COUNCIL MEETING
AGENDA
MONDAY, 24 OCTOBER 2022

GLENORCHY CITY COUNCIL

QUALIFIED PERSON CERTIFICATION

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

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Tony McMullen
General Manager
19 October 2022

Hour:	6.00pm
Present (in Chambers):	
Present (by video link):	
In attendance (in Chambers):	
In attendance (by video link):	
Leave of Absence:	
Workshops held since last Council Meeting	No workshops held due to Election Caretaker period

TABLE OF CONTENTS:

1. APOLOGIES

2. CONFIRMATION OF MINUTES (OPEN MEETING)

That the minutes of the Council meeting held on 26 September 2022 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 Aldermen 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
- question time is for asking questions and not making statements (brief explanations of the background to questions may be given for context but comments or statements about Council's activities are otherwise not permitted)
- the Chair may permit follow-up questions at the Chair's discretion, however answers to questions are not to be debated with Council
- the Chair may refuse to answer a question, or may direct a person to stop speaking if the Chair decides that the question is not appropriate or not in accordance with the above rules
- the Chair has the discretion to extend public question time if necessary.

7. PETITIONS/ADDRESSING COUNCIL MEETING (DEPUTATION)

COMMUNITY

Community Goal – Making Lives Better

8. ACTIVITIES OF THE MAYOR

Author: Mayor (Ald. Bec Thomas)

Qualified Person: General Manager (Tony McMullen)

ECM File Reference: Mayoral Announcements

Community Plan Reference:

Under the City of *Glenorchy Community Plan 2015 – 2040*, the Community has prioritised ‘transparent and accountable government’.

Strategic or Annual Plan Reference:

Objective 4.1 Govern in the best interests of the community

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

Reporting Brief:

To receive an update on the recent activities undertaken by the Mayor.

Proposal in Detail:

The following is a list of events and external meetings attended by Mayor Thomas during the period from Monday, 19 September to Sunday, 16 October 2022.

Monday 19 September 2022

- Chaired the Council workshop
- Attended the Claremont Garden Club as their guest speaker

Tuesday 20 September 2022

- Attended the YMCA Skate Pop Up on Council lawns
- Hosted the Citizenship Ceremony

Wednesday 21 September 2022

- Participated in 2022 Tasmanian Community Achievement Awards – Judging Day

Sunday 25 September 2022

- Attended the Collinsvale Market

Monday 26 September 2022

- Met with the Australian Defence Force Trackers and War Dogs Association and Kristie Johnston MP
- Chaired the Council meeting

Tuesday 27 September 2022

- Met with the CEO of Variety Children's Charity
- Met with the CEO of Dress for Success
- Visited Bethlehem House
- Attended the YMCA Skate Pop-up on Council lawns

Wednesday 28 September 2022

- Hosted a Panel discussion at – Smith Family Growing Careers Project Breakfast held at KGV
- Met with a ratepayer
- Met with the Mayor of Derwent Valley Council

Thursday 29 September 2022

- Participated in the Boots and All Line Dancing at Tolosa Hall, Glenorchy

Friday 30 September 2022

- Met with Senator Tammy Tyrrell
- Attended the Tasmanian Export Awards 2022 Gala Dinner

Saturday 1 October 2022

- Attended the 2022 Thoroughbred Annual Awards and Hall of Fame Dinner

Sunday 2 October 2022

- Attended the Opening of the Season for The Glenorchy City Bowls Club

Monday 3 October 2022

- Chaired the Glenorchy Planning Authority meeting
- Met with the CEO and COO of Beacon Foundation
- Attended the Jack Jumpers game held at My State Bank arena

Tuesday 4 October 2022

- Hosted the Glenorchy Jobs Hub first Anniversary celebrations
- Met with Steps and Jobs Tasmania

Wednesday 5 October 2022

- Visited the Chigwell Child and Family Centre

Thursday 6 October 2022

- Participated in the Boots and All Line Dancing at Tolosa Hall, Glenorchy
- Attended the Family Fun Day at the Chigwell Barn
- Attended the 'Eating with Friends' lunch at Goodwood Community Centre

Sunday 9 October 2022

- Attended the Jack Jumpers game at My State Bank arena

Tuesday 11 October 2022

- Participated in the Jobs Hub Steering Committee workshop

Wednesday 12 October 2022

- Attended the Glenorchy City Council Mental Health Expo held on Council lawns
- Participated in the Cameron Bay Sewage Treatment plant tour
- Met with the CEO of MCOT

Thursday 13 October 2022

- Attended the Playgroup at Bucaan House

Saturday 15 October 2022

- Attended the Caulfield Club Day luncheon held at Elwick Racecourse
- Attended the Lowestoft Estate brand launch event

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

Consultations:

Nil.

Human Resource / Financial and Risk Management Implications:

Nil.

Community Consultation and Public Relations Implications:

Nil.

Recommendation:

That Council:

1. RECEIVE the report about the activities of Mayor Thomas during the period from Monday, 19 September to Sunday, 16 October 2022.

Attachments/Annexures

Nil.

9. CUSTOMER SERVICE REPORT 2021/22

Author: Manager Customer Services (Robbie Shafe)

Qualified Person: Director Corporate Services (Jenny Richardson)

ECM File Reference:

Community Plan Reference:

Making Lives Better

We continue to be a safe, inclusive, active, healthy and vibrant community.

Open for Business

We will encourage business diversity, innovation and new technologies to stimulate jobs, creativity and collaboration. We will be a place where business can establish, continue and flourish.

Leading our Community

We are a progressive, positive community with strong Council leadership, striving to make our Community's Vision a reality.

Strategic or Annual Plan Reference:

Making Lives Better

1.3 Facilitate and / or deliver services to our communities

1.3.1 Directly deliver defined service levels to our communities

1.3.1 Develop and implement a Customer Service Strategy

Leading our Community

4.1 Govern in the best interests of our community

4.1.1 Manage Council for maximum efficiency, accountability and transparency

Reporting Brief:

To provide an annual Customer Service report to Council on the progress of the Customer Service Strategy 2020-25, the level of service provided to the community, and the number and nature of complaints received against Council for the 2020/21 financial year, as required under section 339F(5) of the *Local Government Act 1993* (the Act).

Proposal in Detail:

Council's annual Customer Service Report 2021/22 is **Attachment 1**.

This year's annual customer service report exceeds the minimum requirements of the Act (which only requires a report on customer complaints received during the previous financial year).

The following additional information is provided in the report to give a better idea of Council's customer service performance:

- an update on the progress of the actions from our Customer Service Strategy 2020-25,
- our Customer Satisfaction (CSAT) Score,
- commentary feedback received; and
- service level highlights from across Council's many departments.

A summary of the highlights is provided below:

Customer complaints

For Council to monitor its performance against the Customer Charter and meet its service level requirements, Council maintains a complaints register.

Initially, when a customer contacts Council, a 'service request' is lodged to report an issue with Council's infrastructure or services provided (for example, a pothole, damage to playground equipment or a missed kerbside bin collection). Under Council's Customer Service Charter (Charter), a 'complaint' is recorded when a 'service request' has been made but has not been actioned or where there is dissatisfaction with the outcome of the request.

It is important to note that the 'complaints' documented in this report are formal complaints that have been made and subsequently investigated.

The register does not report on every item of negative feedback that Council receives falling below that threshold as this would be impractical to track and would not provide an accurate measure of overall satisfaction with services.

It is worth noting, that, in accordance with the requirements of the Act, Council's Customer Service Charter will be reviewed within 12-months of the new Council being elected, where we will make the definition of a complaint much clearer, and where our committed service levels will also be reviewed.

From 1 July 2021 to 30 June 2022, there were 15 items identified as 'complaints' recorded on the register. 14 of these were responded to within Council's service level commitment, which is for them to be actioned or acknowledged within 10 working days.

Customer Satisfaction (CSAT) Score

The CSAT score is calculated by identifying the percentage of 'satisfied' customers from the total number of customers completing the survey, following an interaction with Council.

Council provides the option for customers to leave a score via tablets in the foyer of Chambers, after phone calls to the Customer Service Centre using an automated service, as an auto-response to emails sent through to the corporate email address (gccmail@gcc.tas.gov.au), and via details of relevant Customer Service Officers on email signatures when they respond to enquiries. The score customers provide is known as the “CSAT Score”.

From the 2,631 responses received during the 2021/22 financial year, Council received a CSAT Score of 87.1%, which is consistent with the previous year’s score of 89.4%. Council also received 231 comments through this feedback method.

Customer Service Strategy

In September 2020, Council approved the Customer Service Strategy 2020-25. Based on the feedback received throughout the project, the strategy outlines the four pillars of customer service that our community values. From these four pillars, 48 actions were identified to be completed throughout the five-year life of the strategy.

Progress of the Strategy’s action plan is currently as follows:

- overall, progress is at 72% of the complete action plan
- 25 actions (52%) are complete
- 17 actions (34%) are in progress
- 5 actions (10%) are yet to commence.

One action (*3.3.2 - Implement improvements to the Customer Service Centre*) is unlikely to be completed by the end of the Strategy as Council voted to cease stage one of the City Scape project.

Overall, progress is tracking very well, with much of the ‘low hanging fruit’ being picked over in the last two years, as well as significant progress being made in several of the other actions. Many of the actions are also directly linked to the Core Systems Review Project and will progress as the project progresses.

Although not completed during the 2021/22 financial year, an action that was recently completed is worth noting. At the time of writing this report, Council’s Customer Service staff have implemented a new, comprehensive knowledge-base system that is now live and in use in the Customer Service Centre. This contemporary solution has specialised functions for the Customer Service Centre setting, allowing for fast, accurate knowledge to be accessed by the staff using workflows, guides and ‘rockets’ of information. This will improve Council’s level of service, shortening the time to access information with efficiencies as a result, speeding up the onboarding of new staff and will give the staff the confidence to answer the more complex enquiries.

Consultations:

Coordinator Customer Service
Manager Development
Operations and Maintenance Supervisor

Human Resource / Financial and Risk Management Implications:

Financial

There are no material financial implications.

Human resources

There are no material human resources implications.

Risk management

The report is for information only. There are no material risk management implications associated with its adoption. However, it is important to note that sometimes public perception may be that Council provides poor customer service.

Reporting against our committed service levels, publishing our CSAT score, providing the community with the feedback we have received, and updating the community on our Customer Service Strategy's actions allay this.

Community Consultation and Public Relations Implications:

Community consultation

Community consultation is continuously being undertaken following customer interactions, which enables real time tracking of customer service performance and provides opportunities for continuous improvement.

Public relations

There are no material public relations implications. However, the data from this report may create some discussion within the community, as it has in previous years, due to confusion around what is recorded as a 'complaint'. Council welcomes this type of feedback and debate, however some effort have been made to address this interpretation in the Customer Complaints section of the annual report.

Recommendation:

That Council:

1. RECEIVE and NOTE the Customer Service Report 2021/22 at Attachment 1.

Attachments/Annexures

1 Customer Service Report 2021/22

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10. TASMANIAN HOUSING STRATEGY DISCUSSION PAPER SUBMISSION

Author:	Manager Community (Marina Campbell) Community Development Coordinator (Jill Sleiters)
Qualified Person:	Director Corporate Services (Jenny Richardson)
ECM File Reference:	Housing

Community Plan Reference:

Making Lives Better

We continue to be a safe, inclusive, active, healthy and vibrant community.

Leading Our Community

We will be a progressive, positive community with strong council leadership, striving to make Our Community's Vision a reality.

Strategic or Annual Plan Reference:

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 4.3	Build Strong relationships to deliver our communities' goals
Strategy 4.3.1	Foster productive relationships with other levels of government, other councils and peak bodies to achieve community outcomes
Action 4.3.1	Facilitate and engage with partners top advocate for the development of safe, liveable, affordable housing options in our City

Reporting Brief:

To seek Council's endorsement of a submission on the Tasmanian Government's Tasmanian Housing Strategy Discussion Paper.

Proposal in Detail:

The Tasmanian Government has released a Tasmanian Housing Strategy Discussion Paper (Discussion Paper) for public comment **(Attachment 3).**

Submissions on the Discussion Paper close on Friday 21 October 2022. Council officers have sought and obtained an extension to Tuesday 25 October 2022 to enable Council to receive and consider a report.

This report provides information on the Discussion Paper and presents Council's draft submission based on Council's Statement of Commitment on Housing and following consultation with Shelter Tasmania, TasCOSS and the Local Government Association of Tasmania (LGAT).

Tasmanian Housing Strategy

The Tasmanian Government is seeking input into Tasmania's first 20-year Housing Strategy. Council staff have been briefed and participated in an early consultation phase of this project which aims to influence the housing market and build a more sustainable housing system. Tasmania's housing market has become one of the fastest growing in the country. Tasmania is experiencing soaring housing costs, historically low rental vacancy rates and growing housing supply pressures. Access to safe and secure housing has become a critical issue for many Tasmanians.

Homes Tasmania, a new statutory authority has been created to improve powers to deliver these new homes as well delivering cohesive housing and homeless support initiatives. Council made a submission to the Housing Tasmania Bill (subsequently the Homes Tasmania Bill) on 4 July 2022 which sought greater clarity about Homes Tasmania's powers in relation to planning and land acquisition from local government.

The Tasmanian Housing Strategy will take the place of the existing Affordable Housing Strategy which has been in place for the past 10 years and is currently in the final year of its second action plan. It is intended that the Strategy will have a broader scope than the existing Affordable Housing Strategy to provide the mechanism, along with the new Homes Tasmania statutory body to be agile in responding to the complexity and challenges of the housing system.

The Strategy comes out of the Premier's Economic and Social Recovery Advisory Council (PESRAC) recommendation 2021 to the State Government to develop a comprehensive Tasmanian Housing Strategy and drive practical actions to deliver more sustainable housing market outcomes across Tasmania for all Tasmanians.

Council's role in housing

Council adopted a Statement of Commitment on Housing on 31 August 2020. **(Attachment 1).** The Statement recognises the importance of working closely with our residents, businesses, housing providers, developers, government and non-government partners in implementing the action areas of the Statement.

As highlighted in the recent Annual report to Council, 26 September 2022, Council is not a housing provider, and that other government and non-government organisations fulfil that core role.

Council's roles in housing include:

- as a planning authority, ensuring adequate land supply for housing and expediting assessment of residential and subdivision proposals against planning scheme criteria
- as a landowner, identifying parcels of land that may be surplus to Council's requirements and taking them through the appropriate *Local Government Act*

land disposal processes, while making sure housing providers and other interested parties are made aware of land availability

- as a community services and social planning co-ordinator, networking with government agencies and not-for-profit providers to bring services to Glenorchy residents, including people experiencing homelessness; and
- as a local government, advocating to and partnering with State and Federal Governments for resources to be brought to bear to address housing affordability and homelessness in Glenorchy.

Tasmanian Housing Strategy Discussion Paper

Communities Tasmania recently released a Discussion Paper **(Attachment 2)** for public comment https://www.communities.tas.gov.au/housing/news/help-shape-tasmanias-housing-future.

The Discussion Paper outlines the current housing system challenges, current housing actions including the housing continuum and investment in Tasmania as well as outlining the roles and responsibilities, across the housing system, of the three tiers of government, private and community stakeholders.

The role of Local Government is identified as leading local planning, development, building approval and land release processes and collecting rates and other charges.

The Discussion Paper includes the proposed aspirational vision – *Every Tasmanian has access to safe; secure and affordable housing* and three focus areas and objectives for the Strategy with each including proposed outcomes for improvement. The focus areas are:

Focus Area 1 - Affordable housing

Objective – Improved housing affordability in Tasmania

- more affordable housing for Tasmanians on low incomes
- pathways for Tasmanians out of homelessness
- more housing choices for low-income or vulnerable Tasmanians; and
- suitable housing is available to more Tasmanians through either home ownership or renting.

Focus Area 2 - Housing supply

Objective – Improved housing supply that meets the needs of Tasmanians now and into the future

- supply is matched to the needs of Tasmanians
- supply in urban and regional Tasmania meets demand
- infrastructure planning aligns to new supply; and
- planning systems support new housing to be delivered where it is needed.

Focus Area 3 - Sustainable housing

Objective – Improved sustainability of housing into the future

- homes are more energy efficient
- homes are more adaptable to changing energy sources
- homes are more resilient to a changing environment; and
- homes better meet the needs of generations into the future.

Council's Submission

Council's submission is set out at **Attachment 3.** It responds to the consultation questions within the Discussion Paper.

A summary of the key recommendations in the submission are set out below:

Need to strengthen the Strategy's vision

Recommend the vision be strengthened to be uniquely Tasmanian and reflect the diversity and challenges faced by our community.

As a framework for the next twenty years, the Strategy needs to align with the State Government's current and future strategies and policies, where relevant. This approach would ensure an integrated and regional response to housing impacts and housing need from areas such as population, employment, infrastructure, health, education and tourism.

Furthermore, it is important that the Strategy recognises that Councils are motivated to best support their communities and look to supportive State Government leadership to effectively respond to challenges and coordinate a strength-based approach.

Additional focus areas to include

The focus areas could be strengthened as follows:

- a Focus Area for a Housing First approach, tenant protections and early intervention and prevention. A Housing First response to homelessness is recognised as International best practice https://www.ruah.org.au/wp-content/uploads/2020/08/Housing-First-Principles-web.pdf. This means housing people unconditionally as the first priority before dealing with their other needs. This approach ensures that people in housing need are supported with prevention and early intervention pathways that keep people housed. Many people who seek assistance with their housing may only need access to an affordable home. Others need additional support and specialised assistance to live well in their home and maintain their tenancy. This area would include support for people with specific housing needs, who experience marginalisation in the housing market (such as people from refugee backgrounds, young people, single parents, people with lived experience of homelessness, mental illness or disability), and people who need short or long-term support with life skills to establish and sustain their housing. To be fully effective, the Strategy as a whole, and this focus area in particular, needs to be informed by the various voices of lived experience and services and practitioners from the housing and homelessness sector. It is also crucial that the Strategy and its associated Action Plans recognise the importance of this area, and the funding and resources it requires

- a Focus Area on the specific housing needs of women and their children. An effective housing strategy needs a gendered lens to properly reflect the housing needs of women and children, including those escaping family and domestic violence. A specific 'trauma-informed' approach to housing and homelessness services is vital, including trauma informed design principles for constructing homes and emergency accommodation with a supported pathway to a stable home for women and their children.

- A Focus Area for data and evaluation of the Strategy at regular intervals. The Discussion Paper provides some figures and graphs showing recent changes in the supply and cost of housing, but it lacks the basis for a future focus in that it does not quantify the number of new dwellings required to meet projected growth in population or the population target set by the Tasmanian Government. To have real value, the Strategy must provide projections of future housing demand linked to future scenarios of population growth, either at a statewide level, or preferably at Regional or Local Government Area level.

  A greater emphasis is required on the availability of data across all levels of government and the community sector. For example, projections of the number of new dwellings required to be delivered annually under low, medium and high growth scenarios for five-year intervals aligned with the census years should be an essential element of the Strategy, to ensure it is practical and measurable. It is noted that several other projects (Hobart City Deal and review of the Regional Land Use Strategies) recognise the need to identify and monitor population and housing construction data. Throughout its twenty-year life, the Strategy needs to be informed by a rigorous approach to all relevant data. This will ensure that changes to circumstances, emergence of new housing needs, impacts such as experienced through COVID-19 on the use of homes as spaces for work and education, or changes to Federal funding models, can keep the Strategy agile and relevant. Evaluating the net gain in social and affordable properties is essential to monitor the effectiveness of the Strategy and its implementation at delivering housing outcomes.

Additional objectives to include

The objective *supply is matched to the needs of Tasmanians* could be strengthened with a greater focus on changing the current status quo of development and seek a future that responds to diversity of the community.

The Strategy should take the opportunity to 'market' the benefits of diverse housing forms and seek to increase the visibility of this type of housing in the community. To meet affordable housing goals, there is a need to provide for a diversity of housing forms: from detached single dwellings to multi-generational housing designs to medium and higher density forms. Social and affordable housing could be enhanced by promoting quality medium density housing styles and advocating their benefits through the media to increase the community's level of comfort with this built form.

Residents and communities are generally culturally conservative to change. Councils can improve conversations with our communities. However, this needs to be a collaborative approach between all levels of government, non-government and peak bodies. The Strategy should take the opportunity to endorse Shelter Tasmania approach of a YIMBY (Yes In My Backyard) to help counter opposition to social housing while promoting the positive outcomes for community.

<u>Additional housing outcomes to include</u>

The Strategy should address the housing needs of migrants regardless of entry or visa status, whether through humanitarian services or the skilled migrant program, so that migrants can fully participate in community life, training and employment opportunities.

Next steps and timeframes for the Tasmanian Housing Strategy

Once the consultation period for the Strategy Discussion Paper has ended, all submissions and responses will be reviewed and analysed by the Tasmanian Government. A draft of the Tasmanian Housing Strategy will be released for a further period of consultation early in 2023, with the final Strategy scheduled to be released during 2023.

Delivering on Affordable Housing as a Council Key Focus area for 2022-2023

A key focus area for Council in 2022/23 is to facilitate and engage with partners to advocate for the development of safe, liveable, affordable housing options in our City.

Housing stress and homelessness are complex issues. However, Council Annual Plan 2021/22-2024/25 has a clear mandate to advocate and facilitate on behalf of the community. These responsibilities are an important part of the combined effort to provide safe, liveable, affordable housing options in our city and across Greater Hobart.

As reported within the Annual Housing Report to Council on 26 September 2022, Council will focus over the coming twelve months on ways in which it can have the greatest impact on this issue. Councils' submission on the Discussion Paper delivers on the Statement of Commitment on Housing and the 2022/23 key focus area.

Application of Election Caretaker Period Policy

Council's Election Caretaker Period Policy does not impact on Council's decision on this matter as Council has previously endorsed the Statement of Commitment on Housing and the draft submission on the Discussion Paper is in line with the intent of the Statement.

Consultations:

Shelter Tasmania
TasCOSS
Local Government Association of Tasmania (LGAT)
General Manager
Executive Leadership Team
Housing Working Group members
Manager Community
Coordinator Community Development
Senior Strategic Planner
Manager Property, Environment and Waste
Recreation and Environment Coordinator
Property Sales and Administration Officer

Human Resource / Financial and Risk Management Implications:

Financial

There are no financial implications for Council making this submission.

Human resources

Council officer time to prepare and make this submission.

Risk management

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
Adopt the recommendation Concern raised that Council is commenting on matters that are State Government regulated	Minor (C2)	Unlikely (L2)	Low (4)	Communication of Council's obligations under the Local Government Act to provide for the health, safety and welfare of the community and Council Statement of Commitment on Housing
Do not adopt the recommendation Council has a clear position on housing. Not adopting this recommendation would be inconsistent with Council's commitment to advocate for safe, liveable, accessible and affordable housing	Moderate (C3)	Possible (L3)	Medium (9)	Adopt the recommendation

Community Consultation and Public Relations Implications:

Community consultation

Council action on housing demonstrates Council's understanding and knowledge of its community, the challenges for its community and that it will be proactive to address the housing need within our municipality.

Council has regular contact with key local community service providers who are supporting people in significant financial stress, homeless, couch surfing, living on the streets or at risk.

Council receives housing and homelessness information and works closely with community organisations such as Communities Tasmania, Shelter Tasmania, TasCOSS, LGAT, The Salvation Army, Colony 47 (including Housing Connect) and the Greater Hobart Councils.

Public relations

Housing and homelessness are important matters to the community. It is not anticipated that there will be any negative public relations consequences flowing from Council making a submission.

Recommendation:

That Council:

1. MAKE a submission on the Tasmanian Housing Strategy Discussion Paper in the terms set out in Attachment 3.

Attachments/Annexures

1 Statement of Commitment on Housing
⇨

2 Tasmanian Housing Strategy Discussion Paper
⇨

3 Glenorchy City Council Submission on Tasmanian Housing Strategy
⇨ Discussion Paper

11. MULTICULTURAL HUB STATE GOVERNMENT SUBMISSION

Author:	Manager Community (Marina Campbell) Community Development Coordinator (Jill Sleiters)
Qualified Person:	Director Corporate Services (Jenny Richardson)
ECM File Reference:	Multicultural Hub

Community Plan Reference:

Making Lives Better

We continue to be a safe, inclusive, active, healthy and vibrant community. We continue to welcome new arrivals from all countries and work with them to build on the multi-cultural traditions in our community through arts, food, music, entertainment and shared experiences.

Community facilities and services are important to us, especially meeting places, parks and playgrounds.

Our social, recreational and cultural facilities, events and experiences will attract and retain people in Glenorchy to share our wonderful way of life.

Strategic or Annual Plan Reference:

Making Lives Better

Objective 1.1	Know our communities and what they value
Objective 1.2	Support our communities to pursue and achieve their goals
Objective 1.3	Facilitate and/or deliver services to our communities
Strategy 1.1.1	Guide decision making through continued community engagement based on our Community Plan
Strategy 1.1.2	Encourage diversity in our community by facilitating opportunities and connections
Strategy 1.2.2	Build relationships and networks that create opportunities for our communities
Action 1.1.2.01	Implement year two actions from the Community Strategy
Action 1.2.2.03	Partner with other stakeholders to support priority initiatives which address social disadvantage
Action 5.1.1	Investigate the Multicultural Hub Model

Reporting Brief:

To brief Council on a funding opportunity for continued support for the Multicultural Hub operations.

Proposal in Detail:

Background

In 2015, the Tasmanian Government provided $100,000 in funding for Council to undertake research and consult with the multicultural community to understand their needs for spaces and facilities to support community, cultural, social, recreational, religious and faith-based activities. As a result of this work, Council's Multicultural Spaces Plan was completed in 2016 (which is available on Council's website).

One of the key recommendations from the Multicultural Spaces Plan was for Council to provide the use of the old Moonah Arts Centre building in Hopkins Street, Moonah to become a multicultural hub for a minimum of five years. In 2016, Council approved the Hopkins Street venue for this purpose

The Multicultural Hub has a priority to support new and emerging multicultural communities, as well as established groups. The groups identified in 2016 were the Karen, Bhutanese, Nepali, Iraqi, Afghani Hazara, Sudanese and Ethiopian communities.

In 2017, the Tasmanian Government committed a further $50,000 per year for four years (2017 to 2021) to support employment of a part-time position to operate the Hub.

The Multicultural Council of Tasmania (MCoT) was the successful tender applicant for that role and entered into an agreement with Council until 24 August 2021.

A dedicated Multicultural Community Development Manager has been employed by MCoT to oversee the operation of the Hub and to support community groups. The MCoT service is also based at the Multicultural Hub.

The Tasmanian Government committed a further $100,000 ($50,000 per annum) to support operations of the Multicultural Hub from 2021 to 2023. Council officers have received verbal confirmation of an additional $10,000 in 2022/23 year of operation.

The success of the service delivery model is highlighted in the Annual Usage Report (Attachment 1).

Review of Multicultural Hub model

In June 2021 Council received a further report on the Multicultural Hub after a State Government funded review was undertaken detailing:

- whether the Hub is meeting the needs of the multicultural community, in particular the needs of new and emerging migrant communities
- the effectiveness of the current model, its challenges, strengths and weaknesses

- the Hub's financial structure, including its 'real' costs; and
- opportunities for the Hub's sustainability into the future.

The findings from the review for a future model for the Multicultural Hub were that:

- the Hub operates as a physical space, available for events and activities, as well as a service that supports priority access for new and emerging migrant communities
- the service benefits from being managed by a community-based, not-for-profit entity, particularly in building relationships and capacity with multicultural communities
- the Hub's physical space is well suited to a wide range of uses but has limitations. Some of these limitations (such as kitchen facilities) can be addressed and would add tremendous flexibility to the way in which the Hub is used
- other limitations (such as room configuration and a lack of outdoor space) are inherent features that may be beyond modification
- alternative spaces may be able to address these limitations
- the estimated in-kind costs to Council in facilitating the operation of the Multicultural Hub (e.g., staff time, maintenance and minor purchases) over four years are $54,641. The estimated revenue foregone by Council is approximately $25,000 per annum, and
- the Hub is not well recognised as being provided by the Council in a funding partnership with the Tasmanian State Government.

The review made the following preliminary recommendations:

1. the facility at 65 Hopkins Street should continue to be used primarily as an affordable venue for diverse events and activities serving multicultural communities, providing a transitional space for newly arrived migrants and other priority multicultural groups
2. the facilities of the Hub should be maximised for the use of the multicultural community
3. a plan for the sustainable future of the Hub should be developed
4. management of the Hub should continue to be delivered by a community-based, not-for-profit, entity, within a partnership approach with Council
5. a community development approach should be continued that builds relationships between the Hub users and others working with multicultural communities
6. an effective Advisory Forum should continue to meet with representatives from the targeted communities to ensure effective governance operations
7. Council should consider other opportunities for Council-owned spaces and facilities that could better suit the needs for a Multicultural Hub

8. the logistics of managing a booking system that increases access to other Council-owned spaced and facilities, (in addition to the Hub) to be investigated
9. the following building improvements to the facility be considered:
    - the installation of a commercial kitchen
    - the installation of sound dampening treatment(s), and
    - sustainable heating/cooling solutions such as solar power.

Sustainability of the Multicultural Hub

Council would be aware that as a part of the recent Federal Election, the Labour Party committed a $100,000 grant towards the creation of a commercial kitchen. The full kitchen costs were estimated at $160,000. This is a key feature in the long-term sustainability of the Hub. The Albanese Government is now working through this commitment and in communication with Council as to when and how this commitment will be accessed. To add to this Council currently has a grant application lodged with the Tasmanian Community Fund for $60,000 to enable full completion of the commercial kitchen.

As the long-term partner in the Multicultural Hub project, Glenorchy City Council officers have continuously worked with State Government officers to provide regular updates on the success of the Hub with a view of looking to the next funding period.

The State Government had released a Media Statement on 10 June 2022 titled "Supporting our multicultural communities to embrace diversity" stating that:

> *The 2022-23 Tasmanian Budget is about making Tasmania's priorities our priorities and we are committed to delivering for all Tasmanians.*
>
> *That is why the Budget includes an additional $100,000 to the Glenorchy City Council to continue operation of the Moonah Multicultural Hub across two years, which is the central southern base for multicultural communities to gather, celebrate and learn.*

State Government officials later confirmed that this statement was an error, and the funding announcement was related to the funding that was provided for the 2021/22 financial years which ends in June 2023.

Based on this Council has been advised by the State Government to make a submission (Attachment 2) to the upcoming 2023/24 Budget community consultation process. Council has requested the State Government continue to fund and partner with Council for the next four-years, 2023-2027 via the community consultation process. This would be to provide $240,000 funding to manage and operate the Glenorchy Multicultural Hub whilst Council commits to providing the facility and officer coordination in support of the State Governments contribution for a further four-year period.

Councils Election Caretaker Period Policy does not impact on Councils decision on this matter as Council has previously received reports on the Multicultural Hub as well as recently endorsed the Federal Government election commitment of $100,000 for the development of a commercial kitchen. Furthermore, Council's Annual Plan 2022/23 Key Focus Area includes the identification of funding and business models for the Hub to be reported to Council.

To meet the deadline of COB 14 October 2022, the submission has been lodged with the State Government, however this can be withdrawn if Council chooses not to support the submission.

The Premier has announced that the 2023-24 Budget will be tabled in May 2023.

Consultations:

Executive Leadership Team
Manager, Property, Environment and Waste
Property Assets Coordinator

Human Resource / Financial and Risk Management Implications:

<u>Financial</u>

The asset value of the Multicultural Hub is $630,000.

The current model of the Hub is funded as follows

- $50,000 per annum – funded from a State Government grant under contract to the service provider via Council – this funding is committed from the State Government until June 2023
- $3,600 per annum by Council on maintenance averaged over the previous four years
- MCoT (the current contracted service provider) advise that they expended $8,900 on minor items during the past 12-months and also collected the Hub hire fees - $25,648 for the 2020/21 financial year.

<u>Human resources</u>

Council attracts funding from the Tasmanian Government to deliver the Hub's output. To ensure delivery of outputs Council's Community and Property Departments contribute to the operation of the Multicultural Hub by overseeing targets, approach and delivery of the Hub objectives and carrying out building maintenance. This is achieved within Council's current resources.

Risk management

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
Adopt the recommendation				
Ongoing costs to Council, including staff time, building overheads and maintenance.	Insignificant (C1)	Almost certain (L5)	Medium (5)	Monitor their implementation and continued work on development of a sustainability plan as recommended in the Multicultural Hub Review 2021. Ongoing monitoring, evaluation and communication of the benefits to the Glenorchy community.
Do not adopt the recommendation				
Dissatisfaction from community and funders of the Hub. Considerable Council staff time required working with cultural groups and individuals to find suitable affordable spaces and places for cultural activities	Moderate (C3)	Almost certain (L3)	High (15)	Effective communication plan in place. Review Council resources to plan and respond to community needs.

Community Consultation and Public Relations Implications:

Community consultation

During the most recent review process in 2021 community consultation included an online survey. Hard copies were distributed through key migrant organisations and face-to-face meetings were held.

There were 44 responses to surveys and 61% responded “yes, definitely” when asked if the Multicultural Hub helped them feel that they are welcome and belong in Glenorchy. A further 26% responded “yes, providing a total positive response of 87%.

Quarterly Advisory Forums are held with community members from cultural groups who use the Multicultural Hub, providing feedback to ensure that it is meeting the key objectives of the service. Feedback received to date has been positive with the commercial kitchen being the most often highlighted need for their cultural activities.

Public relations

As the Glenorchy LGA population reaches 51,000 people with at least 1 in 5 of those born overseas (2021 Census data) the continuation of the Multicultural Hub to welcome our newly arrived residents and assist their retention and contribution to our municipal area is a positive step in building a strong and diverse community.

Council is continuing to forge an ongoing partnership with the State government to enable this as a positive expression of “Making Lives Better” for our community and supporting Council’s declaration as a Welcoming Cities partner and Refugee Welcome Zone.

It is not anticipated that there will be any negative public relations in Council making the submission.

Recommendation:

That Council:

1. RECEIVE and NOTE this report on the submission for recurrent Multicultural Hub Funding made to the 2023/24 State budget process.

Attachments/Annexures

1 Annual Hub Report 21/22
⇨

2 Community Consultation 23/24 Final
⇨

GOVERNANCE

Community Goal – Leading our Community

12. CAPITAL WORKS STATUS REPORT

Author:	Director Infrastructure and Works (Emilio Reale)
Qualified Person:	Director Infrastructure and Works Emilio Reale
ECM File Reference:	Capital Works

Community Plan Reference:

<u>Leading Our Community</u>

We will be a progressive, positive community with strong council leadership, striving to make Our Community's Vision a reality.

The communities of Glenorchy will be confident that Council manages the community's assets soundly for the long-term benefit of the community.

Strategic or Annual Plan Reference:

<u>Leading Our Community</u>

Objective 4.1	Govern in the best interests of our community
Strategy 4.1.1	Manage Council for maximum efficiency, accountability, and transparency
Objective 4.2	Prioritise resources to achieve our communities' goals
Strategy 4.1.2	Manage the City's assets soundly for the long-term benefit of the community
Strategy 4.2.1	Deploy the Council's resources effectively to deliver value

Reporting Brief

To provide a quarterly capital works status update report to Council for the period ending 30 September 2022.

Proposal in Detail

This report is provided to update Aldermen and the community on the progress of the delivery of Council's capital works program for the 2022/23 financial year.

The capital works program is reviewed by an internal working group, the Infrastructure Management Group (IMG), at its monthly meetings. Capital expenditure is also reviewed at each IMG meeting based on a monthly financial forecasting report.

Delivery of an extensive capital work program necessarily requires various adjustments during the financial year as there are a large range of potential project-related variables and external market factors that come into play. Some examples of these potential variables include approval delays, latent conditions, unsuitable weather conditions, contractor availability, COVID 19 impacts, supply chain issues, scope changes and material and labour cost escalation. Many of these have been in evidence during the past financial year.

Any notable adjustments are reported to Council through the monthly financial performance reports or via this Quarterly Report.

Current market conditions

As mentioned in previous financial reports, Tasmania is still experiencing strong economic growth, which extends beyond Council boundaries and into wider Tasmanian and Australian regions.

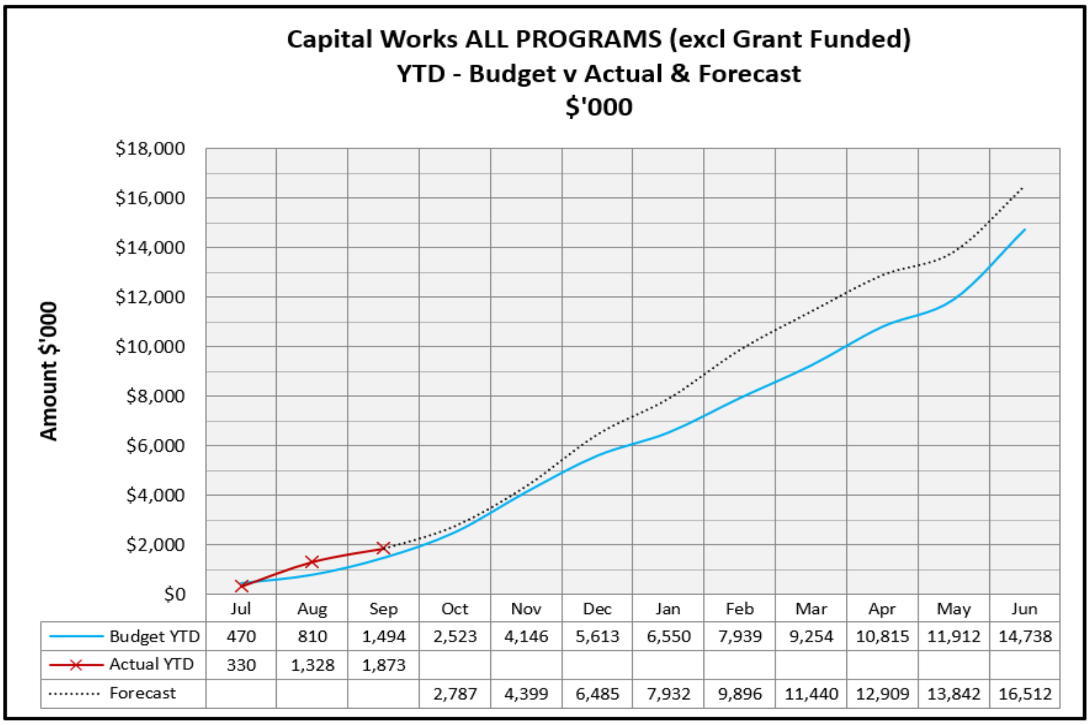
COVID-19 stimulus measures have significantly increased demand on contractors, consultants, and suppliers across the nation for building, civil and recreation projects. This is still impacting the availability of contractors and materials which, in turn, adds cost pressures for Council.

Council's year-to-date Capital Works expenditure is $2.003m against an annual budget of $31.512m. Major grant funded projects make up close to half of the annual capital works program and delays to these can negatively impact reported overall expenditure. However, officers are seeing a slowing in the market and material and contractor availability is starting to stabilise.

Infrastructure renewal programs

Renewal projects in the larger programs such as Roads, Stormwater and Property Management areas are progressing well despite the market conditions. In fact, the recurrent capital works program is actually reporting it is ahead of budget at quarter end. Progress will continue to be monitored and reported at each quarterly update.

A year-to-date expenditure versus budget forecast graph for the renewal projects is provided below:



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Budget YTD	470	810	1,494	2,523	4,146	5,613	6,550	7,939	9,254	10,815	11,912	14,738
Actual YTD	330	1,328	1,873									
Forecast				2,787	4,399	6,485	7,932	9,896	11,440	12,909	13,842	16,512

Capital works budget management

During the financial year, it is necessary to actively monitor project budgets, as some unexpected works arise that require immediate attention such as flooding issues. In some cases, projects exceed their original scope due to reasons that aren't able to be identified until after they commence. These funding variations/reallocations or additional projects are monitored and overseen by the IMG. The IMG keeps a watchful eye on the overall program to ensure the total works program does not exceed the available funding or to bring forward a future project in place of one that can't be delivered. This is done in accordance with IMG's Terms of Reference.

As well as Council's renewal projects, there are a number of major projects that Council is managing. Some are fully funded by grants, and some have co-contribution amounts from Council. A summary of these projects is detailed below.

Status of Major and Grant Funded Projects

The Ian 'Jessie' James Sports Ground (Eady Street) Amenities Building

This project is now complete and final Lease arrangements have been executed between Council and the tenanting clubs. An official opening was held with the Australian Government on 31 August 2022. All grants have been acquitted and this project will no longer be included in this report.

Giblins Reserve Playspace

An Australian Government Community Development Grant of $2 million was originally allocated for two ‘destination’ play spaces, one at Giblins Reserve in Goodwood and the other at the Montrose Bay Foreshore Reserve. A funding agreement was signed by the parties in November 2019 on this basis.

Council subsequently committed a further $1.4m towards both projects, bringing the total project budget to $3.4m. However, after a protracted design process a tender was called in March 2021. The tendered price for both Playspaces was in the vicinity of $6.9m, just over double the project budget of $3.4m.

A recommendation was put to Council at the 30 August 2021 meeting to seek a variation of the scope of the project to proceed with the Giblins Reserve play space only, to bring the scope of works back within the available funding. The Australian Government approved the variation of scope on 10 March 2022.

The project has been out for tender, which closed on 1 June 2022. After a negotiation process a successful agreement could not be reached. Council has since advertised a number of standing tender items for services such as supply and installation of play equipment, fencing, landscaping and will undertake this project inhouse. It is expected that works will commence later in the 2022 calendar year or early in 2023, noting that contractor availability remains challenging.

Montrose Bay Foreshore Skatepark

This project is for the construction of a new skatepark at the Montrose Bay Foreshore Reserve. The skatepark has been designed based on a number of community engagement sessions and input from members of the skateboarding fraternity. The proposal has had wide-ranging community support.

As project planning has progressed, and following geotechnical assessments and site investigations, the skate park had to be re-sited to avoid conflict with an underground water trunk main. The geotechnical assessment indicated a need to remove unstable subsoil and import more stable fill. The updated cost estimate is now $620,000, which is $120,000 over the original budget estimate.

The proposed skatepark is funded through a grant of $250,000 from the Department of Communities Tasmania and $250,000 from a grant from the Department of Health and Human Services. The remaining $120,000 is being funded from the Federal Government’s Local Roads and Community Infrastructure Grant Program. Confirmation of this funding has been received from the Commonwealth.

A Planning Permit has been granted and the Tender process has now been completed. The successful contractor has been awarded the contract and is able to commence works in March 2023.

Montrose Bay Foreshore Playground

The replacement of the rubberised Softfall at the Montrose Bay Foreshore Playspace commenced in June/July. The installation process has been continually delayed by rain and cold temperatures that prevented the rubberised Softfall material from curing. The Softfall installation was completed on Wednesday, 3 October; however, two weeks of curing time was required which meant the Playspace was not accessible for this period. The replacement of the all-accessible liberty swing to a new all-accessible basket is also occurring in late October.

Council Chambers Solar Panel Installation and Roof Upgrades

Council Property Officers investigated the benefits of installing solar panels on high daytime use buildings such as the Council Chambers. A cost benefit analysis based on quotes received indicated the solar panels cost was $95,000 but will save up to approximately $25,000 per annum (depending on the time of year and weather conditions) in electricity costs, putting the payback time for the panels themselves at around five to six years.

Unfortunately, the tenderer that originally quoted this proposal has withdrawn from the project. Council now needs to procure a new supplier and recalculate the cost benefit that may be received and the impacts on the current financial year's budget. A report will return to Council once these facts are known.

All roof works required before progressing this project have been completed.

Prince of Wales Bay Sports Ground Drainage Works and Removal of Detention Pond

The sports grounds at Prince of Wales Bay are a shared facility between softball, baseball and soccer. The Glenorchy Knights Football Club was successful in gaining a $155,000 election commitment grant through the Community Sports and Recreation program to improve the drainage on the western ground to prevent the pooling of water on the playing surface. Council was also consulted in making a co-contribution to level out and resurface the playing surface. Council agreed that re-turfing was required and overdue.

In investigating the drainage options, Council determined that the relevant stormwater detention basin (formerly part of the Derwent Park Stormwater Reuse Scheme and known as Pond C) was no longer required and would vastly increase the available playing surface by accommodating two additional junior soccer fields.

As this was a former landfill site, a contamination report was commissioned for the excavated material that formed the basin. The report indicated that there were fragments of asbestos sheet in the excavated material that formed the walls of the basin. The presence of these fragments did not pose a safety hazard to the public or sports grounds users as the fragments were buried and in the fenced off area and not publicly accessible. However, the fragments are required to be removed and the soil material cleansed and certified by a qualified hygienist before capping it with the new playing surface.

The discovery of the asbestos had increased the cost of this project by an additional $280,000. To fund the additional cost, a budget of $200,000 from the property capital works program that was to be used to install lighting and upgrade changerooms at Cadbury Sports Ground can be reallocated. The lighting and changeroom projects are still occurring but is now being funded by a State Government Community Sport and Recreation Grant. The remaining $80,000 to fund the project came from underspends or other savings within the capital works program.

Once this project commenced, friable fragments of asbestos were found which meant the site works had to treated differently and the contaminated soil had to be removed from the site. This was a WorkSafe Tas requirement. This increased the cost of this project by an additional $230,000. To fund the additional cost, the Infrastructure Management Group recommended that the additional funding came from savings and adjustments to the capital works program.

Whilst the asbestos contamination has required additional funding and subsequent adjustments to the capital works program, it has resulted in a significant legacy asbestos issue being appropriately dealt with and the benefit of an additional football field that didn’t exist prior to this project commencing.

Landfill Extension

This project is the construction of a new cell at the Jackson Street landfill to enable additional disposal space, extending the landfill’s life to between 2030 and 2038 (depending on the tipping rate). A budget of $3.35 million was allocated to complete this project. This project is partly funded from phase 2 of the Local Roads and Community Infrastructure Program ($1.6m) with the balance being funded by Council.

This project is now completed, all grants have been acquitted and this project will no longer be included in this report.

Football Packages

Council received advice in 2018 of Football Tasmania’s success in obtaining in-principal approval for a $12.8M grant from the Australian Government to fund major upgrades to soccer facilities in the northern suburbs. A 70%/30% split of the funding was negotiated, which will see $8.96 million allocated to North Chigwell Junior Soccer Hub and the balance $3.84 million allocated to KGV Football Park for much-needed upgrades to the existing facilities, such as replacement synthetic pitch, lighting upgrades and refurbished change room facilities. Council received final approval from the Australian Government on 7 May 2022.

To date, Council’s major projects team has put in place standing tenders for lighting, synthetic pitch replacement and earth works for the natural turfs.

The lighting and synthetic pitch replacements at KGV have now commenced and are expected to be completed in early December. Detailed architectural design has commenced for the KGV change room facilities and will be put out for Tender as soon as the designs are completed.

A tender for the design components for the North Chigwell facility has been awarded to ARTAS architects who have completed some concept designs which have been used for consultation with the relevant football clubs and Football Tasmania. Feedback has been provided by the clubs and plans are being updated accordingly.

BMX Track Relocation

The facility, currently used by the Southern City BMX Club, had previously been flagged for relocation from its current Berriedale home to Tolosa Park in Glenorchy, following the adoption of a new master plan for the Berriedale Peninsula which envisages the area being used for a mix of recreation and public amenities and the expansion of Mona's facilities.

However, a detailed investigation of the Tolosa Park site identified that significant works would be required to address underlying geotechnical issues at the site, making it unsuitable for a BMX facility.

To resolve the geotechnical issues would increase the cost to approximately $2.1 million, far exceeding the project's proposed original budget of $750,000. As a result of the limitations of Tolosa Park as a site, a number of other potential sites within the Glenorchy municipality were subsequently evaluated. However, no other viable site was able to be found due to the required size of the track and the need to be in close proximity to toilets, power and parking (or have to develop their own).

Glenorchy City Council led investigations and negotiations to secure a new home for the facility, with Pembroke Park identified due to its size, location and existing cycling infrastructure.

Glenorchy and Sorell Councils have been in negotiations over many months to work through the details of the move, including the transfer of grant funding set aside for the facility, with both Councils also working closely with the Southern City BMX Club.

The proposed relocation of the BMX track to Pembroke Park will deliver a brand new, state of the art BMX facility to Southern Tasmania while allowing Glenorchy to progress its vision for the area under the Berriedale Peninsula Master Plan.

The new track will be partially funded by the Tasmanian Government through a $250,000 grant from the Department of Community, Sport and Recreation.

Glenorchy City Council may also contribute to the relocation costs, with negotiations around the funding arrangements continuing.

Sorell Council is now conducting further investigations through a tender process to confirm the cost of building the new facility before making a final decision on the move and will notify Glenorchy City Council once this has been determined.

Tolosa Park Dam Reintegration Project

Work to transform the former Tolosa Reservoir site into an open parkland will soon begin after Glenorchy City Council and TasWater reached an agreement to jointly fund remediation works for the area.

Following TasWater's construction of two above-ground reservoir tanks, the Tolosa Reservoir was removed from the water network and emptied in 2018 to improve the drinking water quality for the people of Glenorchy.

Since 2018, significant work has been undertaken to develop a master plan that will guide the decommissioning and remediation of the site.

The partnership will see TasWater and Glenorchy City Council jointly fund the first stage of works under the master plan for the former reservoir area.

The initial dam decommissioning and remediation works, to be carried out by TasWater, will see the 20-metre-high dam wall partially demolished with the fill from the wall used to create an open parkland with completed earthworks, levelled, usable areas, water features, established grassed areas and the formation of future walking trails (to be completed in further stages). TasWater will then hand the area back to the Council to continue to develop in future stages.

Under the agreement, TasWater will contribute $3.2 million of the estimated $6.2 million cost of the initial works, with the Council to fund the balance.

Council's contribution will include $695,000 allocated from the Australian Government's Local Roads and Community Infrastructure Grant Program, with the remaining funds to come from the proceeds of its 2019 sale of the Derwent Entertainment Centre, which have been set aside to fund special projects such as this.

The initial works will be the first step towards completion of the full vision outlined in the master plan – which will rely on further future investment by Council and other levels of government.

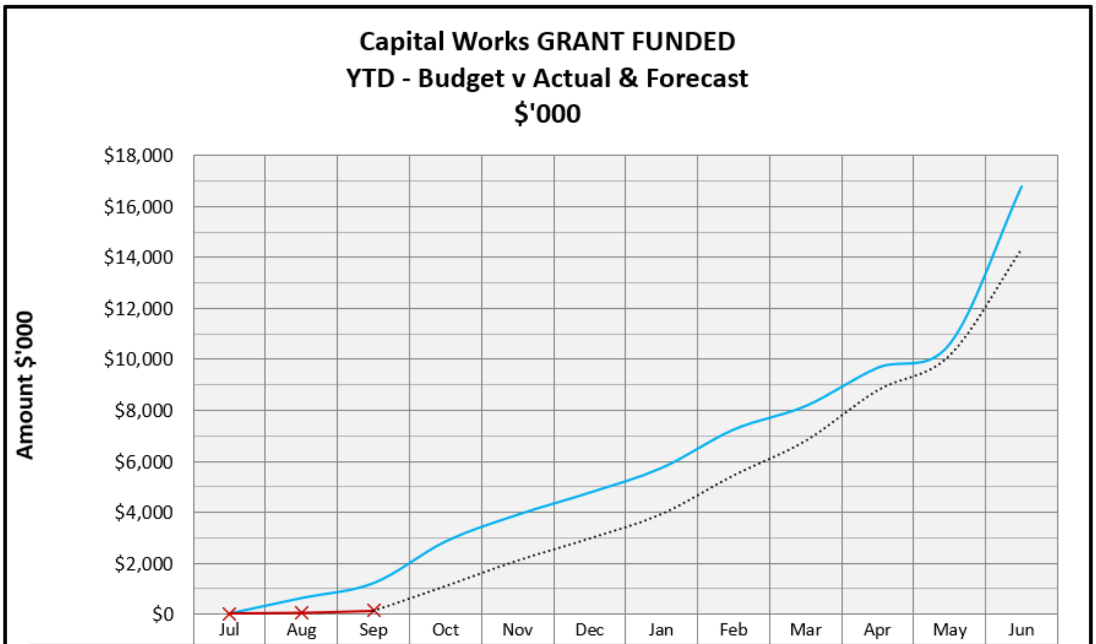
The Tolosa Park Master Plan will guide the initial works. Development of the master plan was guided by the results of extensive community consultation undertaken by the Council in 2018.

Council officers are working with TasWater to scope the works and develop a detailed cost estimate and progress this project to the calling of tenders. Survey work at the site is expected to begin in late 2022 and the project is expected to be completed by April 2024.

Summary of Grant Funded Capital Projects

Major grant funded projects make up close to half of the annual capital works program and delays to these can negatively impact reported overall expenditure.

A year-to-date expenditure versus budget forecast graph for the major/grant funded projects is provided below, which is reflecting that Council has experienced some delays in expenditure in projects such as the Giblins Reserve Playspace (contract negotiations), Montrose Bay Skate Park (contractor availability), and the Tolosa Dam Reintegration project. All of these projects are now underway however expenditure will trend behind the forecast for a period of time.



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Budget YTD	20	627	1,214	2,850	3,895	4,761	5,730	7,234	8,158	9,660	10,588	16,774
Actual YTD	18	44	131									
Forecast				1,106	2,106	2,971	3,930	5,445	6,800	8,781	10,148	14,318

Consultations:

Consultation has been undertaken with Directors, Managers and Coordinators within the relevant Departments and external agencies such as TasWater, Community Sport and Recreation and numerous sporting clubs.

Human Resource / Financial and Risk Management Implications:

Financial

It is important to note that for every new asset created by Council there will be additional, ongoing operational costs. New assets should therefore be treated as a new service to the community which incurs additional cost. On current estimates and past experience, the cost of new assets to Council's ongoing operational budget over the life if the asset is around 2.5% for maintenance and 2.5% for depreciation. This could be equated to a percentage of rates that need to be allocated to keep new assets in a good state of repair and renewed when they reach the end of their useful life.

Delivery of a capital works program within budget is essential to ensure that Council is financially sustainable, and that Council's assets are being renewed, maintained and developed to meet the current and future needs of the Glenorchy community. Failing to maintain and renew assets can lead to environmental impacts and assets not delivering the required level of service to the community. Poorly maintained assets can also have impacts on energy and resource use. Communities expect assets such as recreational facilities, roads, bridges, and stormwater systems to be safe and maintained to necessary standards.

The financial sustainability of the Council would be at risk if capital works programs are not kept within budget or are not undertaken.

Human resources

The delivery of the capital works program (including project management of outsourced works) is managed within Council's existing resources.

Risk management

Council must plan and deliver a suitable capital works program to ensure that its assets are able to service the needs of the community. Council's reputation and the community's amenity would suffer if assets and service levels are not maintained at necessary standards. The consequence of inadequate maintenance and upgrade of capital assets will be increased costs in the future.

Risks associated with Council's financial expenditure and sustainability are managed through the process for developing Council's annual budget and are monitored through ongoing reporting on Council's Strategic and Key Operational risk register.

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
Adopt the recommendation Ongoing substantial budget deficits leading to depleted cash reserves as a result of changes to economic conditions or other unforeseen events, leads to a loss of financial sustainability or the need to borrow or increase rates above community expectations.	Severe (C5)	Unlikely (L1)	Medium	Budget and LTFMP formally reviewed during the year. Prudent debt management and consistent monitoring of financial conditions enabling an appropriate response. LTFMP reviewed annually and adjustments made in future budgets to account for any unforeseen events. The current LTFMP forecasts ongoing modest rate increases.
Further economic changes result in estimates that are not materially accurate, leading to a need to revise estimates either up or down again during the year.	Minor (C2)	Possible (L3)	Medium	Continued prudent debt management and consistent monitoring and reporting of financial conditions, enabling an appropriate response.
Suppliers, contractors and service providers are unable to provide goods and services or at competitive prices.	Minor (C2)	Possible (L3)	Medium	Robust procurements to engage with a broad range of potential suppliers and service providers to minimise dependencies.
Damage to Council infrastructure from unpredictable events resulting in significant costs to repair or replace.	Major (C4)	Unlikely (L2)	Medium	Limited insurance coverage in place for some events with Council accepting risk of a significant event where other financial support is not made available (e.g. State Government).
Do not adopt the recommendation Budget estimates for the 2022/23 year would not reflect the actual position, leading to less effective financial management and potential breaches of the Act or accounting standards	Major (C4)	Likely (L4)	High	A further report and revised recommendation is brought to Council as a priority, addressing any concerns raised by Aldermen.

Community Consultation and Public Relations Implications:

Community consultation

Community consultation is undertaken on specific projects as required. There are several projects included in this report where specific community engagements have been undertaken to determine the final outcomes to be achieved.

Recommendation:

That Council:

1. RECEIVE and NOTE the capital works status report to the end of the September quarter.

Attachments/Annexures

Nil.

13. FINANCIAL PERFORMANCE REPORT TO 30 SEPTEMBER 2022

Author:	Chief Financial Officer (Tina House)
Qualified Person:	Director Corporate Services (Jenny Richardson)
ECM File Reference:	Corporate and Financial Reporting

Community Plan Reference:

Leading Our Community

We will be a progressive, positive community with strong council leadership, striving to make Our Community's Vision a reality.

The communities of Glenorchy will be confident that Council manages the community's assets soundly for the long-term benefit of the community.

Strategic or Annual Plan Reference:

Leading Our Community

Objective 4.1	Govern in the best interests of our community
Strategy 4.1.1	Manage Council for maximum efficiency, accountability, and transparency
Strategy 4.1.2	Manage the City's assets soundly for the long-term benefit of the community
Objective 4.2	Prioritise resources to achieve our communities' goals
Strategy 4.2.1	Deploy the Council's resources effectively to deliver value

Reporting Brief:

To provide the monthly Financial Performance Report to Council for the period ending 30 September 2022.

Proposal in Detail:

Council's Financial Performance Report (**Report**) for the year-to-date ending 30 September 2022 is Attachment 1.

The Report highlights that Council's operating result as at the end of September is \$0.881m better than the budgeted position. The favourable variance is the combined result of a \$0.995m increase in budgeted revenue and a \$0.114m increase in budgeted expenditure.

Executive Summary

The first quarter records a nett favourable result due to higher than budgeted revenue. This is primarily from development activity that generates revenue such as new kerbside waste management charges, building application fees and rates supplementary growth. This is offset by higher than budgeted expenditure in which increasing materials and services costs is evident due to the current inflationary economic climate.

Revenue

Year-to-date operational revenue is $55.813m compared to budgeted operational revenue of $54.818m. This represents a favourable result of $0.995m or 1.8% against budget.

Unspent grants carried forward from 2021/22 contribute $0.589m to the favourable result, while new housing activity has resulted in above budget revenue from supplementary general rates $0.113m and new kerbside waste management services $0.212m

Expenditure

Year-to-date operational expenditure is $14.928m compared to budgeted expenditure of $14.813m. This represents an unfavourable result of $0.114m or 0.8% against budget.

While the overall result is relatively minor, there are several competing areas contributing to the quarterly result. Employee costs down by $0.564m due to vacancy savings while materials and services are higher by $0.330m.

The current inflationary economic environment may continue to negatively impact on our external costs which will need to be monitored closely.

Non-operating – Capital Grant Revenue

Capital grants revenue is $2.768m against an annual budget of $7.848m.

As at the reporting date, this result includes $1.7m of unspent grants from the previous financial year carried over into the current financial year as well as receipts in the first quarter of $0.6m from Local Roads and Community Infrastructure grants program and $0.4m for Eady Street Clubrooms grant.

Commonwealth funded projects are paid in arrears, meaning Council must complete works before receiving funds.

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

Disposal of assets currently records a gain of $14k against an annual budgeted loss of $0.402m.

The primary activity in this area for the quarter is the disposal of obsolete computer equipment, minor plant and vehicle changeovers. These generally result in a gain from the sale which is reflective of the current result.

Non-Operating – Contributions Non-Monetary Assets

No donated assets have yet been recognised against an annual budget of $5.300m.

Capital Works

Council's year-to-date Capital Works expenditure is $2.003m against an annual budget of $31.512m.

Major grant funded projects make up close to half of the annual capital works program and delays to these can negatively impact reported overall expenditure. In actual fact, the recurrent capital works program is actually reporting it is ahead of budget at quarter end.

The next separate capital works report is scheduled to be presented to Council at the October Council meeting.

Summary

Further information on revenue, expenditure and capital works figures is provided in Attachment 1 to this report.

Consultations:

General Manager
Executive Leadership Team
Officers responsible for Capital and Operational Budget reporting

Human Resource / Financial and Risk Management Implications:

Financial implications are set out in the body of this report and in Attachment 1.

As this report is for receiving and noting only, no risk management issues arise. Risks associated with Council's financial expenditure and sustainability were managed through the process for developing Council's annual budget and are monitored through ongoing reporting on Council's Strategic and Key Operational risk register.

Community Consultation and Public Relations Implications:

Community consultation was not required due to the regular and operational nature of this report. There are no material public relations implications.

Recommendation:

That Council:

1. RECEIVE and NOTE the Financial Performance Report for the year-to-date ending 30 September 2022 as set out in Attachment 1.

Attachments/Annexures

1 Attachment 1 - Financial Performance Report to 30 September 2022
⇨

14. PROCUREMENT AND LEGAL - MONTHLY REPORT

Author: Manager People and Governance (Tracey Ehrlich)

Qualified Person: Director Corporate Services (Jenny Richardson)

ECM File Reference: Procurement

Community Plan Reference:

Leading our Community

The communities of Glenorchy will be confident that Council manages the community's assets soundly for the long-term benefit of the community.

Strategic or Annual Plan Reference:

Leading our Community

Objective 4.1 Govern in the best interests of our community

Strategy 4.1.1 Manage Council for maximum efficiency, accountability and transparency

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

Reporting Brief:

To inform Council of exemptions that have been applied to procurements under Council's Code for Tenders and Contracts for the period 17 September to 17 October 2022 and provide an update on external legal expenditure.

Proposal in Detail:

Exemption report

Council's Code for Tenders and Contracts (**the Code**) has been made and adopted by Council as required under section 333B of the *Local Government Act 1993*.

Under the Code (Annex A), the General Manager is required to report to Council any purchases in circumstances where a normally required public tender or quotation process is not used. Instances of non-application of the quotation or public tender process are to be reported at ordinary Council meetings as soon as possible after a contract is executed or a purchase order is issued.

The information reported for each contract or purchase order will include:

- the contract or purchase order value (excluding GST)
- the circumstances for engaging the contractor or supplier without seeking the required number of quotes
- the date approval was given to engage the contractor or supplier
- the date of the contract or purchase order
- if the contract or purchase order was as a result of a prescribed situation or prescribed contract under regulation 27 of the *Local Government (General) Regulations*, the sub-regulation relied on for not calling for public tenders.

For the period from 17 September to 17 October 2022 there were no exemptions.

Expenditure on external legal services

Council's Legal Services Policy provides at cl. 2.5 that Council: *will report monthly to Council on the amount spent on external legal services in the preceding month.*

For the month of September 2022, the total amount spent on external legal services for all of Council was $712.00 excluding GST. This expenditure related to a governance matter.

The expenditure was provided for in Council's 2022/23 budget.

Consultations:

Senior Legal Counsel
Procurement and Contracts Coordinator
Accounts Payable Supervisor

Human Resource / Financial and Risk Management Implications:

<u>Human resources</u>

There are no material human resources implications.

<u>Financial</u>

The report documents expenditure of $712.00 excluding GST in budgeted operational costs.

<u>Risk management</u>

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.

Community Consultation and Public Relations Implications:

Community consultation was not required or undertaken. There are no material public relations implications.

Recommendation:

That Council:

1. RECEIVE and NOTE the Procurement and Legal Monthly Report for the period from 17 September to 17 October 2022.

Attachments/Annexures

Nil.

15. NOTICES OF MOTIONS – QUESTIONS ON NOTICE / WITHOUT NOTICE

CLOSED TO MEMBERS OF THE PUBLIC

16. CONFIRMATION OF MINUTES (CLOSED MEETING)

That the minutes of the Council meeting (closed meeting) held on 26 September 2022 be confirmed.

17. APPLICATIONS FOR LEAVE OF ABSENCE

GOVERNANCE

Community Goal – Leading our Community

18. AUDIT PANEL MINUTES

This item is to be considered at a closed meeting of the Council by authority of the Local Government (Meeting Procedures) Regulations 2015 Regulation 15(2)(g) (Information of a personal and confidential nature or information provided to the Council on the condition it is kept confidential).

19. NOTICES OF MOTIONS – QUESTIONS ON NOTICE / WITHOUT NOTICE (CLOSED)