

**GLENORCHY CITY COUNCIL
ATTACHMENTS
MONDAY, 24 OCTOBER 2022**



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Customer Service Report 2021/22

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Introduction

Council, like all local government authorities, provides a range of services and functions to its local community. Key to the delivery of those services is how Council serves its community.

Council is committed to providing its 50,000+ residents with outstanding service across all areas of Council's operations. To achieve this, Council must understand the needs and expectations of our community and deliver in line with this commitment. Through the development of the Customer Service Strategy 2020-25, surveys, Customer Satisfaction (CSAT) Score, requesting feedback, complaints and community engagement, Council has sought to identify what excellent customer service looks like in Glenorchy, and how to provide it.

This report covers a number of these areas, providing insight and reflection on how well Glenorchy City Council is providing its community the level of customer service that we are aiming for.

Customer Complaints

The *Local Government Act 1993 (the Act)* requires that the General Manager provides an annual report on customer complaints to Council. Specifically, section 339F(5) of the Act provides:

"The general manager is to provide the council with a report at least once a year of the number and nature of complaints received"

It is important to note that the 'complaints' documented in this report refers to formal complaints that have been made and subsequently investigated. It does not report on every item of negative feedback that Council receives falling below that threshold. This is impractical to track and would not provide an accurate measure of overall satisfaction with services. Initially, when a customer contacts Council, a 'service request' is lodged to report an issue with part of 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.

For Council to monitor its performance against the Charter and meet its service level requirements, Council has established, and maintains, a complaints register. The information in this report is extracted from the register.

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

A summary is provided in the tables below. It should be noted that changes to Council's organisational structure mean that direct comparisons between Directorates from previous years was not possible. From 19/20 onwards, complaints were reported against the team in which the relevant function sits, rather than the Directorate. This allows for a more informative report while also allowing for more accurate reporting for future comparisons if functions within the Directorates change.

21/22 Performance

Total Complaints against Council	Response sent within Service Level
15	14

Summary & Comparison

	2021/22	2020/21	2019/20	2018/19	2017/18
Total Registered	15	39	23	17	17
Response sent within Service Level (10 working days)	14	32	19	15	11
Service Level %	93%	82%	83%	88%	65%

By Source	2021/22	2020/21	2019/20	2018/19	2017/18
Phone	0	2	4	0	1
Email	13	32	19	15	14
Letter	0	5	0	2	1
Visits	0	0	0	0	1
Internet	2	0	0	0	0
By Directorate					
Corporate Governance & General Counsel	NA	NA	NA	NA	9
City Services & Infrastructure	NA	NA	NA	NA	8
Community, Economic Development & Business	NA	NA	NA	NA	0
Strategy & Development	4	3	4	3	NA
Community & Customer Services	3	11	7	8	NA
Infrastructure & Works	6	22	12	6	NA
Corporate Services	1	0			
Ombudsman	1	3			
By Area					
Planning	2	2	3		
Building & Plumbing	0	3	1		
Environmental Health	2	0	0		
Parking/Compliance	3	9	3		
Animal Management	0	2	4		
Infrastructure, Engineering & Design	3	9	2		
Works Centre	3	10	7		
Property	2	0	1		
Waste	0	2	1		
Landfill	0	1	1		
Rates	0	1	0		
Current Complaints					
There are no complaints currently open from the 2021/22 financial year.					

The previous data indicates there has been a decrease in complaints received this year, compared to last, however is similar to previous years. Teams that are not listed did not receive any complaints in any of the last three years.

Although there is a considerable decrease this year, last year saw an increase in both the Infrastructure & Works and Community & Customer Services directorates. Whilst complaints in the Parking/Compliance area are difficult to hypothesise, highly visible capital works projects last year may have resulted in more interest for the Infrastructure & Works area.

Council also reviewed the administrative procedure for receiving correspondence as an action of Council's Customer Service Strategy 2020-25, to ensure all complaints are being captured correctly. It is anticipated that this has resulted in a more accurate collection of complaints.

Council's Customer Service Charter will be reviewed as both an action of the Customer Service Strategy 2020-25, and to adhere to the Act, as it must be reviewed within 12 months of a new Council being elected. It is anticipated that these terms will be more clearly defined as part of this process. It is also worth noting that the number of service requests has significantly increased over the last few years, from 11,658 in 2018/19, to 13,617 in 2019/20, 14,397 in 20/21, and 15,549 in 21/22 representing a 33% increase over the last four years.

Unreasonable Customer Conduct

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.

In 2018, Council adopted the *Dealing with Unreasonable Customer Conduct Policy*, to provide guidance to staff on how to deal with unreasonable conduct by customers, and set out the actions that Council will take in response to unreasonable customer conduct. This policy was reviewed and readopted in 2022.

As per the policy, unreasonable customer conduct is identified as any behaviour by a current or former customer which, because of its nature or frequency, adversely impacts the health or safety of Council's staff, 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 the policy:

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

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

As per the *Dealing with Unreasonable Customer Conduct Policy*, Council has committed to report annually on the occasions that actions were taken under the policy.

During the 2021/22 financial year, Council acted under this policy on **three** occasions. On two of these occasions, Council issued a warning letter to the customer notifying them that further unreasonable conduct would result in a sanction. The third occasion saw a customer restricted to only being able to contact a Director, in writing, regarding any enquiries that were already closed by Council.

Customer Satisfaction (CSAT) Score

Council is committed to providing our customers with outstanding service. To be able to listen to our customers, their needs and expectations, we needed to make it possible for them to leave feedback on their interactions with us. Together with the comments, we needed to evaluate our performance against a score, deciding on a target to aim for. We identified the Customer Service Satisfaction (CSAT) Score as the ideal mechanism to calculate this, and overall how satisfied our customers are with our service.

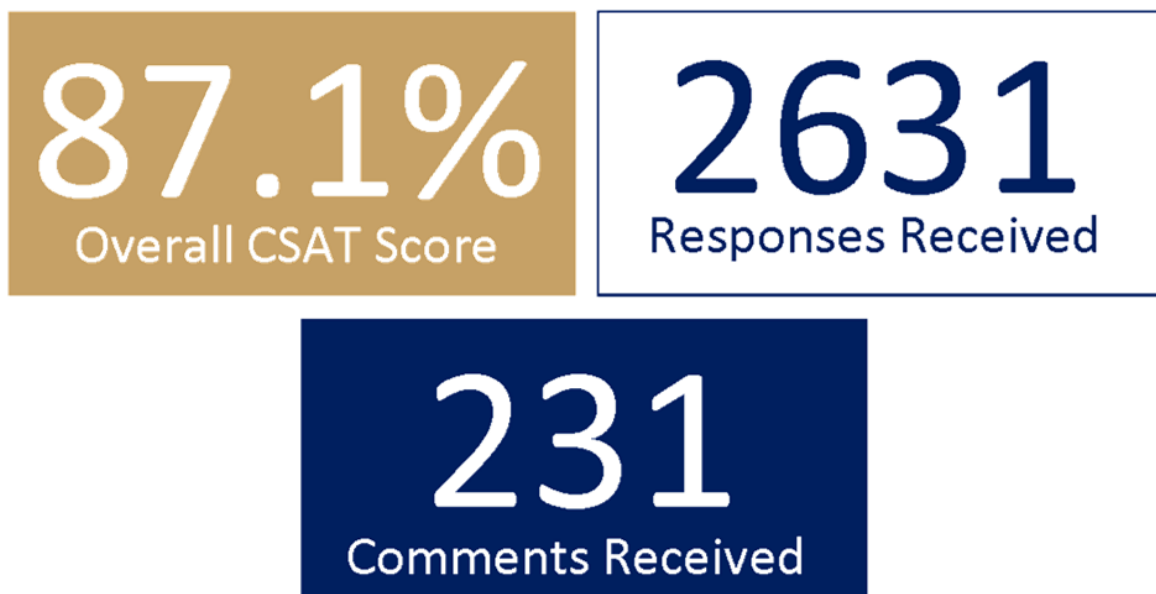
The CSAT Score is calculated by identifying the percentage of 'satisfied' customers from the total number of customers completing the survey. For Glenorchy City Council, the customer is offered a 4 or 5 option scale of satisfaction depending on how the survey is taken. For example, if asked 'how did we do today?' the scale may be 1-5, with 1 being extremely poor and 5 being excellent. The customers that responded with 4s and 5s would be calculated as a percentage. If the scale is 'poor', 'just ok', 'good' or 'excellent', then the 'good' and 'excellent' responses would be calculated as a percentage.

Bearing in mind the responsibility of Local Government and its requirements when completing its functions, the industry standard for an organisation such as Glenorchy City Council is a target CSAT Score of 75%.

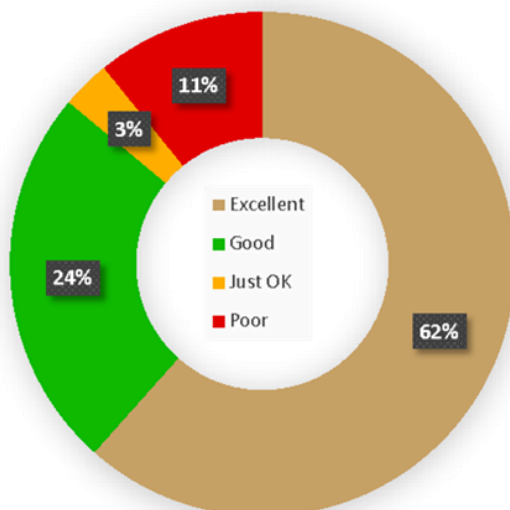
Currently, Council provides the option for customers to leave a score via tablets in the Chambers' foyer, after phone calls to the Customer Service Centre using an automated service, as an auto-response to emails sent through to the corporate email address (gccmail@gcc.tas.gov.au) and via the Customer Service Officers' email signature when they respond to enquiries.

Customers are also able to leave a comment when completing the survey via one of the tablets, the auto-response to corporate email, or the Customer Service Officers' email signature.

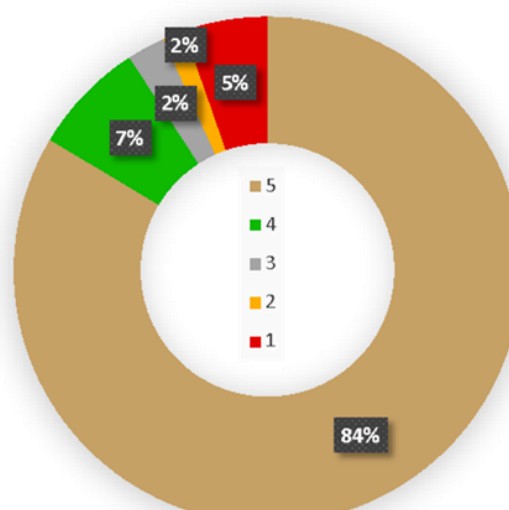
Scores left by customers are anonymous. The response system also allows the comments received to be left anonymously too, if preferred.



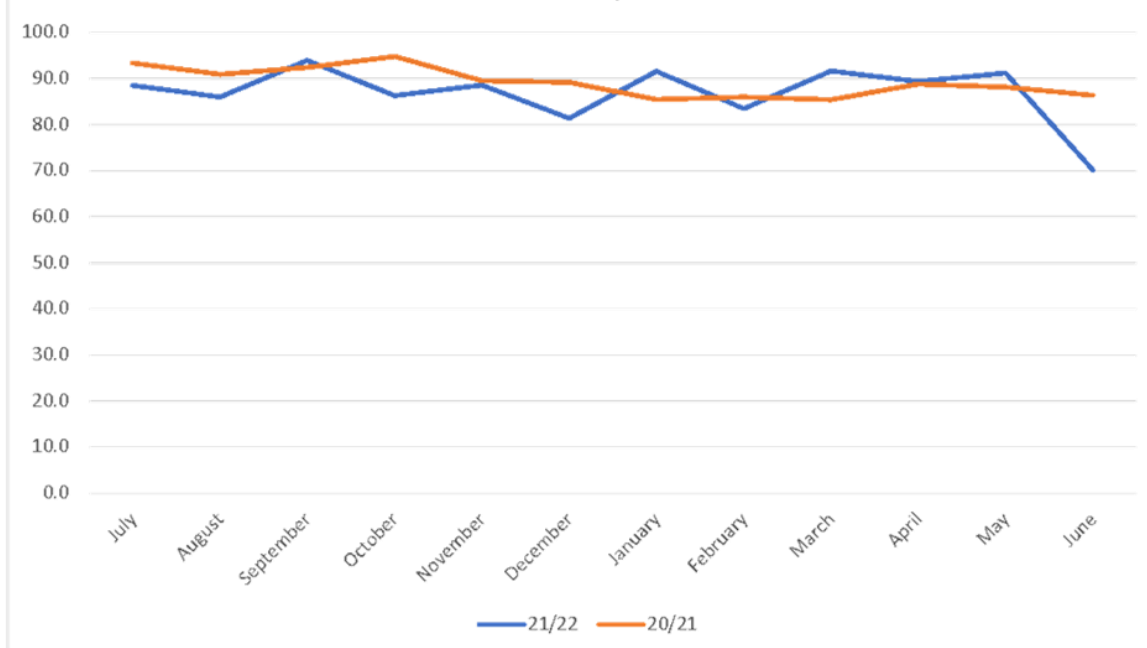
Responses from Tablets and Email Signatures



Responses from Post Phone Call Survey



CSAT Score by Month



During June 2022 there was a small but noticeable dip in the CSAT score. This is most likely due to the fact that we were experiencing a very difficult period of COVID-related low staffing levels across Council, but most significantly in the Customer Service Centre. During this period, staffing levels were so low that we were forced to close Council Chambers to continue to be able to serve customers in the call centre.

Through the CSAT Score responses, we also received 231 comments from customers. These are largely positive, however there were many that prompted process and procedural changes within Council, and every red light is investigated. A full list of these comments is below, with the survey response the comment is linked to:

Response	Response Date	Comment
Gold Star	1 July 2021	Thank you so much Rob for your excellent service
Green Light	2 July 2021	Keep up the good works of renewing Footpaths & planting Trees throughout the Glenorchy area.
Gold Star	2 July 2021	Beautiful and helpful customer service. Thank you. 😊
Gold Star	6 July 2021	Always helpful
Gold Star	8 July 2021	Thank you Ashley for your assistance this morning. I miss "Tassie"! Have a great day! ####
Gold Star	12 July 2021	Very nice people
Red Light	13 July 2021	Emails sent to Council are not responded to in a reasonable time frame.
Green Light	13 July 2021	It was really good
Gold Star	13 July 2021	already on previous screen
Gold Star	13 July 2021	Very kind and polite. And, very clear and helpful with their advice.
Gold Star	13 July 2021	very helpful & lovely phone manner
Gold Star	15 July 2021	It was great talking with Roy today in the Planning Department. Very helpful and covered my questions in great detail. Very satisfied interaction. Cheers ####
Green Light	15 July 2021	I would have thought it unusual in this day and age for bank details to be put on a form and then for the account holder not to know who is going to have access to the details. Might be something to look at.
Green Light	17 July 2021	prompt response and action :)
Gold Star	19 July 2021	Amazingly helpful
Red Light	19 July 2021	Stupid voting
Yellow Light	19 July 2021	Good
Gold Star	21 July 2021	THANKS A LOT.
Gold Star	21 July 2021	THANK YOU
Gold Star	22 July 2021	Issue was sorted extremely quickly and professionally and everything I needed was provided in one email.
Red Light	22 July 2021	Still waiting for a reply about my application
Green Light	22 July 2021	Pretty quick service
Gold Star	23 July 2021	Hiu7j
Gold Star	23 July 2021	got the answer and advice I needed - thanks
Red Light	25 July 2021	The response was filled with aggressive undertones and language, with a negative attitude towards a remedy.
Gold Star	27 July 2021	excellent customer service
Gold Star	28 July 2021	Animal control officer Mark was incredibly professional and empathic and I can't praise his help highly enough. Furthermore all council staff who assisted me on the phone performed their jobs exceptionally well. Thank you!

Gold Star	28 July 2021	I have lived and worked on all five continents over the past 40 years, and never have I received a reply within a few hours since making my initial inquiry with any Council and got it resolved. Congratulations for the great service. Best, ###
Red Light	28 July 2021	Wait was too long to see planner
Green Light	28 July 2021	Easy dog registration, cheaper than HCC with fast and pleasant staff response. I can only suggest a BPay option, it is 2021 ;)
Gold Star	29 July 2021	Very helpful 😊
Red Light	1 August 2021	The email request I sent was forwarded onto the wrong department, the correspondence I did receive was sent to a different email address within our organisation, rather than the address that sent it, which must have been looked up from via your accounts department as this is the only place that would have had it. Sorry not very efficient use of resources yours and mine.
Gold Star	2 August 2021	Response was very quick with a clear and precise explanation
Gold Star	2 August 2021	My request for direct debit was actioned quickly and I appreciate the speed and the fact that I can pay my rates on a fortnightly basis - great customer service.
Gold Star	3 August 2021	Thank you, that was nice and easy
Gold Star	5 August 2021	The lovely receptionist handled my query quickly and efficiently and my email was responded to in a very timely manner with unexpected sympathy for my dog passing away. Very compassionate.
Gold Star	5 August 2021	Easy and helpful
Gold Star	5 August 2021	The BEST customer service as always!
Red Light	6 August 2021	To submit an issue with the council and then be fobbed off to another organization, no contact details provided is poor customer service and shows your lack of interest in the rate payers as a whole, a simple email template that was already set up with contact details would show that you actually had your rate payers interests at heart and really would be no extra work at all for your staff. Instead of an email that makes us feel fobbed off.
Gold Star	10 August 2021	Fantastic Service
Gold Star	11 August 2021	Dropped off 2sharps containers without any issues
Gold Star	13 August 2021	Anna was very prompt & efficient. I was very pleased . Thank you
Gold Star	13 August 2021	Fast and efficient service
Gold Star	18 August 2021	Excellent example of consultation - thank you
Gold Star	19 August 2021	Council staff provided a very prompt response to our request.
Gold Star	20 August 2021	Prompt service
Gold Star	23 August 2021	Excellent Communication
Gold Star	24 August 2021	Very impressed that the DA application I lodged was assessed as No Permit Required within 24 hours. Thank you.
Gold Star	26 August 2021	Very impressed with the response to my report for road maintenance. The repairs were undertaken within 24 hours. Thank you
Green Light	30 August 2021	Good thanks - the invoice itself was a bit unclear though. Said the full yearly amount needed to be paid, however my overdue notice just asked for the second instalment. Not a fault of the customer service rep at all, just the layout of the bill. Just a little confusing that's all. I assumed I just had to pay the instalment anyway. Clarity either way would be much appreciated.
Red Light	1 September 2021	Didn't get a response
Gold Star	1 September 2021	Thank you to Monique for your quick & friendly reply to my enquiry and promptly identifying the correct document I requested a copy for.
Gold Star	1 September 2021	The ladies here were great. Smiling helped out great and the guy about me dog was great Thanks
Gold Star	2 September 2021	Usual polite and professional

Gold Star	3 September 2021	Very helpful and pleasant people to talk to. ####.
Gold Star	3 September 2021	Wonderful follow up service. Advised it would take up to 48 hours for collection. It was done within 24 hours. Thank you
Gold Star	6 September 2021	Very prompt response thanks
Green Light	7 September 2021	Organised
Gold Star	7 September 2021	Mine was just a routine inquiry but it was attended to promptly and courteously. Thank you.
Gold Star	9 September 2021	Very helpful
Red Light	10 September 2021	DVD s when
Gold Star	10 September 2021	Thank you to everyone concerned with our planning application for my sons shed, coming into the office seeing the people concerned and a quick response to my query emails.
Gold Star	13 September 2021	Quick response
Red Light	14 September 2021	I have had no communication about my enquiry.
Red Light	16 September 2021	no response from GCC and never acted on
Gold Star	16 September 2021	Very freindly
Gold Star	16 September 2021	Usual professional and polite service
Gold Star	17 September 2021	Great seervice
Gold Star	21 September 2021	Awesome,,
Gold Star	21 September 2021	the people i have dealt with have been very courtious and agreeable....a pleasure to deal with
Gold Star	22 September 2021	Staff are always very helpful
Yellow Light	22 September 2021	Acknowledgement of Correspondence Received should capture the "Subject of the email" for us to record this response. A specific response is required.
Gold Star	24 September 2021	The service received was excellent with my first contact about my bin replacement and the service that I received in receiving my new FOGO bin.
Gold Star	27 September 2021	All good
Gold Star	27 September 2021	A seamless transaction from start to finish. Excellent work from the records team in facilitating the whole experience. 10 out of 10, would e-mail again!
Gold Star	30 September 2021	I will await your response to my question.
Red Light	2 October 2021	The site planners require un necessary paper works . Rubbish service
Green Light	4 October 2021	good costumer service
Red Light	4 October 2021	Email sent Monday 20th September asking for update re new Giblins Reserve plans (per your newsletter and website). Monday 4th October, still no reply.
Gold Star	5 October 2021	Whilst the enquiry was not something handled by the council the customer service officer was able to provide contact details for the appropriate State Government Department I needed
Red Light	5 October 2021	Absolutely rubbish and illegal
Gold Star	6 October 2021	My matter was dealt with very promptly and efficiently!
Green Light	6 October 2021	I have sent my form requesting a new rubbish bin, due to mine having the left hand handle and lid completely pulled away from bin as of last collection day. I have received friendly and easy to follow acknowledgment emails and am awaiting reply on request for new bin. So far so good 😊
Red Light	7 October 2021	Planning section is the worst department , every planner have their own rules .
Gold Star	8 October 2021	Wonderful service
Red Light	11 October 2021	Regarding my ticket
Gold Star	11 October 2021	Grace from planning was extremely helpful
Gold Star	11 October 2021	Excellent service by Zuleika ####. Fast, efficient, professional and friendly

Gold Star	14 October 2021	Very helpful and prompt response from Grace, Bree and Brianna. Much appreciated.
Red Light	19 October 2021	Planner was very rude and impatient during our conversation.
Gold Star	20 October 2021	very fast response from the customer service team. Super helpful.
Yellow Light	27 October 2021	If I send a stat dec to transfer an infringement into the drivers name, then I expect that to get done. Not just remind the person to pay it!
Gold Star	28 October 2021	Chantelle #### is extremely helpful. Thank you
Green Light	29 October 2021	Asked for a planning application. It was sent quickly thank you. No application fee form or what extra info is required on plan that is a '(separate document)'. Why not send the separate document with the planning application form??
Gold Star	1 November 2021	Very helpful customer service!
Green Light	2 November 2021	Prompt and accurate reply and action, thank you.
Green Light	3 November 2021	Very prompt response to my request for minor road repairs and missing traffic island road markers. Though the repair to soon to be pothole (at the Charles St/Albert Rd outbound side) was missed. Thanks GCC Team.
Gold Star	3 November 2021	Very prompt response to my request for minor road repairs. Well done GCC team.
Gold Star	3 November 2021	Monique was a customer service star!!
Red Light	3 November 2021	No reply to my previous email
Gold Star	4 November 2021	Prompt response. Well done GCC Customer Service Team.
Yellow Light	5 November 2021	Dear Sir/Madam Instead of going through another set of hands it would of been appreciated if Council could of sent this issue onto State Growth instead of sending back for me to repeat. Thanks
Red Light	6 November 2021	I sent a request of information about hiring the Eady Street oval for a cricket league. Then I got an automated answer saying my query was forwarded to the relevant department and haven't heard anything more since. Very poor service considering it was all about community engagement and women's participation in social sports.
Gold Star	6 November 2021	arrived very quickly, thank you
Red Light	8 November 2021	G GCC C jx
Green Light	9 November 2021	Good email responses from Grace. Thanks. Nice to have clear correspondence.
Gold Star	10 November 2021	Repairs to Montrose Bay Pontoon - thanks from GRC & other users. Particular thanks to Matthew Brockman & Ben Atkin.
Gold Star	16 November 2021	Roisin; excellent and very friendly professional service. Thank you!
Gold Star	16 November 2021	Very fast and helpful response from Emma Coad.
Gold Star	22 November 2021	I was very pleased with the prompt service and the effective dealing with my enquiry for a copy of the rates notice. I thought I might not be able to establish but given I knew everything about the property and payment, it was clear enough. It is often frustrating when the obvious is ignored but in this case it was great
Gold Star	22 November 2021	Thanks for your quick reply. Kind Regards Edmund ####
Gold Star	24 November 2021	Hi, yes I did say the lid, but it's the bracket that holds the hinge to the lid that has broken away from the body of the bin. Cheers David

Red Light	25 November 2021	I have noticed that the drains around Austins Ferry are very over grown and as noted all paths streets are not been seen to as growth of weeds are still there. Inaccurate account of maintenance has been given to me and needs to be addressed.
Gold Star	26 November 2021	the response time to my query was much faster than i thought thank you
Gold Star	26 November 2021	A fast response and issue resolved quickly
Gold Star	29 November 2021	Very nice ladies
Yellow Light	29 November 2021	I sent my e-mail back in July. No rush I suppose.
Gold Star	30 November 2021	Prompt responses, excellent and courteous service.
Green Light	30 November 2021	thank you
Green Light	30 November 2021	A prompt response. :-)
Gold Star	7 December 2021	High response 🙏🙏 You guys need to get your rates billing sorted out. My real-estate agent registered to receive these months ago but they are still coming to me and I ignore them assuming that they are getting paid by the agent.
Green Light	8 December 2021	I wrote and made reference to the terrible weed conditions in footpaths and gutter a few weeks back , although I didn't get back to name the many streets that needed attention it was pleasing to see men at work today in the area spraying weeds . Many thanks ####
Green Light	8 December 2021	Fast, prompt, friendly and informative communication
Red Light	8 December 2021	I requested council confirmation of plans for planning permit compliance on 11 November. I received no response and followed up by phone. I have still received no advice. On planning matters this is just not good enough where developments cannot proceed until documents are approved by Council. I have not even been advised that they are being looked at.
Gold Star	10 December 2021	polite and efficient staff member - thank you
Red Light	15 December 2021	Nobody helping every time they ask new papers nobody know what's going on
Red Light	15 December 2021	Council officers response was very poor and obviously not familiar with their community
Red Light	16 December 2021	Passing the buck as usual!!!! No one takes responsibility!!!! End of story.
Gold Star	17 December 2021	Excellent customer service, and communication
Red Light	20 December 2021	Clear lack of empathy.
Red Light	21 December 2021	Clear lack of empathy.
Gold Star	23 December 2021	I requested a document and received it in the approximated time without fuss from a friendly lady.
Gold Star	28 December 2021	My query was answered and actioned very promptly.
Gold Star	29 December 2021	So far the service has been fantastic. Just need it to be completed. Thank you
Gold Star	4 January 2022	Particular thanks to Imogen from planning for being ever so helpful and patient on what I'm sure has been a very busy first day back at work.
Green Light	5 January 2022	Swift response to all matters, good work thanks
Gold Star	7 January 2022	Staff were very helpful and friendly.
Gold Star	8 January 2022	Sent an email and received the required information in less than 2 hours. Excellent service which is very uncommon these days. Thank you so much to Hilary Morton!
Gold Star	10 January 2022	Very efficient friendly service, thank you!
Gold Star	10 January 2022	I have never had an issue with staff or requests with GCC, I also live there but my enquiry was professional today for Real Estate office. Many thanks Briana for your email lovely and quick response :)

Gold Star	13 January 2022	Thank you for your understanding. I appreciate you for the cancellation of my parking fine.
Yellow Light	15 January 2022	Quick response happy with that but i will reserve sending a happy face until i receive a reply about the problem, i am not expecting much to be done about it as in the past i have emailed about no gutters or footpaths on the road and stormwater directed onto my property and nothing gets done
Yellow Light	18 January 2022	Good service usually
Red Light	21 January 2022	House stop flooded. Insurance is still huge now.
Gold Star	23 January 2022	Let's hope the landowner keeps the length of the grass on the property at a reasonable length as it is detrimental to the area.
Gold Star	25 January 2022	Prompt response and action. Many thanks to all involved.
Red Light	29 January 2022	Took more than a week and a half, and a further follow-up email to get a reply. Not good enough
Gold Star	31 January 2022	So far your response has been great
Red Light	8 February 2022	We are being blocked from hearing about key meetings. no response is ever given to our emails. No person has been assigned to engage us with an ongoing issue relating to expenses council has incurred with us as a result of council policies. Our home flooded and we have no one to talk to.
Green Light	8 February 2022	Thank you for your quick reply, awesome service.
Gold Star	17 February 2022	Very efficient service
Red Light	17 February 2022	Open during lunch time. Very poor
Gold Star	21 February 2022	Yea very happy the staff are lovely and easy to speak to thanku enjoy your day 😊
Gold Star	24 February 2022	Glenorchy City Council are just lovely easy to speak to great communication
Red Light	25 February 2022	I've had no response from two phone calls. Someone was going to call me back both times. Also, no response from an email sent 4 days ago!
Red Light	28 February 2022	I still haven't received the bin clip .just wondering how far away it is
Red Light	1 March 2022	No comments until issues are resolved.
Green Light	2 March 2022	To be followed Up upon regarding resolution of enquiries. Thanks.
Gold Star	9 March 2022	very friendly prompt service.
Red Light	10 March 2022	#### I've lost all trust in gelnorchy city council a an institution and am strongly considering assisting with the campaigns of elder man running against the current. I've found a few others with this issue too from doorknockint and Internet forums. I also have a lot of politicians that tried to help and they'll see my support in the months and years to come both I. Volunteer work donations. The government is broken. It needs to change. Also, I was told by legal that I hadn't sent enough proof. I'll contact some media organisations, lawyers and hopefully I'll have that soon.
Green Light	11 March 2022	Quick Reply to my query shall be appreciable. Thanks
Green Light	22 March 2022	Well done
Gold Star	23 March 2022	I can't say much, the customer service was exceptional, she was soo polite, calm and engaging that I forgot all the stress I was going through this morning. She made my day. I hope I always get her everywhere as my customer service agent. I can't get better then her. Cheers ####.
Green Light	23 March 2022	Thanks very much! :)
Green Light	24 March 2022	Thank you Eliza
Green Light	24 March 2022	Friendly and polite service once I spoke with Eliza. Quite a delay in waiting to speak to someone.
Red Light	26 March 2022	I emailed about weed control/ management in Lutana on the 6th January and still waiting for action or a response

Green Light	28 March 2022	Good but plans of drainage were corrupted/unable to open
Gold Star	29 March 2022	I appreciated the timely and informative response and look forward to the new development, anticipating a conveniently located water fountain.
Yellow Light	30 March 2022	After making twi online message, after 4 days had to call to make contact. Then things were addressed.
Red Light	1 April 2022	Never responded to my contact, no action taken
Green Light	4 April 2022	Thanks for getting back to me so promptly
Gold Star	4 April 2022	Thanks Anna
Gold Star	5 April 2022	All good thank you
Red Light	7 April 2022	####
Yellow Light	7 April 2022	####
Gold Star	8 April 2022	Quick response to emails in a professional manner
Gold Star	8 April 2022	Excellent service, quick response well done - Cheers, Jack.
Red Light	12 April 2022	No response.
Gold Star	12 April 2022	Amazing fro Ella and Lilly
Red Light	18 April 2022	As per my email - this is nonsense!!!!
Gold Star	19 April 2022	Email request answered within 4 hours. Advised to put bin out next day. Maintenance man changed lid at 8.30am that morning. Service doesn't get better than that. Many thanks GCC people
Green Light	21 April 2022	all good. thank you for your help
Gold Star	28 April 2022	Emma provided me with email notices and hard copies too. Her prompt friendly efficiency is much appreciated in my situation of an abusive relationship with complex trauma.
Gold Star	29 April 2022	Rebecca was very helpful Thank you
Red Light	2 May 2022	Waited 20 minutes in line
Gold Star	3 May 2022	Good customer service
Gold Star	3 May 2022	Very helpful and professional Thankyou
Gold Star	9 May 2022	Thanks for the quick reply to my job hunting enquiry. I am currently on three months long service, and desire to leave my current employer ####, to start a new career. I would appreciate the opportunity for an interview where we can look over my full curriculum vitae, and view my full references and discuss how I can be part of your organisation.
Gold Star	9 May 2022	Thanks for quick reply
Gold Star	10 May 2022	Great and fast services
Gold Star	11 May 2022	Always friendly and willing to provide solutions.
Gold Star	16 May 2022	Very happy with all of the help that I received from Monique ####.
Gold Star	16 May 2022	Very helpful & friendly
Gold Star	16 May 2022	quick and easy, thanks
Green Light	18 May 2022	Prompt reply first thing Monday morning. Very good. I did not know when I first contacted you about the rivulet obstruction, that there is also a fallen tree that is on 2 units back yard fences and making access extremely difficult. I suggest that it would be sensible to add this to my original submission and both jobs be done at the same time.
Green Light	23 May 2022	I always find the staff friendly, efficient and professional.
Red Light	23 May 2022	Problems persist after years. Staff have lied to me #### have yet attended the site. This is ruining my life.
Red Light	30 May 2022	NO RESPONSE OR ACKNOWLEDGMENT OF ADDITIONAL INORMATION SUBMITTED
Green Light	30 May 2022	I appreciated the immediate acknowledgement of my request.

Gold Star	30 May 2022	They really listened and were understanding
Gold Star	1 June 2022	Really effective, prompt and good service from Sarah.
Gold Star	2 June 2022	Hannah #### was very helpful and proficient in assisting with my application. Thanks Hannah!
Red Light	6 June 2022	Customer in breach of Unreasonable Customer Conduct Policy. Comment redacted.
Red Light	6 June 2022	Customer in breach of Unreasonable Customer Conduct Policy. Comment redacted.
Red Light	6 June 2022	Customer in breach of Unreasonable Customer Conduct Policy. Comment redacted.
Red Light	6 June 2022	Customer in breach of Unreasonable Customer Conduct Policy. Comment redacted.
Red Light	6 June 2022	Customer in breach of Unreasonable Customer Conduct Policy. Comment redacted.
Gold Star	8 June 2022	Thank you for the support it was easy and supportive.
Gold Star	8 June 2022	Ashley #### has been amazing to deal with. Considered customer needs and helped efficiently and promptly.
Gold Star	9 June 2022	Prompt friendly service as always
Gold Star	14 June 2022	Tania was very polite, professional and efficient. My query was resolved in a very positive way and in a timely manner. Thank you.
Red Light	14 June 2022	Customer in breach of Unreasonable Customer Conduct Policy. Comment redacted.
Red Light	14 June 2022	Two weeks and no contact, very poor service
Gold Star	15 June 2022	Friendly phone demeanour
Gold Star	15 June 2022	It was good to serve through online
Gold Star	16 June 2022	Really polite and helpful with questions asked
Yellow Light	17 June 2022	Too long waiting time.
Red Light	17 June 2022	Have been trying to contact the council for almost 3 weeks, with little to no contact/response. Please call me on #### - Regarding ####
Red Light	24 June 2022	####
Green Light	27 June 2022	Excellent customer service

[sic]

Denotes redacted content.



Customer Service Strategy Update

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 value. From these four pillars, 48 actions were identified to be completed throughout the five-year life of the Strategy. The report that went to Council to approve the Strategy also committed to an annual update report on the progress of these actions.

On the following pages is the snapshot report from our reporting software (Cascade), of the Customer Service Strategy 2020-25's progress. Overall progress is 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 over half of the actions already complete. Many of the actions are also directly linked to the Core Systems Review Project, and will progress as the project progresses.

Council-wide Highlights

Again, it has been a very busy year for Council staff, investigating and responding to customers' enquiries, processing applications and maintaining assets. Customer Service is not solely the responsibility of the Customer Service Team, it is a responsibility of every staff member at Council. Every staff member, regardless of department, has a role to play in the provision of services to our community whether they directly interact with the customer or not. Gathering statistics from across the organisation shows how well we are serving our community as a whole, rather than relying solely on call centre statistics that don't show the whole story. Below are some highlights gathered from across the organisation. These will be grown from year to year as more are identified and/or recorded through system improvements.

58,277

Customers served via phone
and front counter

83%
Service Level

The 'Service Level' is the percentage of customers that are answered within 60 seconds when calling Council's call centre.

37
SECONDS

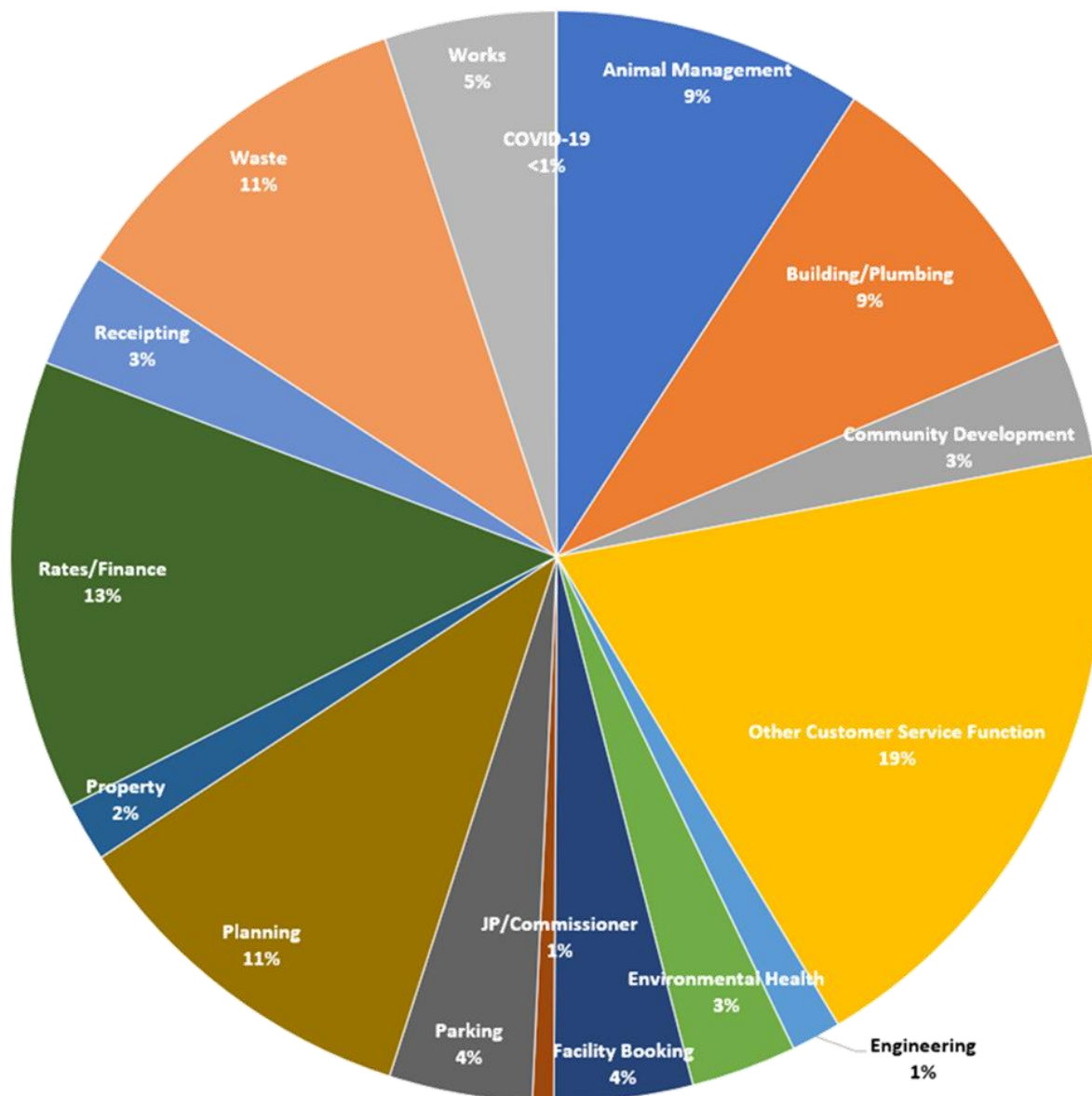
Average call centre wait time

3 15
MINS SECONDS

Average call centre service time

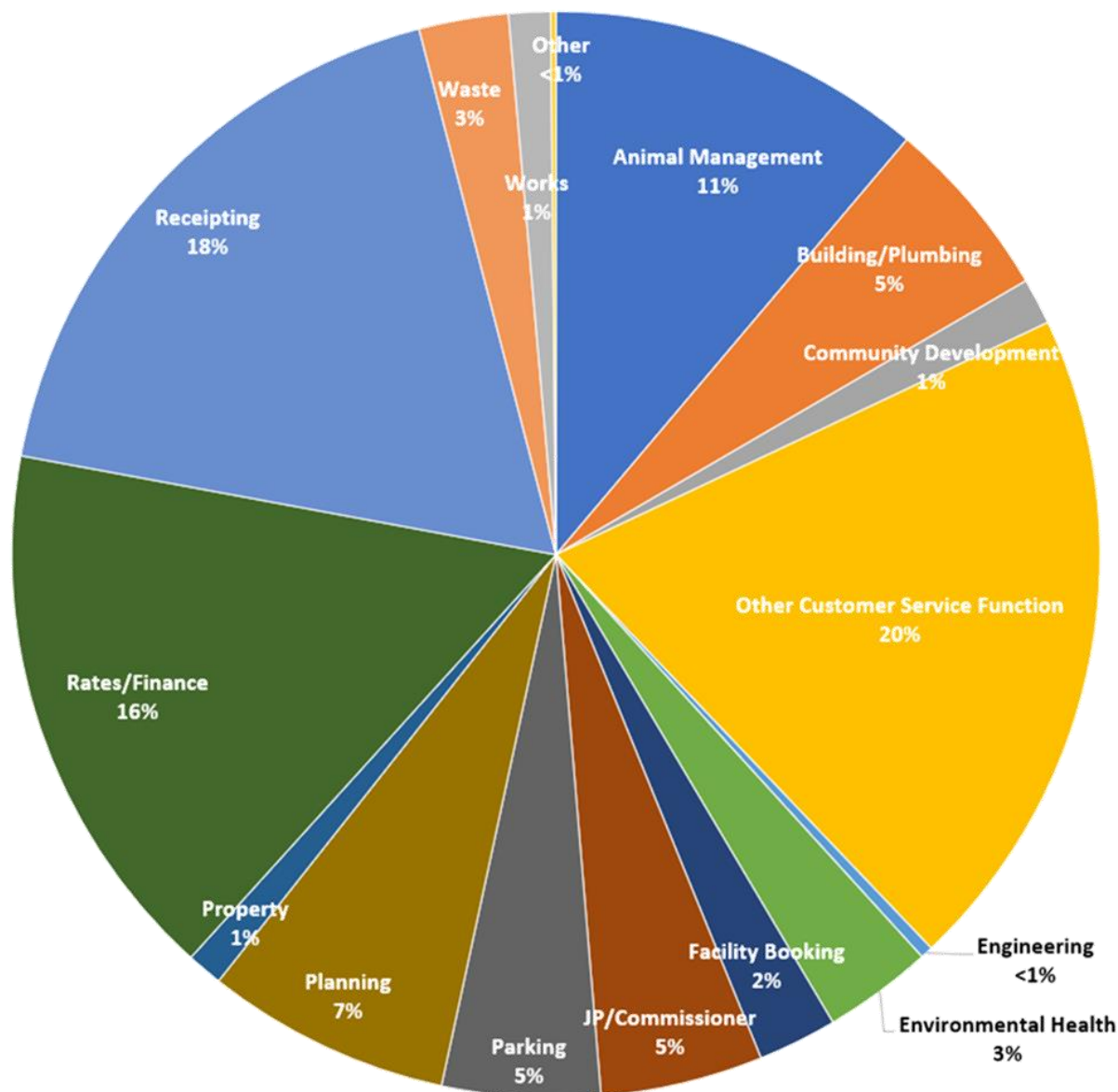
The 'Service Level' across the twelve months dropped from 89% in the previous year, whilst the average call centre wait time increased from 24 seconds. This is due to a period between October 2021 and March 2022 where a reduction in the base number of Customer Service staff was trialled, and deemed unsuccessful. The significant change in the stats during those months had less of an affect on the overall stats for the year, once they were diluted, but are still very noticeable.

Types of enquiries received in the call centre



Customer Service Officers receive calls about all sorts of Council's functions. This shows the breadth of enquiries we receive, with Planning, Rates, Building/Plumbing, Animals and Waste the most frequent. "Other Customer Service Function" is essentially anything that doesn't fit into the other categories, and are largely around providing the customer information on a subject. These are sometimes not Council related, but the Officers will assist in any way they can.

Types of enquiries received at the front counter



Customer Service Officers also deal with all sorts of enquiries regarding Council's functions at the front counter. This paints a similar picture to the call centre, with Planning, Rates, Building/Plumbing, Animals also the most frequent, but also includes a large portion of receipting enquiries.

15,549

Total Customer Service
Requests Created

Customer Service Requests are created when an action is required by Council following a customer enquiry. This might be a pothole repair, a call back, a stray dog or other Council functions. This year saw an increase of over 8% from last year.

24,364

Articles of correspondence received

Council receives a lot of emails, letters, and website submissions. During the 2021/22 financial year, Council received, registered and distributed 24,364 articles of incoming correspondence to the relevant departments to respond to, another increase of 3.5% from last year.

2.25 days

Average time to respond to
incoming correspondence

96%

Incoming correspondence responded to
within Council's commitment

As per Council's Customer Service Charter, we commit to respond to all incoming correspondence within 10 working days. This has been the case for 96% of the correspondence received last year, with an average time to respond of 2 and a quarter days.

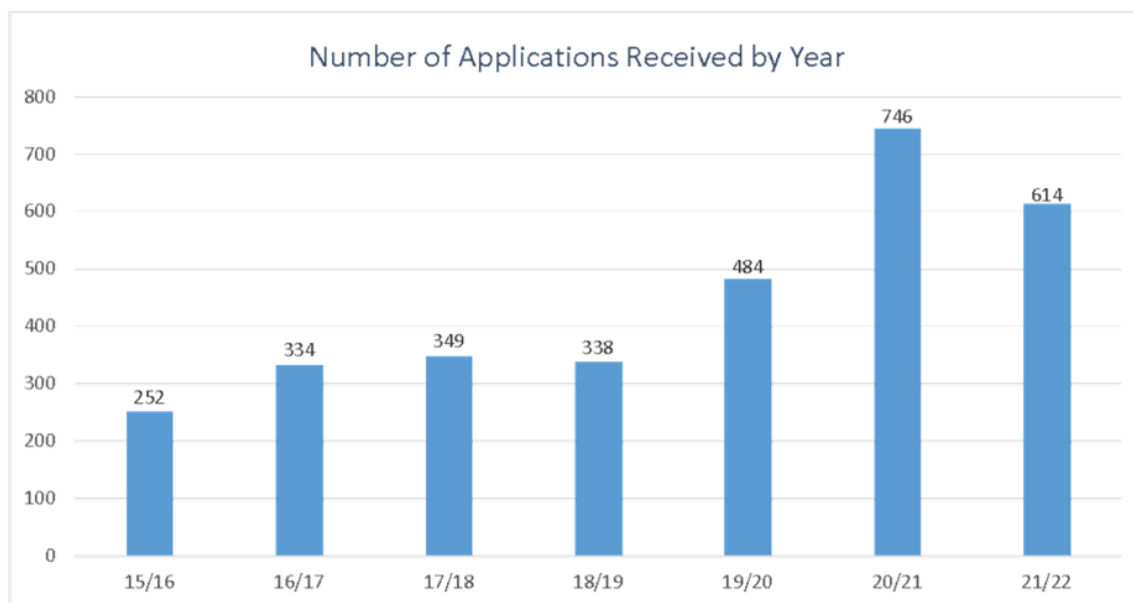
5,575

Number of call back
requests received

Council received 5,575 call back requests. These are requests created when a customer calls to speak to a staff member, but they are unavailable. A call back request is then submitted to the staff member to call the customer back. Council's commitment in the Charter is to return these calls by the end of the next business day. 58% of call back requests were completed within this time, and 71% within three days. This is an area we can improve upon, however we are somewhat restricted by our core system in both completing the requests and reporting on them, so the statistics may not be reliable.

614

Number of Development
Applications Received



Council's Development Department have also been very busy, processing 746 applications this year. This year continues the trend of a continuous increase in applications received. Discretionary Applications were processed, on average, within 39 days, whilst Permitted Applications were processed, on average, within 22 days. 99.75% of applications were processed within the statutory timeframes.

548

Food premises inspections

Council regularly inspects food premises in the Glenorchy area to ensure businesses are serving food safely and in line with the *Food Act 2003*.

3,101

Works requests created

Works requests are created when a customer brings to our attention an issue with our assets. A works request is created for our staff to head out and complete the work, such as fill potholes, remove fallen trees, clear dumped rubbish, community hall maintenance etc. On average, these requests were completed within 7.8 workdays. About 43% of these related to roads.

Although unpopular with those who receive them, issuing parking infringements is essential to keep the community safe, and to ensure the intended turnover of vehicles to assist local businesses. Council Officers cover as much ground as possible, concentrating on the Moonah and Glenorchy CBDs, schools and car parks.

6,773

Parking infringements issued

8,326

Dogs registered

315

Roaming dog notifications

261

Barking dog requests

Glenorchy has one of the highest number of dogs per capita in the State, requiring constant resourcing to ensure the community is complying to the *Dog Control Act 2000* and Council's Animal By-Law. Council investigated 261 barking dog requests from the community, with a number of them needing sound recording equipment set up to monitor noise levels and frequency of the nuisance.



Statement of Commitment on Housing

Recognising housing as a basic human right, Glenorchy City Council is committed to facilitating access for our residents to a diversity of safe, liveable, accessible and affordable housing options in our City. We will work closely with our residents, businesses, housing providers, developers, government and non-government partners to implement the following commitment.

Glenorchy City Council will

Engage with our community and data providers to gather and share information about Glenorchy's housing needs, including land availability and demand.

Provide our staff and residents with knowledge and confidence to help people access housing and homelessness services.

Engage with our community and housing providers about different types of housing and the benefits of having a diversity of housing options in our City.

Advocate to the Tasmanian and Australian governments to invest in and provide affordable and social housing and supported accommodation in Glenorchy.

Partner with housing providers and developers to increase the overall supply of affordable and social housing, and supported accommodation in Glenorchy and to encourage liveable housing design.

Actively explore opportunities to increase affordable and social housing and supported accommodation in Glenorchy, when developing and disposing of Council land, where appropriate.

Facilitate affordable and social housing and supported accommodation in Glenorchy through considering zoning at strategic sites and working with developers, where appropriate.

Advocate to the Tasmanian Government for planning controls that facilitate affordable and social housing and supported accommodation, where appropriate.

FURTHER INFORMATION

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www.gcc.tas.gov.au



P: 6216 6800
www.gcc.tas.gov.au



Acknowledgement to Aboriginal People

The Tasmanian Government acknowledges and pays respect to the Tasmanian Aboriginal people as the traditional owners and continuing custodians of the land and acknowledges elders past, present and emerging.

Department of Communities Tasmania
Published September 2022
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Minister's Foreword

Housing is a fundamental need that supports people to reach their goals and potential in every other area of their lives. Every Tasmanian deserves a roof over their head and with it, the opportunity to thrive.

The Tasmanian Government wants to ensure the housing needs of all Tasmanians can be met, including the most vulnerable, those in the workforce and people as they age. We also want to increase the resilience and diversity of housing options and opportunities for all Tasmanians.



We know that Tasmania's housing market is very tight and supply is limited, affecting our most vulnerable. This is why we have the most ambitious and comprehensive social and affordable housing program in the State's history. We are committed to building or acquiring 10 000 new social and affordable homes by 2032 under our \$1.5 billion housing package. Increasing our housing supply is designed to put downward pressure on demand over the longer term and ensure those who need it can access safe, secure and affordable accommodation. Increasing supply will also help our young Tasmanians and Tasmanian families into their first home.

The Tasmanian Government is already taking steps to address this challenge by delivering an extensive range of new initiatives, to ensure we deliver the right homes in the right places to support Tasmanians who need them. Our plan is to develop a 20-Year Housing Strategy that informs what we need to build, where and what type of accommodation is built based on demand. This will also support the needs of different groups of Tasmanians, such as young people, women with children or those fleeing domestic violence or relationship breakdown, those needing transitional accommodation after leaving other forms of care, men and the elderly. It will also consider the needs of regions, such as urban and rural differences. It will look beyond social housing to the broader housing needs of communities, such as housing for our critical workforce, those entering the market and older people seeking to downsize their properties.

This knowledge will not only guide our capital build program, but also the services and support programs that are delivered. It will help us better understand how to design our policies to support those most in need and ensure those who need help are getting the appropriate assistance for their circumstances. The Strategy will set the primary guiding policy for our new housing authority, Homes Tasmania, which we intend to establish by 1 October 2022, subject to passing legislation through Parliament.

To address our housing challenges, we all must work together across sectors and levels of government and take a collaborative approach to solutions. I want to thank my Parliamentary Secretary, the members of my Ministerial Reference Group and other key stakeholders for their contributions to developing this Discussion Paper. I encourage anyone with an interest in improving housing in Tasmania to participate in this consultation and share your input and experience. I look forward to considering feedback and working with my Reference Group to release a draft Strategy in early 2023.

Guy Barnett MP
Minister for State Development, Construction and Housing

Executive Summary

Tasmania has enjoyed a period of significant economic growth over recent years. Our economy has led the country during COVID-19 for the first time in decades. Our unemployment rate is at an all-time low, at 3.7 per cent in July 2022¹. We have also experienced strong population growth, increasing by almost 50 000 people between 2016 and 2021.

At the same time, the Tasmanian housing market has been one of the fastest growing in the country. We have seen soaring housing costs, historically low rental vacancy rates and growing housing supply pressures. This has resulted in more Tasmanians than ever experiencing housing stress, growing demand for social housing and increasing rates of homelessness.

Access to safe and secure housing has become a critical issue for many Tasmanians. The Tasmanian Government has committed to a 10-year, \$1.5 billion housing plan to build on existing initiatives and take further action to address affordable housing. We are on track to deliver 1 500 new social and affordable homes by June 2023, rising to 10 000 homes by 2032. At the same time, the Government continues to invest over \$36 million each year in housing and homelessness support and initiatives, including wraparound services to ensure those who need help are getting the services they need.

To deliver the Government's ambitious housing supply plan, a new statutory authority for housing – 'Homes Tasmania' – is being created. Homes Tasmania will have improved powers and functions to deliver increased housing supply as well as provide cohesive housing and homelessness services for Tasmanians.

This is in addition to other new and existing initiatives aimed at reducing house prices and putting downward pressure on rents, including revised home ownership products, expanded private rental initiatives, and planning scheme, land tax and stamp duty reforms.

The Tasmanian Government intends to deliver a comprehensive long-term Tasmanian Housing Strategy that considers all aspects of the housing market. The final Strategy will also outline the strategic direction to address housing-related issues into the future and guide the work of Homes Tasmania.

Feedback on this Discussion Paper will inform the development of a coordinated Tasmanian Housing Strategy, establishing the vision, focus areas and actions for the Strategy.

Housing is important for all Tasmanians and so we are inviting everyone to have their say on how housing can best be accessed, maintained and delivered, and to suggest practical actions to improve the sustainability of the housing market for all Tasmanians.

Find out how to make a submission in the 'Have Your Say' section.

¹ Labour Force, Australia, July 2022 | Australian Bureau of Statistics (abs.gov.au)



Introduction

Introduction

PURPOSE OF THE DISCUSSION PAPER

This Discussion Paper will inform the development of a coordinated Housing Strategy for Tasmania. It seeks input from the Tasmanian community to understand our housing needs and desires and how that housing can be best accessed, maintained and delivered. It explores key focus areas that impact on housing and proposes actions that can be undertaken to provide a housing system that meets the needs of Tasmanians into the future. Submissions will assist in establishing the vision, focus areas and actions for the Tasmanian Housing Strategy.

WHY IS HOUSING IMPORTANT TO TASMANIANS?

Every Tasmanian deserves a roof over their head. The provision of safe, secure and affordable housing is the basis of many health, social and economic outcomes for individuals and families. The inter-relationship between housing and good health is well researched and shows maintaining appropriate housing leads to reduced costs on the health and human services system. There are also many economic benefits of housing on investment, productivity and employment.

Tasmania has experienced strong economic growth in recent years and has the highest rates of home ownership nationally, with 70.1 per cent of Tasmanians owning or buying their own home in 2021². However, national housing market challenges are also affecting Tasmania with increased house prices and decreasing housing affordability.

These housing market challenges particularly affect people on low to moderate incomes and people at specific life stages and circumstances. This means more people are relying on government support to access housing, both in the private market and through social and affordable housing. It is important that all Tasmanians have access to safe, secure and affordable housing.

WHY DEVELOP A TASMANIAN HOUSING STRATEGY?

The current Affordable Housing Strategy has provided the strategic direction and actions across the housing and homelessness system. However, the housing market is complex with a range of interdependent factors affecting demand, supply and affordability. This requires a broad approach across all levels of government and the non-government sector to jointly commit to achieve the vision for housing in Tasmania and address issues with the housing market.

The Tasmanian Housing Strategy will bring together the range of actions to better respond to housing market conditions and provide a coordinated housing system. The purpose and goal of the Strategy is to improve housing outcomes for all Tasmanians.

² Australian Bureau of Statistics, 2021 Census



ROLES AND RESPONSIBILITIES ACROSS THE HOUSING SYSTEM

The three tiers of government (Australian Government, Tasmanian Government, and local government) have joint responsibilities in addressing housing and homelessness issues. Private and key community stakeholders also have a role in the delivery of housing actions (see Table 1).

Table 1: Housing system roles and responsibilities

Agency/Partner	Role/Areas of Responsibility
Tasmanian Government	- Provides funding to facilitate new social and affordable housing supply and the provision of housing and homelessness services. - Determines state-based housing policy. - Regulates tenancy management, community housing providers, building, planning, and land use. - Administers State taxation (including stamp duty and land tax) and housing assistance measures, including the First Home Owner Grant, duty concession for first home owners and pensioners downsizing, and HomeBuilder programs. - Delivers public housing and oversees social housing.
Australian Government	- Provides funding via the National Housing and Homelessness Agreement to facilitate new housing supply and the provision of housing and homelessness services. - Regulates income support, Commonwealth Rent Assistance and federal taxation. - Provides aged care programs, including residential aged care. - Manages the National Housing Finance and Investment Corporation. - Administers the National Disability Insurance Scheme. - Undertakes a range of housing-related data collection and publication in partnership with other entities.
Local Government	- Leads local planning, development, building approval and land release processes. - Collects rates and other charges.
Community Sector	- Delivers new social and affordable housing supply. - Manages community housing. - Provides specialist housing and homelessness accommodation and support. - Provides a range of services and support that enables Tasmanians to attain and retain housing.
Building Industry	- Delivers new housing supply, both into the private market and to increase social and affordable housing stock. - Releases land and residential subdivisions.
Private Landlords, Agents and Property Owners/Developers	- Provides investment properties for rental accommodation. - Invests in the development of new supply.
Advocates	Advocate on behalf of those in need of housing and homelessness services.



Current Housing System Challenges

Tasmanian Housing Strategy Discussion Paper

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Current Housing System Challenges

CHALLENGES WITH HOUSING AFFORDABILITY

Like other jurisdictions, Tasmania has experienced an increase in house prices driven by strong demand, low interest rates and higher savings. House prices often increase when demand for housing is high and outstrips supply. House prices have experienced record increases in the past few years and have outstripped wage growth. Rental prices have also increased, coinciding with a decrease in rental vacancy rates across the state.

Consistent with the broader housing market, the demand for social housing in Tasmania has grown, as has the unmet need for homelessness services assistance. This has led to a growing gap between the level of housing need and the rising challenge to keep up with this demand through new social housing supply.

Tasmania's circumstances and challenges include:

- population growth (9 per cent increase from the December quarter 2016 to the December quarter 2021³)
- the highest proportion of households on low incomes nationally⁴
- dispersed social housing across regional areas (no areas classified as major cities in Tasmania)
- an older and ageing population, and a high proportion of people living with disability (26.8 per cent of the Tasmanian population in 2018, the highest of any jurisdiction⁵), many of whom are on a lower income.

These challenges mean a significant number of Tasmanian families on low incomes are now in 'housing stress', where they spend more than 30 per cent of their gross household income on housing costs.

To gain a deeper understanding of Tasmania's housing market, it is important to consider house prices and rents, as well as factors that have affected supply and demand over the past decade. This section provides an overview of a range of key indicators that outline challenges and opportunities for housing in the State.

3 National, state and territory population, December 2021 | Australian Bureau of Statistics (abs.gov.au)

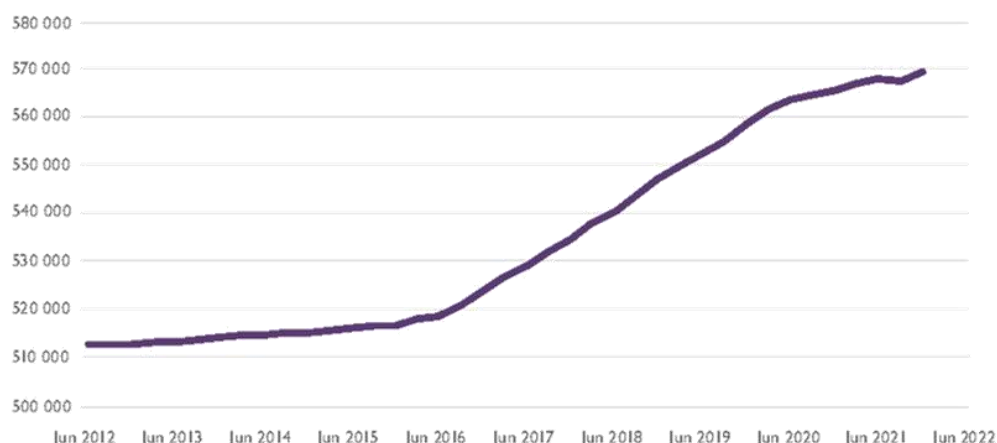
4 Australian Bureau of Statistics, Census, 2021.

5 Disability, Ageing and Carers, Australia: Summary of Findings, 2018 | Australian Bureau of Statistics (abs.gov.au)

CHANGES IN POPULATION

Over the past decade, Tasmania's population has grown by 11.4 per cent from the June quarter 2012 to the December quarter 2021 (from 511 724 to 569 827 people). From the June quarter 2020, population growth slowed due to the necessary public health response to COVID-19, which included the closure of state and international borders, significantly reducing interstate and international migration to Tasmania (see Figure 1).

Figure 1 – Tasmanian population – June quarter 2012 to December quarter 2021



Source: ABS National, state and territory population series

The Tasmanian Government has set a target to grow the population to 650 000 people by 2050 to drive economic growth, create jobs and improve the standard of living for all Tasmanians⁶. Based on the most recent data, to meet this target the State's population will need to grow by an average of around 2 800 persons per year until 2050. This target is an important factor in why we are developing a Housing Strategy that will help deliver the level of housing supply required to meet this demand.

grow the population to
650 000
 by 2050

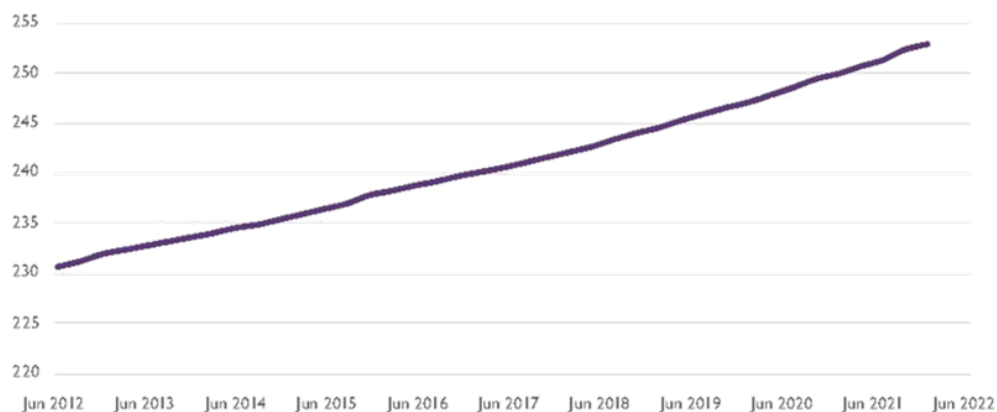


⁶ Tasmania's population growth strategy | Department of State Growth

NUMBER OF DWELLINGS

The number of residential dwelling completions in Tasmania has steadily grown by 9.1 per cent from the June quarter 2012 to the March quarter 2022 (from 232 100 dwellings to 253 200 dwellings). The increase in dwellings has been steady with an average of 500 new dwellings completed each quarter (see Figure 2).

Figure 2 – Tasmanian residential dwellings – June quarter 2012 to March quarter 2022



Source: ABS Total Value of Dwellings series

A factor affecting the number of residential dwellings available for use in Tasmania is when they are converted to other uses, for example, short-stay accommodation. During the March quarter 2022, there were 5 321 short-stay accommodation properties listed in Tasmania, including 2 777 properties (52.2 per cent) that were reported as not being a primary residence (see Figure 3). A potential factor influencing the increase in properties for March 2021 and June 2021, may have been the end of the eviction moratorium implemented as part of the COVID-19 pandemic measures.



500 new dwellings
completed each quarter

Figure 3 – Tasmanian short-stay accommodation properties that are not a primary residence – June quarter 2020 to March quarter 2022

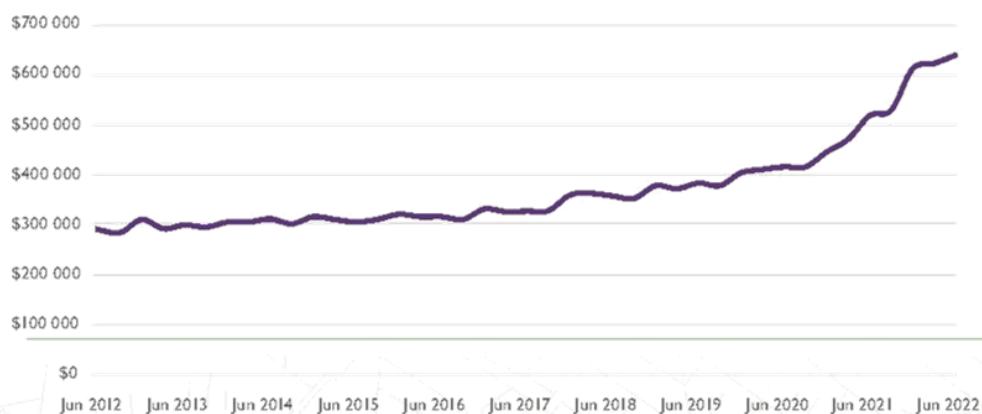


Source: Consumer Building and Occupational Services

HOUSE PRICES

Over the past decade, housing prices in Tasmania have increased significantly. Tasmania's median house price has more than doubled from \$290 000 in the June quarter 2012 to \$626 000 in the June quarter 2022 (see Figure 4).

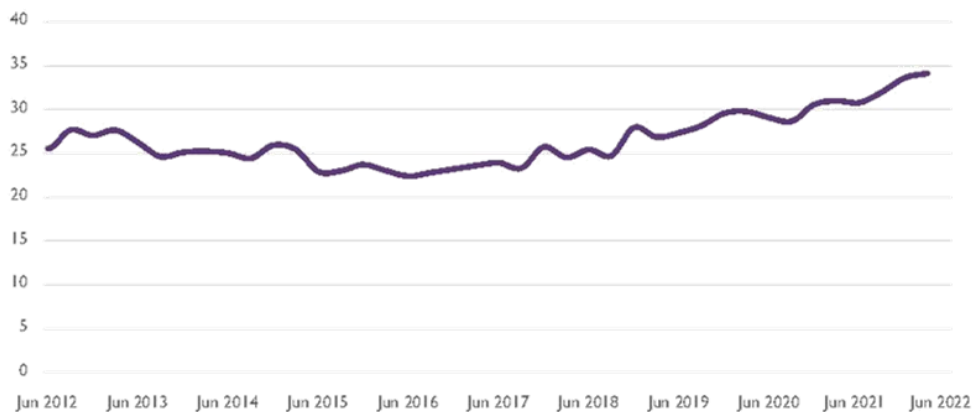
Figure 4 – Median price of houses sold in Tasmania – June quarter 2012 to June quarter 2022



Source: Real Estate Institute of Tasmania, Quarterly Property Reports

A measure of housing affordability also includes the proportion of income required to meet the average home loan repayments. Over the past decade, affordability initially improved from 27.6 per cent of income spent on home loan repayments in the December quarter 2011 to 22.4 per cent in the June quarter 2016. However, affordability then began to decrease, reaching 34 per cent of income spent on repayments in the March quarter 2022 (see Figure 5).

Figure 5 – Proportion of family income to meet average loan repayments in Tasmania – June quarter 2012 to March quarter 2022



Source: Real Estate Institute of Australia, Housing Affordability reports

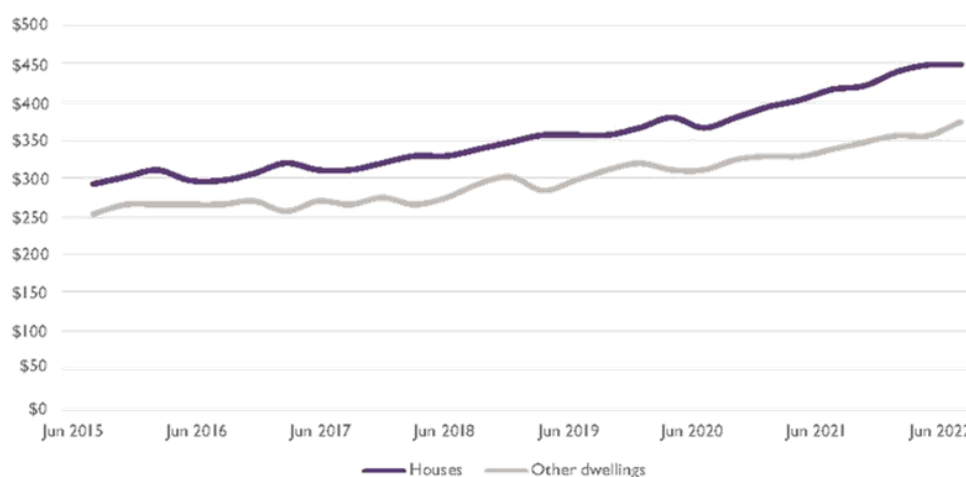


% of income spent on
home loan repayments has
increased by more than
10% in 5 years

RENTAL PRICES

The median price for rental accommodation has also increased, except for a brief decline in the June quarter 2020 following the onset of the pandemic. The median rental price of houses in Tasmania was \$450 in the June quarter 2022, while the median price of other dwellings was \$370 (see Figure 6).

Figure 6 – Median price of rental dwellings in Tasmania – September quarter 2015 to June quarter 2022



Source: Real Estate Institute of Tasmania, Quarterly Property Reports

SGS Economics and Planning, in partnership with National Shelter, Beyond Bank and The Brotherhood of St Laurence, publish an annual rental affordability index assessing the affordability of the rental market compared to incomes in cities across Australia⁷. This indicator shows that affordability of the greater Hobart rental market started to decrease in 2016-17 and reached a decade low in June 2021. The rest of Tasmania began to worsen in 2018-19, also reaching a decade low in June 2021 (see Figure 7).

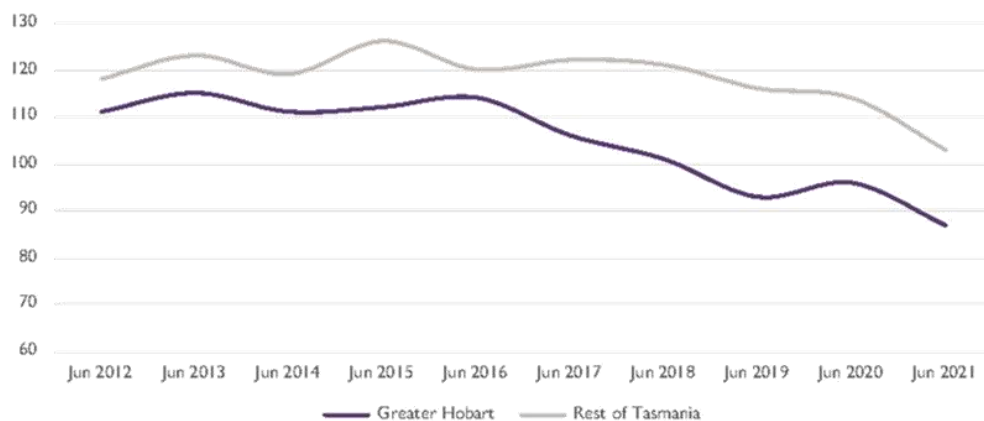


In the seven years to
June 2022 median rental
prices have increased by about

\$170 a week

⁷ Rental Affordability Index | SGS Economics & Planning (sgsep.com.au)

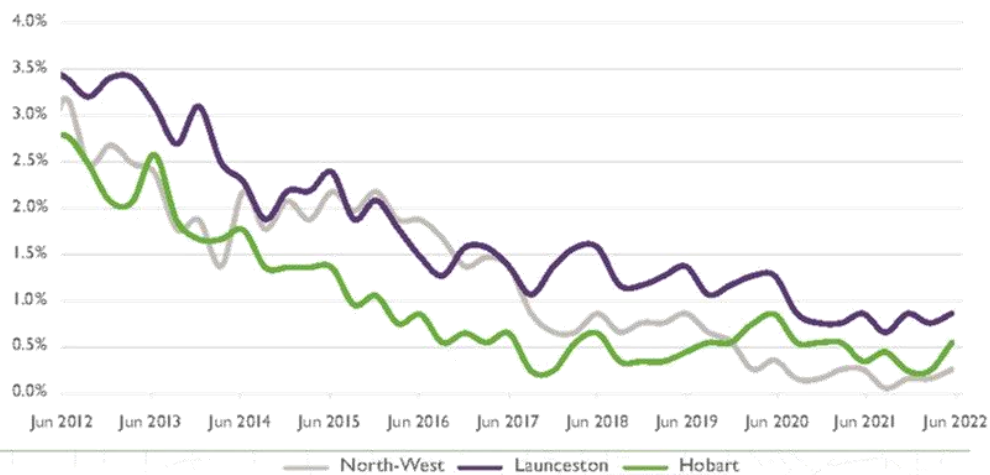
Figure 7 – Rental Affordability Index – Greater Hobart versus Rest of Tasmania – June 2012 to June 2021



Source: SGS Economics and Planning, Rental Affordability Index

Over the past decade, all three regions in Tasmania have also seen rental vacancy rates fall, with regions reaching decade lows over the past year. While there was a slight increase in vacancy rates in June 2022, vacancy rates remain below 1 per cent for all regions (see Figure 8).

Figure 8 – Rental vacancy rate for Tasmanian regions – June 2012 to June 2022



Source: SQM Research – Residential Vacancy Rates

SOCIAL HOUSING

The increased overall demand for housing has led to more Tasmanians seeking housing assistance. Demand for social housing, as measured by the number of applications on the Housing Register at the end of each month, has increased over the past decade, albeit with some periods of fluctuation. In June 2022, the number of applications on the housing register was 4 453.

Figure 9 – Number of applications for social housing on the Housing Register – June 2012 to June 2022



Source: Communities Tasmania internal data.



Over the past 10 years, the number of applications on the housing register has increased by an average of around **+170** per year



Current Housing Actions

The Tasmanian Government is committed to improving outcomes for Tasmanians experiencing housing stress or homelessness by increasing social and affordable housing supply, new supported accommodation and homelessness accommodation, and access to affordable private rental and affordable home ownership.

Tasmania has the most integrated housing and homelessness system in Australia. Figure 10 outlines the housing continuum and range of programs available for people depending on their housing and support needs, and life stage and circumstances.

Access to housing and homelessness assistance is provided through Housing Connect, a comprehensive service for housing and support needs.

To provide a sustainable housing market, a broad range of actions is required to address housing market conditions and relieve pressure on housing affordability.

The Tasmanian Government's recent commitments have included reforms to taxation and planning, and increased access to private rentals and home ownership. This section provides an overview of this work and outlines the Government's new commitments to address the housing challenges across Tasmania.

Figure 10 – Housing assistance continuum in Tasmania





CURRENT INITIATIVES AND INVESTMENT

The Tasmanian Government has responded to housing market challenges and the increase in housing demand by providing more social and affordable homes for Tasmanians in need. The strategic direction has been through the Affordable Housing Strategy, which aims to decrease the proportion of low-income Tasmanian households experiencing housing stress, along with the proportion of Tasmanians experiencing homelessness.

The Affordable Housing Strategy is underpinned by three strategic interventions to address housing assistance and supply challenges across Tasmania. These are:

1. Preventing housing stress of people on low incomes by increasing the supply of affordable homes.
2. Targeted early intervention to assist Tasmanians in need who are at risk of housing stress or homelessness.
3. Rapid response and recovery to find safe and secure housing for people who are experiencing or are at risk of experiencing homelessness.

Under the Affordable Housing Strategy, four-year Affordable Housing Action Plans have detailed specific actions to achieve the key objectives.

Since its commencement, the Affordable Housing Strategy has assisted 3 310 Tasmanian households in housing need including:

- the supply of 1 969 new homes, lots of land, supported accommodation and homelessness accommodation, and
- access to 1 341 homes including home ownership, social housing, affordable private rental, supported accommodation and homelessness accommodation⁸.

In 2020-21, the Tasmanian Government committed \$615 million under the Affordable Housing Strategy to deliver 3 500 dwellings by 2026-27.

⁸ As at end of February 2022.

NEW INITIATIVES AND INVESTMENT

The Tasmanian Government has committed to addressing the housing needs of Tasmanians by investing over \$1.5 billion to deliver a 10-year housing package.

This will build on existing initiatives to build or acquire 10 000 new social and affordable homes by 2032. The establishment of Homes Tasmania is a critical mechanism for delivering this commitment.

In addition, a range of broader measures will be introduced to provide more housing to Tasmanians including: changes to stamp duty and land tax; planning reform; and improvements to the Government's HomeShare program, now known as MyHome Shared Equity Program (see Figure 11).

Figure 11: Overview of recent Tasmanian Government housing announcements

Intervention	Program
Land Release and Planning*	- Extend the Headworks Holiday program to accelerate land supply. - Implement planning amendments to make rezoning applications easier. - Introduce a new Apartment Code to simplify medium-density apartment and townhouse approvals.
Social and Public Housing	- Deliver 10 000 new social and affordable homes by 2032. - Establish a statutory housing authority – Homes Tasmania – to drive increased housing supply. - Implement initiatives to better utilise the social housing portfolio to provide more housing to Tasmanians in need.
Affordable Private Rental	- Assess the viability of build to rent developments. - Expand the Private Rental Incentives program by 200 properties. - Expand the Ancillary Dwellings program by 250 properties. - Work with councils to explore options to develop "shop top" accommodation.
Affordable Home Ownership	- Reset land tax thresholds to provide tax relief to property owners. - Increase thresholds for stamp duty concessions and extend the schemes until 30 June 2023 and extend the First Home Owner Grant at an increased level of \$30 000 until 30 June 2023 to assist more people into home ownership. - Increase the threshold for the MyHome Shared Equity Program to make the program available to more Tasmanians. - Assess the viability of rent to buy programs.

* This will increase housing supply across all programs.

RELATED INITIATIVES

In addition to recent announcements, the Tasmanian Government is involved in a range of related projects and reforms that will influence housing in Tasmania and closely align with the Tasmanian Housing Strategy (see Figure 12).

Figure 12: Related initiatives

Initiative	Role/Areas of Responsibility
Tasmanian Planning System Reform	- Reform of the planning system is underway, which will deliver a new Tasmanian Planning Scheme, Tasmanian Planning Policies, an improved Regional Land Use Planning framework and a review of the existing Regional Land Use Strategies. - A 'Liveable Settlements' planning policy is intended to cover housing needs, where to locate housing, and how this may be achieved, such as through appropriate zoning in the local planning scheme.
Tasmania's 10 Year Infrastructure Pipeline	- The 10 Year Infrastructure Pipeline is an interactive online database containing major project information gathered from Tasmanian government agencies, government businesses, statutory authorities, and local government. - It is designed to assist with planning, resourcing and major project scheduling to ensure investment can be made when the time is right and there is capacity to deliver these major projects across the industry.
30-year Greater Hobart Plan	- The 30-year Greater Hobart Plan will support strategic collaboration under the <i>Greater Hobart Act 2019</i> and implement the Greater Hobart Vision. - The Greater Hobart Plan will support strategic land use planning for metropolitan Hobart and act as a guiding framework to fulfil the '2050' vision for greater Hobart.
Local Council Strategic Plans	Local councils across Tasmania are either developing, or have in place, strategic plans aimed at managing development and urban growth patterns relative to their unique circumstances.
PlanBuild Tasmania	PlanBuild is an online portal developed by government to improve the property development approval process and provide a streamlined, easier process for all Tasmanians looking to build or renovate.
Housing Connect 2.0	The Housing Connect Reform project (Housing Connect 2.0) will drive new and improved ways of increasing access and providing support to Tasmanians with low incomes needing housing assistance.
Northern Tasmanian Regional Economic Development Strategy	The Strategy was outlined in the 2017 Launceston City Deal – a 10-year agreement between the Australian and Tasmanian Governments and the City of Launceston that will shape the future, create jobs, and generate economic growth for the region.
Building Tasmania's Future – Tasmanian Building and Construction Roundtable	The Tasmanian government has entered into an agreement with leaders in the building and construction sector to work collaboratively to deliver a sustainable infrastructure pipeline. The 'Building Tasmania's Future' Memorandum of Understanding sets out a framework for government and industry to create value, identify opportunities, support innovation, and deliver better outcomes for all of Tasmania.
Energy Efficiency Initiatives	The Tasmanian Climate Change (State Action) Amendment Bill 2021 and its underlying Action Plan are currently being reviewed.



Towards a Sustainable Housing System

Towards a Sustainable Housing System

VISION

The Tasmanian Housing Strategy seeks to establish a 20-year framework to improve housing outcomes for all Tasmanians. The proposed aspirational vision is:

Every Tasmanian has access to safe, secure and affordable housing

FOCUS AREAS

There are three proposed focus areas and objectives for the Strategy that each include 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.
- 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.
- 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.
- Homes better meet the needs of generations into the future.

Discussion Questions

- Should the vision for the Strategy include other factors?
- Are there important issues not covered by the focus areas?
- Are there additional objectives that are important for Tasmanians and should be included?
- Are there additional housing outcomes that are important for Tasmanians and should be included?

FOCUS AREA I – AFFORDABLE HOUSING

Objective – Improved housing affordability in Tasmania

Housing affordability broadly relates to whether a household has an income that allows the household to rent or purchase a home and maintain an appropriate standard of living.

The range of factors that affect housing affordability include household incomes, house prices and rental prices. In turn, these are affected by taxation policy, interest rates and wage rates. Potential actions that can improve housing affordability therefore include changes in policy in these areas as well as an increase in housing supply that puts downward pressure on house and rental prices.

More affordable housing for Tasmanians on low incomes

Housing stress is defined as a low to moderate income household spending more than 30 per cent of their gross income on housing costs⁹. It usually refers to people renting privately. However, people purchasing their homes may also experience housing stress.

Currently the Tasmanian Government has implemented programs to increase access to affordable private rentals, including the Private Rental Incentives program, Rapid Rehousing, and the Ancillary Dwellings Grants Program.

Other possible initiatives include build to rent programs and developing 'shop top' accommodation. Build to rent programs, where a developer retains ownership and management of a building that is rented out to tenants, are gaining support across Australia. This could be an opportunity for investors and private landlords to increase the number of affordable private rentals available to Tasmanians.

Greater supply of affordable private rentals will increase vacancy rates and reduce rental prices, therefore resulting in fewer Tasmanians on low incomes experiencing housing stress.

Pathways for Tasmanians out of homelessness

Homelessness in Tasmania is usually defined as people experiencing primary or secondary homelessness: people living in improvised dwellings or sleeping rough, or inadequate temporary tenure¹⁰.

The Tasmanian Government funds homeless shelters, transitional accommodation and supported accommodation for people who are homeless or at risk of homelessness. There were 6 567 clients assisted by these services in 2020-21¹¹. However, there remains significant levels of unmet need.

Currently, the Tasmanian Government is investing in additional units of homelessness and supported accommodation to increase capacity and address unmet need. Additionally, the reform of the Housing Connect model currently underway will improve delivery of housing and homelessness services to better support Tasmanians in need.

Future initiatives that increase the supply of long-term housing include the provision of additional social housing and affordable private rentals that will reduce levels of homelessness and demand for homeless accommodation.

⁹ Australian Institute of Health and Welfare, 2021. Housing affordability (aihw.gov.au)

¹⁰ Chamberlain, C. and Mackenzie, D., 1992. Understanding contemporary homelessness: Issues of definition and meaning. Australian Journal of Social Issues

¹¹ Australian Institute of Health and Welfare, 2021. Specialist Homelessness Services Annual Report 2020-21.

More housing choices for low-income or vulnerable Tasmanians

Housing market pressures have increased demand for social housing assistance. The number of applications on the Housing Register in Tasmania has increased over the past decade to 4 453 applications in June 2022¹². The high demand for social housing is an issue across all jurisdictions.

There were 14 056 social housing dwellings in Tasmania in 2020-21¹³. The Tasmanian Government has committed to providing an additional 10 000 social and affordable houses by 2032 to meet demand for social housing assistance.

Suitable housing is available to more Tasmanians through either home ownership or renting

As mentioned previously, Tasmania has the highest rates of home ownership nationally with 70.1 per cent of Tasmanians owning or buying their own home in 2021¹⁴. Homeowners have benefited from low interest rates and more savings associated with the COVID-19 pandemic. However, economic growth has also led to higher house prices and reduced housing affordability.

Also noted previously, there are declining rental vacancy rates across Tasmania, and this has coincided with increased rental prices and worsening rental affordability and the rise of the short-stay accommodation industry. These accessibility challenges impact most on low to moderate income households who are finding it increasingly difficult to secure stable, affordable rental accommodation in the current market. This is also occurring in the context that people are renting for longer, with an increasing number of Tasmanians renting for their whole lives.

The Tasmanian Government assists people on low to moderate incomes into home ownership with the MyHome Shared Equity Program.

The Tasmanian Government has also announced initiatives to improve access to home ownership through reduced land tax, increased stamp duty concession thresholds, extensions of the First Home Owner Grant and a reduction in the deposit required to purchase under the MyHome Shared Equity Program. The Tasmanian Government will also assess the viability of rent to buy programs, which enable renters to contribute to the equity of the home and reduces the need for a deposit.

More people able to access home ownership will help reduce pressure on social housing and the private rental market as well as provide stable housing outcomes for homeowners.

Discussion Questions

- What additional interventions could governments consider to improve housing affordability?
- What scope is there to increase the role of the private and community sectors in improving housing affordability?
- What other issues would you like to be considered regarding housing affordability?
- Noting increased rental prices and decreased rental vacancies across Tasmania, what are some of the ways the challenges in the private rental sector, particularly around security of tenure, could be addressed?
- How could the effects of the short-stay accommodation industry on the rental sector be managed into the future?

¹² Housing Dashboard, June 2022, Community Services, Infrastructure and Housing.

¹³ Productivity Commission, Report on Government Services 2022.

¹⁴ Australian Bureau of Statistics, 2021 Census.

FOCUS AREA 2 – HOUSING SUPPLY

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

Demand for housing is driven by population growth and demographic changes. Supply needs to match the changing needs of the population including the requirements of future households. Supply also needs to be matched with infrastructure to ensure appropriate access to services, employment, education and transport.

While the Tasmanian Government has a key role in funding and delivering new social housing, there is also an important role for local governments and the building and construction industry to supply new housing across the housing market. This includes land release, planning, workforce, and industry capacity (including building materials) that enable new supply.

Supply is matched to the needs of Tasmanians

To ensure housing stock reflects current and future demand, it is important to consider the likely demographic changes in Tasmania's population and the needs of people based on life stages and circumstances including families, people with disability, young people transitioning out of home and older people.

Families require stable long-term housing where house size is matched to the needs of the household. There is also growing evidence that families on moderate incomes in Tasmania are experiencing increased housing stress associated with housing market challenges.

Young people transitioning out of home are at risk of homelessness as they shift to independence. They are typically on low incomes and may struggle to access affordable private rentals or enter home ownership.

Older people also need housing that is matched to their household size, enables them to age in place if appropriate and avoids increased pressure on the aged care system. Tasmania currently has the oldest population in Australia, and this is projected to increase in the future¹⁵.

Innovative housing solutions are being explored for younger and older people in Tasmania. This includes increasing capacity and specialist support through supported accommodation, and piloting shared tenancy options within social housing.

Tasmanians experiencing changes to their circumstances may also be at greater risk of housing stress and homelessness. People escaping family violence, people exiting prison, people with disability and people with mental illness are particularly disadvantaged. These people may require a specific housing solution that is able to meet their housing needs in a timely way as well as provide appropriate support for complex and/or multiple issues.

Aboriginal and Torres Strait Islander people are a priority cohort for housing and homelessness services in Tasmania. Tasmania is a signatory to the *National Agreement on Closing the Gap*, and suitable housing options must be delivered to improve outcomes for Indigenous Tasmanians.

A diverse housing market is required to provide sufficient supply of housing types that match the needs of future population projections and household configurations.

¹⁵ Australian Bureau of Statistics, Australian Demographic Statistics, Dec 2014, Cat No 3101.0, ABS, Population Projections, Australia, 2012 (base) to 2101, Cat. No. 3222.0, Department of Treasury and Finance, 2014 Population Projections, Tasmania



Supply in urban and regional Tasmania meets demand

Housing supply should also be matched to the needs in both urban and regional Tasmania. There may be population variations within cities and regions based on movement to and from areas for employment opportunities, including seasonal work and emerging industries. This may require unique housing interventions to provide both temporary and long-term housing based on population changes. Suitable housing in the right areas is a key factor for Tasmania's continued economic growth.

There are often concerns expressed by regional communities that housing does not meet the needs of the community. Surveys conducted by the Premier's Economic and Social Recovery Advisory Council suggest that Tasmanians in regional areas, in the North-West and West Coast in particular, are more concerned about housing than those in urban centres¹⁶. Additionally, regional communities have expressed concerns about the lack of homelessness accommodation, particularly for people escaping family violence.

Regional Land Use Strategies are being reconsidered as part of the Tasmanian Planning Scheme review process. This will ensure that planning strategies are contemporary and address the regional needs into the future.

Future supply must be based on appropriate evidence of housing need based on population, demand for social housing and level of current supply. This type of information demonstrates the number and type of new homes that are required within particular regions.

¹⁶ Premier's Economic and Social Recovery Advisory Council, 2021. Final Report, Hobart.



Infrastructure planning aligns to new supply

New supply must also align with the appropriate infrastructure, including sufficient capacity of roads, electricity and water. Infrastructure also includes appropriate access to services (health and retail), employment and schools. The suitable location of new housing supply with infrastructure ensures good outcomes for residents across areas of health, education, social and community support, and employment.

Existing and future plans for infrastructure need to be considered when undertaking new housing supply. Planning for the delivery of social and economic infrastructure requires significant coordination across all levels of government and with multiple stakeholder groups. The Tasmanian Government has developed a 10 Year Infrastructure Pipeline that outlines major projects and investment into the future. This assists decision making by government, developers, and project proponents to consider investment plans and priorities. A 30-Year Infrastructure Strategy will be developed that will inform infrastructure investment decisions into the future.

It is important that infrastructure is designed in a sustainable manner that takes into account the surrounding environment and community and considers 'place-making outcomes'. Infrastructure development also includes appropriate availability and use of land for future housing, and the subdivision and services of land to support new housing. There are also significant linkages between infrastructure and planning activities that are outlined further below.



Planning systems support new housing to be delivered where it is needed

The delivery of new supply must be supported by planning systems that are efficient and effective. There is a significant opportunity to improve planning processes to deliver housing supply more efficiently for Tasmanians in need.

The *Housing Land Supply Act 2018* permits the rezoning of government land suitable for residential use, including affordable housing. However, this does not apply to development applications that still need to go through local councils. There are concerns regarding delays with development approvals that prevent the timely delivery of new social housing.

Reform of the planning system is underway which will deliver a new Tasmanian Planning Scheme, Tasmanian Planning Policies, and a review of the existing Regional Land Use Strategies. There are significant opportunities to better streamline planning processes to deliver more housing in a timely way, including the delivery of social and affordable housing. Opportunities also exist to challenge some of the NIMBY (not-in-my-backyard) attitudes that are present and to bring whole communities along the journey to deliver much-needed housing for some of the state's most vulnerable people.

There are also significant efforts underway through the Launceston City Deal, Hobart City Deal and 30-year Greater Hobart Plan to better plan for the future of urban areas including strategic land use and infill developments to provide more housing. Improving planning requires coordinated efforts across State Government, local government and industry.

Discussion Questions

- What must be considered to make sure new housing meets diverse needs into the future?
- How can housing supply respond rapidly to changing social and economic environments?
- What additional interventions could governments consider to improve housing supply?
- What other interventions could improve housing supply?
- What can be done to further improve planning processes in Tasmania, particularly in the context of the delivery of social and affordable housing and increased density via infill development?
- What scope is there to increase the role of private developers and local government in improving housing supply?
- How can we bring whole communities along to promote the benefits of social and affordable housing in local areas?



FOCUS AREA 3 – SUSTAINABLE HOUSING

Objective – Improved sustainability of housing into the future

The Tasmanian housing market should be accessible, affordable and sustainable for future generations. This means the ability for young people to access housing as well as older people to age in place.

Sustainability also refers to the need to deliver adaptive and resilient housing in the right locations, with construction aligned to environmental factors and the needs of the community. This includes dwellings that are energy efficient and built to protect against environmental events, such as floods and bushfires.

Sustainable housing also involves ensuring homes are not having a significant impact on the current environment. The Climate Change (State Action) Amendment Bill 2021 sets out the Tasmanian Government's legislative framework for action on climate change and includes underlying Action Plans. Since the latest figures released for 2019, Tasmania has met the target of net zero emissions in six of the past seven reporting years. The Climate Change (State Action) Amendment Bill 2021 proposes a target of net zero emissions, or lower, by 2030.

Homes are more energy efficient

The energy efficiency of Tasmanian homes is becoming increasingly important due to rising costs of living and housing affordability pressures. Energy efficient homes can improve the thermal comfort of occupants, leading to a range of health benefits.

New dwellings must meet the National Construction Code, which encompasses proposed energy efficiency ratings. All new social housing in Tasmania is built to be energy efficient to reduce costs of living and provide comfort for low-income residents. These homes are currently built to a 6-star rating.

Where practicable, all new social housing is also designed to meet the Design Policy for Social Housing, which reflects principals of environmental and energy sustainability, socially inclusive and sustainable communities, universal design principles to support 'ageing in place', and liveable housing design. The standards encompass sustainability aspects of both the built environment (such as energy efficiency, natural sunlight, lighting, materials, accessibility) and the broader social context such as proximity to employment, shops, transport, education, and other community services.

Homes are more adaptable to changing energy sources

Significant efforts have also been made to improve the energy efficiency of existing social housing properties. In addition to regular energy efficiency improvements, additional funding was provided in 2021 for the Energy Efficiency Project. The Project sought to reduce energy consumption and associated power bills, lower carbon emissions and improve liveability for public housing tenants by implementing energy efficiency upgrades to existing properties in the portfolio. This has involved the significant replacement of inefficient heating appliances with electric heat pumps.

In relation to the broader housing market, Australia's Long Term Emissions Reduction Plan forecasts that by 2050 around seven million homes will not have been retrofitted to improved energy efficiency measures in the National Construction Code (without supported measures). In Tasmania, this number is estimated at 164 372 dwellings¹⁷. Changing the source or type of energy supply to housing can result in long-term savings for homeowners and tenants, with options such as renewable energy being a cheaper source than gas in the long term¹⁸.

Homes are more resilient to changing environments

It is important that homes are built with robust materials and meet all construction standards to ensure good quality and future proofing over the lifespan of the property. This includes providing protection against environmental events such as floods and bushfires. The management of these risks is captured under the planning system and the National Construction Code.

Properties should also be appropriately located with good planning to ensure they do not pose a risk to heritage or the environment.

¹⁷ Power Housing Australia, 2022. Australian Affordable Housing Report.

¹⁸ Graham, P., Hayward, J., Foster J. and Havas, L. 2020, GenCost 2020-21. Consultation draft, Australia.

Homes better meet the needs of generations into the future

Sustainability also refers to longevity of newly constructed dwellings and the ability to adapt to changing household needs. This may include the size of the home, robustness of building materials and accessibility for people living with disability and/or ageing in place. The need to quickly deliver housing options to match demand must be balanced with good design outcomes and levels of amenity.

A key issue for sustainability is ensuring that housing is accessible and affordable for future generations in Tasmania. Young people are finding it increasingly difficult to enter home ownership due to house price increases. Ensuring younger generations can either purchase a home or maintain security of tenure in another form will be an important indicator for the viability of the Tasmanian housing market into the future.

As stated previously, it is important to deliver a diverse supply of new housing in the right areas to meet the changing needs of households in Tasmania.

Discussion Questions

- What actions are needed to improve sustainability of housing?
- What Government assistance programs could help young people and people with changed life circumstances access affordable home ownership?
- What can be done to improve the energy efficiency of existing and new homes?
- What else can be done by stakeholders to improve sustainability?

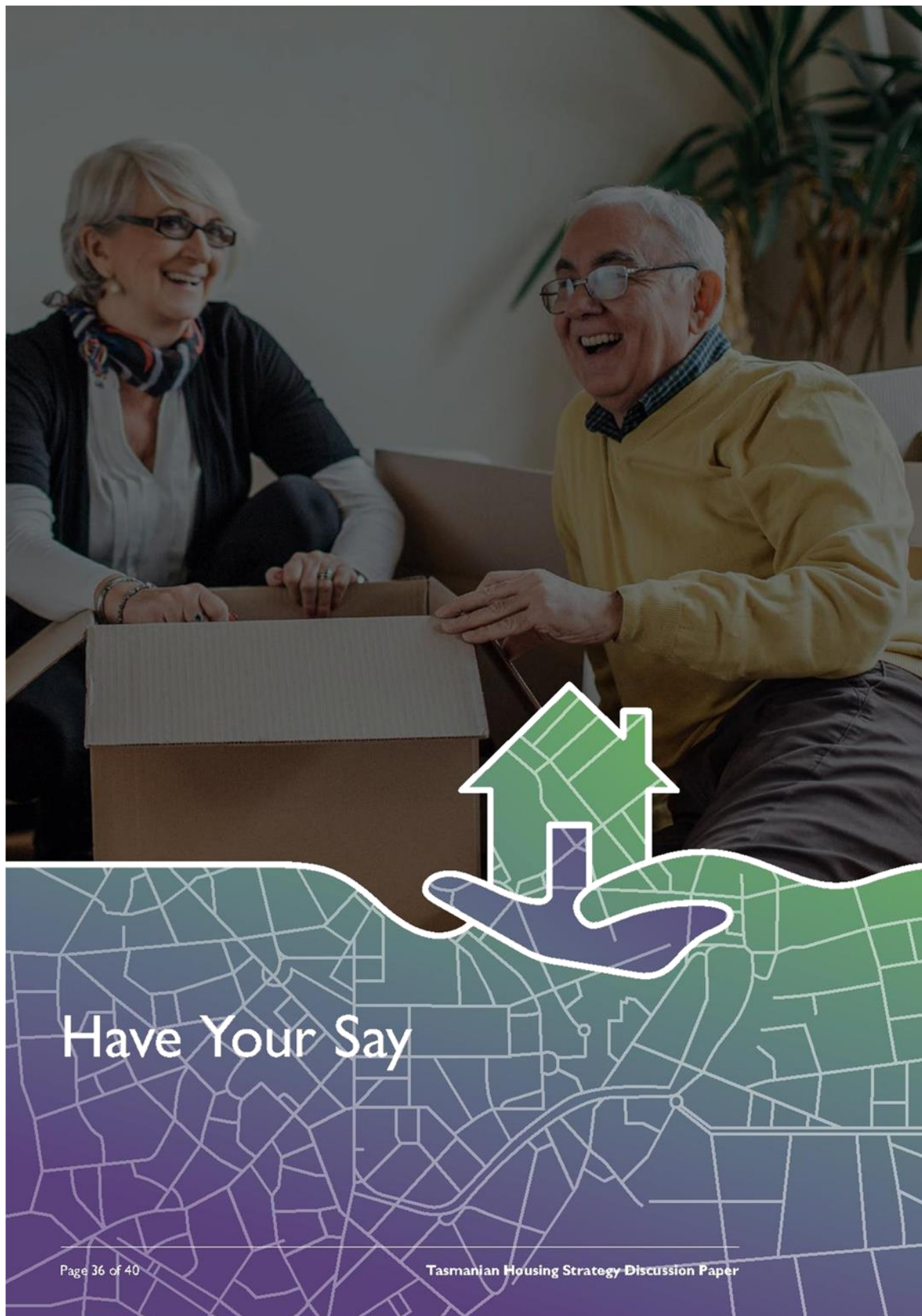


Consultation to Date

A range of consultation activities and internal works have occurred to inform the development of this Discussion Paper.

These include:

- engagement with consultants to develop key themes and background information
- data analysis and modelling of population projections
- desktop research
- stakeholder working groups
- face-to-face meetings with a range of stakeholders, including local councils.



Have Your Say

Have Your Say

The Tasmanian Government invites feedback on this discussion paper through the Tasmanian Housing Strategy webpage: tashousingstrategy.communities.tas.gov.au

The Discussion Paper includes a series of questions to help guide feedback on the three focus areas of affordability, supply and sustainability. You may choose to respond to some or all discussion questions or provide additional information in your submission.

HOW CAN I MAKE A SUBMISSION?

There are a few ways that you can make a submission through the webpage:

- you can tell us what your top three priorities are for housing in Tasmania
- you can write a submission and upload it as a PDF document
- you can provide a short response on the focus areas using the online feedback form
- you can answer the questions on the template provided.

We also welcome mailed submissions. These can be sent to:

ATTN: Tasmanian Housing Strategy
Department of Communities Tasmania
GPO Box 65
Hobart Tasmania 7001

HOW WILL MY SUBMISSION BE USED?

Your feedback will inform the development of a draft Tasmanian Housing Strategy.

NEXT STEPS

Feedback from submissions on this Discussion Paper will be analysed and will inform the development of a consultation draft of the Tasmanian Housing Strategy.

This consultation draft will be released for comment and feedback early in 2023, with a final Tasmanian Housing Strategy to be delivered in mid-2023.



For more information, please visit tashousingstrategy.communities.tas.gov.au



Department of Communities Tasmania
Email: tasmanianhousingstrategy@communities.tas.gov.au
tashousingstrategy.communities.tas.gov.au



TASMANIAN HOUSING STRATEGY

Submission to the Discussion Paper

You can provide feedback on the Tasmanian Housing Strategy Discussion Paper using this template by responding to any or all of the questions below. Add additional pages if required.

Question 1: Should the vision for the Strategy include other factors?

Recommend the vision be strengthened to be person centred and uniquely Tasmanian to reflect the diversity and challenges faced in Tasmania.

As a framework for the next twenty years, the Strategy needs to align with the State Government's current and future strategies and policies. 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.

Councils are motivated to best support their communities and look to supportive State Government leadership to effectively respond to challenges and coordinate a strengths-based approach.

Question 2: Are there important issues not covered by the focus areas?

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 a Housing First approach, tenant protections and early intervention and prevention. A Housing First response to homelessness is recognised as International best practice. 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. Prevention includes tenant protections and rights, modernising the Tasmanian Residential

Tenancy Act, and the need to assist people to avoid housing stress and homelessness. Evidence shows this to be a cost-effective strategy. This focus area would also encourage innovative solutions in the support and 'people-focussed' space, as well as the construction space which is well-covered in the Strategy. 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. Throughout the life of the Strategy, its implementation and Action Plans will be enhanced by attention to the experience of practitioners, providers, tenants, service users, people living with housing stress and people experiencing homelessness, with appropriate support for their participation where needed.

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.

Question 3: Are there additional objectives that are important for Tasmanians and should be included?

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 through the media its benefits in order 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.

Question 4: Are there additional housing outcomes that are important for Tasmanians and should be included?

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

FOCUS AREA ONE: AFFORDABLE HOUSING

Question 5: What additional interventions could governments consider to improve housing affordability?

From a planning perspective, a review of the generic rates for parking spaces in the Parking and Sustainable Transport Code of the State Planning Provisions should occur to ensure that an appropriate level of carparking is required for medium density housing. Reduced car parking numbers can make housing cheaper to build and in turn more affordable.

Question 6: What scope is there to increase the role of the private and community sectors in improving housing affordability?

Private and community sectors would require government incentives so that higher rental costs are not passed on to tenants for improvements such as retro fitting for energy efficiency or improved accessibility to existing homes.

Question 7: What other issues would you like to be considered regarding housing affordability?

Promoting medium density housing options close to employment, services and facilities and public transport reduces transport costs for residents. Maintaining an urban growth boundary that maximises the use of existing infrastructure also helps to reduce overall costs to Councils (which impacts on rates) and helps make development more affordable. Further, promoting and mandating best practice environmental design principles in planning schemes helps to reduce energy costs and makes housing more affordable.

Question 8: Noting increased rental prices and decreased rental vacancies across Tasmania, what are some of the ways the challenges in the private rental sector, particularly around security of tenure, could be addressed?

Prevention includes tenant protections and rights, modernising the *Tasmanian Residential Tenancy Act*, and the need to assist people around security of tenure.

Question 9: How could the effects of the short-stay accommodation industry on the rental sector be managed into the future?

To facilitate an increase in rental supply, the application of a levy on short-stay accommodation could be implemented, with funds going to the State to contribute to housing assistance.

FOCUS AREA TWO: HOUSING SUPPLY

Question 10: What must be considered to make sure new housing meets diverse needs into the future?

At the time of the 2016 Census approximately 88% of dwellings across Greater Hobart were detached single-family dwellings. In 2021, there were 17,549 separate houses in the area (80.3%), 4,074 medium density dwellings (18.6%), and 51 (0.2%) high density dwellings, compared with 83.8% (separate houses) 13.2% (medium density) and 2.0% (high density) in the Greater Hobart respectively. Given the diverse range of households there is undoubtedly already a mismatch between supply and the current needs of the community, which without action is certain to increase into the future. The predominance of detached single-family dwellings means an increase in the proportion of new medium and high-density apartment style unit developments is required to arrive at a more suitable mix in the future. An effective Strategy should address housing diversity and provide clear direction on the mix of dwelling types and forms required to move toward a more appropriate mix in the future, including targets for the proportion of attached dwellings at regional and local government levels.

Question 11: How can housing supply respond rapidly to changing social and economic environments?

To have real value, the Strategy must provide projections of future housing demand linked to future scenarios of population growth, either at a state-wide level, or preferably at Regional or Local Government Area level.

Question 12: What additional interventions could governments consider to improve housing supply?

Governments at all levels can be significant holders of land potentially suitable for housing supply. Consulting with housing providers about their needs and strategically releasing land to the market that is potentially suitable for housing are two actions that Governments can undertake to improve housing supply.

Question 13: What other interventions could improve housing supply?

While the State has an important role in providing housing the majority of new dwellings required to meet future needs will be delivered by the private sector. One of the most common forms of private sector residential development in Glenorchy over the past few years has been the construction of an additional detached single-family dwelling behind an existing detached single-family dwelling. This form of development falls far short of the yield and diversity that would result if the existing dwelling was instead demolished and a multiple unit development constructed in its place. Also the investment in the additional detached dwelling effectively removes any potential for the site to be redeveloped at higher densities in the future. While it is noted that the current costs of buying a property and demolishing the existing dwelling are often prohibitive to achieving higher density built forms, the Strategy should thoroughly examine the reasons behind the popularity of this form of development over multiple units and identify what can be done to encourage a shift toward the delivery of more multiple unit developments by the private sector.

Multiple unit developments in other States have the benefit of providing a lower entry cost into home ownership and function as a pathway through an owner building equity toward future ownership of a

detached dwelling if that is their preference. These benefits come in part from the number of multiple dwelling developments on the market and the efficiencies that developers can achieve by delivering an increase in yield on an individual site. The ability to realise a shift toward more multiple unit developments, that will hopefully be facilitated by the apartment code, will depend on the capacity and willingness of the development industry to change the housing product it delivers. The Strategy should consider the barriers to increasing the attractiveness of multiple unit developments to the development industry, what is necessary for the local industry to adapt to this shift and whether experienced developers of multiple unit projects elsewhere should be encouraged to invest in Tasmania.

Question 14: What can be done further to improve planning processes in Tasmania, particularly in the context of the delivery of social and affordable housing and increased density via infill development?

The State Government should also consider the establishment of a development authority that can buy land, consolidate lots and subsequently deliver this 'missing' medium density-built form. The focus for housing provision should now be on *only* providing medium density housing options to make the most efficient use of land and existing infrastructure. Quality examples of diverse housing forms may also increase market demand for this type of built form encouraging the private sector to deliver this form of housing.

Other options to support housing supply could include a mandated percentage of affordable/social housing lots in subdivisions and multiple dwelling development over a certain size and review of planning scheme controls to consider if minimum density controls are appropriate to address under-utilisation of land.

Question 15: What scope is there to increase the role of private developers and local government in improving housing supply?

It is unclear whether allowing continued urban sprawl by facilitating the subdivision of land to provide more detached single dwellings through 'Headworks Holidays' is increasing the provision of affordable housing, and whether infill medium density development should be incentivised instead. This matter should be thoroughly investigated as part of the Strategy.

It is also unclear which planning processes are not operating 'efficiently and effectively' to deliver housing. Empirical evidence needs to be attained to demonstrate the problem in the planning system (and if there is one, this data would assist in correcting it) before any changes are made, otherwise the problem may remain.

Question 16: How can we bring whole communities along to promote the benefits of social and affordable housing in local areas?

Support for effective advocacy across the full scope of housing and homelessness policy areas. Advocacy for people who use and rely on housing and homelessness services is vital as noted on p 8 of the Discussion Paper. In addition, the Strategy needs to recognise the critical role performed by expert systemic advocates such as Shelter Tas, the peak body for housing and homelessness services. As the Peak Body, Shelter Tas provides a consolidated voice for the sector, provides a conduit for information between the sector and Government, delivers expert policy advice and development, and is recognised by Government for the vital role it plays. Linkages with national bodies such as National Shelter and the Community Housing Industry Association (CHIA), and counterparts in other states enable evidence-

based advice on innovations interstate and overseas. This systemic work is an essential component of an effective Housing Strategy for Tasmania, and this important role needs to be acknowledged within the Strategy.

Adequate and sustainable funding for services to ensure safety and good outcomes for clients and communities. The past twenty years and recent Royal Commissions have taught us the importance of safety, and the need for ongoing improvements in workplaces, professional, residential and institutional settings. The Strategy needs to be up to date with current best practice requirements, and responsive into the future as new understandings of risks and practice requirements emerge. To ensure a truly client-focussed and trauma-informed service system, recognition of people's rights, and adherence to new and emerging legal obligations, the Strategy needs to be well-informed about both the quality and nature of safe services, and the true cost of providing them. Indexation in funding models needs to account for yearly inflation, escalating costs for insurance, costs for compliance with new legislation, and changes to staffing models to ensure safety for clients and workers.

FOCUS AREA 3: HOUSING SUSTAINABILITY

Question 17: What actions are needed to improve sustainability of housing?

Mandating controls in planning schemes to require energy efficiency and universal design in development is supported. Noting that the layout of the dwelling at the planning stage should be the focus rather than relying on the National Construction Code standards at the end of the process.

Question 18: What Government assistance programs could help young people and people with changed life circumstances access affordable home ownership?

In the first instance all affordable homes available to be close to community services, transport, schools etc.

Government initiatives such as Rent to Buy program and the First Home Owners grant to respond to evident need for young people, parents with young children and older women experiencing changed life circumstances directly impacting on secure tenure.

Question 19: What can be done to improve the energy efficiency of existing and new homes?

Private and community sectors would require government incentives for improvements such as retro fitting for energy efficiency.

Question 20: What else can be done by stakeholders to improve sustainability?

Collaboration between businesses, community and all levels of government. To understand how to improve sustainability the Strategy needs to be informed by the various voices of people with lived experience.

IMPORTANT INFORMATION TO NOTE

Your name (or the name of the organisation) will be published unless you request otherwise.

In the absence of a clear indication that a submission is intended to be treated as confidential (or parts of the submission), the Tasmanian Government will treat the submission as public.

If you would like your submission treated as confidential, whether in whole or in part, please indicate this in writing at the time of making your submission clearly identifying the parts of your submission you want to remain confidential and the reasons why. In this case, your submission will not be published to the extent of that request.

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The Tasmanian Government will not publish, in whole or in part, submissions containing defamatory or offensive material. If your submission includes information that could enable the identification of other individuals, then either all or parts of the submission will not be published.

Name:	Tony McMullen
Organisation:	Glenorchy City Council
Please specify if you require any or all of your submission to be treated as confidential	☒ NO ☐ YES
If YES detail which parts are to remain confidential.	

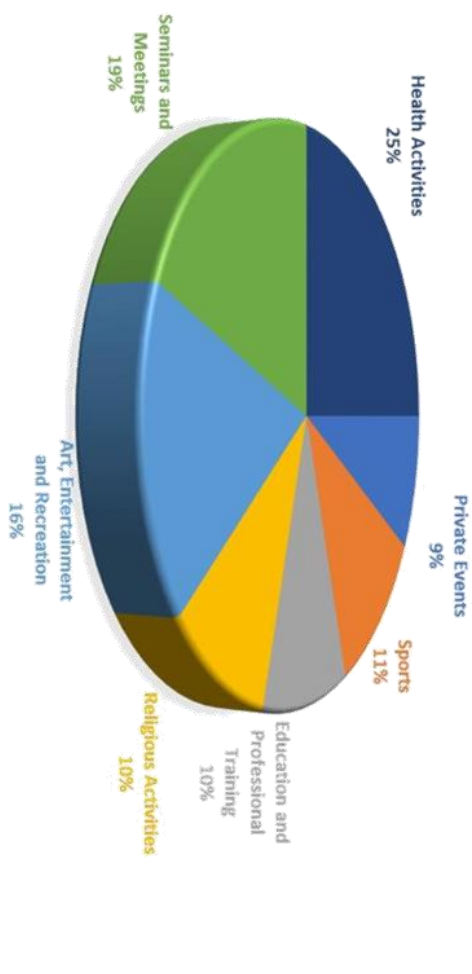
Multicultural Hub Monthly Booking Report July 2021

COVID-19 measurements are in place as formulated in the MCOT and Multicultural Hub Safety Plan, including limits on the number of people, social distancing and extra cleaning. This month the maximum capacity of the Hub under Covid-19 restrictions was 30 people.

Community Booking Breakdown	# of Bookings
Community Name	
IPN Medical Centres	12
Circle of Love and Care	10
Community Martial Arts	8
Tasmanian Muslim Association (Friday & Eid Prayers)	6
ABS Census	6
Private Events	6
Leadership One	4
ENE World	4
Multicultural Playgroup	4
MCOT Board Meeting and other meetings	3
Chinese Cultural Society of Tasmania	2
Golden Chinese Friendship Club	2
Winter Swing Festival	2
Candidacy Announcement Meeting	1
Prayers Imem Hussain Mornineen of Tasmania (MOT)	1
HHWB Community Clinic	1
Hope Hobart Christian Church	1
Tasmanian Health Service	1
St Vincent De Paul Society	1
Latin Spring	1
Tamil Association of Tasmania (TAT)	1
Community card game tournament	1
Women's Business	1
Tasmanian Fighting Game Community	1
Nepali Society of Tasmania	1
Meeting Organisations	1

Bookings Per Month	90
Front Meeting Room	7
Hire Fee Income	
July 2021	\$5,203.55

NATURE OF ACTIVITY



Estimated Foot traffic	1,745 people
July 2021	
Bookings/days of the week	
Monday	12
Tuesday	13
Wednesday	9
Thursday	18
Friday	18
Saturday	10
Sunday	10

Multicultural Hub Monthly Booking Report August 2021

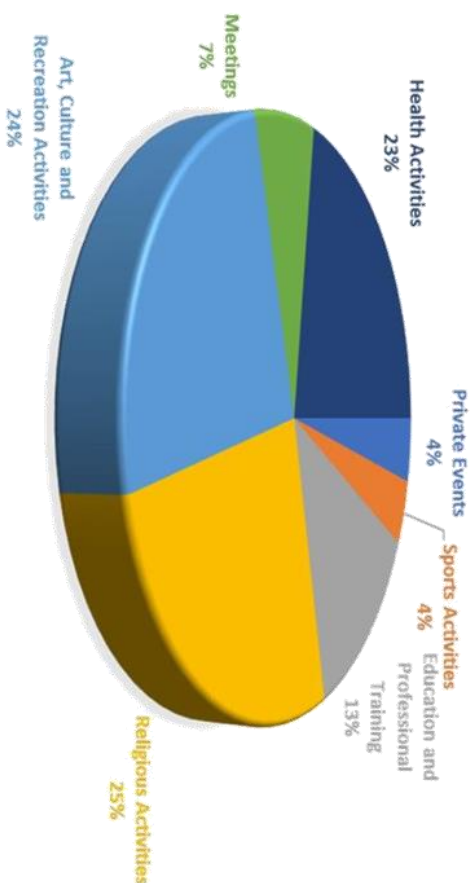
COVID-19 measurements are in place as formulated in the MCOT and Multicultural Hub Safety Plan, including limits on the number of people, social distancing and extra cleaning. This month the maximum capacity of the Hub under Covid-19 restrictions was 30 people.

Community Booking Breakdown	# of Bookings
Community Name	
Hazara Community of Southern Tasmania	13
IPN Medical Centres	12
Hospice Australia	5
Multicultural Playgroup	5
Meetings various organisations	5
Shrimad Rajchandra Mission	4
ABS Census	3
Tasmanian Muslim Association	3
Private Events	3
Japanese Kendo Club	3
ENE World	2
Chinese Cultural Society of Tasmania	2
A Fairer World	2
MCOT Board Meeting and Special General Meeting	2
Momineen of Tasmania (MOT)	2
Ethiopian Community Group	2
Leadership One	1
Golden Chinese Friendship Club	1
Telegu Association	1
PPIA Indonesian Student Association	1
Hobart Herbalists Without Borders	1
Cooper Screen Academy	1
Kanthaiah Sivapragasam Vijayalayan	1
Hungarian Association of Tasmania	1
Hobart Bangladesh Community	1
Hobart Sri Lankan Lions Sports Club	1
Citizen Tasmania Moonah Bazaar	1
Total	77

Bookings Per Month	77
Front Meeting Room	7
Hire Fee Income	
August 2021	\$3,357.20

Estimated Foot traffic	2,225 people
August 2021	
Bookings/days of the week	
Monday	13
Tuesday	14
Wednesday	12
Thursday	9
Friday	11
Saturday	10
Sunday	8

NATURE OF ACTIVITY



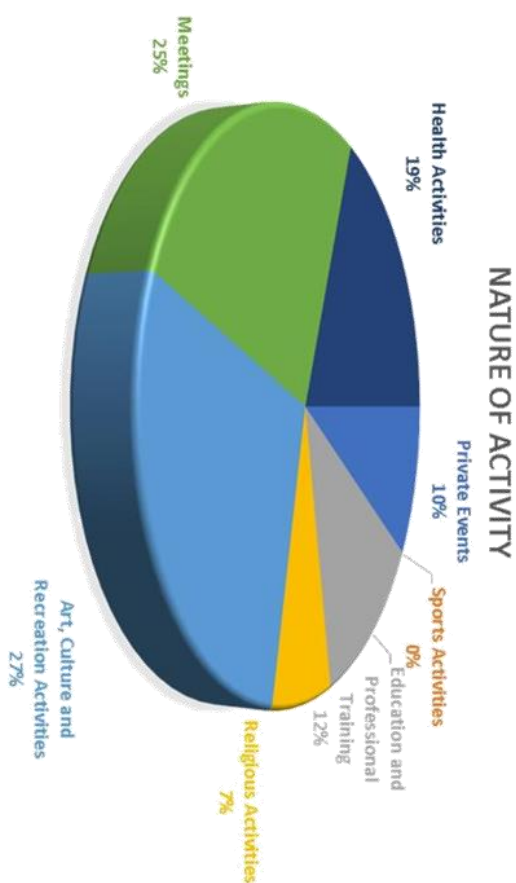
Multicultural Hub Monthly Booking Report September 2021

COVID-19 measurements are in place as formulated in the MCOT and Multicultural Hub Safety Plan, including limits on the number of people, social distancing and extra cleaning. This month the maximum capacity of the Hub and at Covid-19 restrictions was 90 people.

Community Booking Breakdown	# of Bookings
Community Name	
Private Events	7
Shrinad Rajchandra Mission	7
Meetings various organisations	6
MCOT, Red Cross & CatholicCovid-19 Vaccination Clinic	6
Chinese Cultural Society of Tasmania	4
Golden Chinese Friendship Club	4
Multicultural Playgroup	4
Tasmanian Muslim Association	4
MCOT meetings	2
Hospice Australia	2
Cooper Screen Academy	2
Hazara Community of Southern Tasmania	2
Cultural Vision Film interview	2
MCOT Board Meeting	2
Ethiopian Orthodox Church committee meetings	2
A Fairer World	1
Citizen Tasmania Moonah Bazaar	1
Ethiopian Community Group	1
Hobart Herbalists Without Borders	1
Telegu Association	1
MCOT Women's Networking Session	1
Hobart Jazz Club	1
Indian community Teej Celebration	1
Ikgair Latin Party	1
Josh Willie's Office Photography Exhibition	1
Hugyaw Performing Arts Group Quiz Night	1
Nepali Community Teej Celebration	1
Women's Health Legal Service Information Session	1
Speak My Language Interview	1
Future Common Installation Moonah Artwork	1
NJL Job Provider meeting Parents Next Leadership	1
Tamil Association Tasmania (TAT) board meeting	1

Bookings Per Month	73
Front Meeting Room	13
Extras	19
Hire Fee Income	
September	\$3,644.80

Estimated Foot traffic	1,625 people
September 2021	
Bookings/days of the week	
Monday	8
Tuesday	16
Wednesday	8
Thursday	17
Friday	15
Saturday	10
Sunday	5



Multicultural Hub Monthly Booking Report October 2021

COVID-19 measurements are in place as formulated in the MCOT and Multicultural Hub Safety Plan, including limits on the number of people, social distancing and extra cleaning. This month the maximum capacity of the Hub under Covid-19 restrictions was 90 people.

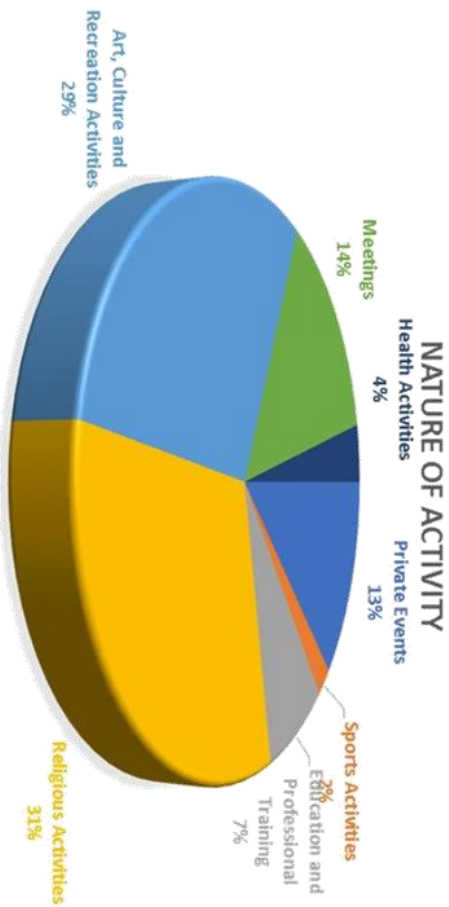
Between Friday evening 15- Monday evening 18 October all bookings at the Hub were cancelled due to a government informed snap lock down. This resulted in cancellation of 7 community bookings for events including a concert, meeting, dance rehearsal and several events during this period, as well as several other cancellation due to community members being directed to self-isolate at home.

Community Booking Breakdown	# of Bookings
Community Name	
Shrinad Raichandra Mission	8
Private Events	7
Tasmanian Muslim Association	5
Christian Non denomination Youth Service	4
Multicultural Playgroup	4
Golden Chinese Friendship Club	3
MCOT, Red Cross & Catholic Care Covid-19 Vaccination Clinic	3
Baptcare -Caring Dads Group	3
Meetings various organisations incl MCOT	2
Afghan and Hazara Community Tasmania	2
Chinese Cultural Society of Tasmania and Wen Yi	2
Hazara Community of Southern Tasmania	2
Sherpa Cultural Dance Session	2
Telegu Association - Harinam Prayers	2
MCOT meetings	1
Hobart Herbalists Without Borders	1
MCOT Board Meeting	1
Tasmanian Club de Tango	1
Hopes Inc	1
Citizen Tasmania Moonah Bazaar	1

Bookings Per Month	55
Front Meeting Room	7
Extras	7

Hire Fee Income	
October	\$2,579.80

Estimated Foot traffic	2,104 people
October 2021	
Bookings/days of the week	
Monday	3
Tuesday	5
Wednesday	6
Thursday	8
Friday	17
Saturday	7
Sunday	9



Multicultural Hub Monthly Booking Report November 2021

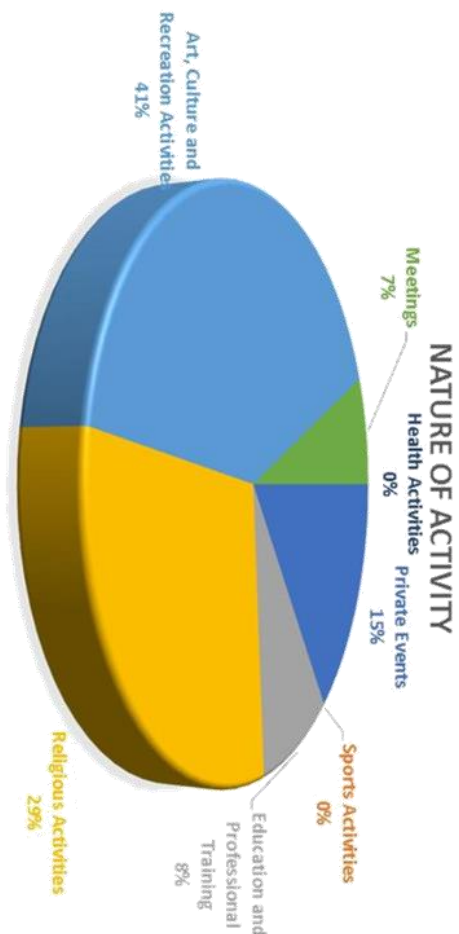
COVID-19 measurements are in place as formulated in the MCOT and Multicultural Hub Safety Plan, including limits on the number of people, social distancing and extra cleaning. This month the maximum capacity of the Hub under Covid-19 restrictions was 90 people. Between Friday evening 15-Monday evening 18 October all bookings at the Hub were cancelled due to a government informed snap lock down. This resulted in cancellation of 7 community bookings for events including a concert, meeting, dance rehearsal and several events during this period, as well as several other cancellation due to community members being directed to self-isolate at home.

Community Booking Breakdown	# of Bookings
Private Events	9
Shrinad Rajchandra Mission	8
Multicultural Playgroup	5
Chinese Cultural Society of Tasmania and Wen Yi	5
Tasmanian Muslim Association	4
Christian Non denomination Youth Service	4
Baptcare -Caring Dads Group	4
Tasmania Chinese Cultural Society	4
Meetings various organisations incl MCOT	4
Sherpa Cultural Dance Session	2
Telegu Association - Harinam Prayers	2
MCOT meetings	1
Hobart Herbalists Without Borders	1
MCOT Board Meeting	1
Citizen Tasmania Moonah Bazaar	1
Sikh Community	1
Ethiopian Orthodox Church committee meetings	1
Tasmania Kannada Association	1
Frangipani Fabrics and Li-Ve Tasmania	1

Bookings Per Month	59
Front Meeting Room	6
Extras	11

Hire Fee Income	
November	\$3,624.00

Estimated Foot traffic	
November 2021	2,409 people
Bookings/days of the week	
Monday	5
Tuesday	11
Wednesday	9
Thursday	6
Friday	14
Saturday	5
Sunday	9



Multicultural Hub Monthly Booking Report December 2021

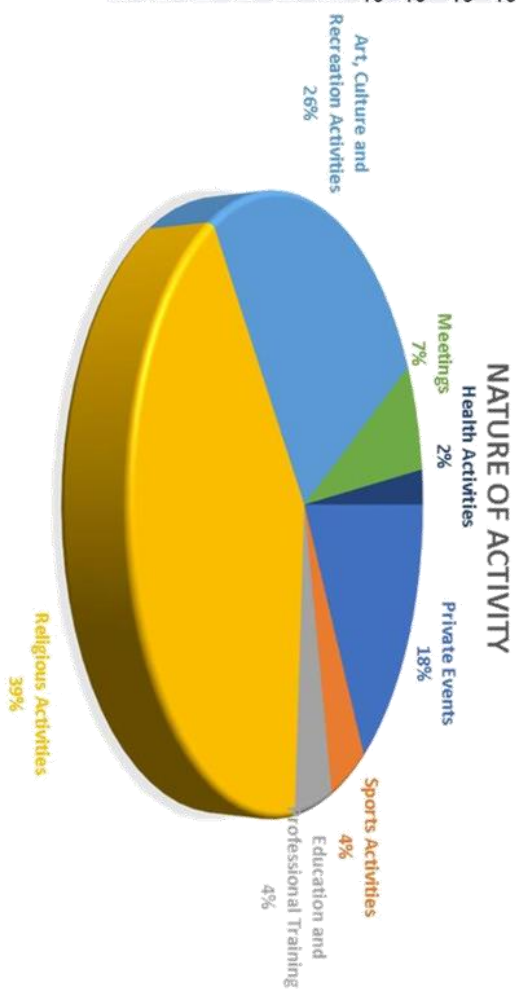
COVID-19 measurements are in place as formulated in the MCOT and Multicultural Hub Safety Plan, including limits on the number of people, social distancing and extra cleaning. This month the maximum capacity of the Hub under Covid-19 restrictions was 90 people. Between Monday 20 December 2021 - Monday 4 January 2022 the Hub was closed for holidays. Since the 15th December 2021, Tasmanian borders were open and this affected Hub bookings, notably 5 cancellations.

Community Booking Breakdown	# of Bookings
Community Name	
Shrinad Rajchandra Mission	10
Private Events	8
Tasmanian Muslim Association	5
Christian Non Denomination Youth Service	3
Baptcare -Caring Dads Group	3
Multicultural Music & Play Group	2
Shepa Cultural Dance Session	2
Telegu Association - Harinam Prayers	2
Chinese Cultural Society Singing and dancing	2
Community languages Tasmania	2
Golden Chinese Friendship Club	2
Hobart Herbalists Without Borders	1
MCOT Board Meeting	1
Citizen Tasmania Moonah Bazaar	1
Sikh Community	1
Ethiopian Orthodox Church committee meetings	1
Speak My Language Podcast Makers Meetup	1

Bookings Per Month	48
Front Meeting Room	11
Extras	9

Hire Fee Income	
December	\$2,329.80

Estimated Foot traffic	1,978 people
December 2021	
Bookings/days of the week	
Monday	4
Tuesday	5
Wednesday	5
Thursday	7
Friday	16
Saturday	5
Sunday	6



Multicultural Hub Monthly Booking Report January 2022

COVID-19 measurements are in place as formulated in the MCOT and Multicultural Hub Safety Plan, including limits on the number of people, social distancing and extra cleaning.

This month the maximum capacity of the Hub under Covid-19 restrictions was 90 people.

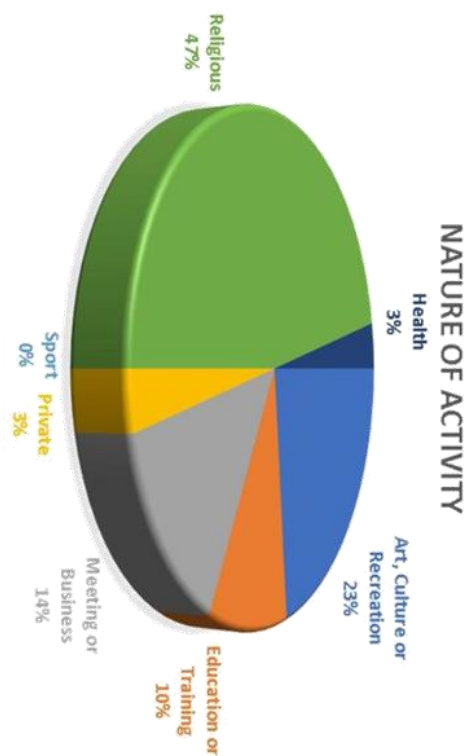
Between Monday 20 December 2021 - Monday 4 January 2022 the Hub was closed for holidays. Since the 15th December 2021, Tasmanian borders were open and this affected Hub bookings, notably 5 cancellations and no new bookings.

Community Activity Breakdown	# of Bookings
Art, Culture or Recreation	7
Chinese Cultural Society-Lunar new year	1
ENE World-Rehearsal	4
Shan Deng-Tango dance classes	1
Tamil Association of Tasmania-language school	1
Education or Training	3
Red Cross-community training	2
Care2Serve-Qigong and Meditation	1
Meeting or Business	4
Hobart Bangladesh Community Inc	1
MCOT-Board meeting and Advisory Forum	2
St Vincent de Paul-Members Morning Tea	1
Religious	14
Tasmanian Muslim Association	4
Shrimad Rajchandra Mission-Circle of Love&Care	8
Aadesara-Puja	1
Mohammed Ismail Khan-Religious celebration	1
Health	1
Hobart Herbalists Without Borders-Community clinic	1
Private gatherings(Birthday party, baby weaning etc)	1

Bookings Per Month	30
Meeting Room	1
---Extras (eg sound system, projector, lights)	0

Hire Fee Income	
January	\$962.50

Estimated Foot traffic	315 people
January 2022	
Bookings/days of the week	
Monday	1
Tuesday	0
Wednesday	1
Thursday	4
Friday	9
Saturday	2
Sunday	2



Multicultural Hub Monthly Booking Report Feb 2022

The number of booking is low due to Covid-19. 18 cancellations were received and community members did not schedule any new bookings.

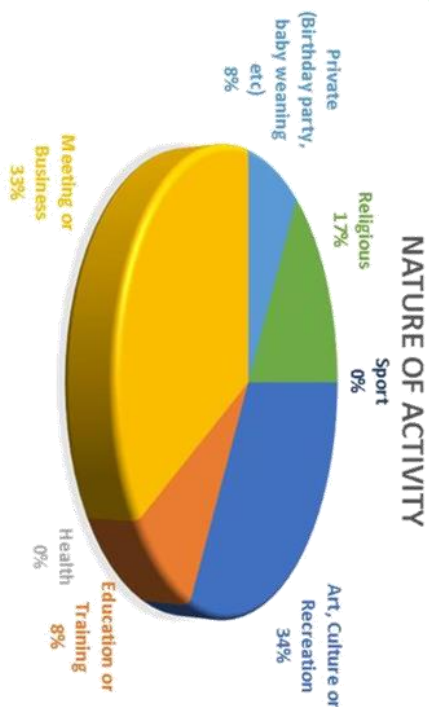
Community Activity Breakdown	# of Bookings
Art, Culture or Recreation	6
ENE World-Theatre rehearsal	1
Tamil Association of Tasmania-School Event	1
Shan Deng-Tango dancing	1
Education or Training	1
Care2Serve-Qigong and Meditation	1
Meeting or Business	4
MCOT-SML Podcast: Board meeting: Advisory Forum	3
St Vincent de Paul-Member Morning Tea	1
Private gatherings(Birthday party, baby weaning, etc)	1
Religious	6
Aadesara-Puja Aadesara	1
Mohammed Ismail Khan-Milad shareef	1
Tasmanian Muslim Association-Friday Prayers	4
Health	1
Hobart Herbalists Without Borders-Community clinic	1

Bookings Per Month	19
Meeting Room	2
--Extras (eg sound system, projector, lights)	4

Hire Fee Income	\$778
February	

Estimated Foot traffic	761 people
Feb 2022	

Bookings/days of the week	
Monday	2
Tuesday	1
Wednesday	2
Thursday	1
Friday	3
Saturday	5
Sunday	5

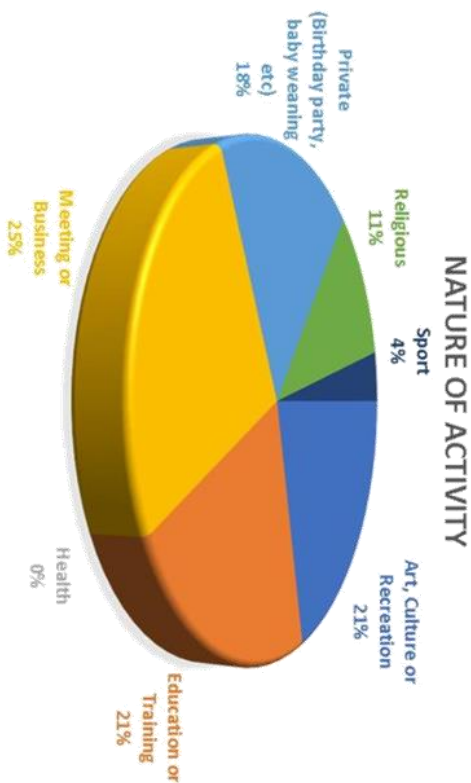


Multicultural Hub Monthly Booking Report March 2022

The number of bookings is recovering slowly from the opening of Tasmanian borders and anxiety around the Covid-19 pandemic. People seem to have more confidence to host and participate in public events.

Community Activity Breakdown	# of Bookings
Community Name	8
Art, Culture or Recreation	8
ENE world- The Last Laugh Theatre	1
Hungarian As of Tasmania-Celebrating Freedom fight	1
MCOT-Women's Networking Session, Kindred Workshop	2
Nepali Society of Tas-NEST Star Awards, Photoshoot	2
Nowruz- Persian New Year celebration	1
Education or Training	9
Chinese Culture society-Bupa insurance introduction	1
MCOT-Disability Royal Commission; Tenants Union;	2
Pakistani Cultural Society of Tas-Diplomatic Event	2
Multicultural Music & Play-Playgroup	3
St Vincent de Paul-Youth Interscholar gathering	1
Meeting or Business	8
Hopes	1
MCOT-Women's Networking Session, meeting Minister	4
NUL Joblink	1
Sri Lankan Com of Southern Tas-community gathering	1
Suicide Prevention Community Network	1
Religious	13
Guruji Sangat, Hobart	1
Shrimad Rajchandra Mission-Circle of Love&Care	7
Telugu Association of Tasmania-Prayers	1
Tasmanian Muslim Association-Friday prayers	4
Sport	1
Bangladesh Community Inc-Sports auction	1
Health	1
Hobart Herbalists Without Borders-Community clinic	1
Private (Birthday party, baby weaning etc)	5

Bookings Per Month	44
Meeting Room	6
--Extras (eg sound system, projector, lights)	4
Hire Fee Income	\$ 2,805
March	
Estimated Foot traffic	1,574 people
March 2022	
Bookings/days of the week	
Monday	6
Tuesday	7
Wednesday	1
Thursday	8
Friday	9
Saturday	6
Sunday	6



Multicultural Hub Monthly Booking Report April 2022

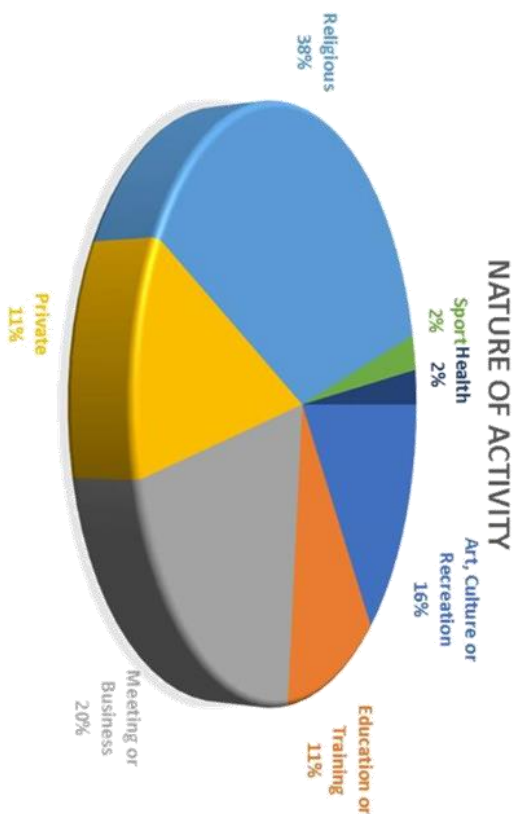
The number of bookings is recovering slowly, this is related to the Covid-19 pandemic.

Community Activity Breakdown		# of Bookings
Art, Culture or Recreation		7
Tamil Association-Bharathanatyam orientation		2
ENE World-Rehearsal		2
Oromo Com Association-Ramadan dinner		1
SBS-community engagement		1
Tamil Association of Tasmania-Tamil New Year		1
Education or Training		5
Care2Serve-Qigong and Meditation		1
Red Cross-Peaceful Pathways		1
Multicultural Music & Play-Playgroup		3
Meeting or Business		9
ABC TV News-Information session voting		1
FECCA		2
Glenview-Recruitment		1
Tasmanian Ethiopian Association-Meeting		1
MCOT-Meeting		4
Religious		17
Church Worship Service		1
Hare Krishna Hobart-Hariram -Prayers		2
Tasmanian Muslim Association-Friday prayers and event		5
Shrinad Rajchandra Mission-Circle of Love&Care		8
Telegu Association-Prayers		1
Sport		1
Gurkha Legend Cricket Club		1
Health		1
Hobart Herbalists Without Borders-Community clinic		1
Private (Birthday party, baby weaning etc)		5

Bookings Per Month	45
Meeting Room	6
--Extras (eg sound system, projector, light package)	6

Hire Fee Income	\$3,428.5
April	

Estimated Foot traffic	1,687 people
April 2022	
Bookings/days of the week	
Monday	4
Tuesday	7
Wednesday	5
Thursday	3
Friday	13
Saturday	7
Sunday	6



Multicultural Hub Monthly Booking Report May 2022

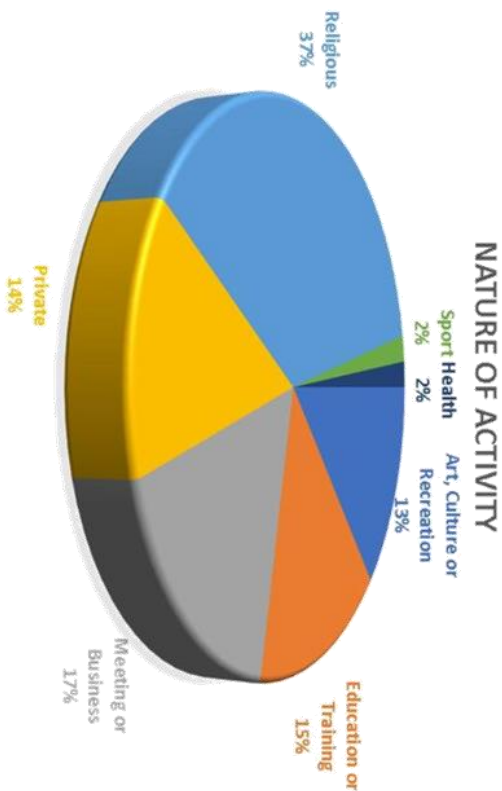
We have updated our max capacity from 90 to 110 during this month and we expect more people will visit the venue in the coming period.

Community Activity Breakdown		# of Bookings
Community Name		
Art, Culture or Recreation		8
Ladies Group		1
Hungarian Ass. of Tas-Mothers' day celebration		1
Sisonke Community Choir-Rachel Hore Workshop		1
5 Rhythms, movement dance practice		2
Royal Bengal Club Tasmania-Poila Bolshak		1
Students Against Racism-Cultural celebration		1
Wenyi-Chinese singing and dancing group		1
St Vincent de Paul-Members recognition gathering		1
Education or Training		9
Care2Serve-Qigong and Meditation		1
Save the Children-Playgroup		5
Multicultural Music&Play-Playgroup		3
Meeting or Business		10
Hopes, MCOT Board, MRC Tas, Mental Health, Sue Hodgson, Home Affairs Meeting, MTEC2022, UTAS		
Religious		22
Church Worship Service		2
Guruji Sangat-Mahasamadi Satsar		1
Hobart Bangladesh Community Inc		1
Sri Lankan Community of Southern Tasmania (SLCST)		2
Telegu Association, Hare Krishna Harinam-		1
Pakistani Cultural Society of Tasmania-Eid Festival		1
Tamu Samaj Tasmania Inc-Budha garang		1
Shrinad Rajchandra Mission-Circle of Love&Care		7
St Vincent-Volunteer Members recognition lunch		1
Tasmanian Muslim Association-Friday prayers		4
Sport Tasmanian Nepalese Cricket association		1
Health Herbalists Without Borders-Community clinic		1
Private (Birthday party, baby weaning etc)		8

Bookings Per Month	
Meeting Room	59
--Extras (eg sound system, projector, light package)	10
	5

Hire Fee Income	
May	\$3,228

Estimated Foot traffic	
May 2022	2,046 people
Bookings/days of the week	
Days of the Week	
Monday	7
Tuesday	7
Wednesday	3
Thursday	11
Friday	14
Saturday	9
Sunday	10



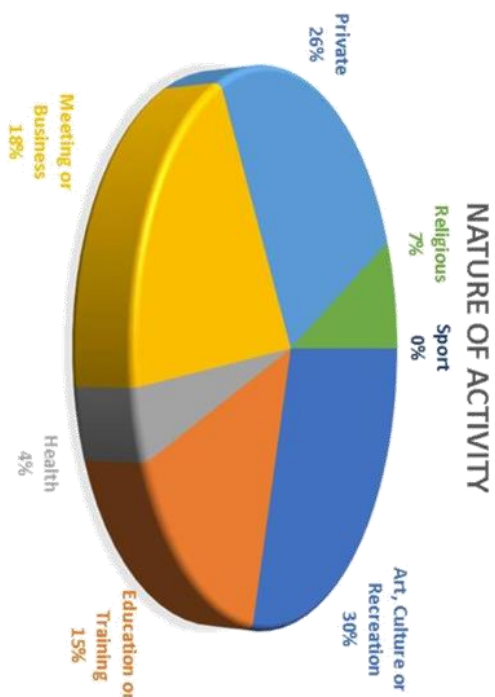
Multicultural Hub Monthly Booking Report June 2022

Community Activity Breakdown		# of Bookings
Art, Culture or Recreation		8
5 Rhythms-movement dance practice		1
Bangla Community-Bangla New Year Celebration		1
188 Nations of Tasmania-podcast recording		1
ShimmyMob Fundraising Workshop		1
Wenyi Tas-Chinese singing and dancing group		4
Education or Training		8
Save the Children Australia-Multicultural Home to School Participation Project Resources		1
Save the Children-Playgroup		3
Multicultural Music & Play-Playgroup		4
Meeting or Business		6
Glenorchy City Council-Civic Event		1
Hopes-members meeting		1
MCOT-Advisory Forum and meeting		2
Speak My Language-Podcast makers meet up		1
Tamu Samaj Tasmania Inc.-AGM		1
Health		2
MRC-Connector Community Event		1
Hobart Herbalists Without Borders-Community clinic		1
Private gatherings (Birthday party, baby weaning etc)		7
Religious		18
Christian Church-Worship Service		2
Hare Krishna Hobart-Manttra singing and prayers		1
Tasmanian Muslim Association-Friday prayers		4
Telegu Association of Tasmania-Prayers		1
Shrimad Rajchandra Mission-Circle of Love&Care		9

Bookings Per month	49
Meeting Room	4
--Extras (eg sound system, projector, light package)	11

Hire Fee Income	\$3,035
June	

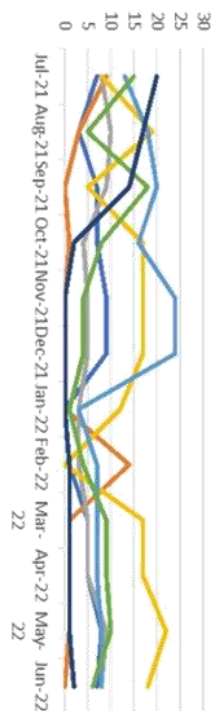
Estimated Foot traffic	
June 2022	1,709 people
Bookings/days of the week	
Monday	4
Tuesday	1
Wednesday	3
Thursday	4
Friday	4
Saturday	5
Sunday	6



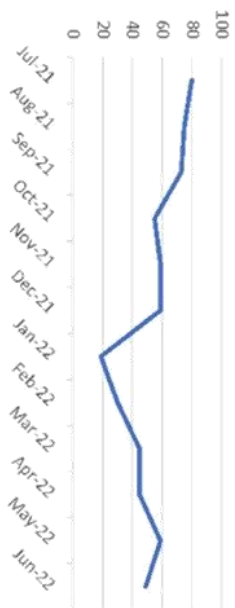
Multicultural Hub Annual Booking Report 2021 - 2022

Community Activity Breakdown	# of Bookings
Art, Culture or Recreation	155
Education or Training	74
Meeting or Business	93
Health	59
Private gatherings (Birthday party, baby weaning etc)	68
Religious	169
Sport	30

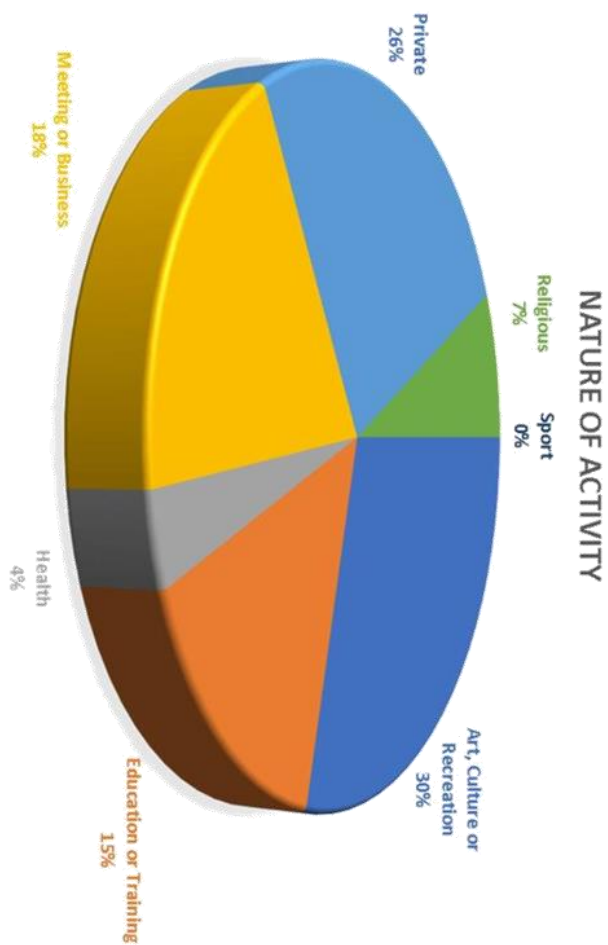
Nature of activity



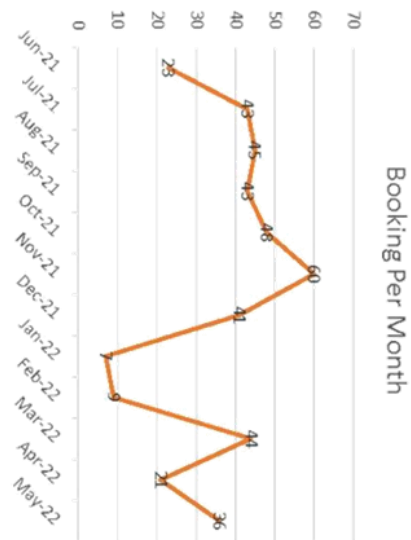
Total Number of Bookings



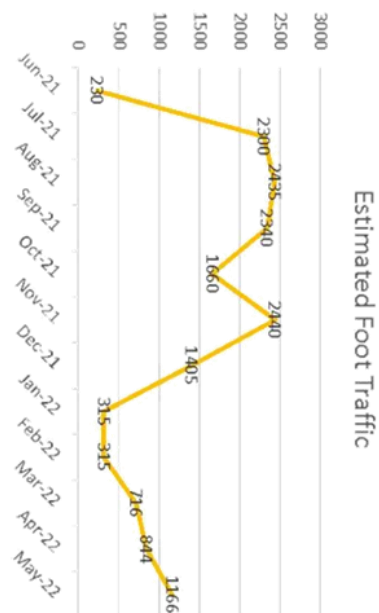
Bookings Per Year	648
Estimated Annual Foot traffic July 2021 – June 2022	1,709 people
Average Hire Fee Income June	\$2,145



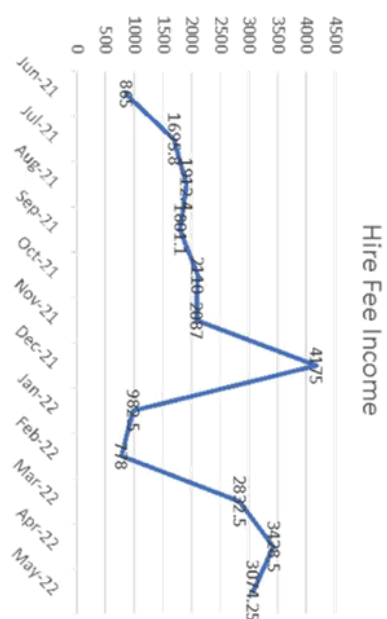
Annual bookings June 2021-June 2022	648
Average bookings per month	54



Annual foot traffic at the Multicultural Hub	161,666
Average foot traffic at the Multicultural	13,472



Annual hire fee income June 2021-June 2022	\$25,742
Average hire fee income June 2021-June 2022	\$2,145



Tasmania Government Community Consultation Submission Cover Page

Organisation or Individual	Glenorchy City Council
Contact name	Marina Campbell
Position in organisation	Manager Community Department
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Relevant agencies	Department of Premier and Cabinet (Communities Tas) Department of State Growth Department of Treasury and Finance

Glenorchy City Council - 2023-24 Budget - Community Consultation Submission

Introduction

The City of Glenorchy has a population of 51,233 residents, including a large and increasingly diverse multicultural community. The most recent ABS data shows that 21.6% (10,904) of people living in Glenorchy are born overseas, compared to 21.6% in Greater Hobart and 15.4% in Tasmania. Significantly, 33% of the community born overseas, arrived in Australia within 5 years prior to 2021, an increase of 12% since the 2016 census data collection.

In Glenorchy City, 18.8% of people speak a language other than English at home, with 2.3% reporting difficulty in speaking English.

Glenorchy City Council (Council) is a member of the National Welcoming Cities Network and guided by the associated standards for local government. Council is also signatory to the Refugee Council of Australia's, Refugee Welcome Zone campaign. These pledges demonstrate Council's commitment to supporting cultural diversity in our City.

Council collaborates with all levels of government, key migrant support services, cultural groups and community to achieve the best possible outcomes for new, emerging and established migrants living in the City.

Recommendation

This submission requests that the State Government continue to partner with Council over the next 4 years, 2023-2027 in providing \$240,000 funding to manage and operate the Glenorchy Multicultural Hub.

Executive Summary

- An election commitment was made to Council, as part of the 2014-15 Tasmanian State Budget. The Government committed \$100,000 in 2014-15 towards the development of a masterplan for a *community and multicultural centre*, which would explore costings, designs and options for a shared community and multicultural centre.
- Subsequently, the Glenorchy Multicultural Community Spaces Plan [Glenorchy Multicultural Community Spaces Plan](#) [Glenorchy Multicultural Community Spaces Plan Appendices](#) was developed and adopted by Council in September 2016.
- The Council recommended that 65 Hopkins Street, Moonah Council premises be made available for the sole purpose of operating as a Multicultural Hub.
- The Multicultural Council of Tasmania (MCOT) were the successful tenderers to deliver the Multicultural Hub service over 4 years in 2017. MCOT also moved its office to the Multicultural Hub location at this time.
- The State Government provided \$200,000 over 4 years 2017-2021 to Council towards delivery of the Hub service. This amount was paid to MCOT to deliver the Hub services within a tender agreement, including annual key milestones.
- Council's contribution to the Multicultural Hub service is foregone rent, maintenance of infrastructure, capital upgrades, minor purchases and in-kind support from the Community Development and Property teams. Council covered all utility costs in the first year of operation during the establishment phase.



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- State Government provided a further \$50,000 in 2021-2022 and a commitment of \$60,000 in 2022-2023.
- A State Government/Glenorchy City Council funded external review of the Multicultural Hub was undertaken in 2021. (Attachment 1)
- The Multicultural Hub's sustainability is reliant on a partnership approach, including funding support from the State Government. Council is not in the position to deliver the program without this support.
- Council received a commitment of \$100,000 from the Federal Government in 2022 to support upgrade of the Multicultural Hub kitchen facilities to commercial standard. Council will provide in kind project management and is also currently seeking additional external funding for this project.
- This is a proven model that supports and welcomes migrant communities where the State Government is now funding in the north of the State.

Background

The *Glenorchy Multicultural Community Spaces Plan (Plan)* 2016 was prepared by Council with the support of the Tasmanian State Government to identify solutions to meet local multicultural communities' needs for spaces and facilities to support their community, cultural and religious activities.

The Plan's recommendations also outlined the following roles and contributions by key stakeholder groups towards the establishment of a Multicultural Hub: facility provision and maintenance of infrastructure (Council), management and operations (multicultural service providers), funding (whole of government), volunteering and contribution to outcomes (multicultural groups) participation and awareness (broader community).

Based on the outcomes and recommendations of the Plan, a submission was put to the Tasmanian State Government to enable the implementation of some of the key recommendations of the Plan.

The original submission was successful, with the State Government and Council entering into a partnership to develop a Multicultural Hub. The State Government providing funding of \$50,000 per annum for four years, 2017-2021 and Council providing a facility, at no cost to an organisation to support the establishment and operation of the Multicultural Hub.

A further two years funding agreement (2021-2023) with State Government was entered into providing funding of \$50,000 in the first year (2021-22) with an increase to \$60,000 in the second year (2022-23). This funding contributes towards the salary of the MCOT community development position overseeing Hub delivery.

Glenorchy City Council provides considerable in-kind support through the Community Development program at an average of 5 hours per week to oversee reporting responsibilities relating to annual milestones and the service agreement schedule and supporting general operations and community development activities in the Hub.



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Illustrative annual costs 2021*

Annual expenditure/income	\$	Comments
State Grant	50,000	
GCC building costs	8,710	Maintenance, Land tax, Essential services (does not include depreciation of the building)
GCC in-kind support	7,430	Program support (excluding management oversight) and other minor expenses
MCOT hire income	25,650	Very close to rent foregone by GCC
MCOT 'top up'	8,910	Includes \$2,060 in maintenance and repairs
	100,700	

* Rounded figures based on 2020-21 MCOT report and GCC financial data over 4 years.

Review of the Multicultural Hub Model

A review of the Multicultural Hub model was undertaken in 2021. The top the key priority recommendations were:

- 1. The facility continues 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.**

Response: The Hub is prioritised for new and emerging communities, groups that frequently have economic challenges, language barriers or issues with visa status that may prevent them from accessing the same opportunities as the broader community. Council values the cultural richness that diversity brings to the community and understands the importance of providing this supportive transitional space for the migrant community, therefore is seeking opportunities to continue this service. Additional benefits include increased potential to retain individuals and cultural groups within the State and the social, cultural and economic benefits that result from this service.

- 2. The following building improvements to the facility be considered:**

- the installation of a commercial kitchen

Response: Federal funding promise of \$100,000 and a further grant submission to the Tasmanian Community Fund (TCF) to cover costs of upgrade.

- sustainable heating/cooling solutions such as solar power

Response: Council officers preparing a maintenance/capital project plan to address this issue

Glenorchy City Council - 2023-24 Budget - Community Consultation Submission**3. The facilities of the Hub are maximised for the use of the multicultural community.**

Response: Council continues to work with MCOT to ensure optimal use for diverse uses. Changes have been made to increase opportunities for use of a free meeting space Monday to Friday. Additional programs included, the Multicultural Music and Playgroup, the Women's Networking Forum, Covid awareness sessions, employment expos, Moonah Bazaar and the Circle of Life food relief program to name a few. MCOT continues to work with key migrant support services, Council's Community Development and Arts and Culture teams and local businesses to create opportunities for migrants.

4. Management of the Hub continues to be delivered by a community based, not for profit entity in a partnership approach with GCC.

Response: The Hub has been managed and operated by MCOT, who was appointed via a procurement process led by GCC. With the current arrangement concluding June 2023. Council officers will work within procurement guidelines to explore extending the current arrangements with MCOT for at least a further two to four years, dependent on State and Federal funding available.

5. A community development approach is continued that builds relationships between the Hub users and others working with multicultural communities.

Response: The Multicultural Community Development Manager (MCDM) is employed by MCOT to support groups and individuals using the Hub. This position has supported groups to access grant funding for their communities and negotiate booking systems at other venues when needed. The MCDM also recruits and trains community volunteers to assist with operations of the Hub.

6. An effective Advisory Forum continues to meet quarterly with representatives from the targeted communities to ensure effective governance and operations.

Response: Advisory Forum meetings held quarterly. People from all cultures attend and provide advice and oversight on operations of the Hub. This has led to a sense of ownership and pride in the space and created opportunities for improvements in booking systems and amenities. The forums create a space for cultural awareness and collaboration.

7. A plan for the sustainable future of the Hub be developed.

Response: The Multicultural Hub review, workshops with Council's elected members, meetings with Communities Tasmania, Advisory Forum members and regular meetings with MCOT have influenced Council's direction in providing the Multicultural Hub service. The upgrade to a commercial kitchen will be a key factor in sustainability for the Hub. Additionally, improvements to the venue scale of hire charges, has enabled the costs to remain low for the target cultural groups. Planned improvements to the heating will also

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assist in reducing costs, however this is reliant on Council's ability to support within the Capital Works program or receive external funding.

Achievements of the Multicultural Hub

The Multicultural Hub service supports the State Government budget priority; *Opportunities to improve services that are directed towards vulnerable people.*

Snapshot of last year usage - From MCOT annual report 2021-2022:

"Multicultural Hub In 2021-22 MCOT continued to manage the Multicultural Hub in Moonah for the benefit of new and emerging communities, under an agreement with the Glenorchy City Council. This facility has become a central meeting point for many cultural groups across Hobart and demand continues to grow thanks to the hard work of our team in partnership with Glenorchy City Council. Despite Covid disruptions early in the year, the hub is once again thriving with an array of cultural activities and family events throughout the week. On average we take 600 bookings per year with annual foot traffic of approx. 25k people coming through the doors." <https://mcot.org.au/annual-reports/>

The Multicultural Hub service supports the State Government budget priorities; *Opportunities to improve services that are directed towards vulnerable people and Supporting Tasmanians with the rising cost of living.*

During the past six years the Hub has:

- focused on the needs of *Target Group 1* (as identified in the Plan) — emerging and newly arrived multicultural groups who have generally been in the local area for less than five years and have high levels of need for spaces and facilities to support their resettlement. The Hub has also provided space for other target groups. NB: the Multicultural Hub services communities and groups outside of the Glenorchy Local Government Area (LGA).
- had a significant increase in the breadth of activities being held at the Hub as demonstrated in the annual report (Attachment 2)
- hosted activities that serve a range of often connected purposes including: arts and cultural pursuits, such as traditional music and dancing; lifestyle and health skill development, such as language skills, exercise classes, and carer education; faith based events, such as regular prayer sessions and religious festivals; social connection, such as playgroups, chat groups, community gatherings and family celebrations; sports and games; work and study, such as employment participation sessions and study opportunities; community leadership, such as annual general meetings and regular Advisory forums.

MCOT based at the Multicultural Hub offers broader opportunities for collaboration and supporting the community. MCOT has specifically:

- provided ongoing management and assistance to groups and individuals using the Hub;
- established and facilitated a quarterly Advisory Forum with representatives from cultural groups, including emerging multicultural groups, to ensure effective governance and operations;



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- established and implemented a booking system and insurances that are negotiated in advance for scheduled and casual bookings;
- built capacity of representatives and members of multicultural groups to be able to access and use other facilities and spaces;
- brokered agreements between multicultural groups and existing facilities providers to meet their needs,
- facilitated broader community access to the Hub, established connections with local groups, residents and businesses to build awareness and to support the Hub.

Recommendation

The Multicultural Hub is delivering a gap for culturally diverse groups and individuals to use a community space that promotes community cohesion through cultural activities. Importantly it is an affordable and flexible space for a wide range of activities. The Community Development position at the Hub is critical to its success and community capacity building.

Council is seeking a total of \$240,000 in \$60,000 instalments per annum over 4 years (2023-2027) to fund the Multicultural Community Development Manager position:

The funding would be provided to a service provider within Council's procurement process. The ability to provide 4 year funding would provide greater certainty for the community.

The position would:

- be based at the Hub
- be employed and managed by the service provider appointed to manage the Hub
- build upon and embed a proactive community development program that actively seeks to match up groups with spaces, and work with groups to overcome the barriers to entry including cost, insurance, cleaning, access and security (as described in Appendix F in the 2016 Plan)
- reconfirm the initial focus on the needs and opportunities within Glenorchy as described in Appendix C within the 2016 Plan
- provide and promote information about spaces available to groups and the requirements of hiring and using facilities in partnership with the sector
- work with Council to ensure there is an effective website or apps-based booking system for the Multicultural Hub and accessible information relating to community spaces in the Greater Hobart area.
- build the capacity of multicultural community representatives to support them in accessing a range of other spaces across Hobart



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- maintain contact with local government networks across the Greater Hobart area to understand availability of community spaces
- report on outcomes and KPIs to Council and State Government; and
- continue to work within a sustainability plan for the operations of the Multicultural Hub as per recommendations from the external evaluation.

This submission requests that the State Government continue to partner with Council over the next 4 years, 2023-2027 in providing \$240,000 funding to manage and operate the Glenorchy Multicultural Hub whilst Council commits to providing the facility and Officer support to match the State Governments contribution for a further four-year period.



Attachment 1



Monthly Financial Performance Report

For the year-to-date ending 30 September 2022

Statement of Comprehensive Income

Glenorchy City Council Financial Report Statement of Comprehensive Income to 30 September 2022					
Year-to-Date (YTD)	Note	2023 Budget \$'000	2023 Actual \$'000	2022 Actual \$'000	2023 Variance Actual to Budget
Operating Revenue					
Rates	1	45,190	45,338	43,285	↑
User charges and licences	2	8,458	8,787	8,387	↑
Interest	3	13	44	12	↑
Grants	4	1,110	1,597	1,734	↑
Contributions - cash	5	10	28	10	↑
Investment income from TasWater	6	-	-	-	↔
Other income	7	37	19	84	↓
Total Operating Revenue		54,818	55,813	53,513	↑
Operating Expenditure					
Employment costs	8	6,014	5,449	5,601	↓
Materials and services	9	4,437	4,766	4,226	↑
Depreciation and amortisation	10	4,199	4,408	3,933	↑
Finance costs	11	34	(2)	18	↓
Assets written off	12	-	-	-	↔
Bad and doubtful debts	13	-	-	-	↔
Other expenses	14	130	306	123	↑
Total Operating Expenditure		14,813	14,928	13,901	↑
Total Operating Surplus/(Deficit)		40,005	40,885	39,612	↑
Non-Operating Revenue					
Contributions – non-monetary assets	15	-	-	-	↔
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	16	(3)	14	34	↑
Capital grants received specifically for new or upgraded assets	17	823	2,768	2,252	↑
Total Non-Operating Revenue		821	2,782	2,286	↑
Total Surplus/(Deficit)		40,826	43,667	41,898	↑

Operating 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 million or 1.8% against budget.

Note 1 – Rates Revenue

Materially in line with Budget, noting year to date supplementary growth of \$0.113m.

Note 2 – User Charges and Licences Revenue

Favourable to budget by \$0.329m, noting additional kerbside waste management revenue of \$0.212m and building application fees \$0.077m.

Note 3 – Interest on Investments

Favourable to budget, noting investment rates have risen to above 2% in recent months.

Note 4 – Operating Grants

Favourable to Budget by \$0.487m, noting \$0.590m unspent grants from last year were carried over into this year.

Note 5 – Contributions

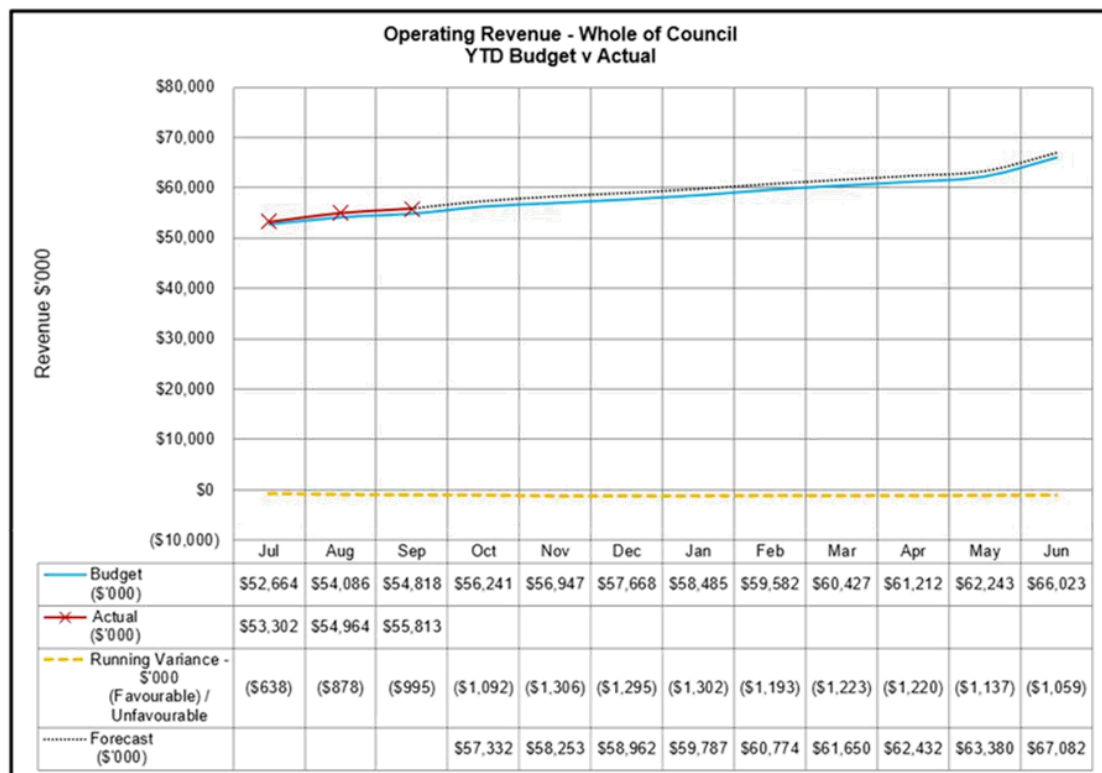
Favourable to Budget, noting two contributions in lieu of open space have been received.

Note 6 – TasWater Income

Materially in line with Budget.

Note 7 – Other Income

Materially in line with Budget.



Operating 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.

Note 8 – Employment Costs

Favourable to Budget by \$0.564m for the year to date, representing temporary and permanent position vacancies.

Note 9 – Materials and Services Expenditure

Unfavourable to Budget by \$0.329m, noting software licence accrual adjustments \$0.291m, insurance portfolio \$0.175m, fleet operations \$0.067m offset by invoices yet to be paid for waste management \$0.129m and state landfill levy \$0.096m.

Note 10 – Depreciation and Amortisation

Unfavourable to Budget by \$0.209m, noting an end of year reconciliation is undertaken.

Note 11 – Finance Costs

Materially in line with Budget for the year to date.

Note 12 – Assets Written Off

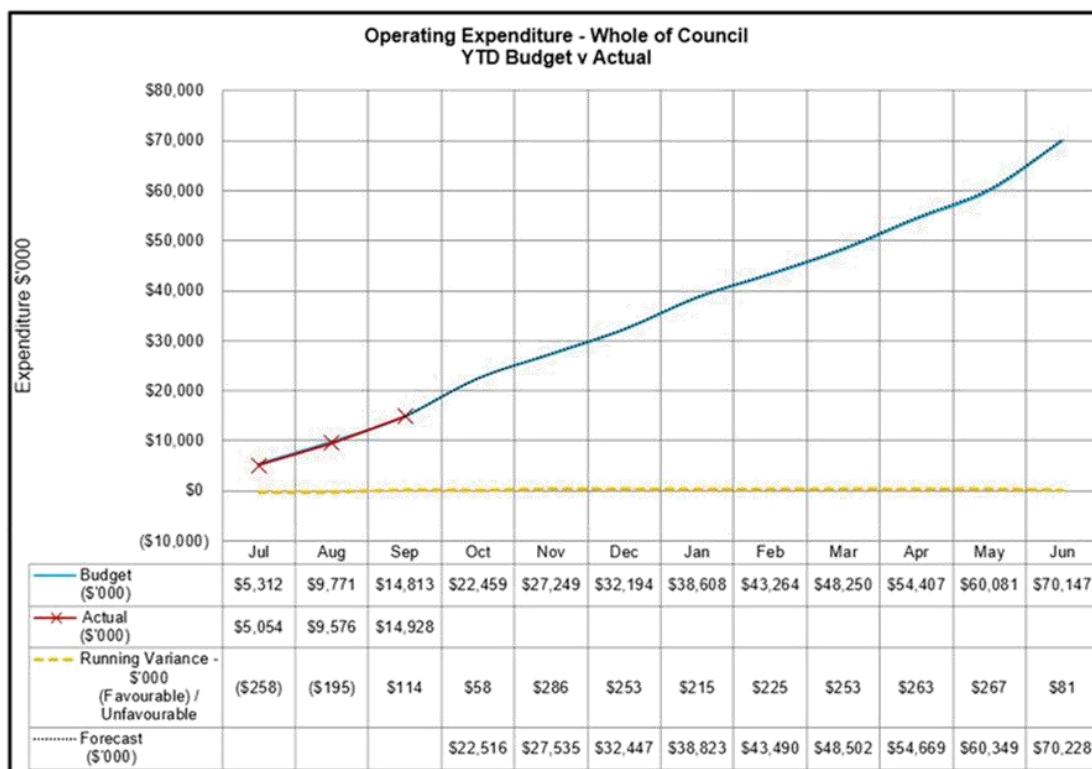
Materially in line with Budget.

Note 13 – Bad and Doubtful Debts

Materially in line with Budget.

Note 14 – Other Expenses

Unfavourable to Budget by \$0.176m, noting October land tax of \$0.217m was paid in September.



Non-Operating Revenue

Note 15 – Contributions – Non Monetary Assets

Materially in line with Budget.

Note 16 – Gain or Loss on Disposal of Fixed Assets

Materially in line with Budget.

Note 17 – Capital Grants

Favourable to budget by \$1.9m. Contributors to this result include \$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.

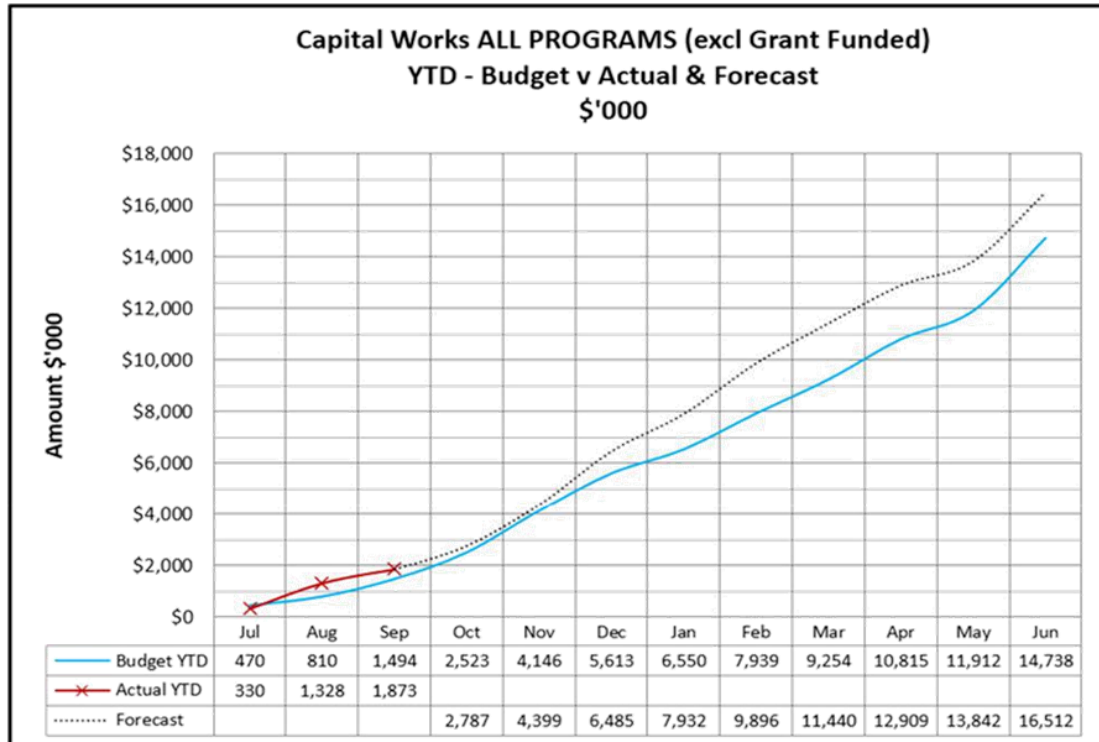
Capital Works

Year-to-date Capital Works expenditure is \$2.003m against a combined annual budget of \$31.512 million and a combined annual forecast spend of \$30.830m. At the end of quarter one, \$1.873m has been expended on Council funded recurrent projects and \$0.131m for Government funded projects.

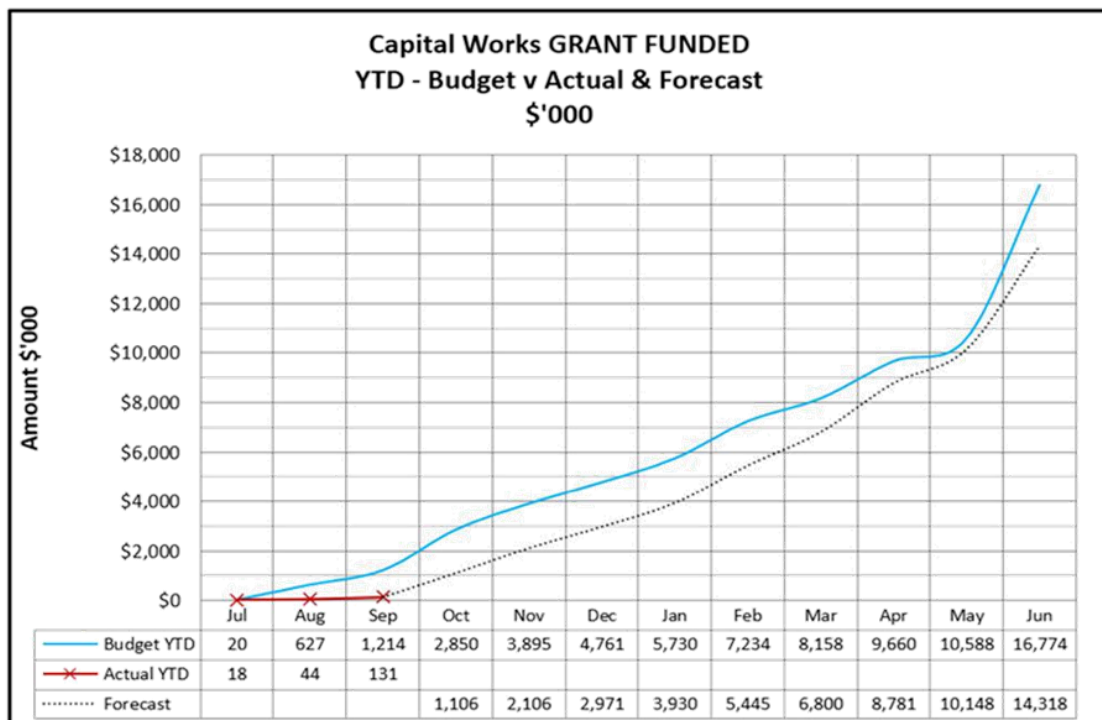
At the end of quarter one, grant funded projects are underspent by \$1.08m as follows:

Project	Actual YTD	Budget YTD	Variance
101059 - KGV Soccer - Design & Construction	\$86,104	\$515,000	\$428,896
101246 - Giblins Reserve Play Space	\$11,829	\$0	(\$11,829)
101250 - North Chigwell Football and Community Facility	\$27,190	\$122,146	\$94,956
101282 - Montrose Foreshore Park Skatepark	\$2,635	\$0	(\$2,635)
101536 - Tolosa Park Dam Rehabilitation	\$2,873	\$576,513	\$573,640
TOTAL	\$130,631	\$1,213,659	\$1,083,028

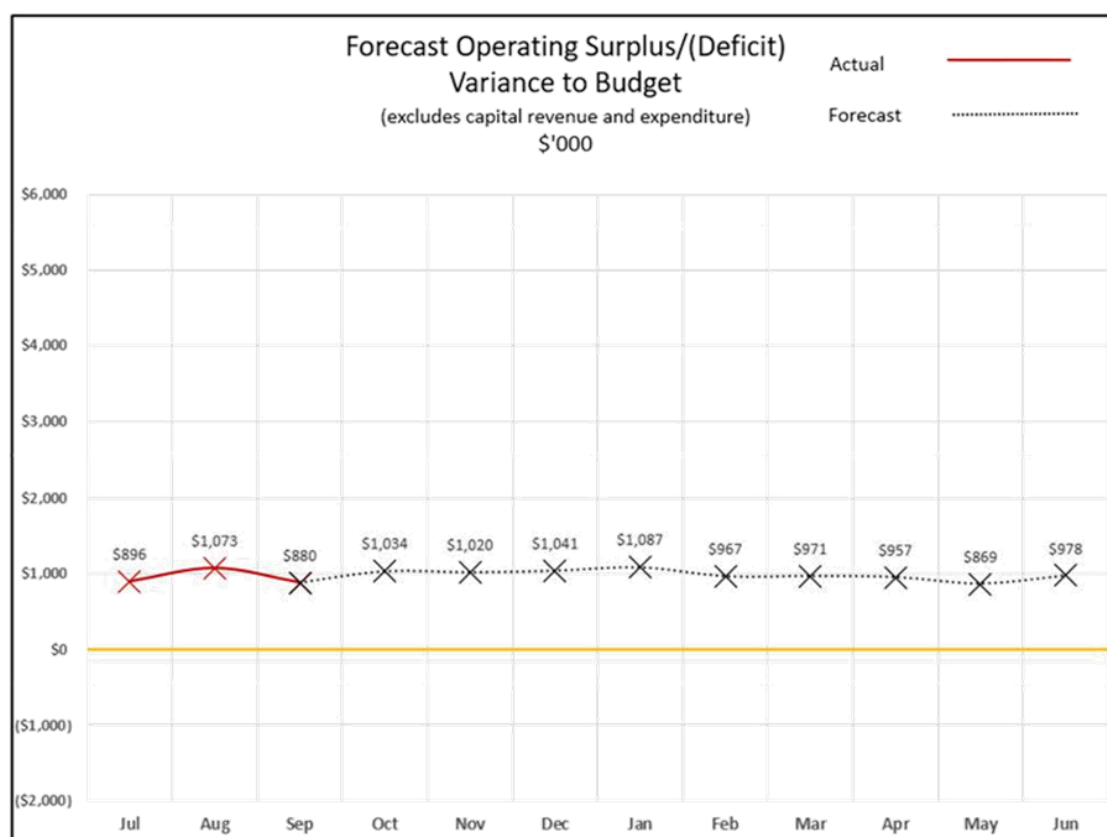
Capital Program – Excluding Major Grant Funded Projects



Capital Program –Major Grant Funded Projects*



Operating Forecast to 30 June 2023



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

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 Reports.