensible, false, or inflammatory, trivial or delirious, and that disproportionately and unreasonably impact Council's staff, services, time, or resources (having regard to all the relevant circumstances).

Arguments are unreasonable when they:

- fail to follow a logical sequence,
- are not supported by any evidence or are based on conspiracy theories,
- lead a customer to reject all other valid and contrary arguments,
- are trivial when compared to the amount of time, resources, and attention that the customer demands, or
- are vexatious, false, inflammatory, or defamatory.

### **3.5 Unreasonable lack of cooperation**

Unreasonable lack of cooperation is an unwillingness by a customer to cooperate with our

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organisation, staff, or complaints system and processes which results in a disproportionate and unreasonable use of Council's services, time, or resources (having regard to all the relevant circumstances).

Some examples of unreasonable lack of cooperation include:

- sending a stream of comprehensive or disorganised information without clearly defining any issues of complaint or explaining how it relates to the core issues being complained about,
- providing little or no detail with a complaint or presenting information in 'drips and drabs' or not in the required format,
- refusing to follow or accept instructions, suggestions, or advice without a clear or justifiable reason for doing so,
- arguing frequently or with extreme intensity that a particular solution is the correct one in the face of valid contrary arguments and explanations, or
- displaying unhelpful behaviour such as withholding information, acting dishonestly or misquoting others.

## 4. Managing unreasonable customer conduct

Where the unreasonable customer contact is of a serious nature (such as threatening or abusive behaviour towards Council staff), Council will take whatever action available to it which is appropriate in the circumstances. This may involve:

- calling the police,
- directing the customer to immediately leave a Council property, or
- reporting the behaviour to any other relevant authorities.

Council will otherwise manage unreasonable customer contact by restricting or adapting the ways in which services are delivered to the customer, in accordance with the procedures set out below.

### 4.1 Initial response to unreasonable customer conduct

Where a Council officer is interacting with a customer and believes the customer is exhibiting

# COUNCIL POLICY



unreasonable customer conduct, the Council officer is empowered to advise the customer of this and withdraw themselves from the interaction. The physical and mental wellbeing, and safety of staff is paramount, and unreasonable customer conduct will not be tolerated.

Immediately after such an incident, the Council officer is to report the incident to their supervisor.

Following an interaction that is deemed as unacceptable behaviour by this policy, a Director or the Chief Executive Officer (CEO) will initially provide the customer with a written warning about their conduct.

The written warning will:

- explain the date, time, and general nature of the conduct,
- identify which category of unreasonable customer conduct that it falls under,
- direct the customer to immediately stop engaging in the unreasonable customer conduct, and
- explain what will happen if the customer does not stop engaging in the unreasonable customer conduct, as directed.

The warning may also state that any further investigations into the matter will be undertaken at the customer's cost or include any other information that the Director considers relevant.

## **4.2 Changing or restricting a customer's access to services**

Where unreasonable conduct remains ongoing despite warnings, or where the conduct may pose a risk to the health and safety of staff or other parties, Council will change or restrict a customer's access to Council's services.

This will generally occur after a customer has failed to comply with a written warning, but is not required to if, for example, the unreasonable conduct is serious enough to warrant taking immediate action.

Examples of how access to services may be changed or restricted include:

# COUNCIL POLICY



- 
- who the customer has contact with (e.g. limiting a customer to a sole contact person/staff member in Council),
  - what the customer can raise with us (e.g. restricting the subject matter of communications that we will consider and respond to),
  - when the customer can have contact with Council (e.g. limiting a customer's contact with staff to a particular time, day, or length of time, or curbing the frequency of their contact with us),
  - where the customer can make contact (e.g. limiting the locations where we will conduct face-to-face interviews to secured facilities or areas of the office), or
  - how the customer can make contact (e.g. limiting or modifying the forms of contact that the customer can have with us). This can include modifying or limiting face-to-face interviews, telephone, and written communications, prohibiting access to our premises, contact through a representative only, taking no further action or terminating our services altogether.

The authority to change or restrict a customer's access to our services will rest with the relevant Director, or the CEO. The CEO or Director must advise the customer in writing of the restrictions that have been imposed and of their right to appeal the decision.

Discretion will need to be used to adapt the particular restriction to suit a customer's personal circumstances, level of competency, literacy skills, and severity of the type of unreasonable customer conduct.

## 5. Right of appeal

Customers are entitled to appeal the decision to change or restrict their access to services.

An appeal must be in writing and addressed to the CEO. A review of the decision will be undertaken, taking into consideration all aspects of the issue and Council dealings with the customer. The CEO may undertake the review or delegate responsibility to an appropriate person.

The customer will be advised in writing of the review and provided with an explanation of the outcome.

# COUNCIL POLICY



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If a customer continues to be dissatisfied after the appeal process, they may seek an external review from an oversight agency such as the Ombudsman.

## **6. Review periods of cases where this policy has been applied**

In each case where a decision has been made to change or restrict access to services, the case will be reviewed after the service changes or restriction was initially imposed or continued.

The time period for the review will be at the discretion of the relevant Director or the General Manager but must not be more than 12 months. Restrictions may be extended indefinitely, provided the case is reviewed periodically and at least once every 12 months.

The customer will be advised in writing of the review and provided with an explanation of the outcome.

## **7. Documentation and reporting**

Council will maintain a register which documents each time this policy is applied. Each entry into the relevant database must outline the nature of the restrictions imposed, their duration and any other relevant information.

The register is to be maintained by the Manager responsible for Council's customer service function. Council staff members are required to notify this Manager of any incident required to be recorded on the register and provide all relevant information.

Council's 'Customer Service Annual Report' required under section 339F of the *Local Government Act 1993* will include details of the occasions that actions were taken under this policy during the reporting period.

# COUNCIL POLICY



## 7. Version Control

<b>Version</b>	V 3.0	<b>Adopted</b>	29 June 2026	<b>Commencement date</b>	30 June 2026
<b>Minutes reference</b>	Item XX			<b>Review period</b>	4 years from adoption
<b>Previous versions</b>	V2.0 adopted 25 July 2022 (Council meeting, Item 12) V 1.0 adopted 26 March 2018 (Council meeting, Item 14)				
<b>Responsible Directorate</b>	Community and Corporate Services	<b>Controller</b>	Chief Financial Officer		
<b>ECM Document no</b>	Policies by Directorate				

## 11.4 GLENORCHY PLANNING AUTHORITY DELEGATIONS

Author: Manager Development (Paul Garnsey)  
Qualified Person: Director Infrastructure and Development (Patrick Marshall)  
File Reference: Delegations

### Executive Summary

This report reviews the current delegations to senior planning staff under section 57 of the *Land Use Planning and Approvals Act 1993* (LUPAA). The review responds to feedback from the Glenorchy Planning Authority (GPA) that, on occasion, meetings are required to determine applications that are minor in scale, low risk, or attract little community interest.

The review presents two options for consideration. Option 1 retains the existing structure but increases thresholds. Option 2 adopts a simpler, more contemporary approach by relying primarily on community interest (measured through representations) and development scale. Option 2 is the preferred approach because it better aligns decision-making with matters of genuine public interest, reduces unnecessary meetings, and improves efficiency while maintaining appropriate safeguards.

### Recommendation

That Council:

1. ENDORSE Option 2 as the revised delegation framework for the determination of discretionary applications under section 57 of the *Land Use Planning and Approvals Act 1993*; and
2. APPROVE amendments the Instrument of Delegation for the Coordinator Planning Services, Lead Statutory Planner and Lead Strategic Planner accordingly.

**Proposed OPTION 2**

		<b>Conditions or restrictions</b>
<b>Section 57</b>	The power to determine applications for discretionary permits.	<p>Only in the following circumstances:</p> <ol style="list-style-type: none"> <li>1. If the time in which the planning authority must grant or refuse a permit will expire prior to the next scheduled meeting of the Glenorchy Planning Authority, and the applicant has refused to grant an extension to that time period.</li> <li>2. To refuse to grant a permit where the intended use or development is prohibited.</li> <li>3. To grant a permit where five (5) or fewer opposing representations are received.</li> <li>4. The estimated cost of new development exceeds \$5M.</li> <li>5. To determine a section 57 application where the Glenorchy Planning Authority considered the application but did not reach a decision due to a tied vote.</li> </ol>

Community Plan Reference	<p>Open for Business</p> <p>We value our community by delivering positive experiences.</p> <p>Leading Our Community</p> <p>We responsibly manage our community's resources to deliver what matters most.</p> <p>Transparent and accountable government.</p>
Strategic Plan Reference	<p>Maintain a progressive approach that encourages investment and jobs.</p> <p>Make informed decisions that are open and transparent and in the best interests of our community.</p> <p>Deploy the Council's resources effectively to deliver value while being financially responsible.</p>
Consultation/Engagement	<p>Executive Leadership Team</p> <p>Manager Development</p> <p>Manager Governance and Risk</p> <p>Coordinator Planning Services</p> <p>Lead Statutory Planner</p>
Resources	<p>No additional resources are required.</p>
Risk/Legal/Legislative/Reputational	<p>Risk of adopting the recommendation:</p> <ol style="list-style-type: none"> <li>1. Community concern that individual applications may not receive the same level of scrutiny when determined under delegation.</li> </ol> <p>Risk of not adopting the recommendation:</p> <ol style="list-style-type: none"> <li>1. Continued inefficient use of Planning Authority and staff resources.</li> <li>2. Longer and less predictable decision-making timeframes for applicants due to unnecessary referral to the GPA.</li> </ol>
25/26 Budget Allocation	<p>Not applicable</p>
Life of Project, Service, Initiative or (Expectancy of) Asset	<p>Delegations to become effective from date of approval and to remain in place indefinitely until otherwise amended.</p>

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

## Proposal in Detail

### Background

1. The Glenorchy Planning Authority (GPA) has a range of powers in relation to land use and planning matters under the Land Use Planning and Approvals Act 1993 (LUPAA).
2. Section 6(3) of LUPAA, allows Council to delegate any of its functions or powers (other than the power of delegation) to appropriately qualified officers. It is a long-standing practice at Council that many of these operational planning functions are delegated to qualified, senior planning officers.
3. Feedback from the GPA indicates that the current delegation thresholds result in meetings being convened to determine applications that are considered minor or routine.
4. The issue is not one of legality, but of governance efficiency and proportionality. The current delegation triggers are conservative and do not always distinguish between material planning impacts and technical non-compliances.
5. The purpose of this report is to specifically review delegations made under S57 (Applications for discretionary permits) of LUPAA to Council officers.

### Current delegations

6. The current S57 delegations allow officers to determine discretionary applications only in limited circumstances, as set out in table 1 below:

**Table 1 – CURRENT delegations**

		<b>Conditions or restrictions</b>
<b>Section 57</b>	The power to determine applications for discretionary permits.	Only in the following circumstances: <ol style="list-style-type: none"> <li>1. If the time in which the planning authority must grant or refuse a permit will expire prior to the next scheduled meeting of the Glenorchy Planning Authority, and the applicant has refused to grant an extension to that time period.</li> </ol>

		<ol style="list-style-type: none"> <li>2. To refuse to grant a permit where the intended use or development is prohibited.</li> <li>3. To grant a permit where three (3) or fewer opposing representations have been received except for the following:             <ol style="list-style-type: none"> <li>(a) Use and development is for six (6) or more multiple dwellings.</li> <li>(b) Residential uses are relying on a discretion to the use standards for car parking requirements.</li> <li>(c) The proposal is for subdivisions creating five (5) lots or more.</li> <li>(d) The estimated cost of new development, except for multiple dwelling development, exceeds \$2,000,000.</li> </ol> </li> </ol>
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7. In practice, these triggers can result in applications being referred to the GPA that are minor in scale and non-contentious, resulting in inefficient use of staff and elected member time.

Proposed changes

8. Two options are presented to improve the proportionality of the delegation framework by better aligning decision-making away from technical compliance to matters that have significance and genuine community interest.

**Table 2 - Proposed OPTION 1**

		<b>Conditions or restrictions</b>
<b>Section 57</b>	The power to determine applications for discretionary permits.	<p>Only in the following circumstances:</p> <ol style="list-style-type: none"> <li>1. If the time in which the planning authority must grant or refuse a permit will expire prior to the next scheduled meeting of the Glenorchy Planning Authority, and the applicant has refused to grant an extension to that time period.</li> <li>2. To refuse to grant a permit where the intended use or development is prohibited.</li> <li>3. To grant a permit where five (5) or fewer opposing representations are received except for the following:</li> </ol>

		<ul style="list-style-type: none"> <li>(a) use and development is for ten (10) or more multiple dwellings;</li> <li>(b) the proposal is for subdivisions creating ten (10) or more lots; or</li> <li>(c) the estimated cost of new development exceeds \$5M.</li> </ul> <p>4. To determine a section 57 application where the Glenorchy Planning Authority considered the application but did not reach a decision due to a tied vote.</p>
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**Table 3 – Proposed OPTION 2**

		<b>Conditions or restrictions</b>
<b>Section 57</b>	The power to determine applications for discretionary permits.	<p>Only in the following circumstances:</p> <ul style="list-style-type: none"> <li>1. If the time in which the planning authority must grant or refuse a permit will expire prior to the next scheduled meeting of the Glenorchy Planning Authority, and the applicant has refused to grant an extension to that time period.</li> <li>2. To refuse to grant a permit where the intended use or development is prohibited.</li> <li>3. To grant a permit where five (5) or fewer opposing representations are received.</li> <li>4. The estimated cost of new development exceeds \$5M.</li> <li>5. To determine a section 57 application where the Glenorchy Planning Authority considered the application but did not reach a decision due to a tied vote.</li> </ul>

Option 1

- 9. Option 1 (Table 2) offers a more conservative approach, retaining the existing restrictions and increasing the threshold values.
- 10. This option increases the existing delegation thresholds while retaining key safeguards relating to scale, density, subdivision and public interest. It will reduce unnecessary GPA meetings while retaining elected member oversight of significant or sensitive applications.

11. The representation threshold has been increased from three (3) to five (5), providing a clearer indicator of genuine community concern.
12. The thresholds for multiple dwellings and subdivisions are increased to ten (10), better reflecting the scale at which development is likely to have a noticeable impact. Both multiple dwellings and single lot subdivisions are likely to have similar increase in density impacts on the surrounding area.
13. The cost threshold is increased from \$2M to \$5M to reflect current construction costs and the scale at which developments are likely to have broader significance.
14. The restriction relating to residential car parking discretion is removed, recognising that minor variations are common and generally do not warrant GPA determination. Genuine community concern about parking impacts will be captured through the representation threshold.
15. A further delegation is included to ensure officers can decide applications that have been considered by the GPA, but where a decision has not been reached due to a tied vote.
16. Testing Option 1 against applications determined by the GPA between January 2025 and March 2026 shows that three (3) applications would not have required referral. Two attracted no opposing representations and one attracted only a single opposing representation.

#### Option 2

17. Option 2 represents a simpler and more targeted delegation framework. It removes specific restrictions relating to multiple dwellings and subdivision size and instead relies on two clear and objective triggers: the level of community interest (measured through opposing representations) and the overall scale of development.
18. This approach recognises that fixed numeric thresholds do not always reflect planning impact. It allows routine and non-contentious applications to be determined efficiently under delegation, while ensuring that applications attracting a meaningful level of public concern are referred to the GPA.
19. By removing detailed technical triggers, Option 2 reduces the likelihood of low-impact applications being unnecessarily referred to the GPA and improves certainty for applicants by providing a clearer and more streamlined decision pathway.
20. Importantly, elected member oversight is maintained for developments of scale or those that attract significant community attention.
21. Analysis of applications determined by the GPA between January 2025 and March 2026 indicates that, under Option 2, an additional three (3) for a total of six (6) applications would not have been referred for Planning Authority determination. Of these, one attracted five opposing representations and two attracted a single opposing representation each.

Other jurisdictions

22. A review of delegations across neighbouring councils indicates that Glenorchy's current delegations are comparatively conservative. For example, Kingborough Council officers have delegated authority to determine applications with up to two (2) opposing representations, the City of Clarence limits delegation to applications with only one (1) opposing representation, while the City of Hobart allows officer determination for applications with up to five (5) opposing representations. These comparisons demonstrate that the proposed changes remain within the range of contemporary practice and support a proportionate, risk-based approach to decision-making.
23. All councils referred to above have similar delegations for no extensions of time and prohibited use and development. The City of Hobart also has further restrictions where Council is the applicant and has limitations around building floor area and height instead of cost of works.

Conclusion

24. Both options improve the current delegation framework. However, Option 2 provides the clearest alignment between decision-making and planning impact.
25. It ensures that the GPA focuses on applications of genuine significance or community interest, while enabling officers to determine routine matters efficiently.
26. This represents a proportionate, transparent and defensible approach to delegation under LUPAA.

**Attachments**

Nil

## 11.5 PROCUREMENT EXEMPTIONS

Author: Legal Officer (Stella Edwards)  
Qualified Person: Director Community and Corporate Services (Tracey Ehrlich)  
File Reference: Procurement

### Executive Summary

In accordance with section 333B of the *Local Government Act 1993*, Council has adopted a Code for Tenders and Contracts (the Code).

Under the Code, a report must be prepared for Council detailing any instances where the usual public tender or quotation has not been applied. Such procurement exemptions are to be reported at the earliest ordinary Council meeting following the execution of a contract or issue of a purchase order.

This report details an approved procurement exemption for the award of a contract to Integralis (ABN 50 314 570 910) for the provision of the ManageEngine software suite, which supports Council's critical ICT service desk operations.

The contract has been awarded for an initial term of three (3) years, with an option to extend for a further two (2) years. The total contract value is \$102,420.00 (excluding GST).

The exemption was approved by the Director Corporate and Community Services on 9 June 2026, on the basis that Council's requirements can be supplied only by this particular provider and that no reasonable alternative or substitute exists, due to interoperability and compatibility requirements with existing inter-reliant systems and platforms.

### Recommendation

That Council:

1. RECEIVE and NOTE the approved exemption for the award of a contract to Integralis for the provision of the ManageEngine software suite for a further three (3) year term, with an option to extend for an additional two (2) years, at a total contract value of \$102,420.00 (excluding GST).

Community Plan Reference	<p>Leading Our Community</p> <p>We are a leader and partner that acts with integrity and upholds our community's best interests.</p> <p>We responsibly manage our community's resources to deliver what matters most.</p> <p>Transparent and accountable government.</p>
Strategic Plan Reference	<p>Make informed decisions that are open and transparent and in the best interests of our community.</p> <p>Deploy the Council's resources effectively to deliver value while being financially responsible.</p> <p>Manage compliance and risk in Council and our community through effective systems and processes.</p>
Consultation / Engagement	<ul style="list-style-type: none"> <li>• Director Community and Corporate Services</li> <li>• Acting Manager ICT</li> <li>• Procurement and Contracts Coordinator</li> </ul>
Resources	There are no human resources implications.
Risk / Legal / Legislative / Reputational	As this report is recommended for receiving and noting only, no risk management issues arise. Risks around procurement are monitored and reported on a continuous basis as part of standard processes and procedures.
25/26 Budget Allocation	Funding for the software suite is provided within the approved ICT operational budget.
Life of Project, Service, Initiative or (Expectancy of) Asset	Council has utilised the software suite for approximately ten (10) years to date. The contract provides for a further three (3) year term, with an option to extend for an additional two (2) years.
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	\$20,484 (excl. GST) per annum in licencing fees
Other Funding Sources	Not applicable

**Proposal in Detail**

1. The exemption relates to the award of a contract to Integralis (ABN 50 314 570 910) for the provision of the ManageEngine software suite for a further period of three (3) years, with an option to extend for a further two (2) years.
2. The approximate value of the contract is \$102,420.00 (excluding GST).
3. ManageEngine has been used by Council since 2016 to support critical ICT service desk functions, including incident and request management, asset and configuration tracking, system administration and monitoring, and reporting across Council systems.
4. Under the Code, an exemption from the usual public tender or quotation process may be approved for purchases or contracts valued less than \$250,000 where:
  1. *Council's Requirements can be supplied only by a particular Service Provider and no reasonable alternative or substitute exists.*
5. The software suite is the only identified solution that meets Council's operational, technical and integration requirements, particularly having regard to its interoperability and compatibility with existing systems and platforms previously acquired from the provider under multiple contracts.
6. A change in provider at this time would require significant system reconfiguration, data migration and staff retraining, and would result in additional transition costs and disruption to business continuity.
7. On this basis, an exemption from the standard procurement process was requested by the Acting Manager ICT and approved by the Director Community and Corporate Services, with the contract awarded to Integralis on 9 June 2026.

**Attachments**

Nil

## 11.6 FINANCIAL PERFORMANCE REPORT TO 31 MAY 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 31 May 2026. The reported operational result is a favourable \$166,796 against budget.

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

As this reporting period is the penultimate month of the 2025/26 financial year, the reported variations are considered to be manageable at the organisational level, therefore no budget variations are proposed. The operational revenue and expenditure position at 31 May 2026 is:

- Revenue is \$80.126 million, recording a \$104,429 unfavourable variation to budget.
- Expenditure is \$71.297 million, recording a \$271,225 favourable variation to budget.

In relation to non-operating items that primarily relate to assets, the variation to budget can vary in scale as it is difficult to budget in advance of the source event:

- Capital grant revenue is \$6.506 million against the annual \$5.966 million budget
- Non-monetary asset contributions are \$1.413 million against the annual \$3.675 million budget
- Gain or loss on disposal of assets / derecognition of assets is \$721,509 against the annual loss of \$1.375 million
- Assets written off is \$1.121 million against an annual budget of \$700,000
- There have been \$0 monetary contributions received to date

Disposal or writing off assets is not necessarily cash related but rather depends on the relationship between sale price (if applicable), book value, residual value and timing of the derecognition.

Year-to-date expenditure on the capital works program totals \$23.230 million compared to budget expectations of \$23.148 million.

Significant progress continues to be made on the Glenorchy War Memorial Pool upgrade, with approximately 94% of contracted physical works completed as at 15 June, representing 80% or \$5.204 million of the \$6.500 million budgeted expenditure. Works remain largely on track for completion of the head contract within this financial year.

Council will continue to undertake works after this time including landscaping, painting and entrance works in readiness for the pool to open at the start of the season on 1 October 2026.

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 31 May 2026.

Community Plan Reference	<p>Leading Our Community</p> <p>We are a leader and partner that acts with integrity and upholds our community's best interests.</p> <p>We responsibly manage our community's resources to deliver what matters most.</p>
Strategic Plan Reference	<p>Make informed decisions that are open and transparent and in the best interests of our community.</p> <p>Deploy the Council's resources effectively to deliver value while being financially responsible.</p>
Consultation/Engagement	<p>Executive Leadership Team</p> <p>All Managers</p> <p>Community consultation was not required due to the regular and operational nature of this report.</p>
Resources	Not applicable
Risk/Legal/Legislative/Reputational	<p>1. Financial Risk</p> <p>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.</p> <p>2. Budget Management Risk</p> <p>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.</p> <p>3. Capital Delivery Risk</p> <p>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.</p> <p>4. Compliance Risk</p> <p>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.</p> <p>5. Operational Risk</p>

	<p>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.</p> <p>6. Reputational Risk</p> <p>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.</p>
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 are 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 31 May 2026 is included in **Attachment 1**.
2. The Report highlights Council's operating result at the end of May is \$166,796 favourable to budget.
3. The operating position at the end of June is forecast to maintain an interim surplus based on actual revenue and expenditure recorded on 30 June. There will be subsequent adjustments processed during July as part of the 2025/26 annual accounts preparation. The final 2025/26 result will not be confirmed until the annual accounts audit is completed in September so the upcoming June report must be classed as interim.

**Revenue**

4. Year-to-date operational revenue is \$80.126 million compared to budgeted revenue of \$80.231 million. This represents an unfavourable result of \$104,429.
5. The revenue budget is broadly in line with forecast expectations across the majority of revenue streams, however there are some programs reporting variances outside of normal operational activity.
6. The outlier variations include continued growth in planning and building application fees, which may reduce in the future with interest rate uncertainty and proposed taxation changes. Landfill gate fees have generally tracked below budget for much of the year and may face further pressure by the upcoming increase to the State Government Waste Levy.

**Expenditure**

7. Year-to-date operational expenditure is \$71.297 million compared to budgeted expenditure of \$71.568 million. This represents a favourable result of \$271,225 or 0.40% against budget.
8. The expenditure budget is broadly in line with forecast expectations across the majority of programs, however there are some reporting variances outside of normal operational activity.
9. The outlier variations mainly involve timing issues with supplier invoices not being submitted in the budgeted month. It is anticipated June should rectify this as businesses close out the 2025/26 financial year. Software licence renewals that cross into the next financial year will result in a partial carry forward into 2026/27 thereby reducing the current year expense.

**Non-operating – Capital Grant Revenue**

10. Capital grant revenue is \$6.506 million against the annual \$5.966 million budget.
11. 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**

12. No monetary contributions have been received, and no budget is provided due to the ad-hoc nature of this revenue.
13. 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**

14. Disposal of assets currently records a loss of \$721,509 against an annual budget loss of \$1.375 million.
15. Activities in this area are related to physical disposal of obsolete computer equipment, minor plant, vehicle changeovers, surplus land and residual infrastructure assets.

16. 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**

17. Non-monetary assets to the value of \$1.413 million have been received to date against an annual budget of \$3.675 million.
18. 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**

19. Assets to the value of \$1.121 million have been written off to date against an annual budget of \$700,000.
20. Typically, this relates to the value of assets that have reached the end of their useful lives early and have been replaced.

#### **Capital Works**

21. Year-to-date capital works expenditure is \$23.230 million against the expected budgeted year to date expenditure of \$23.148 million.
22. Forecasts to 30 June indicate the recurrent capital program will underspend slightly, while major projects will overspend slightly.
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. As of 15 June 2026, approximately 94% of the contract works have been completed.
25. Works remain largely on track for completion of the head contract within this financial year. A few weeks were lost recently with the wet weather that may result in some of the clean-up and commissioning work extending into July. The pool shell painting also poses some risk of delay as, whilst it is ready for painting, the pool shell must be at least 10 degrees for the paint application.
26. Council will continue to undertake works after the head contract is completed including landscaping, painting and entrance works in readiness for the pool to open at the start of the season on 1 October.
27. Project expenditure remains on track with project expenditure of \$5.204 million against the \$6.500 million budget. Claim 10 for \$354,000 has been submitted for payment and there are approved variations totalling \$100,000 (1.5% of contract value) with approximately \$90,000 in variations pending.

## 28. Works on the repairs and upgrade of the pool to date include:

- Change Room Building:
    - GCC Project Manager & Facilities staff has conducted defect Inspection and identify items to be discuss with and addressed by the builder.
    - Lee Tyers Building Surveyor has issued a final Certificate of Occupancy P240265 OP.
    - New entry signage is now finalised and in production for installation before EOFY.
  - Pool Structure:
    - Tiling to accessible ramp access to pool has commenced.
    - Handrail has been fabricated ready for installing post tiling completion.
    - Equipotential loop installation is underway.
    - Pool base has been prepared for painting with painting to be commenced and completed over the coming week – weather depending.
    - New pool lane ropes ordered.
  - Site works:
    - Grandstand stairs works are completed.
    - Installation of the new roof mounted PVC pipe pool water heating system is complete.
    - Suspended slab over services tunnel from Plant Room to Pool has been poured.
    - Equipotential loop installation to the toddlers' pool is underway.
  - Plant room:
    - Connection to services is in progress.
    - Connection of solar heating system is currently being finalised.
    - Existing main switchboard has been removed and a new switchboard installed.
    - Pool gas heating unit has been installed.
    - Installation of new pool pumps is completed.
  - Changing Places POD:
    - POD delivery completed, with construction of access ramps and pathways currently underway.
    - Construction of accessible car parking adjacent to the POD is underway.
-

**Budget Variations**

29. No budget variations are proposed in this report.

**Further Information**

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

**Attachments**

1. Financial Performance Report May 2026 (1) [**11.6.1** - 10 pages]



**Monthly Financial Performance  
Report for the year-to-date ending  
31 May 2026**

## Statement of Comprehensive Income

Statement of Comprehensive Income to 31 May 2026					
Year-to-Date (YTD)	Note	FY2026 Budget \$'000	FY2026 Actual \$'000	FY2025 Actual \$'000	FY2026 Variance Actual to Budget
<b>Operating Revenue</b>					
Rates	1	55,085	54,949	52,161	↓
User charges and licences	2	15,425	15,554	14,811	↑
Interest	3	1,439	1,549	1,720	↑
Grants	4	5,960	5,665	3,699	↓
Contributions - cash	5	41	5	54	↓
Investment income from Tas Water	6	1,792	1,792	1,629	↔
Other income	7	489	612	384	↑
<b>Total Operating Revenue</b>		<b>80,231</b>	<b>80,126</b>	<b>74,458</b>	↓
<b>Operating Expenditure</b>					
Employment costs	8	29,733	29,788	25,836	↑
Materials and services	9	18,031	17,542	16,907	↓
Depreciation and amortisation	10	16,796	16,890	16,643	↑
Finance costs	11	74	85	117	↑
Bad and doubtful debts	13	20	14	-	↓
Other expenses	14	6,916	6,977	6,730	↑
<b>Total Operating Expenditure</b>		<b>71,568</b>	<b>71,297</b>	<b>66,233</b>	↑
<b>Total Operating Surplus/(Deficit)</b>		<b>8,663</b>	<b>8,829</b>	<b>8,225</b>	↓
<b>Non-Operating Revenue</b>					
Contributions – non-monetary assets	15	1,050	1,413	9,372	↑
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	16	(743)	(722)	(2,933)	↑
Capital grants received specifically for new or upgraded assets	17	5,758	6,506	7,412	↑
Contributions –monetary	18	-	-	-	↔
<b>Total Non-Operating Revenue</b>		<b>6,065</b>	<b>7,197</b>	<b>13,852</b>	↑
<b>Non-Operating Expenses</b>					
Assets written off	12	700	1,121	461	↑
<b>Total Non-Operating Expense</b>		<b>700</b>	<b>1,121</b>	<b>461</b>	
<b>Total Surplus/(Deficit)</b>		<b>14,026</b>	<b>14,905</b>	<b>21,615</b>	↑

## Operating Revenue

Year-to-date operational revenue is \$80.126m compared to budgeted operational revenue of \$80.231m. This represents an unfavourable result of \$104k against budget.

- i. All noted amounts are reported as variance to budget as of 31 May 2026.
- ii. Rounding to the nearest '000 may affect some totals or calculations slightly

### **Note 1 – Rates Revenue**

Unfavourable against the year-to-date \$55.085m budget by \$135k, noting higher general rate remissions due to redevelopment of several eligible properties (\$158k) and delayed VG supplementary valuations (\$14k), offset by increased late payment penalties (\$40k).

### **Note 2 – User Charges and Licences Revenue**

Favourable against the year-to-date \$15.425m budget by \$129k, noting 2026/27 food licence fees issued in May (\$166k), increased planning application fees (\$123k) and building permit fees (\$94k), offset by reduced revenue from landfill fees (\$302k).

### **Note 3 – Interest on Investments**

Interest on cash and investments is \$1.549m against an annual budget of \$1.750m. Interest received from at-call accounts / redeemed term deposits is \$838k. Interest received from reserve accounts is \$81k. Interest reinvested on term deposits is \$706k. Pro-rata interest on term deposits invested in 2025/26 but maturing in 2026/27 is \$77k negative contribution.

### **Note 4 – Operating Grants**

Unfavourable against the year-to-date \$5.960m budget by \$295k, noting actual variations include lower than forecast childcare subsidies (\$361k), Jackson Street landfill infrastructure operational grant reclassified as a capital grant (\$50k) and waste minimisation education sponsorship fulfilled by in-kind services (\$12k), offset by grants received for childcare working together program (\$244k). There are two grants received that will be carried forward for expenditure next year, Northern Suburbs Transport Corridor (\$250k balance) and Jobs Hub (\$350k instalment 9).

### **Note 5 – Contributions - Cash**

Unfavourable against the year-to-date \$41k budget by \$36k, noting this budget covers planning cash-in-lieu (\$16k budget \$0 received) and private stormwater connection permits (\$26k budget \$5k received). These are reactive and rely on customer initiated activity to generate revenue.

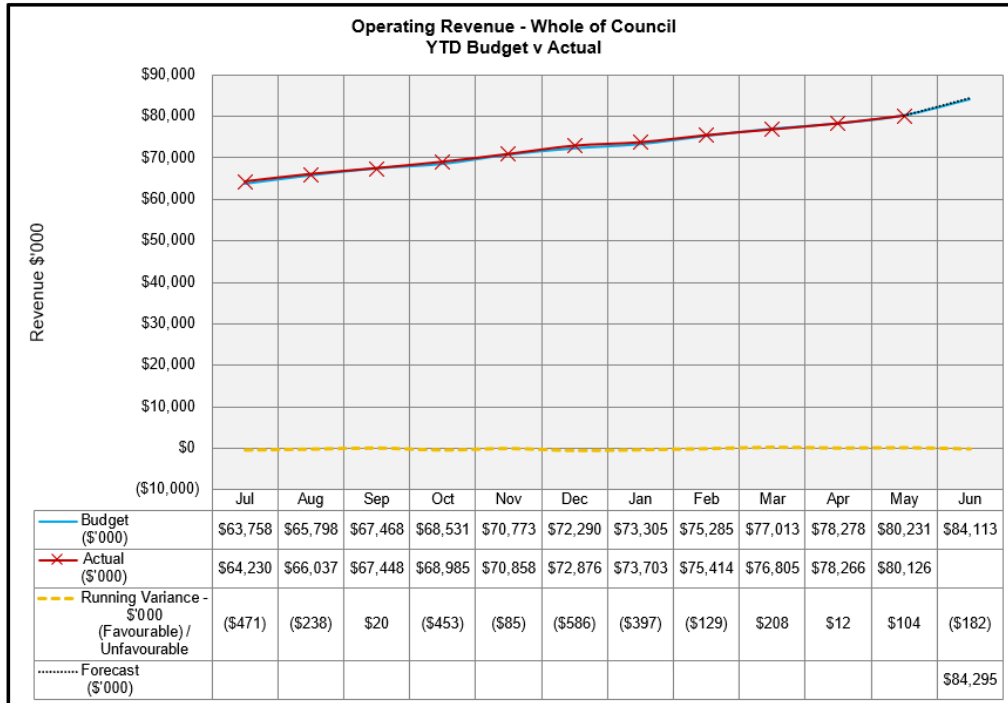
### **Note 6 – Tas Water Income**

Dividends to the value of \$1.792m have been received year-to-date against an annual budget of \$2.389m.

### **Note 7 – Other Income**

Favourable against the year-to-date \$489k budget by \$123k, noting additional landfill gas royalties (\$99k), unplanned insurance claim reimbursements (\$35k) and general miscellaneous

revenue (\$43k), offset by heavy duty motor vehicle tax refund yet to receive (\$34k) and lower fuel tax credits (\$15k).



**Operating Expenditure**

Year-to-date operational expenditure is \$71.297m compared to budgeted expenditure of \$71.568m. This represents a favourable result of \$271k or 0.40% against budget.

- i. All noted amounts are reported as variance to budget as of 31 May 2026.
- ii. Rounding to the nearest '000 may affect some totals or calculations slightly

**Note 8 – Employment Costs**

Unfavourable against the year-to-date \$29.733m budget by \$56k, noting new appointments to the updated organisational structure have commenced employment which has the effect of offsetting previously reported vacancy savings.

**Note 9 – Materials and Services Expenditure**

Favourable against the year-to-date \$18.031m budget by \$489k, noting information technology timing of software licence payments crossing financial years to be accrued (\$687k), offset by timing / savings of supplier invoices for waste management (\$404k), landfill operations (\$346k) and public street lighting (\$161k).



**Note 10 – Depreciation and Amortisation**

Unfavourable against the year-to-date \$16.796m budget by \$95k, noting minor increases across infrastructure assets (\$131k), offset by fleet amortisation buyout savings (\$67k)

**Note 11 – Finance Costs**

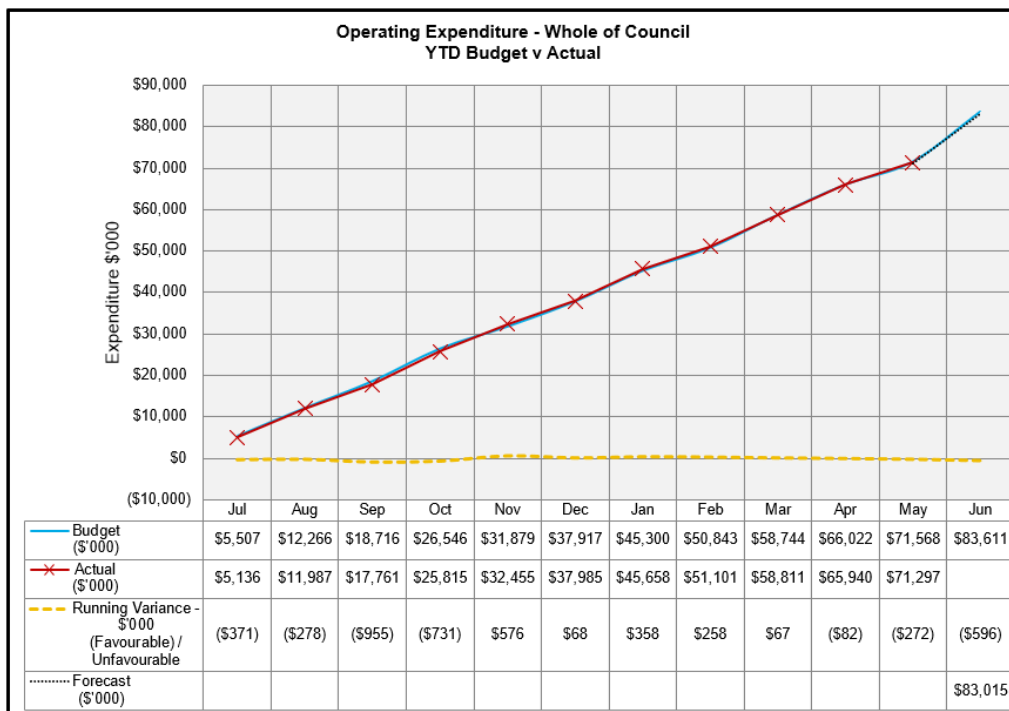
Unfavourable against the year-to-date \$74k budget by \$11k, noting lease amortisation interest on existing machinery.

**Note 13 – Bad and Doubtful Debts**

Bad debts notified by the Monetary Penalties Enforcement Service total \$14k against an annual \$20k budget.

**Note 14 – Other Expenses**

Unfavourable against the year-to-date \$6.916m budget by \$62k, noting new month-to-month fleet converted from expiring leases (\$209k), offset by land tax savings (\$67k) and Lutana waste transfer station rent payment share yet to be paid to HCC (\$57k).



**Non-Operating Revenue**

**Note 15 – Contributions – Non-Monetary Assets**

Non-monetary assets to the value of \$1.413m have been recorded against the “found” annual budget of \$1.050m. No “gifted / donated” assets have been recorded against the annual budget of \$2.625m.

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

Loss on disposal of assets is \$722k against the annual loss of \$1.375m budget, noting derecognition of infrastructure assets not to be replaced (\$734k) and land sale preparation expenses (\$5k), offset by net gain received from the public auction of changeover fleet and obsolete plant / equipment (\$18k).

**Note 17 – Capital Grants**

Capital grant revenue is \$6.506m against the annual \$5.966m budget, noting:

<b>Project</b>	<b>Grant</b>
401884 - Glenorchy War Memorial Pool	4,698,146
401400 - Roads 2 Recovery Grant	926,248
401654 - Local Roads & Community Infrastructure Phase 4	365,130
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
401651 - Intercity Cycleway Sunderland Street Crossing	34,500
401946 - Upgrade of Bayswater Road Netball Court Lighting	25,000
401867 - Abbotsfield Road VRUP R1-09	21,843
401934 - Central Ave Ped Crossing at Garden Rd VRUP-2025-02	16,000
401910 - Blackspot Brent St East of Chapel St Roundabout	15,000
	<b>6,505,693</b>

**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 \$1.121m have been written off against an annual budget of \$700k.

**Capital Works**

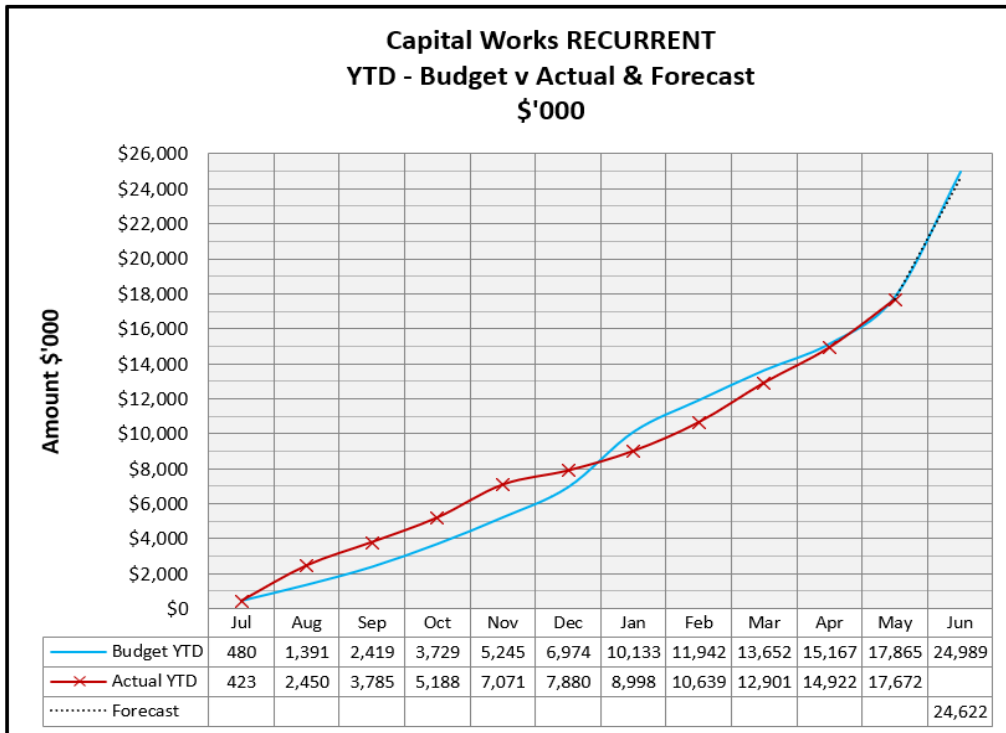
Year-to-date Capital Works expenditure is \$23.230m against the nominated year-to-date budget of \$23.148m with the expenditure split between Recurrent and Major projects being:

- RECURRENT: \$17.672m has been expended against a budget of \$17.865m
- MAJOR PROJECTS: \$5.558m has been expended against a budget of \$5.283m

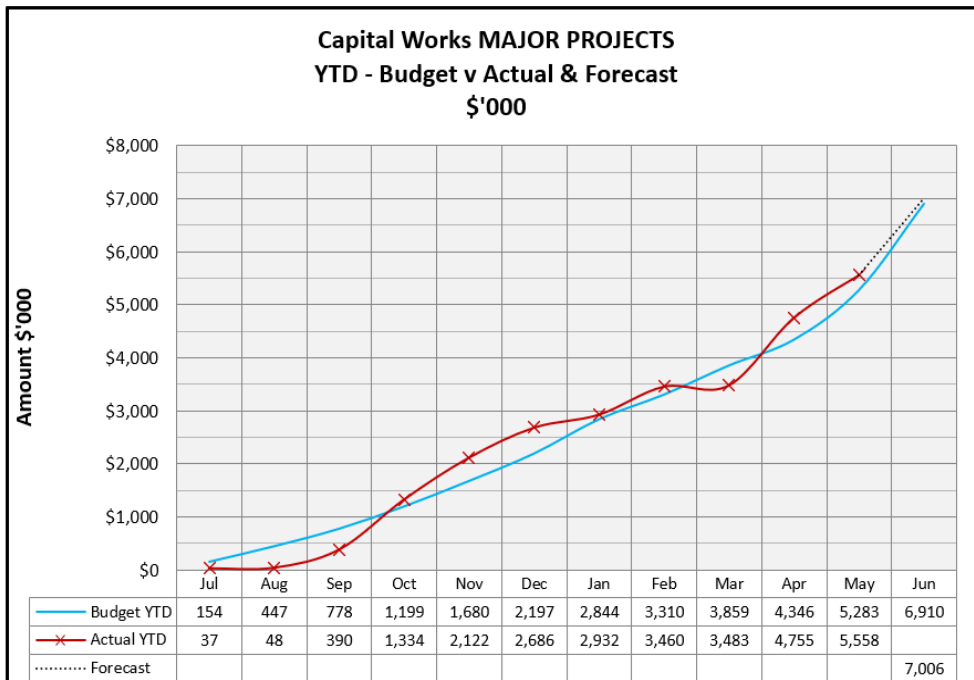
Forward forecasts indicate the recurrent capital works program may not expend all funding by 30 June 2026. However, the Infrastructure Management Group (IMG) actively monitors project progress and expenditure. In the event forecast trends suggest budget might not be achieved, funds will be redirected to other capital projects that are able to be completed by 30 June and will be reported to Council in the Q4 Capital Status Update Report.

**Capital Program – Recurrent**





**Capital Program – Major Projects**



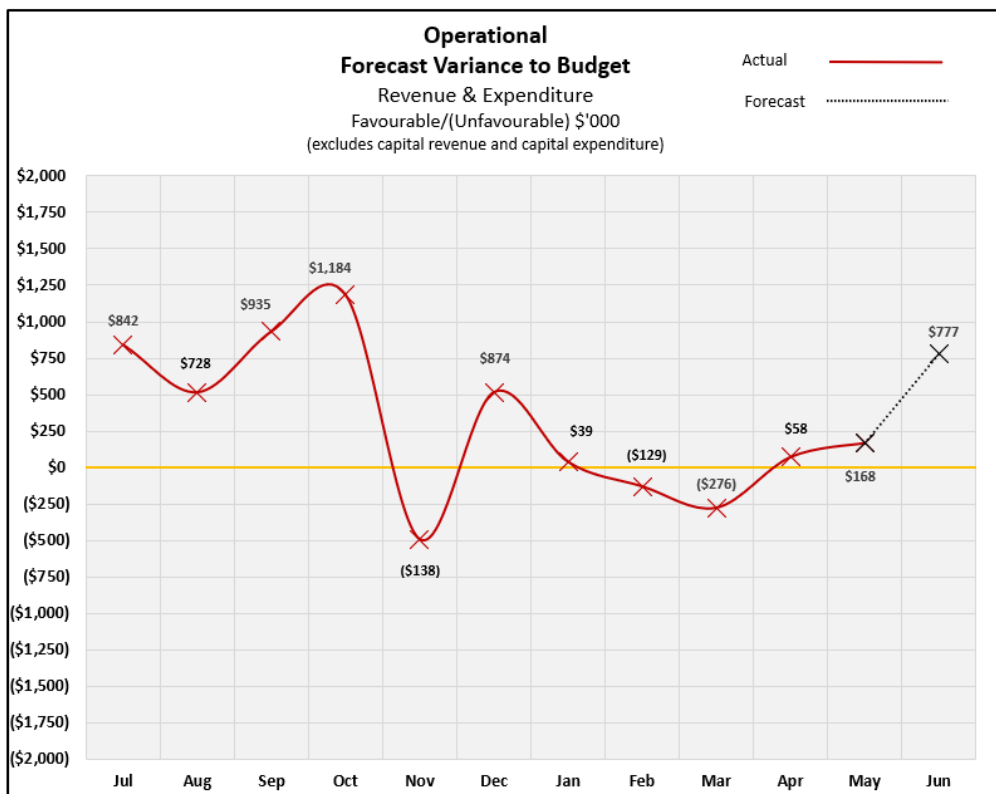
The following projects form the Major Projects capital works program:



Project	YTD Actual	ANNUAL Budget	ANNUAL Forecast
102231 - Glenorchy Pool Reopening Repairs	\$5,201,731	\$6,500,000	\$6,500,000
102312 - Glenorchy Pool Changing Places Facility	\$105,032	\$105,032	\$105,032
102489 - Humphreys Rivulet Rehabilitation	\$10,605	\$104,620	\$60,605
102522 - Youth Hub Fitout	\$166,685	\$200,000	\$266,685
Various Unbudgeted Expenditure on Carryover Projects	\$73,631	\$0	\$73,631
<b>TOTALS</b>	<b>\$5,557,684</b>	<b>\$6,909,652</b>	<b>\$7,005,953</b>

### Operating Forecast to 30 June 2026

The forecast through to 30 June 2026 is currently showing a favourable end of year result of \$777k based upon (a) the actual variation reported year to date to 31 May 2026 and (b) June achieving forecast. The 30 June figure will be interim as preparation of the 2025/26 annual accounts will include subsequent year end accounting adjustments.

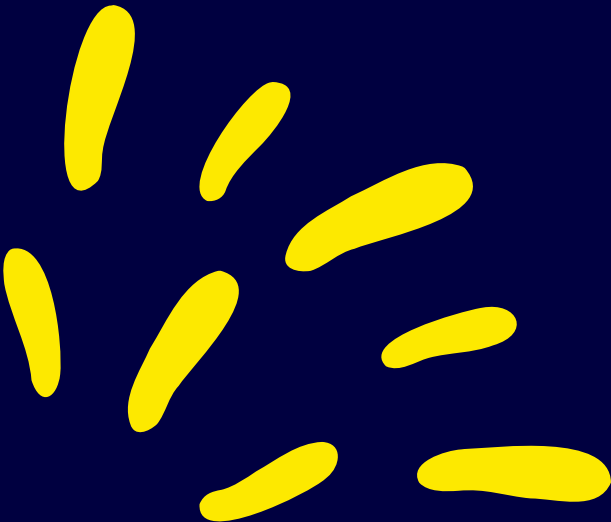
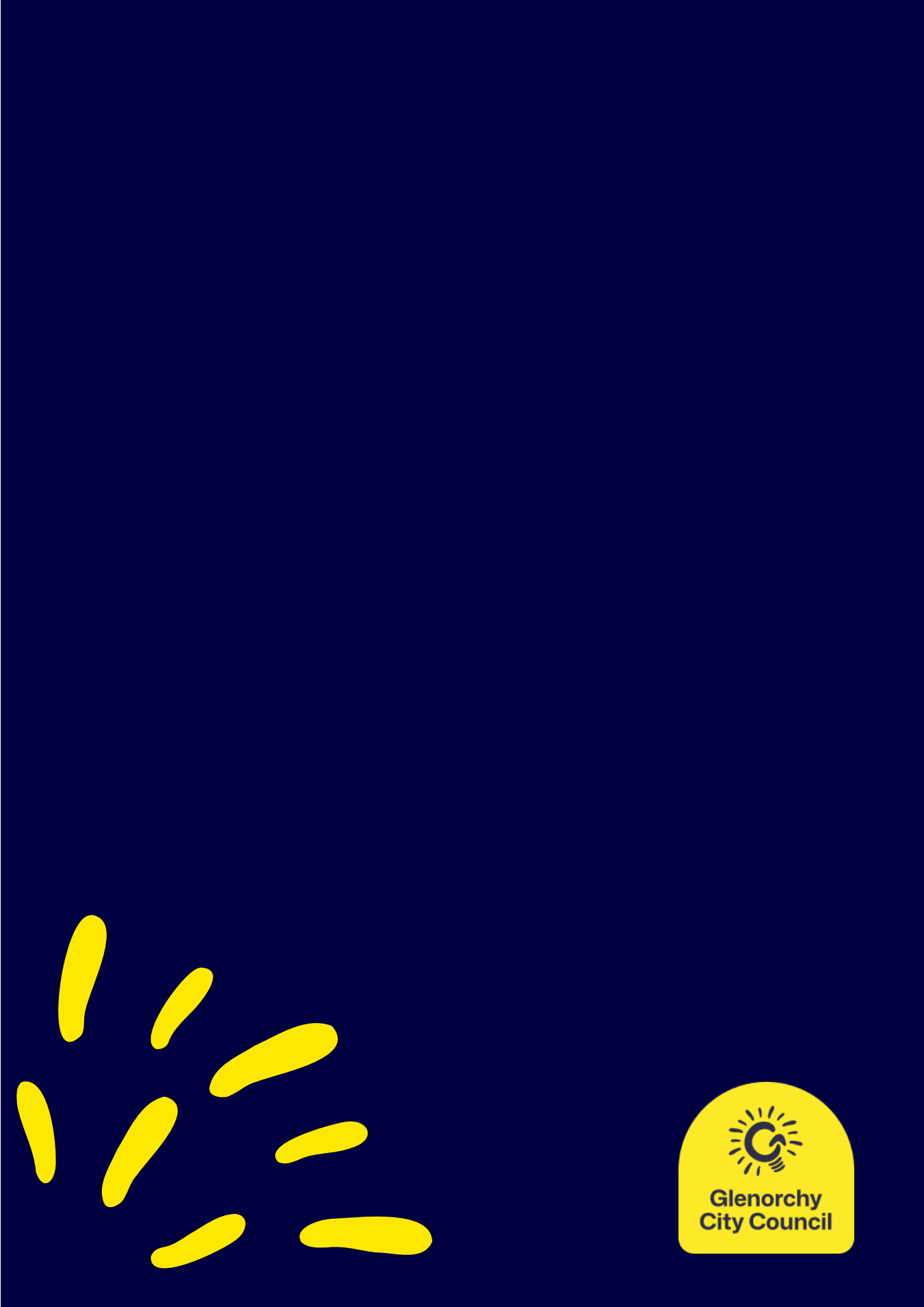


Note: The data in this chart is a compilation of actual, budget and forecast revenue / expenditure. It is recalculated each month to ensure it represents the most up-to-date analysis of Councils financial position which may result in differences to previously reported charts.



### 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.



## 11.7 LOCAL GOVERNMENT ASSOCIATION OF TASMANIA - 2026 BY-ELECTION

Author: Chief Executive Officer (Emilio Reale)  
Qualified Person: Chief Executive Officer (Emilio Reale)  
File Reference: LGAT General Management Committee

### Executive Summary

The Tasmanian Electoral Commission has advised Glenorchy City Council that a vacancy has arisen on the Local Government Association of Tasmania General Management Committee following Mayor Paula Wriedt's resignation **Attachment 1**. The vacancy is for the position of General Management Committee Member representing the Southern District for councils with a population greater than 20,000.

Nominations are invited from Brighton Council, Clarence City Council, Glenorchy City Council and Kingborough Council. These councils are listed as the eligible Southern District councils in the relevant population category.

Each member council is entitled to nominate one elected Councillor of a member council for the position. The nomination form states that the nomination must be accompanied by a copy of the Council resolution that lawfully nominated the candidate.

Council has received three nominations from elected members seeking to be nominated as Glenorchy City Council's candidate for the by-election.

As only one nomination may be submitted by Council, a Council resolution is required to determine the nominee.

This report enables Council to consider the nominations and determine, by ballot, which elected member will be formally nominated. It also authorises the Chief Executive Officer to lodge the nomination with the Tasmanian Electoral Commission before the close of nominations.

If more than one valid nomination is received from multiple Councils, the Tasmanian Electoral Commission will conduct a postal ballot.

**Recommendation**

That Council:

1. NOTE the correspondence from the Tasmanian Electoral Commission, **Attachment 1** inviting nominations for the 2026 Local Government Association of Tasmania by-election for the position of General Management Committee Member, Southern District, for councils with a population greater than 20,000.
2. NOTE that Council has received nominations from the following elected members: Deputy Mayor Alderman Russell Yaxley, Alderman Shane Alderton and Alderman Tim Marks.
3. DETERMINE, by ballot, which nominated elected member will be Glenorchy City Council's candidate for election to the Local Government Association of Tasmania General Management Committee.
4. NOMINATE the successful candidate as determined by the ballot.
5. AUTHORISE the Chief Executive Officer, or delegate, to complete and lodge the nomination form and required supporting documentation with the Tasmanian Electoral Commission prior to the close of nominations.
6. NOTE that, if more than one valid nomination is received across the sector, the Tasmanian Electoral Commission will conduct a postal ballot in accordance with the advised timetable.

Community Plan Reference	<p>Making Lives Better We deliver services to meet our community's needs. We champion greater opportunities for our community.</p> <p>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.</p>
Strategic Plan Reference	<p>Identify and engage in partnerships that provide services effectively to our community.</p> <p>In partnership with others, facilitate and advocate for a welcoming, inclusive, healthy and learning community.</p> <p>Communicate effectively with our community and stakeholders about what Council is doing.</p> <p>Champion and work together to address our community's needs and priorities.</p> <p>Make informed decisions that are open and transparent and in the best interests of our community.</p> <p>Build and maintain productive relationships with all levels of government, other councils and peak bodies to achieve community outcomes for Glenorchy and Greater Hobart.</p>
Consultation / Engagement	<p>No community consultation is required.</p> <p>There are limited public relations implications arising from the nomination itself.</p> <p>If the nominee is elected, Council may choose to communicate that outcome publicly as part of its broader representation and advocacy role within the Tasmanian local government sector.</p>
Resources	<p>There are no material human resource implications arising from this report.</p> <p>Officer time will be required to complete and lodge the nomination documentation with the Tasmanian Electoral Commission.</p>
Risk / Legal / Legislative / Reputational	<p>There are no material financial or risk implications arising directly from this report.</p> <p>Any ordinary costs associated with the nominee's participation in LGAT meetings, if elected, would be managed through existing elected member and civic representation budgets.</p>

	<p>Participation in LGAT governance supports Council’s strategic objective of building strong relationships with other levels of government, councils and peak bodies to achieve community outcomes.</p> <p>LGAT plays an important role in representing the interests of Tasmanian councils, including through advocacy to the State and Australian Governments, sector policy development, and coordination on matters affecting local government.</p> <p>Representation on the LGAT General Management Committee would provide Glenorchy City Council with an opportunity to contribute to sector-wide discussions and decisions.</p> <p>The Tasmanian Electoral Commission’s nomination form requires the nomination to be accompanied by a Council resolution lawfully nominating the candidate.</p>
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

### Background

1. The Local Government Association of Tasmania is the peak body representing local government in Tasmania. Its General Management Committee provides governance and strategic oversight for the Association and represents the interests of member councils across Tasmania.
2. The Tasmanian Electoral Commission has written to Council advising that, due to Mayor Paula Wriedt’s recent resignation, a vacancy now exists for the position of General Management Committee Member for the Southern District, for councils with a population greater than 20,000. The Tasmanian Electoral Commission has been asked to conduct a by-election for the vacancy.

3. The eligible councils for this by-election are:
  - Brighton Council;
  - Clarence City Council;
  - Glenorchy City Council; and
  - Kingborough Council.
4. Nominations opened on Tuesday 9 June 2026 and close at 12 noon on Friday 3 July 2026.

### Proposal in Detail

5. Council is asked to determine whether it wishes to nominate an elected Councillor as Glenorchy City Council's candidate for the LGAT General Management Committee by-election.
6. The nomination form provided by the Tasmanian Electoral Commission as provided in **Attachment 1** states that each member council is entitled to nominate one elected Councillor of a member council for the relevant General Management Committee position. It also states that members can only nominate a Councillor within their own electoral district and population category.
7. The Tasmanian Electoral Commission notice of by-election was circulated to all Glenorchy City Council Elected Members via email seeking expressions of interest.
8. As Glenorchy City Council is one of the eligible councils in the Southern District population category greater than 20,000, Council may resolve to nominate a candidate for the vacancy. The nomination must be supported by a Council resolution and lodged with the Returning Officer before nominations close.
9. Council has received three nominations from elected members eligible to be nominated for the position. The three nominations are:
  - Deputy Mayor Alderman Russell Yaxley
  - Alderman Tim Marks
  - Alderman Shane Alderton
10. As the Tasmanian Electoral Commission requires each member council to submit only one nomination supported by a Council resolution, Council must determine which nominee will be endorsed.
11. In this circumstance, it is appropriate that Council conduct a ballot to determine its preferred nominee. The ballot may be conducted by open vote in accordance with Council's usual voting procedures, unless Council resolves to adopt an alternative method.
12. Once determined, the successful nominee will be formally nominated and submitted to the Tasmanian Electoral Commission prior to the close of nominations.

13. If only one valid nomination is received from the sector, that candidate would be expected to be elected unopposed. If more than one valid nomination is received, the Tasmanian Electoral Commission will conduct a postal ballot.
14. The election timetable provided by the Tasmanian Electoral Commission is as follows:

<b>Election milestone</b>	<b>Date</b>
Nominations open	Tuesday 9 June 2026
Nominations close	12 noon Friday 3 July 2026
Ballot material posted, if a ballot is required	Monday 6 July 2026
Close of postal ballot	10.00am Tuesday 11 August 2026
Declaration of result	Tuesday 11 August 2026

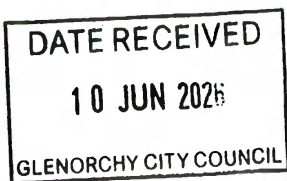
15. The nominee is an elected member eligible to be nominated for the position of General Management Committee Member of the Local Government Association of Tasmania.
16. The nomination, if supported by Council, will be lodged with the Tasmanian Electoral Commission together with the required Council resolution.

### **Conclusion**

17. The Tasmanian Electoral Commission has invited eligible Southern District councils with a population greater than 20,000 to submit nominations for a by-election for the Local Government Association of Tasmania General Management Committee.
18. Glenorchy City Council is eligible to nominate one elected Councillor for the vacancy. The nomination must be supported by a Council resolution and lodged with the Tasmanian Electoral Commission by 12 noon Friday 3 July 2026.
19. It is recommended that Council completes the nomination process and authorises the Chief Executive Officer, or delegate, to lodge the nomination and supporting documentation with the Tasmanian Electoral Commission.

### **Attachments**

1. Local Government Association of Tasmania - 2026 by-election [**11.7.1** - 4 pages]



294 Elizabeth Street  
North Hobart, Tasmania 7000  
PO Box 307  
Moonah Tas 7009  
Phone (03) 6208 8700  
Fax (03) 6208 8791  
ballot.box@tec.tas.gov.au  
www.tec.tas.gov.au

Sue Hickey  
Glenorchy City Council  
PO Box 103  
GLENORCHY TAS 7010

Dear Sue,

**Local Government Association of Tasmania — 2026 by-election**

Due to Mayor Paula Wriedt's recent resignation, a vacancy now exists for the position of General Management Committee Member (Southern District having a population of more than 20 000) of the Local Government Association of Tasmania.

The Tasmanian Electoral Commission has been asked to conduct a by-election for this vacancy.

Nominations are now invited from Brighton Council, Clarence City Council, Glenorchy City Council and Kingborough Council. Any nominations must be received at my office by **12 noon on Friday 03 July 2026**.

Candidates will be notified of receipt of their nominations by this office.

**Election timetable**

- Nominations open ..... Tuesday 09 June 2026
- Nominations close ..... 12 noon Friday 03 July 2026
- Ballot material posted (if a ballot is required) ..... Monday 06 July 2026
- Close of postal ballot ..... 10 am Tuesday 11 August 2026
- Declaration of result ..... Tuesday 11 August 2026

A nomination form and reply-paid envelope are enclosed.

If you would like further information or assistance, please call Nick Kakkos of this office on 6208 8721.

Yours sincerely,

Nick Kakkos  
RETURNING OFFICER

5 June 2026





## Local Government Association of Tasmania Nomination Form

Nomination of a candidate for election of Committee Member of the General Management Committee, Local Government Association of Tasmania.

Nominations are invited and must be lodged, posted, or emailed to be received by the Returning Officer at the address shown below **before 12 noon on Friday 03 July 2026**. This nomination must be accompanied by a copy of the Resolution passed by the Council that lawfully nominated the candidate for election. Candidates will be notified of receipt of the nominations by this office.

It is the responsibility of the candidate to ensure that the nomination form is received by the Returning Officer before the close of nominations. Late nominations cannot be accepted.

Each member is entitled to:

- nominate one elected Councillor of a Member Council for the position of Committee Member of the General Management Committee. Members can only nominate a Councillor within their own electoral district and population category.

**Candidate**

<i>Family Name:</i>	<i>Given names:</i>	<i>Member Council:</i>
<i>Position of:</i> <input type="checkbox"/> <i>Committee Member</i>		
<i>Postal address:</i>	<i>Email address:</i>	
<i>Given names for ballot paper: (if different from above)</i>	<i>Contact phone numbers:</i>	
<i>I accept the nomination as a candidate for election to the position shown above.</i>		
<i>Signature</i> .....		<i>Date</i> .....

**Nominator**

<i>Name of Member Council:</i>	
<i>Hereby nominates the above-named candidate for election.</i>	
<i>Name of person authorised to lodge nomination behalf of Member Council:</i>	
.....	<i>Contact mobile number:</i> .....
<i>Endorsed at council meeting held on:</i>	<b><i>This nomination must be accompanied by a copy of the Resolution passed by the Council that lawfully nominated the candidate for election.</i></b>
<i>Date</i> .....	
<i>Signature of authorised person</i> .....	<i>Date</i> .....

**The address for lodgement at the Tasmanian Electoral Commission is:**  
 294 Elizabeth Street, North Hobart TAS 7000      **Phone:** (03) 6208 8721  
**Postal Address:** PO Box 307, MOONAH TAS 7009  
**Email:** [nominations@tec.tas.gov.au](mailto:nominations@tec.tas.gov.au)

## Electoral Districts

(for the purpose of electing a member to the General Management Committee -  
Southern Electoral District having a population of > 20 000)

### **SOUTHERN ELECTORAL DISTRICT**

**MEMBERS WITHIN THE ELECTORAL DISTRICT HAVING A  
POPULATION OF 20,000 OR MORE— ONE POSITION**

Brighton Council

Clarence City Council

Glenorchy City Council

Kingborough Council

## **11.8 NOTICES OF MOTION - QUESTIONS ON NOTICE / WITHOUT NOTICE**

### **CLOSURE OF OPEN MEETING BY THE CHAIR**

The meeting be closed to the public to allow discussion of matters that are described in Regulation 17 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 AUDIT PANEL MEETING MINUTES**

*This item is to be considered at a Closed Meeting of Council by authority of the Local Government (Meeting Procedures) Regulations 2025, in accordance with the following reason(s):*

17(2)(h) Information that is –

- (i) of a personal and confidential nature; or
- (i) information provided to the Council on the condition it is kept confidential

### **12.4 NOTICES OF MOTION - QUESTIONS ON NOTICE/ WITHOUT NOTICE**