

GLENORCHY CITY COUNCIL
ATTACHMENTS
MONDAY, 26 MARCH 2018



TABLE OF CONTENTS:

ENVIRONMENT

- 11. Glenorchy CBD Revitalisation Project Progress Update (15 January to 26 March 2018)**
- 1: Community Engagement Report on Children's Playground 3

GOVERNANCE

- 12. Financial Performance Report to 31 January 2018**
- 1: Attachment A - Financial Performance Report - Jan 2018..... 61
- 13. Annual Plan Progress Report as at 31 December 2017**
- 1: Quarterly Annual Plan Progress Report Q2 2017 - 18..... 76
- 14. Council Policy: Dealing With Unreasonable Customer Conduct**
- 1: Draft Dealing with Unreasonable Customer Conduct Policy 104
- 15. Ministerial Directions - Statement of Expectations**
- 1: Draft Statement of Expectations..... 110
- 16. Ministerial Directions - Monthly Report**
- 1: Ministerial Directions Implementation Progress Report (March 2018) 123

17. Procurement Exemptions - Monthly Report	
1: Procurement Exemption Register	134
19. Actions List (Open Council Meeting): Update Report	
1: Open Outstanding Actions (21 March 2018)	136



Public Space Enhancement Grant

Community Engagement Report on Children's Playground

Project Manager	James Baker Glenorchy City Council Tel. 0400 791 190 Email: jbaker@gcc.tas.gov.au
Version	V02 (14 February 2018)

“Let's Play in the CBD” – November 2017

Contents

Summary.....	3
Community Engagement Activities	3
Structure of survey and feedback Responses	4
The survey was structured with the following sections:	4
Information about Respondents (Survey Questions 1-5).....	4
Preferred Play Equipment Options (Survey Question 6).....	5
Priority of responses (Survey Question 8)	9
Additional survey feedback (Survey Question 9)	10
Feedback from Council Community Networks and Special Committee.....	11
Feedback from School / Pre-school groups.....	11
Outcomes from Community Consultation	12
Attachment 1: Consultation Undertaken	13
Attachment 2: Community Group Consultation Feedback	14
Attachment 3: School / Pre-school Consultation Feedback.....	15
Attachment 4: Survey Monkey report.....	16

Summary

In November 2017 Glenorchy City Council undertook community engagement for the planned playground to be constructed in front of Council Chambers. The project is part of the greater CBD revitalisation that was presented to the community in October 2016. The purpose of this engagement was to gain a better understanding of community priorities for this space.

A Community Engagement Plan was presented and approved at CBD Steering Committee Meeting (17/10/2017) and Council Meeting (27/11/2017). The Engagement Plan documents the objectives of the engagement, impact of the project, stakeholders and proposed techniques for engagement.

Notifications of the engagement program were made through the Glenorchy Gazette, GCC Website and via email and post.

The tasks outlined with the Community Engagement Plan are now complete. The purpose of this report is to summarise responses from the community and stakeholders. The information gathered in the survey is to be provided to the playground designer to show community preferences for the design aspects for this area.

Community Engagement Activities

The following activities were undertaken as part of the engagement program:

- Meetings with Council Officers including Community Planning and Engagement, Property, Legal and Maintenance
- A public display and survey responses collected at the Council Chambers foyer
- A public display and survey responses collected in Northgate Shopping Centre
- Meetings with Council's Community Networks YANG (Youth Action Network Glenorchy) and Special Committee Glenorchy Access Committee
- Meetings with local schools and child care centres on site at the Council Forecourt and at schools. Several engagement activities were undertaken with children appropriate for their age including group discussions of ideas from the children, drawing activities on the Council lawns and sticking dots onto example images of play equipment.

Structure of survey and feedback Responses

The engagement survey was managed using the SurveyMonkey online platform. The full report is available for review on the Council website.

The survey was structured with the following sections:

- **Information about respondents** (Questions 1-5 on the survey) were intended to get background information including where respondents live, age, whether they have children below the age of 10, how often they visit the CBD and how long they typically stay for.
- **Precedent play equipment examples** (Question 6). 6 different play equipment examples were included and respondents asked to rank from 1st to 6th preference. The SurveyMonkey software provided a weighted score based on the number of rankings from 1st to 6th that each option received. The purpose of this question was to give guidance to the playground designer as to what the community preferences are.
- **Reasons for ranking** (Question 7). This question gave respondents an opportunity to give an explanation for their responses to question 6.
- **Priority of responses** (Question 8) lists some factors of the design that Council identified as possibly being important to the community. This list was not exhaustive, and opportunity was given for other options in Question 9.
- **Additional survey feedback** (Question 9) gave the opportunity for the community to give any additional feedback to Council that was not covered in the previous questions.

Information about Respondents (Survey Questions 1-5)

A total of 288 responses were received to the survey between online, completed at Council Chambers and Northgate and mailed in to Council. This represents one of the highest response rates for a community consultation survey conducted in the Glenorchy area. Below is a summary of general details for respondents.

Residence: 84% of respondents live within the Glenorchy Municipal region. 16% live outside the region.

Age: 4% of respondents were 15 years old or younger. 54% of respondents were between the ages of 16-49. 42% of respondents were aged 50 and older.

Children under age of 10: 43% of respondents had children under the age of 10 years old. This feedback demonstrated that a significant portion of the respondents have children in the age group that the playground is targeted at.

Frequency of visits to the CBD: 50% of respondents visit the CBD 3 or more times per week, and 31% 1-2 times per week.

Duration of visits: The majority of respondents (56%) stay 1 or more hours in the CBD. 31% stay between 30 minutes to 1 hour, and 13% less than 30 minutes.

Preferred Play Equipment Options (Survey Question 6)

The survey gave respondents the opportunity to rank precedent images of play equipment designs. The survey software gave each factor a rank based on the percentage of responses as 1st priority through to 6th. The numbers assigned are weighted values for the purpose of comparing options against each other, with a higher value indicating that the option was preferred by respondents.

1. Image B (4.18)
2. Image A (3.76)
2. Image D (3.76)
4. Image F (3.66)
5. Image C (3.17)
6. Image E (2.53)

See images on following page.

Example images from other playground (precedent images) included in survey in order of preference from survey feedback.

First preference Image B (weighted score 4.18)



Image B – All abilities/accessible play equipment.

Equal second preference Image A (weighted score 3.76)



Image A – High quality play structure, suitable for ages 3-6.

Equal second preference Image D (weighted score 3.76)



Image D – Patterned soft fall surface structure to climbing structure.

Fourth preference Image F (weighted score 3.66)



Image F – Climbing structure with slide.

Fifth preference Image C (weighted score 3.17)

**C**

Image C – Interactive play equipment or sculpture: potential public art project.

Sixth preference Image E (weighted score 2.53)

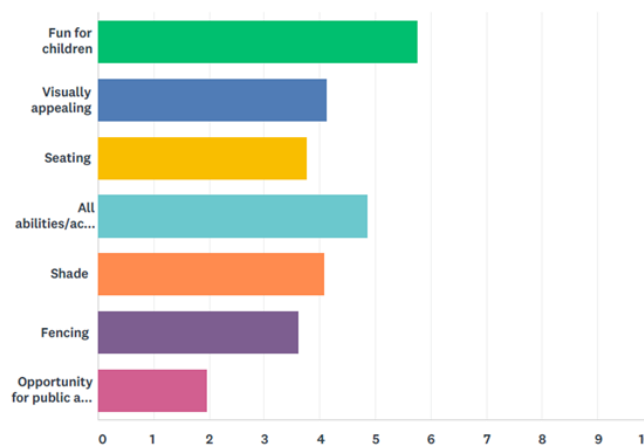
**E**

Image E - Balance timber play posts between existing trees.

Priority of responses (Survey Question 8)

The survey gave respondents the opportunity to rank 7 factors identified by Council from most to least important and an open feedback form to discuss any other issues. The survey software gave each factor weighted score based on the percentage of responses as 1st priority through to 7th. The highest score indicates the most preferred factor, with the lowest score indicating the least preferred.

1. Fun for children (5.76)
2. All abilities/accessible play feature (4.85)
3. Visually appealing (4.12)
4. Shade (4.07)
5. Seating (3.77)
6. Fencing (3.62)
7. Opportunity for public art projects (1.96)



Additional survey feedback (Survey Question 9)

In addition to the fixed options, respondents were given the opportunity to give free feedback on any priorities that they had. These were compiled and ranked by the number of times the priority was listed (from survey Question 9)

1. Concern about vandalism and/or graffiti (30)
2. Concern about personal safety and/or security (26)
3. Need for a water drink fountain (13)
4. Not a suitable location for a playground (13)
5. Need for toilets and/or baby change facilities (12)
6. Regular maintenance essential (10)
7. Surveillance/night lighting (9)
8. Need to cater for youth too (8)
9. Concern about litter/need extra rubbish bins (7)
10. Parent supervision of young children a must (6)

Feedback from Council Community Networks and Special Committee

The playground project was discussed in meetings with YANG (Youth Action Network Glenorchy) and Glenorchy Access Committee.

Some of the major points raised in these two meetings included:

1. Vandalism and antisocial behaviour: In both meetings the issue of vandalism was raised as a serious concern. Various methods to prevent vandalism were discussed including:
 - a. Providing recreational opportunities for older children / teenagers to prevent loitering. It was discussed at the meeting that a skate park is planned in the KGV precinct to cater to this age group.
 - b. Security cameras and lighting for out of hours surveillance
 - c. Deterrents including sprinklers after hours
 - d. Salvation Army commented that they will be very active in this area, contributing to passive surveillance
2. Accessibility
 - a. Given the relatively high rate of people with disabilities in the Glenorchy area it is important that the playground be all abilities access
 - b. The playground is being designed for all abilities access within the limitations of the space available

Full notes from community group meetings are included in Attachment 2.

Feedback from School / Pre-school groups

Students from the following schools and pre-schools participated in activities for the playground project:

- Austins Ferry Primary School
- Child and Family Centre Chigwell
- Goodwood Primary School
- Benjafield and Berriedale Child Care Centres

The children had a great time with the activities undertaken and provided lots of ideas for the space.

Some parents also attended and provided comments:

- Fencing is important
- The playground needs to have access to toilets
- The area needs to be safe

Full notes from school / pre-school consultation including lists of ideas from children are included in Attachment 3.

Outcomes from Community Consultation

Overall the feedback from Community Consultation was positive and supportive of the project. Some feedback was received with concerns around vandalism and antisocial behaviour in the area.

The survey feedback indicated that the Glenorchy community preference is to have all abilities features in the playground (image B), climbing structures (image A) and use of colours and patterns in the design (image D).

The survey feedback also highlighted some community concerns including vandalism, security for children, access to drinking water, access to toilets, maintenance and after hours surveillance.

The purpose of this community consultation was to guide the design process for the playground. Feedback from consultation including preferences for precedent images and general comments from the community and stakeholder groups will be considered in the design process for the project. A custom design play structure is planned for this space, to be inspired by preferences communicated by the community.

Upon completion, the final design will be made available to the community prior to commencement of construction activities. Council will keep the community updated on progress via the Glenorchy City Council website and in the Glenorchy Gazette. The community groups and schools involved in the survey will also be sent copies of this report.

Attachment 1: Consultation Undertaken

Consultation undertaken

The following consultation activities were undertaken in November:

- 210 covering letters with a survey were posted to miscellaneous service providers, community groups, community houses, childcare centres, local schools, local MP's etc. The letter gave an overview of the project and invited them to share the information in newsletters, on notice boards etc. the letter provided a link to the survey.
- 220 covering letters with a survey were posted to Glenorchy Matters Community Panel members.
- 226 covering letters and a link to the survey were emailed to Glenorchy Matters Community Panel members.
- Glenorchy Youth Task Force members were consulted at a meeting in November and members completed surveys.
- Glenorchy Access Committee members were consulted at a meeting in November and feedback was provided.
- Youth Action Network (YANG) members were consulted at a meeting in November and feedback was provided.
- Council Officers attended a display at Northgate Shopping Centre on 14th November providing information and access to the survey.
- 50 students grade 5-6 from Austins Ferry Primary School were consulted on the 20th November and provided feedback.
- 50 students aged 9-12 years old from Goodwood Primary School were consulted on 20th November and provided feedback.
- 7 families from Child and Family Centre Chigwell with children aged under 5 attended the space on 24th November and provided feedback and/or completed a survey.
- 15 children 3-5 years of age, several educators and parents attended the space on 27th November and provided feedback and/or completed a survey.
- Information regarding the project was placed in the November Glenorchy Gazette; the article included a link to the survey and how to access a hard copy.
- A display was placed in the foyer at Council providing information and access to hard copy surveys.
- Information regarding the project was placed on the GCC website; this also provided a link to the survey and information on how to access a hard copy survey.

Covering letters and a link to the survey were emailed to special committees of Council:

- Cultural Diversity Advisory Committee
- Access Committee
- Sport & Recreation Advisory Committee
- Tracks, Trails and Cycleways Committee

- Glenorchy Youth Task Force
- Safer Communities Committee
- Glenorchy Arts and Culture Advisory Committee

Covering letters and a link to the survey were emailed to service provider networks:

- Youth Action Network (YANG)
- Glenorchy Action Interagency Network (GAIN)
- LINKAGES (positive ageing)

288 completed surveys were received:

- 182 combined from the online link on the GCC website and the online link emailed to Glenorchy Matters Community Panel members
- 68 hard copy surveys from Glenorchy Matters Community Panel members
- 17 from the Northgate display
- 7 from parents of children attending the Child and Family Centre Chigwell consultation
- 9 from Glenorchy Youth Task Force members
- 4 from the foyer display at GCC
- 1 hard copy received from a parent of a child at Benjafield Childcare Centre.

Attachment 2: Community Group Consultation Feedback

Community Group Consultation Summary

YANG (Youth Action Network Glenorchy)

James Baker attended this meeting to provide information and answer questions.

- Salvation Army will have a Youth Worker engaged at their new building. Salvos also advised that there will be a Youth drop-in space with free wifi.
- Perceived safety concerns with the space – not feeling safe to bring young children to the playground, youth loitering, anti-social behaviours on front lawn.
- Proximity to pubs, bus mall, drug and alcohol use and discarded contraceptives in the playground.
- Access committee – raised concerns about the playground accommodating an all abilities space – James Baker advised limited space restricts having a full all abilities playground.
- More consultation with youth on use of the space required.
- Potential Community Art Space
- Activating the space for youth to engage – suggestions included physical activities such as handball, service providers hosting regular activities on the lawns, bbqs, fun games, Sumo suits etc.
- KGV – Community Park including a 'Skate Park' – this space is not engaging youth where they are – Council lawn is near their bus routes, shops and friends. Youth may not utilise the space.
- More engagement activities in the space targeting 10 year olds – mid teenage age groups – look at hosting events on the lawn when other scheduled events are not on (such as ANZAC day, GIG in the Gardens etc.)
- Good and bad examples of playground/youth spaces included: Lindisfarne, Bellerive, Rosny College, Gagebrook, EC (Elizabeth College), Lauderdale.
- Have temporary activities on Council lawns to test the space for use and also anti-social behaviours.
- Youth Events – Establish a calendar of events with Youth – take ownership of the space.
- Rose bushes – James Baker's survey results so far show the community wants the bushes to stay – members raised safety concerns as they are near the playground – James stated the playground will be fenced.
- Discussed spaces in other areas that work – Salamanca Square pop-ups, Mathers Lane sculptures, ELC engaged in the space with removable play equipment, fake grass (also has an intergenerational centre), Federation Square – VIC, Youth workers in Iceland model addressing boredom.
- Various anti-social behaviour deterrents discussed including sprinklers, lighting, cameras and more people in the area. Public free wifi being turned off after hours to deter loitering such as at the LINC.

November Access Committee Meeting

Elisa explained the playground project. Council, as a part of the Central Business District revitalisation project are proposing to build a playground on the Terry Street end of the Glenorchy Lawns. Elisa asked the committee what they thought of this idea and invited them to give feedback. Thoughts were:

- The playground needs to open to all abilities. Glenorchy being one of the higher areas with people with disabilities living (7.5% compared to greater Hobart of 6%) it would be an insult to only install equipment able bodied people could enjoy. A special mention was given to slides (totally inaccessible to people with some physical disabilities)
- SAFETY – members of the Access Committee have noted the safety issues with people hanging out in the area with reports of bottles being thrown at them at times.
- Security cameras are needed to deter vandalism
- Need to have adequate rubbish bins
- *Idea to include info booth – if there will be an increase of people coming into the area as a result an info booth with up to date info on the things to do in Glenorchy is included would be a good idea

Attachment 3: School / Pre-school Consultation Feedback

School / Pre-school Consultation Summary

Austins Ferry Primary

Let's Play in the CBD consultation – Willie Joseph**20 November 2017****Austins Ferry Primary – 50 students****Grade 5-6**

The children were in groups of 10 and were asked to discuss their favourite outdoor activities

Activities identified	Group Number
BMX Track	GROUP 1
Monkey Bars	GROUP 1
Play with dogs on trampoline	GROUP 1
Soccer Goals	GROUP 1
Bike track	GROUP 1
Trampoline	GROUP 1
Doing the Monkey Bars	GROUP 1
Climbing Net	GROUP 1
Running	GROUP 2
Sports	GROUP 2
Gymnastics	GROUP 2
3 point line basketball court and hoop	GROUP 2
Cricket	GROUP 3
Basketball	GROUP 3
Golf	GROUP 3
Running	GROUP 3
Soccer	GROUP 3
Football	GROUP 3
Play equipment	GROUP 3
Swings/disability swing	GROUP 4
Running/oval/disability track	GROUP 4
Slide	GROUP 4

Spider web/climbing frame	GROUP 4
Flying/fox/monkey bars	GROUP 4
Traffic light park	GROUP 4
Electric bike maze	GROUP 4
Maze donut	GROUP 4
Dizzy Wizzy	GROUP 5
Flying Fox	GROUP 5
Tea cup	GROUP 5
Disability Swing	GROUP 5
Swing Set	GROUP 5
Climbing Wall	GROUP 5
Big Swirly Wirly slide	GROUP 5
Climbing frame	GROUP 5
Monkey Bars	GROUP 5
See Saw	GROUP 5
Fenced Pool	GROUP 5
Rocking Animals	GROUP 5
Spider Webs	GROUP 5
Leap Frogs	GROUP 5
Basketball Hoop	GROUP 5

Child and Family Centre Chigwell

Let's Play in the CBD consultation – Jill Sleiters/Willie Joseph 24 November 2017

7 families attended with their children who were under 5 years of age.

The families were invited to come to the Council to view the proposed area for the Playground and spend some time in the space. Following discussion, all the families completed a survey.

Comments and questions raised during the discussion:

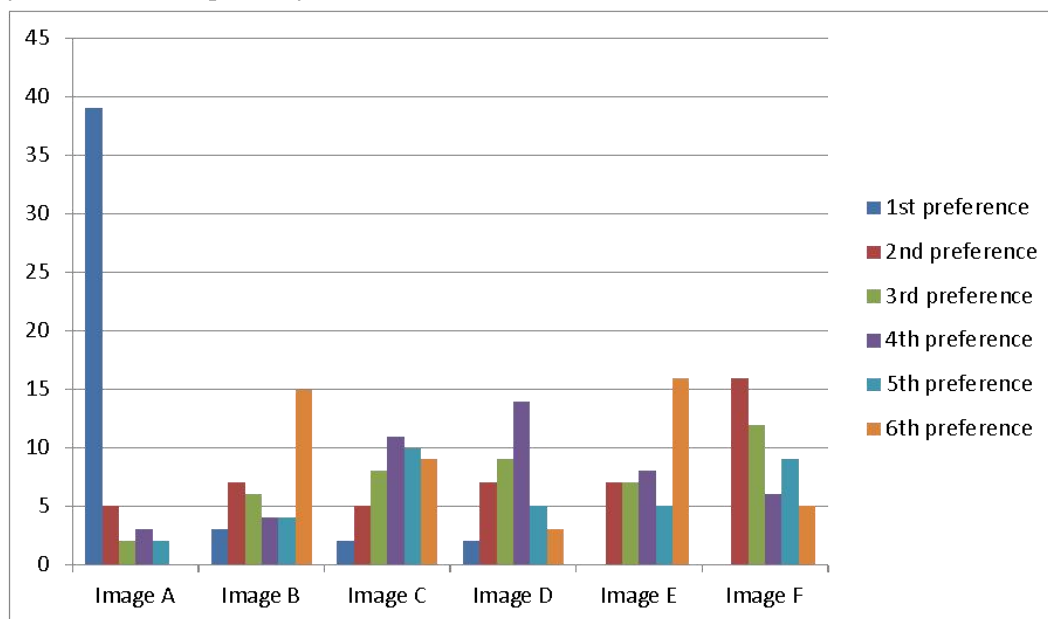
- The area seems small for a playground
- Will the playground be fenced?
- The playground needs to have a toilet
- It needs to be safe



Goodwood Primary School

Let's Play in the CBD consultation – Jill Sleiters/Andrea Marquardt**20 November 2017****50 students - Grade 3-4 and 5-6****Ages 9 and 12 years**

The children were asked to place a different colour sticky dot against the images of play equipment, selecting their preferences from 1 to 6.



Many of the children discussed the need to make sure that there is accessible equipment.

They were asked to describe their favourite outdoor activities

Activities identified	Number of responses
Swings/Tyre swings (little and big kids swings)	30
Wheelchair swing	1
Illumination swing	1
Monkey Bars	12
Slide/tube slide	26
water slide	13
A dinosaur slide where you slide down the tails.	1
Roundabout	1
Rock Pool	1
Rock Climbing	20
Trampoline-tube/in ground	32
Kitchen	2
Climbing set	8
Climbing Web/Net	10
Swinging Set/Spin Swing	3
Maze/Tunnel Maze	6
Secret Codes	1
Sports codes	1
Science lab	2
Skate area	14
Skate park (the bowl, the spine, jump, the ski, flat, downhill, the half pipe)	2
Exercise equipment/Fitness	8
Obstacle Course	3
Arms for climbing and legs to slide	1
Grass area	3
Plants, trees	
Meditation garden/Japanese garden	1
Tree House	5

Canteen/snack bar(with ice cream)	4
Water and Food station	1
Vending machine	1
Chefs/food club/fair	1
Wifi	2
Dog park	5
Pull Up Bar	1
Gym	1
Gymnastic Area	1
Footy Oval	1
Spinning Tea Cup	1
Climbing Frame	1
Dizzy Wizzy	15
Flying Fox	14
Duck Pond	1
Tree House	3
Play House	3
Teenager Park	2
Bouncy Castle	3
Foam Pit	2
Ball Pit	1
Water based Park	11
Tyre walking thingy	2
Sand pit	3
Graffiti wall	5
Wobbly Bridge/Tyre Bridge	5
Netall Court	2
Fireman pole	1
Cool mirrors that make you short	1
Chalkboard for drawing	1
Hamster Wheel	1
Frog Pond	1
Bird Aviaries	2
Fish pond/river	1
Giant Chess	1
Tube systems	1
Fenced Park	1

Basketball Court	5
Netball Court	1
Disability equipment	1
Paint Ball	1
Massage Chairs	2
Glow in the Dark	1
Zip line	2
Chair lift	1
Scientist pool	1
Big Wooden Train	
Biking	2
Football Oval	2
Soccer	2
Go-cart	3
Community Garden	1
Drawing centre	1
The land – to have a park where we are free, we can jump on rubbish? Etc.	1
Bungee Jumping	1
Toy cars – to learn how to drive	1
Cat and Dog friendly park	1

Benjafield and Berriedale Child Care Centre***Let's Play in the CBD Children's Consultation******Jill Sleiters/Child Care Connections Early Childhood Educators******27 November 2017******15 children******Ages 3 – 5 years***

The children visited Glenorchy City Council, exploring the proposed playground space. There was both group and individual discussion:

Sienna

- "Keep trees but put wooden sticks in the tree for the birds to sit on. Hang magic apple shaped bird feeders for the bird babies"
- 'Animal spot for lions, rabbits and birds to stay'
- "A cushion to lay on under the trees"

Willow

- "Flower Garden"

Millie

- "Ladders up to trees"

Finn

- "Well I did want sticks, um..leaves and flowers. I think that's all"
- "Big Rocks to climb on"
- "Water to splash in"
- "A herb garden"
- "Of course – we need swings"

Ben

- "A slide up to the clouds"

Cooper

- "A water slide"

The children drew pictures of what they thought should be in the playground

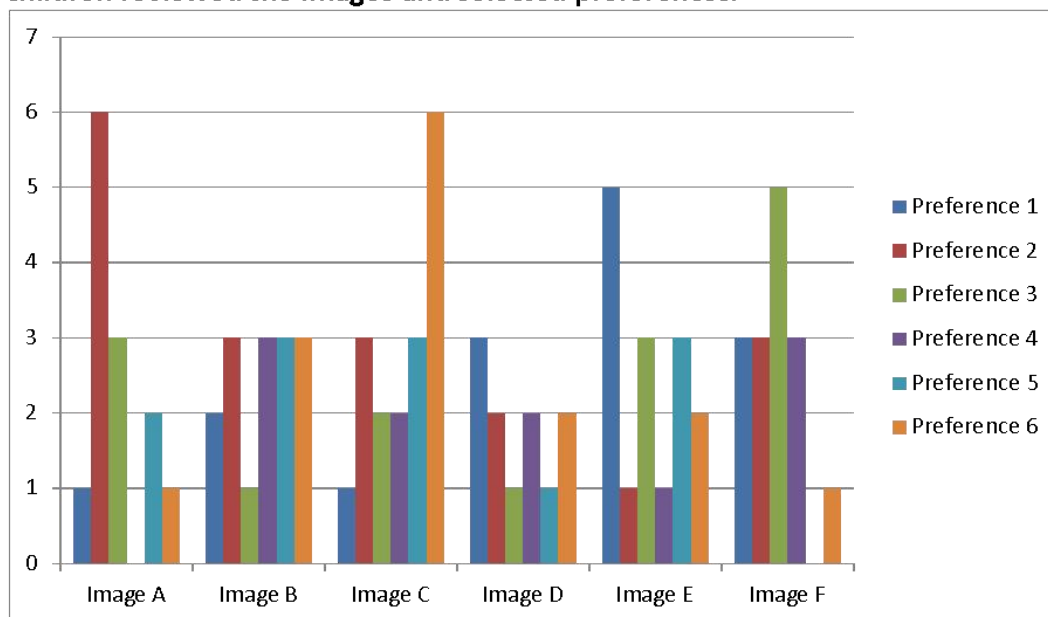
- Finn aged 5 - Swings and slide
- Addison age 4 -Cubby House
- Daniel age 3 - Climbing trees, sea saw, slide and monkey bars
- Sienna age 4 – Don't forget the pole in the trees for the birds to sit on. Swing that is little more than one maybe. It's a curly slide, nest for a bird and a slide.
- Millie age 4 – These are the swings. This is a slide
- Dominic age 4 – A dinosaur
- Louis age 4 – A slide and somewhere to find treasure
- Ben age 5 – A water river to jump and splash in. This is a tunnel as well to go into a water slide.
- Cooper age 4 – A tall tree for climbing

- Willow age 3 – It's mummy and daddy me and Freya in the park
- Elle age 4 – A water pump and bird bike
- April age 4 – Slide
- Isabelle age 4 – Jungle person and a climbing frame
- Sofia age 4 – A slide, swings, dragon

Group discussion:

- Swings, climbing trees, running, slide and swing, flowers, water & slides, cubby house, monkey bars and see-saw.

The children reviewed the images and selected preferences.













Attachment 4: Survey Monkey report

Let's Play in the CBD! Glenorchy Playground Project

Q1 What suburb do you live in?

Answered: 285 Skipped: 3



ANSWER CHOICES	RESPONSES	
Austins Ferry	4.56%	13
Berriedale	3.51%	10
Chigwell	3.16%	9
Claremont	8.77%	25

Let's Play in the CBD! Glenorchy Playground Project

Collinsvale	1.75%	5
Derwent Park	1.05%	3
Glenlusk	0.70%	2
Glenorchy	26.67%	76
Goodwood	1.75%	5
Granton	1.75%	5
Lutana	4.21%	12
Montrose	5.26%	15
Moonah	9.47%	27
Rosetta	4.56%	13
West Moonah	6.67%	19
Other (please specify)	16.14%	46
TOTAL		285

#	OTHER (PLEASE SPECIFY)	DATE
1	Old Beach	12/4/2017 9:05 AM
2	New Town	11/29/2017 5:21 PM
3	New Town	11/23/2017 9:49 AM
4	Dodges Ferry	11/23/2017 8:25 AM
5	Brighton	11/20/2017 10:54 AM
6	Newtown	11/20/2017 9:53 AM
7	New Town	11/17/2017 9:48 PM
8	Prince of Wales Bay	11/16/2017 10:11 PM
9	Gagebrook	11/15/2017 2:46 PM
10	Bridgewater	11/15/2017 2:43 PM
11	Gagebrook	11/15/2017 2:40 PM
12	New Norfolk	11/15/2017 2:28 PM
13	herdsman cove	11/14/2017 4:20 PM
14	howrah	11/14/2017 4:09 PM
15	Midway Point	11/9/2017 6:05 PM
16	Channel	11/6/2017 5:33 PM
17	Clifton Beach	11/6/2017 9:07 AM
18	Molesworth	11/3/2017 6:49 PM
19	Brighton	11/3/2017 3:26 PM
20	South Hobart	11/2/2017 9:28 AM
21	Otago	11/2/2017 8:39 AM
22	Bridgewater	11/2/2017 8:25 AM
23	Howrah	11/1/2017 6:20 PM
24	Brighton	11/1/2017 5:16 PM
25	Gagebrook	11/1/2017 4:58 PM
26	Pontville work in Glenorchy	11/1/2017 4:31 PM
27	Mangalore	11/1/2017 12:08 PM

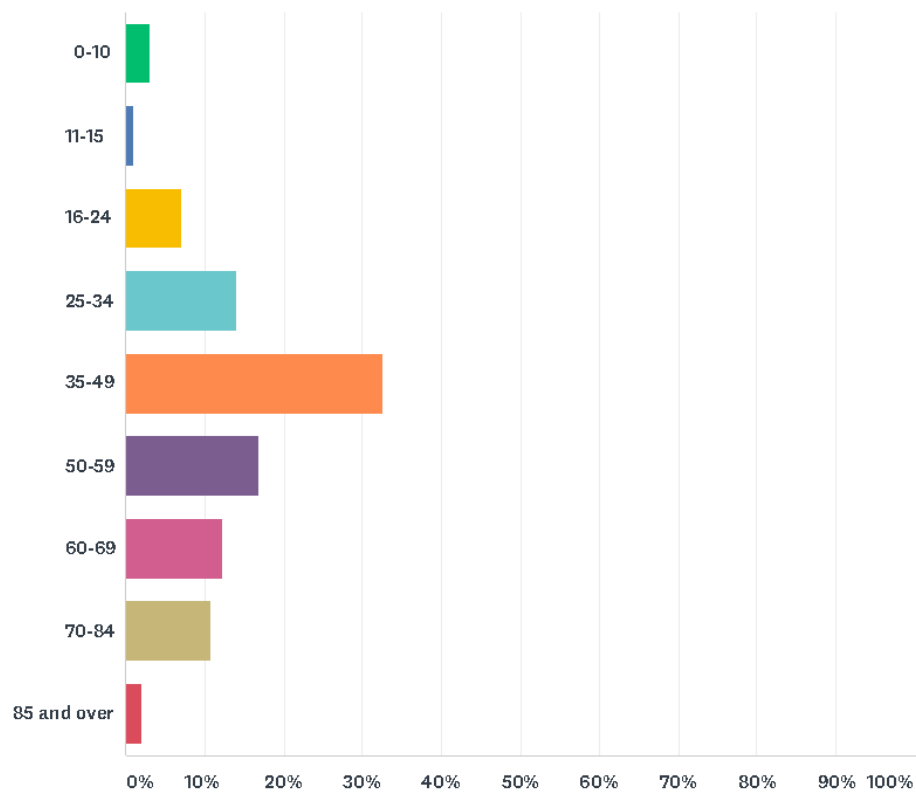
Let's Play in the CBD! Glenorchy Playground Project

28	Outside municipality	11/1/2017 11:10 AM
29	Otago	11/1/2017 10:44 AM
30	Lindisfarne	11/1/2017 10:36 AM
31	Hobart	11/1/2017 10:15 AM
32	North Hobart	11/1/2017 9:01 AM
33	Howrah	11/1/2017 8:44 AM
34	Kingston	11/1/2017 8:33 AM
35	other council area	11/1/2017 8:33 AM
36	Acton	11/1/2017 8:23 AM
37	Gagebrook	10/31/2017 9:03 PM
38	Mornington	10/31/2017 8:53 PM
39	Aratula	10/31/2017 8:33 PM
40	GLEBE	10/31/2017 4:28 PM
41	Sandy Bay	10/31/2017 3:47 PM
42	Sandy Bay	10/31/2017 2:14 PM
43	South Hobart	10/31/2017 1:21 PM
44	Taroona	10/31/2017 1:12 PM
45	North Hobart	10/31/2017 12:26 PM
46	Merton	10/31/2017 12:26 PM

Let's Play in the CBD! Glenorchy Playground Project

Q2 Please indicate your age group

Answered: 285 Skipped: 3

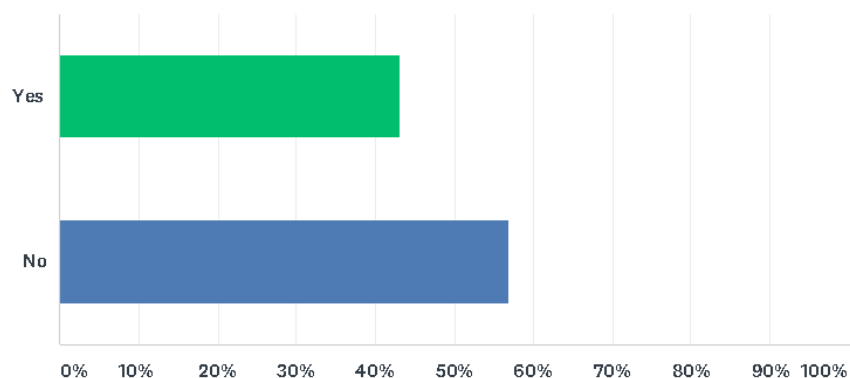


ANSWER CHOICES	RESPONSES	
0-10	3.16%	9
11-15	1.05%	3
16-24	7.02%	20
25-34	14.04%	40
35-49	32.63%	93
50-59	16.84%	48
60-69	12.28%	35
70-84	10.88%	31
85 and over	2.11%	6
TOTAL		285

Let's Play in the CBD! Glenorchy Playground Project

Q3 Are you a parent/caregiver of a child aged 0-10 years?

Answered: 286 Skipped: 2

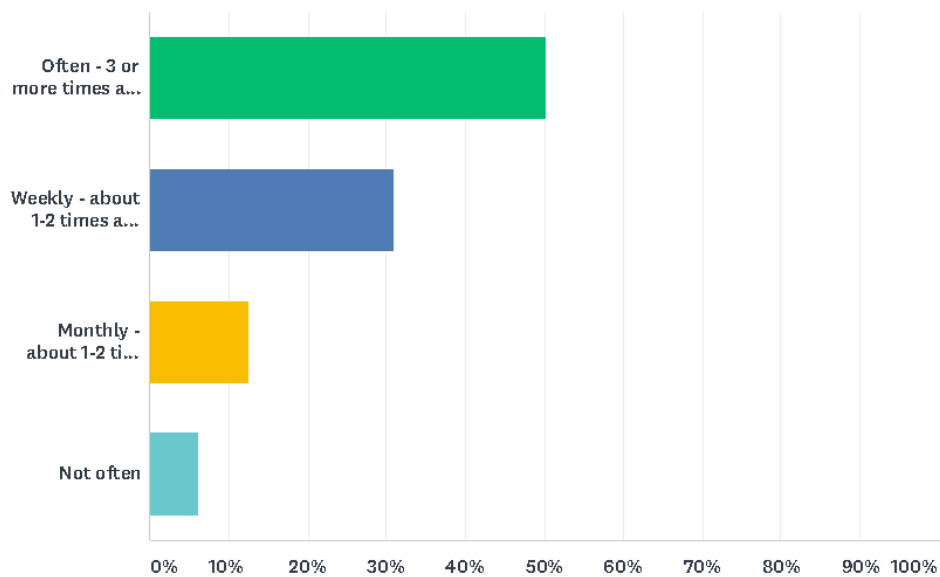


ANSWER CHOICES		RESPONSES	
Yes		43.01%	123
No		56.99%	163
TOTAL			286

Let's Play in the CBD! Glenorchy Playground Project

Q4 How often do you use or visit the Glenorchy CBD?

Answered: 287 Skipped: 1

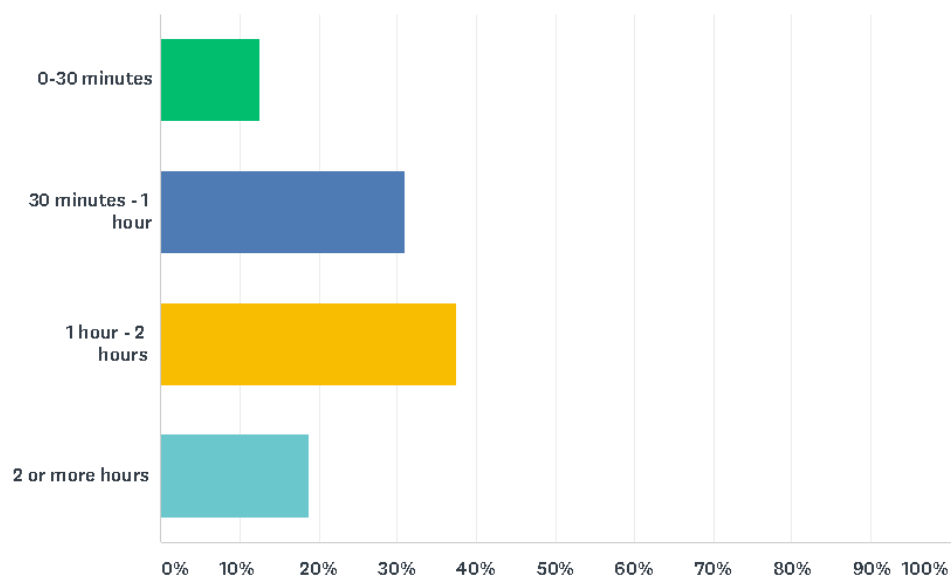


ANSWER CHOICES	RESPONSES	
Often - 3 or more times a week	50.17%	144
Weekly - about 1-2 times a week	31.01%	89
Monthly - about 1-2 times per month	12.54%	36
Not often	6.27%	18
TOTAL		287

Let's Play in the CBD! Glenorchy Playground Project

Q5 How long do you usually spend in the Glenorchy CBD?

Answered: 277 Skipped: 11

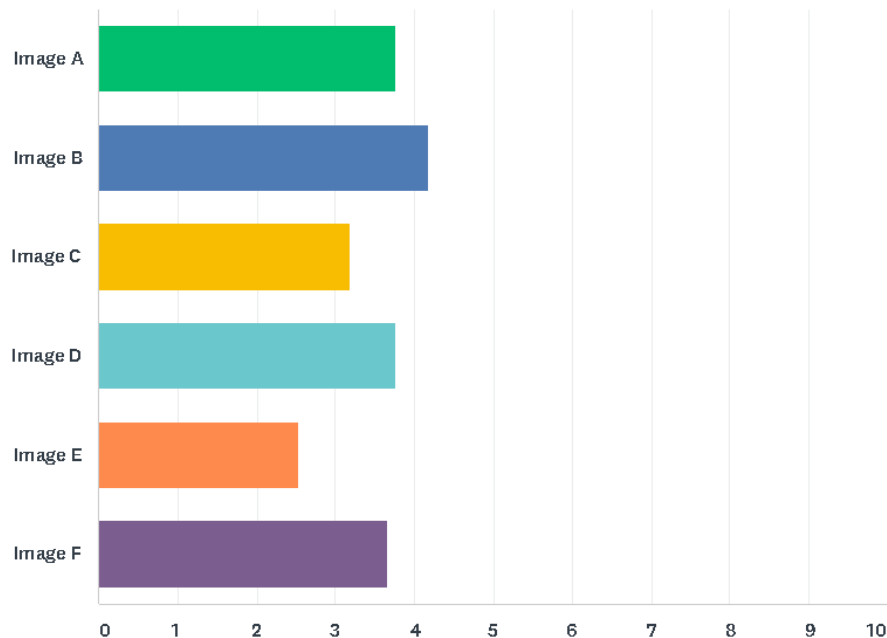


ANSWER CHOICES	RESPONSES	
0-30 minutes	12.64%	35
30 minutes - 1 hour	31.05%	86
1 hour - 2 hours	37.55%	104
2 or more hours	18.77%	52
TOTAL		277

Let's Play in the CBD! Glenorchy Playground Project

Q6 Play equipment - your preferences Please rate from 1 - 6 your preference of the proposed play equipment (1 being first preference, 6 being last preference).

Answered: 274 Skipped: 14



	1	2	3	4	5	6	TOTAL	SCORE
Image A	19.14% 49	20.31% 52	16.02% 41	19.92% 51	11.33% 29	13.28% 34	256	3.76
Image B	35.25% 92	14.94% 39	16.09% 42	11.88% 31	9.96% 26	11.88% 31	261	4.18
Image C	9.65% 25	11.58% 30	18.92% 49	20.85% 54	23.94% 62	15.06% 39	259	3.17
Image D	14.50% 38	21.76% 57	22.52% 59	19.08% 50	11.07% 29	11.07% 29	262	3.76
Image E	4.28% 11	9.73% 25	10.12% 26	17.90% 46	26.85% 69	31.13% 80	257	2.53
Image F	19.16% 50	22.22% 58	15.33% 40	9.96% 26	15.71% 41	17.62% 46	261	3.66

Let's Play in the CBD! Glenorchy Playground Project

Q7 What is the main reason for your ranking preference of the play equipment?

Answered: 256 Skipped: 32

#	RESPONSES	DATE
1	Opportunity for focus on development, mobility, spacial awareness - kids love to explore, climb and slide! Need many slides.	12/4/2017 5:40 PM
2	It is accessible for all abilities.	12/4/2017 5:21 PM
3	To keep our children happy.	12/4/2017 5:19 PM
4	The playground should be for all children, disabled or not. More play equipment in a smaller area.	12/4/2017 5:11 PM
5	Image A - visually appealing. Climbing gear is a great challenge for those able but handicapped need to be included (the climbing gear at waterfront near Rosetta is a great hit).	12/4/2017 5:08 PM
6	4 and 6 for aesthetics and functionality.	12/4/2017 4:54 PM
7	Accessibility.	12/4/2017 4:50 PM
8	Bright, colourful equipment that is accessible for all ages and abilities.	12/4/2017 4:45 PM
9	Provide play opportunities for kids.	12/4/2017 4:41 PM
10	They look the most fun.	12/4/2017 4:40 PM
11	Because the disabled need somewhere to play, as well as children without disabilities.	12/4/2017 4:38 PM
12	Something different from most playgrounds.	12/4/2017 4:28 PM
13	Colour.	12/4/2017 4:20 PM
14	Space and safety.	12/4/2017 4:08 PM
15	All abilities play equipment is needed in this area.	12/4/2017 4:04 PM
16	Multiple age usage.	12/4/2017 4:01 PM
17	Safety.	12/4/2017 9:05 AM
18	All children can access. Safety. Danger climbing. Less chances of falling.	12/4/2017 8:59 AM
19	Based on fun for kids.	11/30/2017 9:11 AM
20	Safety, kids preference and likes.	11/30/2017 9:07 AM
21	My children love climbing and I think it is a great idea and all would be good.	11/29/2017 5:24 PM
22	"A" looks really simple, interesting and affordable! "E" looks expensive and would the timber splinter?	11/29/2017 5:21 PM
23	Fun for kids and safety.	11/29/2017 5:12 PM
24	Suitable for young children.	11/29/2017 5:10 PM
25	Design, safety and fun.	11/29/2017 5:06 PM
26	Attractiveness to children of targeted age group.	11/29/2017 5:02 PM
27	Aesthetics and safety	11/29/2017 2:04 PM
28	I think the playground should provide play access for all abilities.	11/28/2017 8:52 PM
29	Safety of mixed ages, vandalism, closeness to bus mall - louts, distractions to drivers, supervision while parents leave their children to shop, adults loitering, visual appearance	11/25/2017 3:00 PM
30	It needs to be inviting but also exciting.	11/25/2017 9:14 AM
31	I think its important that whatever equipment is put in place is all inclusive and suitable for a wide age group. It would also be great if a public art project was included to get community involvement.	11/24/2017 2:44 AM
32	Would like to see a high quality inclusive playground like Bellerive, that we can be proud of	11/23/2017 9:49 AM

Let's Play in the CBD! Glenorchy Playground Project

33	Children are adventurous in their play. The play equipment available needs to support their sense of adventure.	11/23/2017 8:25 AM
34	Keep the grass area	11/20/2017 6:35 PM
35	Mixture of age group relevance and inclusive play equipment for younger age group.	11/20/2017 5:06 PM
36	Covers age groups and disability.	11/20/2017 5:03 PM
37	You need the equipment most age groups and abilities can use.	11/20/2017 5:01 PM
38	Image B - this equipment allows all children to participate in physical activity - for the rest I am so so.	11/20/2017 4:59 PM
39	Something for disabled people and young children.	11/20/2017 4:41 PM
40	Suitability for different groups of children.	11/20/2017 4:38 PM
41	F looks cool.	11/20/2017 11:09 AM
42	Disabled children should be included. Prefer open spaces with less sand (won't get everywhere).	11/20/2017 10:58 AM
43	All abilities is important, whereas the others like C and A would be used as smoking/seating hangout areas possibly.	11/20/2017 10:54 AM
44	Just what I like.	11/20/2017 10:05 AM
45	Inclusion and enjoyment above all else, followed by general look.	11/20/2017 10:01 AM
46	What would be the most fun and useful play equipment and what would be enjoyable by all. Plus personal liking of the equipment.	11/20/2017 9:59 AM
47	Personal choice.	11/20/2017 9:55 AM
48	More appropriate for younger kids whilst gives a nice look to the lawn. Makes it look like an actual playground and not a vegie patch.	11/20/2017 9:53 AM
49	Practicality. Ensuring it is not vandalised.	11/20/2017 9:44 AM
50	The playground needs to have ample structures, colour and interaction for both able and disabled children. Also need interaction for those with an intellectual disability.	11/20/2017 9:38 AM
51	Usable by all.	11/20/2017 9:32 AM
52	Every child deserves some where to play and this one suits everyone's needs	11/19/2017 6:46 PM
53	spatially embedded playscapes are best	11/18/2017 10:56 PM
54	All inclusive, all age, not just little ones. Something for teenagers.	11/17/2017 9:48 PM
55	Don't want play equipment	11/17/2017 7:22 PM
56	Aesthetic appearance + play equipment that could be suitable for older kids	11/17/2017 6:39 PM
57	They cater for adults and children	11/17/2017 5:25 PM
58	My child is 5 years old. Therefore, i want equipment suitable for his age group.	11/17/2017 1:51 PM
59	Something for a broader scope of ages & abilities but sturdy enough not to get trashed by bogans at night	11/16/2017 10:51 PM
60	1. I think actual playground for kids is a priority in this locality. 2. The All Abilities playground would ideally be located in a more relaxed larger setting such as a larger park or waterfront and picnic area (Image B). 3. Sculpture art is fab but will just be abused by the bus zone boofhead bogans. Save it for a scenic setting. Eg. Giblin Park, Goodwood.	11/16/2017 10:11 PM
61	Accessibility to all community members is important.	11/16/2017 6:29 PM
62	What my children would enjoy playing with, inclusion, distinction from other playgrounds around Hobart/Glenorchy.	11/16/2017 4:43 PM
63	Safe play equipment (needs to be fenced off). Hard to find good quality early childhood play equipment.	11/16/2017 1:32 PM
64	It caters for the widest age group of children.	11/16/2017 1:14 PM
65	They are all good! hard to rate, a range to suite all ages / abilities is needed. With defined space for different age groups. ie: 12 year old ninja warriors away from toddlers...	11/16/2017 7:56 AM
66	What I believe my children would prefer.	11/15/2017 4:31 PM
67	Importance of catering for people with disabilities.	11/15/2017 4:02 PM

Let's Play in the CBD! Glenorchy Playground Project

68	Climbing and swing.	11/15/2017 4:01 PM
69	So it's fair.	11/15/2017 2:46 PM
70	Didn't like others, only F.	11/15/2017 2:43 PM
71	To learn how to climb.	11/15/2017 2:40 PM
72	Exercise, fitness and more suspension.	11/15/2017 2:38 PM
73	accessibility is so important and terribly lacking in Glenorchy/Hobart in general	11/14/2017 10:02 PM
74	Something more practical - not like gasp	11/14/2017 4:24 PM
75	Looks more inactive	11/14/2017 4:20 PM
76	I like climbing and it is adventurous	11/14/2017 4:09 PM
77	Mixture of everything - a number of elements.	11/14/2017 4:00 PM
78	I like climbing.	11/14/2017 3:52 PM
79	It looks exciting	11/14/2017 3:41 PM
80	Acceptance off all abilities	11/14/2017 3:23 PM
81	I have a 3 year old granddaughter the choices I made would test her abilities & those her age and be fun along the way.	11/14/2017 3:08 PM
82	What would be safe if children are not supervised.	11/14/2017 3:02 PM
83	Children love climbing and I love the colours.	11/14/2017 2:59 PM
84	B has suitability for all ages and disabilities. Looks to be the safest. F can be dangerous for some if not supervised. C same as F. A is not suitable, as is only for the very young; 3-6 years and would probably be broken by older children, youths.	11/14/2017 2:58 PM
85	So often the disabled children are forgotten also D & F look ideal for all ages including disabled.	11/14/2017 2:55 PM
86	Sometimes simple equipment is what children need for motor skills. Also vandalism needs to be considered and soft fall can be vandalised easily.	11/14/2017 2:54 PM
87	Mixed feelings - I can see the benefit of a well kept supervised children's play area - but also the need for green lawned shaded space which is lacking in Glenorchy. The main entrance approach to the City council chambers should be somewhat formal & attractive ie The Rose Gardens & lawns.	11/14/2017 2:52 PM
88	Childrens age although disabled equipment should feature in any structure.	11/14/2017 2:45 PM
89	It has accessible for everyone.	11/14/2017 2:42 PM
90	Keep children active and busy.	11/14/2017 2:40 PM
91	Because catering all children like it seems to look it is. And it will be lovely to take our children to play.	11/14/2017 2:35 PM
92	F looks like kids of all ages can use it, and remember, big kids may use it from time to time.	11/14/2017 2:33 PM
93	I love to see provisions made for people living with a disability, I would love all the playgrounds to be fully inclusive - fun for all.	11/14/2017 2:30 PM
94	We need equipment for people with disabilities.	11/14/2017 2:27 PM
95	More children will be able to enjoy the A & B after 6 children should be at school (unless it is holidays).	11/14/2017 2:26 PM
96	This play equipment would cater for everyone making it a very useful addition to our community.	11/14/2017 2:19 PM
97	B. Inclusive of children with special needs. D. Open plan.	11/14/2017 2:15 PM
98	A is age-restrictive. B is philosophically attractive. C is possibly better for older children/teens. I don't like D. E & F are nice - I probably like them best. BUT - why cant there be a combination of 2 & 3 types?	11/14/2017 2:12 PM
99	Inclusive and mainstream preferred.	11/14/2017 2:10 PM
100	Most suitable.	11/14/2017 2:08 PM
101	Safety of all ages.	11/14/2017 2:07 PM
102	D. It looks the most durable and perhaps the hardest to vandalise. Also different to other play areas.	11/14/2017 2:05 PM
103	Functionality, disability, friendly.	11/14/2017 1:58 PM

Let's Play in the CBD! Glenorchy Playground Project

104	This is the type of equipment my 4 year old son prefers. He likes to climb and take some risks.	11/14/2017 1:56 PM
105	Gawd knows!	11/14/2017 1:45 PM
106	So all children regardless of ability or disability have access to play equipment.	11/14/2017 1:41 PM
107	Looks nice and roomy for the children.	11/14/2017 1:33 PM
108	Safety. All abilities.	11/14/2017 1:30 PM
109	Safety	11/14/2017 1:28 PM
110	I would not try to understand what my great grandchildren would prefer. They all have different tastes. You will be better served by the younger people. Thank you for the thoughts.	11/14/2017 1:25 PM
111	suitable for handicapped & varying ages, safety, aesthetically appealing.	11/14/2017 1:09 PM
112	for all children.	11/14/2017 1:06 PM
113	children like to run, jump, climb.	11/14/2017 1:04 PM
114	better looking & wheelchair accessible.	11/14/2017 1:00 PM
115	best suited for 5 year old grandson.	11/14/2017 12:57 PM
116	we don't need it at all.	11/14/2017 12:13 PM
117	all abilities - equal for everyone.	11/14/2017 12:10 PM
118	The first place is because it is least like other parks we go to and think my 3 year old would enjoy it. Other placings based on variation of play available. They do all look fun for little kids though. ??	11/13/2017 4:15 PM
119	General Child abilities - popularity diversity of activities	11/13/2017 10:46 AM
120	Interactive appeals to all and it is a bright colourful space.	11/13/2017 10:40 AM
121	Type of equipment. Kids run.	11/13/2017 9:23 AM
122	Visual impact and also safety and fun for a wide range of ages	11/12/2017 9:58 PM
123	Practicality.	11/12/2017 9:01 PM
124	Suitability for my children	11/11/2017 1:56 PM
125	ge or children	11/10/2017 10:41 PM
126	Because my children love to play on the slide	11/10/2017 7:33 PM
127	All ages and abilities Including teens Vandalism resistant	11/10/2017 4:46 PM
128	I am a Family Day Care Educator and therefore really appreciate equipment suited to the younger age group.	11/10/2017 11:57 AM
129	safety and for kids with disabilities	11/10/2017 11:10 AM
130	Like the art concept, relevant to our city!	11/10/2017 10:33 AM
131	The one most likely to be loved and used as least likely to be vandalised.	11/10/2017 9:12 AM
132	Everyone deserves the chance to play	11/10/2017 9:03 AM
133	How it looked	11/9/2017 7:33 PM
134	Something for all children to play on and around.	11/9/2017 7:16 PM
135	Safety and accessibility	11/9/2017 6:05 PM
136	What would be the most attractive for the children I help look after and what is missing from the current options.	11/9/2017 5:42 PM
137	Of most appeal to grandchildren + need for community to cater breadth of abilities/disabilities.	11/8/2017 6:40 PM
138	I like them all and think there should be a way to incorporate the best features of each.	11/8/2017 11:42 AM
139	Unique design	11/7/2017 6:11 AM
140	It looks like lots of fun	11/6/2017 9:06 PM
141	Lack of fully accessible play areas in the Glenorchy CBD and need to ensure all equipment is fit for purpose and functional.	11/6/2017 7:19 PM
142	Just what they are.	11/6/2017 6:22 PM
143	more user friendly for all	11/6/2017 5:33 PM

Let's Play in the CBD! Glenorchy Playground Project

144	Accessibility for all children	11/6/2017 2:33 PM
145	Need all abilities play area i have a child with a disability.	11/6/2017 11:49 AM
146	Suitability for my own children	11/6/2017 11:45 AM
147	A combination of aesthetics - it's a very visible space - and accessibility for kids of different abilities	11/6/2017 10:36 AM
148	This type of space could be designed to be used by all age groups.	11/6/2017 9:07 AM
149	All abilities should be paramount	11/5/2017 11:21 PM
150	1 looks like much more fun then just the ages listed. I'm super keen on this idea and the broadest age potential with versatility for the playground is super important.	11/5/2017 3:08 PM
151	Interesting play equipment	11/5/2017 12:39 PM
152	All ability access should be considered first. A unique playground that draws people to it.	11/5/2017 7:59 AM
153	Most accessible Possibly least destructible. Possibly more things to do for the age range.	11/4/2017 5:59 PM
154	Image d looks more colourful and inviting	11/4/2017 9:39 AM
155	The reason I have chosen image 2 is due to physically and mentally disabled kids don't feel isolated to have fun. This would also connect the community	11/3/2017 10:46 PM
156	The one I chose most closely resembles play equipment in my mind.	11/3/2017 9:14 PM
157	Age and child's needs	11/3/2017 9:13 PM
158	Fun level	11/3/2017 6:49 PM
159	Needs to be vandalism proof, appeal to a broad range of children and cater for special needs	11/3/2017 6:38 PM
160	suitable for most people	11/3/2017 1:44 PM
161	Novelty, interesting, challenging	11/2/2017 10:15 PM
162	to cater for all abilities/ages as much as possible	11/2/2017 2:41 PM
163	Practicability and available to all people including able bodied and those with access limitations	11/2/2017 2:24 PM
164	Suitable for all ages, disability and access and pleasure to view from Main Road Glenorchy Please take into consideration of after hours use by adults with inappropriate behaviour, graffiti and vandalism - history of various ages using bus mall indicate this.	11/2/2017 11:32 AM
165	Fun equipment and looks good	11/2/2017 9:55 AM
166	Opportunity for a unique sculptural elements/ artworks that can also be a children's play environment.	11/2/2017 9:28 AM
167	The look	11/2/2017 8:39 AM
168	Its based on what I think would be most appropriate for the area.	11/2/2017 8:25 AM
169	All are great except D. This plastic soft fall degrades and sends millions of tiny plastic pieces into our water ways. It should be banned!	11/2/2017 6:28 AM
170	Colour, attractiveness and the amount of use that each item could potentially see. Also, the fact that there was an all abilities part to proposal.	11/1/2017 6:20 PM
171	looking at the damage factor that could be caused by people - the front lawn seems to always have people making mess and damaging things - the play equipment will get damaged so would be good to have items that are more sturdy and no hidey-holes for people to drink and do drugs etc	11/1/2017 5:16 PM
172	My daughter is six years old.	11/1/2017 4:58 PM
173	Anything structural might get damaged by fire and can have risks attached with falls. People may loiter on high equipment and stop others from enjoying it	11/1/2017 4:31 PM
174	more interesting.	11/1/2017 3:43 PM
175	First is safety, second is enjoyment	11/1/2017 2:54 PM
176	I like a traditional playground that is accessible by all people.	11/1/2017 2:28 PM
177	I think all abilities access is important yet can make it cluttered, I like the idea of interactive playgrounds that appeal to different types of engagement	11/1/2017 1:11 PM
178	Access	11/1/2017 12:08 PM
179	Looks and how much use the equipment would get and who would use it.	11/1/2017 12:08 PM

Let's Play in the CBD! Glenorchy Playground Project

180	Potentially least impacted by anti social behaviour that will occur if the area is not actively monitored	11/1/2017 11:56 AM
181	Suitability and aesthetics	11/1/2017 11:10 AM
182	Accessibility for all is incredibly important and essential	11/1/2017 11:02 AM
183	it is important to have both play equipment and connection with nature and the ground. E does that the most	11/1/2017 10:44 AM
184	Catering for younger kiddies.	11/1/2017 10:39 AM
185	Look	11/1/2017 10:36 AM
186	Honestly I love all of them. The uniqueness, opportunities for imaginative play, and the level of activity it encourages are strong factors. I also like the opportunities for social interaction between users and the clear visibility for parents.	11/1/2017 10:31 AM
187	Suitable for everyone	11/1/2017 10:29 AM
188	safety of the equipment, and inviting for people to use	11/1/2017 10:28 AM
189	Reason being to deter teenagers from occupying a play structure and "hanging out" anti-socially. Whereas parents and younger children feel they can't challenge the teenagers to move on and let children actually play.	11/1/2017 10:15 AM
190	equality	11/1/2017 9:51 AM
191	Nature based/Accessibility/Exploring	11/1/2017 9:24 AM
192	Making it an exciting as possible for kids	11/1/2017 9:20 AM
193	Because the play space will be in the CBD it needs to be a destination; something unique that you want to come into the commercial centre to see and experience. The design must be bold and make our community (especially young people) think 'yeah, Glenorchy has the coolest park in Hobart!'	11/1/2017 9:01 AM
194	I think interactive public art / sculpture is for everyone.	11/1/2017 8:49 AM
195	I don't consider this relatively quiet civic area is an appropriate location for a playground. It is currently used by workers during lunch breaks seeking some quiet space away from their work zone. If it is ultimately turned into a playground, then the nearby Council-owned church grounds must be opened up to the public during the day as an alternative quiet space.	11/1/2017 8:49 AM
196	Access and child use	11/1/2017 8:44 AM
197	The play equipment suits for wider age groups	11/1/2017 8:38 AM
198	play equipment should be for all ages and all abilities - inclusive I also consider crime prevention by design.....	11/1/2017 8:37 AM
199	perceived functionality	11/1/2017 8:34 AM
200	The open play space is appealing for children with variations in the landscape providing adventure without the need to predetermined activities that traditional playgrounds provide. It lets them imagine and run.	11/1/2017 8:33 AM
201	Suitable for a larger age group - both male and female - less large surfaces for vandalism (spray painting etc) that would likely get with a lot of the other types of grounds offered.	11/1/2017 8:25 AM
202	I don't think its a good idea	11/1/2017 8:23 AM
203	To minimise the risk of vandalism, because kids want to be able to use it all the time, not only when it's repaired. Also, to reduce the risk of litter getting stuck in it.	11/1/2017 8:23 AM
204	Slides are always a winner	11/1/2017 8:19 AM
205	Because of the bad element that hangs around the Chambers there is less to be destroyed.	11/1/2017 8:16 AM
206	have grandchildren that I take to the parks around Glenorchy so I was looking at the size, safe and safety. from the photo the one I felt provide a range of motor skill activities.	11/1/2017 8:14 AM
207	Level of fun and interest for kids	11/1/2017 8:10 AM
208	a	11/1/2017 8:04 AM
209	Young children	11/1/2017 7:58 AM
210	design	11/1/2017 7:22 AM
211	visual	11/1/2017 7:10 AM

Let's Play in the CBD! Glenorchy Playground Project

212	Young children with special needs & difficulty with mobility	10/31/2017 9:03 PM
213	Uniqueness	10/31/2017 8:53 PM
214	I believe every child should have the right to play on equipment. Regal dress of their ability!	10/31/2017 8:35 PM
215	Disability friendly	10/31/2017 8:33 PM
216	What looks like the most practical, user friendly and fun and safe	10/31/2017 8:27 PM
217	Art, design and aesthetic qualities.	10/31/2017 8:05 PM
218	I chose them in the order that I think my children would enjoy	10/31/2017 7:43 PM
219	Variety	10/31/2017 7:42 PM
220	Compact design .easy to use. Multi age groups.	10/31/2017 7:15 PM
221	Looks artistic and fun	10/31/2017 7:02 PM
222	All abilities access	10/31/2017 6:10 PM
223	Parking is available behind GCC chambers for easy, flat wheelchair access to the park as well as for parents with young families. A practical structure.	10/31/2017 5:45 PM
224	Needs to be fun for kids first, arty second	10/31/2017 4:50 PM
225	i'd like a facility many children can use at once	10/31/2017 4:28 PM
226	Activity for young children and appearance	10/31/2017 4:16 PM
227	It should look appealing as well as being functional. I'd prefer to see natural colours and materials rather than bright coloured plastics.	10/31/2017 3:52 PM
228	Inclusion visually appealing to all members of the community	10/31/2017 3:47 PM
229	Fun - engaging activity - individuality	10/31/2017 3:10 PM
230	All ability	10/31/2017 2:53 PM
231	I prefer those that are interactive for multiple children and also sit well in the environment	10/31/2017 2:19 PM
232	Looks amazing	10/31/2017 2:17 PM
233	Safety and accessibility	10/31/2017 2:14 PM
234	Accessibility, health, sustainability.	10/31/2017 2:07 PM
235	bright easy to access for parents and children variety of play options	10/31/2017 1:41 PM
236	The equipment should be attractive to all ages and abilities.	10/31/2017 1:40 PM
237	push physical limits a bit	10/31/2017 1:27 PM
238	I think play equipment should be exciting! Kids love slides and swings. Sculptures are also a nice idea, but may become unused for play.	10/31/2017 1:23 PM
239	Low maintenance, more functional than "arty"	10/31/2017 1:21 PM
240	My children are under 3 yrs, so thinking what is suitable for them. Also what is aesthetically pleasing for the space.	10/31/2017 1:21 PM
241	All access of everyone	10/31/2017 1:20 PM
242	Maintenance and anti social activities.	10/31/2017 1:19 PM
243	Aesthetics and useability.	10/31/2017 1:17 PM
244	Prefer that all abilities catered for	10/31/2017 1:15 PM
245	a high quality play structure will be treated with more respect by the community and it will also encourage play and activity by children	10/31/2017 1:12 PM
246	Accessibility, aesthetics and creativity	10/31/2017 1:09 PM
247	Slides are like magnets and children love to climb. Climbing structures provide learning opportunities for development, spacial awareness, fine motor skills, and excessive enjoyment!	10/31/2017 1:03 PM
248	I tried to stick with the descriptions rather than the images. Interactive sculpture come playground sounds very progressive - these should also be all inclusive. Lets stay away from the traditional or it will look like a playground misplaced in the CBD	10/31/2017 12:53 PM
249	equipment that will keep families entertained and have things to do e.g interactive. I strongly suggest NO SAND due to glass, needles and syringe risks of being hidden in sand	10/31/2017 12:52 PM

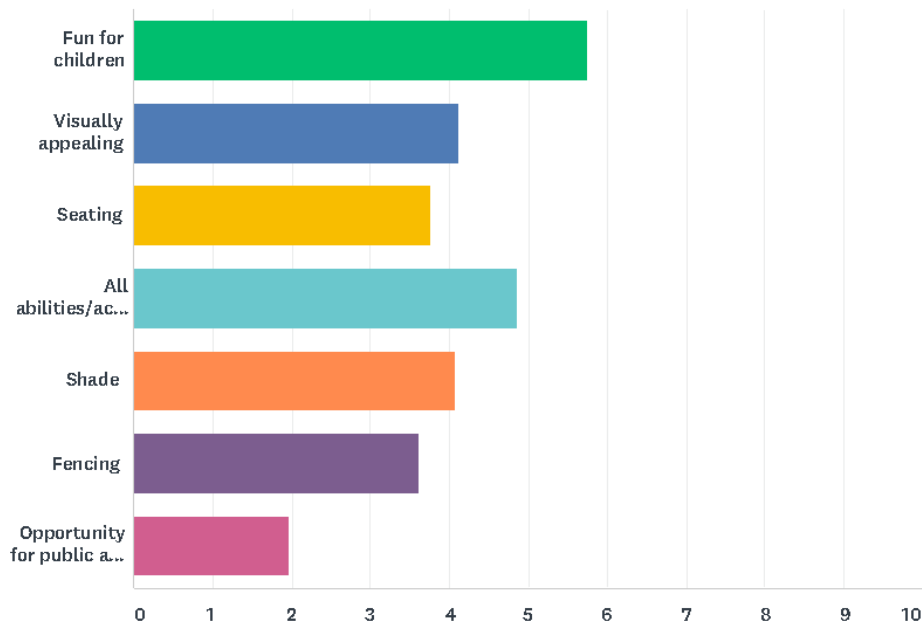
Let's Play in the CBD! Glenorchy Playground Project

250	looks appropriate for all ages	10/31/2017 12:48 PM
251	Accessibility, suitability for all weather	10/31/2017 12:38 PM
252	Looks good	10/31/2017 12:31 PM
253	I placed b first so the special needs population can play/ interact with other kids.	10/31/2017 12:26 PM
254	I'd like to see some grass and trees in with the play equipment so it's still a natural environment.	10/31/2017 12:26 PM
255	it needs to be accessible as possible - to all ages, abilities.	10/31/2017 12:20 PM
256	playground for a large range of ages and ability to use.	10/31/2017 12:18 PM

Let's Play in the CBD! Glenorchy Playground Project

Q8 Playground - your priorities Please rate from 1 to 7 the following features of the proposed playground (1 being most important, 7 being least important). If we have missed anything please include at question 9.

Answered: 273 Skipped: 15



	1	2	3	4	5	6	7	TOTAL	SCORE
Fun for children	44.66% 117	23.66% 62	9.92% 26	10.31% 27	8.02% 21	2.67% 7	0.76% 2	262	5.76
Visually appealing	13.69% 36	15.21% 40	17.87% 47	11.41% 30	12.93% 34	22.05% 58	6.84% 18	263	4.12
Seating	1.14% 3	14.39% 38	20.08% 53	19.70% 52	20.83% 55	17.42% 46	6.44% 17	264	3.77
All abilities/accessible play feature	23.31% 62	20.30% 54	18.05% 48	12.78% 34	11.28% 30	10.15% 27	4.14% 11	266	4.85
Shade	2.65% 7	15.15% 40	18.56% 49	29.55% 78	20.83% 55	10.98% 29	2.27% 6	264	4.07
Fencing	13.11% 35	10.49% 28	12.73% 34	9.74% 26	16.10% 43	18.35% 49	19.48% 52	267	3.62
Opportunity for public art projects	2.96% 8	1.48% 4	3.33% 9	7.04% 19	9.63% 26	17.04% 46	58.52% 158	270	1.96

Let's Play in the CBD! Glenorchy Playground Project

Q9 Are there any issues or ideas you would like us to consider in the Let's Play in the CBD! - Glenorchy Playground Project?

Answered: 181 Skipped: 107

#	RESPONSES	DATE
1	The loss of those beautiful roses - try and get some cuttings. And try to retain the beautiful trees already established. Drink fountain should be available. This is brilliant, just what Glenorchy City needs!	12/4/2017 5:40 PM
2	Music played softly as it adds to the atmosphere. Nice plants.	12/4/2017 5:21 PM
3	A park needs to be free flowing not individual apparatus (leads to quarrels as to who has next turn). This should not be an area for children to be dropped off by parents. Not in favour of fencing, parents need to be onsite with their children. Signs can state that Council is not available to supervise "access at own risk" otherwise children will be dropped off and then there is mayhem. Signs need to absolve Council of any harm to children before it happens. Children need to be able to run and play in any direction, hence a slide is not a good idea, it draws children to one piece of apparatus.	12/4/2017 5:08 PM
4	Pedophiles and thieves but otherwise good - we need joy and laughter.	12/4/2017 4:54 PM
5	Good visibility of all areas from seating. Variety of shade options. Safe but challenging equipment for development of gross motor skills and confidence.	12/4/2017 4:45 PM
6	things that aren't easily destroyed or vandalised.	12/4/2017 4:40 PM
7	Security and safety.	12/4/2017 4:38 PM
8	Thank you for the opportunity to participate in the public consultation process for this important project! I'm also very happy to support the proposal for a playground in the space to allocated. I apologise for being unable to do the rankings in Q6 and Q8, I find this kind of feedback very difficult as I'm a discussion and negotiation person by nature. The concept plan seems to have addressed the most important aspects very adequately! My preference for colours in the softfall material would be in natural, ecologically harmonious range rather than pastel or bright primary colours, but there may be other reasons for a different colour choice. Congratulations to the project development team.	12/4/2017 4:26 PM
9	Ensure monitoring and surveillance.	12/4/2017 4:20 PM
10	Parking is always a problem in Glenorchy, maybe a playground will make it worse, also the new health centre will need parking.	12/4/2017 4:08 PM
11	Council seems to be giving no thought to teenagers and young adults who are particularly at high risk of becoming dysfunctions and already feel no-one cares.	12/4/2017 4:04 PM
12	Need to include older children.	12/4/2017 4:01 PM
13	Quoit throwing. Softball activities, mini golf, cricket, baseball.	12/4/2017 8:59 AM
14	Area is not the best spot. More surveillance.	11/30/2017 9:11 AM
15	Toilets. Drinking fountain.	11/30/2017 9:07 AM
16	Maybe some swings for toddlers. Unsure about sandpit at the bottom of the slide.	11/29/2017 5:24 PM
17	Are there toilet facilities?	11/29/2017 5:21 PM
18	Traffic concerns.	11/29/2017 5:10 PM
19	Fencing.	11/29/2017 5:06 PM
20	Signs about not smoking within 10 metres of playground.	11/28/2017 8:52 PM
21	Bogans, bus mall, supervision, security, rubbish, the necessity of the playground, the cost to ratepayers, the reasons why you think it is such a good idea - we have playgrounds in every suburb where we live, why the CBD where we shop and work?	11/25/2017 3:00 PM
22	it needs to be sturdy!	11/23/2017 9:49 AM

Let's Play in the CBD! Glenorchy Playground Project

23	I support my workplace with incorporating nature play and adventurous play into play settings. I would recommend that you consider looking at the recent playground award recipients from the Australian Institute of Landscape Architecture for great examples http://www.aila.org.au/iMIS_Prod/AILAWeb/Australia_Best_Playground/Australia_s_Best_Playground_Winners.aspx	11/23/2017 8:25 AM
24	A new skate park is needed	11/20/2017 6:35 PM
25	Happy that the rose garden is incorporated into the plans.	11/20/2017 5:06 PM
26	Drinking fountain.	11/20/2017 5:03 PM
27	Looks good to me. By the way I would like to still like to see seating placed inside the crash barriers along from the entertainment complex, we elderly folk would much appreciate this kind act.	11/20/2017 4:59 PM
28	Waste of good rate payers money. Spend your money cleaning up the CBD. What a dumb idea, bloody stupid. Whatever you put there it will be destroyed by all the no hopers (kids) from Glenorchy and Bridgewater. Do not waste good money on bad things. Young 12-14 year old children which should be in school - you are just giving them something to destroy - more rubbish, more fighting, swearing, graffiti and no Police present, the Police hide in their office now.	11/20/2017 4:56 PM
29	I think it's a great idea for children and parents. Are there seats for the parent? Good luck it's a great idea.	11/20/2017 4:42 PM
30	Ensure rubbish bins, possible water fountain, small gazebo for elderly, plastic bags for dogs and hand rails for elderly.	11/20/2017 4:41 PM
31	If you want the playground fenced, I believe that is needed if the feature is for tiny tots.	11/20/2017 4:38 PM
32	It could incorporate an active space for kids and young people. Try to have open spaces for events.	11/20/2017 10:58 AM
33	Bullying, discrimination and strangers.	11/20/2017 10:01 AM
34	Think about the teens. Bringing in a playground may bring in families but then the teens just move elsewhere.	11/20/2017 9:55 AM
35	Don't think the playground idea works in this area as the equipment will be destroyed, plus brings them into an already vulnerable situation where they could have been victimised by people who already hang there. Waste of time and a waste of money.	11/20/2017 9:53 AM
36	Maintenance - need to ensure it is looked after and kept clean.	11/20/2017 9:44 AM
37	Do not want a playground to mess up the front lawn. Fix potholes instead.	11/20/2017 9:40 AM
38	Being so close to a major shopping centre i.e. Northgate and Glenorchy Central, there is potential for older children and adults accessing the area, creating possibility of trouble. Security needs to be paramount.	11/20/2017 9:38 AM
39	I like your thoughts with this, but I feel anything placed on the lawns will just attract undesirables to the area. They will damage and graffiti equipment. These people will hang around all day causing a noise nuisance for Council staff just like they did when seating was available close to the chambers.	11/20/2017 9:32 AM
40	Another gate closer to Salvos entrance near number 14, so children in Salvos area don't have as far to go, parents can keep a closer eye on them from Salvos entry.	11/17/2017 9:48 PM
41	Don't want play equipment its a rose garden we have enough trouble in the area with the bus mall as it is we don't need more build more affordable homes with our money	11/17/2017 7:22 PM
42	Older children - teenagers. They are the ones more likely to hang around in the bus mall and council chamber lawns, please consider their interest so as to reduce anti-social behaviour	11/17/2017 6:39 PM
43	Just that it is accessible for all ages	11/17/2017 5:25 PM
44	A small lake with duck in it, if we can	11/17/2017 1:51 PM
45	I'm not sure it's somewhere I'd really let my kids play anyway! I see anise almost daily in that area & usually keen to get out as quickly as possible. I'd rather see money spent at Tolosa park on a fantastic play space like Bellerive or Lindisfame parks have	11/16/2017 10:51 PM
46	Make its focus on little kids, and put a visually appealing fence around it. Safety first. For the little kids, and to discourage bogans.	11/16/2017 10:11 PM
47	Use wooden structures instead of plastic ones	11/16/2017 4:43 PM

Let's Play in the CBD! Glenorchy Playground Project

48	Vandalism - picking equipment that can't easily be broken or vandalised. This is a main road and children need to have a clear definition of "play space" verses being near a road and road safety.	11/16/2017 1:32 PM
49	How do we make sure it is cared for! not taken advantage of by some and ruined for others... sad to say but it happens! Great idea, would love it for our family!	11/16/2017 7:56 AM
50	Put a water bubbler in the park.	11/15/2017 4:01 PM
51	Toilets. Less likely to go if near the bus mall - language/aggression.	11/15/2017 3:43 PM
52	Vandalism. Play for small children. Nothing metal - can't use it if too hot.	11/15/2017 2:43 PM
53	High jumping rocks.	11/15/2017 2:40 PM
54	Get schools to help with public art. Toilets. Baby change room.	11/15/2017 2:38 PM
55	All ages.	11/15/2017 9:54 AM
56	Public toilets, drinking fountain,	11/14/2017 4:24 PM
57	Water fountain, toilets,	11/14/2017 4:20 PM
58	Appeal across a wide range of children.	11/14/2017 4:09 PM
59	Aged limited - young children. Daily maintenace.	11/14/2017 4:00 PM
60	NA	11/14/2017 3:52 PM
61	Provision of coffee	11/14/2017 3:41 PM
62	No	11/14/2017 3:23 PM
63	Yes - on the left of the council entry walkway wld be better - violence, trash and aggressive behaviour from bus mall users would be best avoided.	11/14/2017 3:08 PM
64	One issue I am worried about - I hope it doesn't get vandalised during the night, you would need plenty of lights so a drive by can see in by Police.	11/14/2017 2:59 PM
65	A water drinking fountain would be very useful for all people. Steel (stainless) construction, accessible to all users. Please have level ground on all outside perimeters of playground for people with disabilities. As many areas as possible level ground.	11/14/2017 2:58 PM
66	This is a great idea.	11/14/2017 2:55 PM
67	To be structurally solid and appealing and not easily vandalised.	11/14/2017 2:54 PM
68	See above - keep the boguns away - day & night. Unfortunate that there is no other suitable space for it. It is a good idea but with potential problems along the track.	11/14/2017 2:52 PM
69	The exclusion of animals.	11/14/2017 2:45 PM
70	More security round.	11/14/2017 2:40 PM
71	No, it seems really like it's going to be for everyone. But don't you think you should clean up our streets and try to keep riff raff out of the mall in case they overlap the children's playground. But on the whole it's a very good concept.	11/14/2017 2:35 PM
72	Only for things to be inclusive for everyone & safe & regularly maintained.	11/14/2017 2:30 PM
73	We need equipment on the mainland shopping centres have small free play areas dotted around. There is nothing in Hobart let Glenorchy be first.	11/14/2017 2:26 PM
74	Vandal proof. Retain roses. Include teenage area. Vegie garden. Tables & chairs.	11/14/2017 2:15 PM
75	Q1 answers merge - F doesn't restrict other things. Art? who cares really, overall? A? - kids will enjoy most things - their imagination can be very usually stimulated by pretty well all of this. Shade and seating are important. Those of us oldies and disabled people around here. And of course, it all should be visually appealing. This conceptual playground looks pretty good.	11/14/2017 2:12 PM
76	Toilet facilities.	11/14/2017 2:10 PM
77	1. Kids of all ages love a water feature. 2. Gate with child-proof lock needs to be 120cm height plus. 3. Equipment design should facilitate "making friends" where possible.	11/14/2017 1:56 PM
78	If it is fenced O.K. If not No. We are still waiting for Sunshine Rd Playground to be replaced.	11/14/2017 1:28 PM
79	Nil.	11/14/2017 1:25 PM
80	BBQ facilities, toilets.	11/14/2017 1:06 PM
81	Will there be adequate parking nearby? people with small children like to park near to the play area. will the area be protected against hooligans & night time vandals?	11/14/2017 1:04 PM

Let's Play in the CBD! Glenorchy Playground Project

82	no	11/14/2017 12:57 PM
83	yes young people damaging anything.	11/14/2017 12:13 PM
84	lighting, surveillance maintenance as many deterrents to keep young to keep young ppl anti social behaviour hanging around.	11/14/2017 12:10 PM
85	Only that materials are safe (non UV affected and non toxic) and will last the long term and facilities are suitable for young ages from 3 to 11 with places to sit for carers !!!	11/13/2017 10:46 AM
86	How will you see up vandalism	11/13/2017 9:23 AM
87	This is unfortunately not a 'safe' area of Glenorchy, attracting much antisocial behaviour, and therefore your decision to build a playground here rather than further develop the playground infrastructure at Montrose foreshore is questionable. I suggest liaising with Tas Police in an attempt to improve safety.	11/12/2017 9:01 PM
88	Well screened and possibly sound proofed/sound limitation from the bus mall. It is a pretty unappealing place to spend time currently with the people that hang out in that area. Somewhere I definitely wouldn't want to take my children to if they were to be exposed to the language and behaviour I have witnessed there at times. I am pleased GCC are wanting to invest in kids equipment but would rather see it in an area away from the bus mall.	11/11/2017 1:56 PM
89	no	11/10/2017 10:41 PM
90	Don't just put it there and forget about it make sure it's maintained	11/10/2017 4:46 PM
91	Protecting it from vandals and those leaving needles, used condoms and broken bottles behind. You almost need to lock it up each night with a fence no one can jump over.	11/10/2017 9:12 AM
92	Something for bigger older kids	11/9/2017 7:33 PM
93	Water fountain for drinking. And maybe a few benches so families can enjoy lunch.	11/9/2017 7:16 PM
94	Looks wonderful - thank you for the opportunity to participate in the consultation process.	11/9/2017 6:05 PM
95	* Priorities 1-5 above are all essential, while 6 is highly desirable. 7 is optional. *Need for separation from antisocial behaviour eg. in Bus Mall. *Importance of developing a culture of how and by whom the play park is to be used.	11/8/2017 6:40 PM
96	Vandalism prevention especially at night. Sensor lights? Police patrolling?	11/8/2017 11:42 AM
97	Security after hours, CPTED assessment of plans and site, value adding via partnerships with other services and groups. Volunteer team to support or be friends of the playground.	11/6/2017 7:19 PM
98	Who will monitor loutish behaviour in the area? Who will monitor if it is being used by parents just to leave their children and then go off and not be there to look after them? What about noise factors for those working within the area. Personally, I would prefer to see this area kept as a 'green' area for all to use particularly those people who work in the area as there is nowhere that they or anyone else can go and sit and have their lunch and just relax. Glenorchy is very well served with a play area at the Montrose Bay site and this could be added to.	11/6/2017 3:59 PM
99	Security, daily maintenance/ cleaning	11/6/2017 2:33 PM
100	Issue how to keep teenagers out of area from destroying the play equipment	11/6/2017 11:49 AM
101	If the seating could include small tables or options for Glenorchy workers to eat lunch outside, that'd be great. There is SO little seating in the area!	11/6/2017 10:36 AM
102	Toilets are essential	11/5/2017 12:39 PM
103	View the park on Racecourse Rd, Brighton. Whenever I've been passed there, it is swarming with people. What they've done appears to work well. Maybe be worth a visit to review their concept, design. Obviously is appealing to kids and adults. Please consider hygiene when building the playgroup. A hand wash station perhaps? And someone cleaning the area regularly.	11/5/2017 7:59 AM
104	The high probability that some people will vandalise it. Parents leaving their children unsupervised. Danger of needles and drugs left around. Possibility of bullying, general danger to small children.	11/4/2017 5:59 PM
105	Create it unique and original. Something no one has seen before. Also try to add things made from the local primary schools, high schools, and secondary schools. Make it a friendly, lively place. Needs to have pull fences for children. Can't wait to see the final creation	11/3/2017 10:46 PM

Let's Play in the CBD! Glenorchy Playground Project

106	I think playgrounds are few and far between in Glenorchy City Council. I am 35 years old and most playgrounds in Glenorchy are ones I played on myself as a child and have not changed since. Glenorchy is well behind in this area when compared with other city councils particularly Rosny, who have invested significantly in playgrounds in multiple locations in recent times. I hope that this is only the first playground project in Glenorchy and that larger playground projects soon follow.	11/3/2017 9:14 PM
107	I think fencing is a must, bust main road and bus mall so close	11/3/2017 9:13 PM
108	Make sure big kids can play to, 15-16yr olds like fun stuff	11/3/2017 6:49 PM
109	Vandal proof....	11/3/2017 6:38 PM
110	no	11/2/2017 10:15 PM
111	vandalism, anti social behaviour	11/2/2017 2:41 PM
112	Vandalism could be a problem!	11/2/2017 2:32 PM
113	I think a café should somehow be included. How it will it impact customer service and other areas of council regarding lost or injured kids will customer service / Glenorchy Council have to be responsible for the kids until parents are located or call ambulances/ paramedics for injuries. Will it create a hangout place for youth as the bench seats did. If this occurs syringes, alcohol bottles and rubbish may be dumped in the play ground area.	11/2/2017 2:24 PM
114	The title Glenorchy Playground seems an open invitation to vandalism and the area being utilised for the wrong reasons as there also needs to be an education area or after school program as used to be at the Pulse Youth Centre in Terry Street Glenorchy to keep those youth members and some adults who repeatedly victimise areas and people of having a focus on learning to be responsible members of the community. Surely Government Members would agree and monies for staffing could be provided. With security cameras installed strategically within Glenorchy CBD the persistent and regular hooded youths still abuse buildings, workers and members of the public especially after 3pm on a daily basis. The name Glenorchy Playground located in the front of the Council Chambers really does need to have an improved title - maybe Glenorchy Community Access Grounds is worth considering.	11/2/2017 11:32 AM
115	Keeping the older school kids that want to ruin it out? Is there an action plan for this out of the hours that the younger kids will be in there?	11/2/2017 8:39 AM
116	No they were well covered - it is however difficult to differentiate in ratings between shade and fencing and often older people take younger ones to parks and seating is always appreciated. However seating could be the public art projects component.	11/1/2017 6:20 PM
117	the cost of maintenance to the ratepayer as damage /graffiti will happen often - prents leaving children in the playground and going shopping - who will monitor/liable for safety in the playground - great idea for a playground - but maybe better to let Northgate start up their own indoor playground.	11/1/2017 5:16 PM
118	Would not have been the first place I would have picked from a risk level for the public facet. I would have choose a site where better parking and flexibility for further future add on's in the site are feasible.	11/1/2017 4:58 PM
119	leave enough public space for other people to enjoy.	11/1/2017 3:43 PM
120	No- you have covered all that's important. The kids will love it and Glenorchy will be the first things on a child's mind when mum or dad go shopping.	11/1/2017 2:54 PM
121	I would like to see a visually appealing area that makes it comfortable for carers as well. A combination of all abilities equipment and specific play challenges would be great.	11/1/2017 1:11 PM
122	Every where that a play area like this or a skate park has been put it encourages vandalism and missiles at passing Vehicles	11/1/2017 12:08 PM
123	Please consider a zero tolerance to anti social behaviour in this area. Please also ensure the equipment is appropriately maintained.	11/1/2017 11:56 AM
124	Ability to ensure that it is not 'taken over' by disrespectful individuals	11/1/2017 11:10 AM
125	N/A	11/1/2017 11:02 AM
126	No.	11/1/2017 10:39 AM
127	How to prevent it being vandalised or becoming a hang out area for older youths, preventing age appropriate children from using it. Probably needs fencing between bus mall and play area. No dogs. (And i have a dog). ??	11/1/2017 10:31 AM
128	Have tried to answer all the questions above, but my answers are not holding. I think this is a great idea, hopefully the public do too.	11/1/2017 10:29 AM

Let's Play in the CBD! Glenorchy Playground Project

129	no	11/1/2017 10:28 AM
130	Have a look out there after school and see how the space is used/abused now? How do you stop the teenagers "hanging out" anti-socially? Trashing the place, smoking, drinking, burning and graffitiing.	11/1/2017 10:15 AM
131	more important to spend money on Montrose toilets where a large population of adults and children spend there time new toilet block needed	11/1/2017 10:01 AM
132	vandalism	11/1/2017 9:51 AM
133	As a stakeholder in the youth sector for a long time, I have observed that the absence of a space for youth in the Glenorchy CBD has caused significant issues. A youth dedicated space next to the bus mall would provide an element of constructive activity that young people could participate in on a regular basis. I foresee that all that might happen is that they would hang out there anyway, but without appropriate equipment, this may cause further issues. The money spent on transforming the area could perhaps be spent on staged development, or projects relative to youth gym equipment, a youth facility, or relocation of the music studio which is now in the Pulse Youth Health Centre. Thank you for the opportunity to provide feedback.	11/1/2017 9:24 AM
134	Plenty of shade and seating	11/1/2017 9:20 AM
135	Consider the park in the context of Greater Hobart and aim for the Glenorchy CBD Park to be a destination for families seven days a week.	11/1/2017 9:01 AM
136	Where's the quiet retreat space going to be relocated to?	11/1/2017 8:49 AM
137	crime prevention by design an area where anyone can go to sit and enjoy or play and enjoy	11/1/2017 8:37 AM
138	Remove the trees, add a BBQ facility and hut and rubbish bins. Add a shade sail over the play ground. Include a bubbler,/water fountain and a dog bowl at the bottom.	11/1/2017 8:33 AM
139	A spray mist feature for summer time - push button release for kids - assists with keeping cool - can be turned off in cooler periods of the year.	11/1/2017 8:25 AM
140	I personally don't think its a good idea to have a playground outside the Council Chambers.	11/1/2017 8:23 AM
141	Concerned this will be a magnet for vandalism and graffiti. There used to be a fountain out the front. It got taken out for these reasons.	11/1/2017 8:23 AM
142	parents leaving children unattended whilst they go tot the pub....	11/1/2017 8:19 AM
143	Vandalism for one, there is a mess outside the chambers every morning that has happened at night. The fountain was taken out because of it. Why waste the money that council doesn't have. There are many play areas in the suburbs for children to play. Why have more bogans congregating outside the chambers, like the kids that hang around after school, with the ones you don't attend school. I have seen them jump off the roof of the kiosk doing back flips, running up the walls of the old Centrelink building, running up the trees, and you want to put a play area in. Honestly where are your brains, no decent person is going to bring their child here to play.	11/1/2017 8:16 AM
144	regular checks that the play area is clean and safe.	11/1/2017 8:14 AM
145	Concerned about recurring youths deterring people from using the space... Fencing around space may be sufficient for this purpose. Graffiti may be another problem. Love the overall idea though, make it happen!	11/1/2017 8:10 AM
146	Vandels	11/1/2017 8:04 AM
147	You didn't ask the question if some people actually want the playground. What about the fact of how is it going to be policed if people are doing the wrong thing. What happens if it is constantly being damaged. Is it going to be a place for certain people to hang around and make a nuisance of its self. How about asking the public what they would have liked the money spent on.	11/1/2017 8:02 AM
148	The fact it's near the bus mall & the demographic of patrons that hang around there. Without fencing it would be extremely dangerous!	10/31/2017 9:03 PM
149	Accessible toilets within the playground facilities.	10/31/2017 8:35 PM
150	Enviromentally sensitive and sustainable into the future	10/31/2017 8:33 PM
151	Not too much seating so it doesn't encourage the wrong type of people to hang around there amongst the children	10/31/2017 8:27 PM
152	Natural experiences including trees and plants incorporated in the playground.	10/31/2017 8:05 PM
153	Have clear no smoking signage around tbe playground that is enforced. Have toilets nearby	10/31/2017 7:43 PM
154	Security/cleanliness of equipment perhaps even abilty to lock up overnight to make sure equipment is not vandalised or tampered with in any way	10/31/2017 7:42 PM

Let's Play in the CBD! Glenorchy Playground Project

155	How about on other side closer to bus stop.	10/31/2017 7:15 PM
156	Several swings with hard seats would be excellent	10/31/2017 7:02 PM
157	No	10/31/2017 6:10 PM
158	no	10/31/2017 5:47 PM
159	More wheelchair access and pram access PARKING in the immediate area so LINC may also be accessed.	10/31/2017 5:45 PM
160	Seems to have covered most	10/31/2017 4:50 PM
161	water and cooking facilities for extended stay and fun. A comfortable space sounds wonderful.	10/31/2017 4:28 PM
162	Security of the area afterhours	10/31/2017 4:16 PM
163	The lawns have always been seen as a place for all members of the community and inclusion is very important. A facility that provides for all children and is attractive and provides something for every one should be aimed for.	10/31/2017 3:47 PM
164	Ensure the area has high quality maintenance.	10/31/2017 3:10 PM
165	Outdoor table tennis table	10/31/2017 2:53 PM
166	If metal slides are involved, direct them out of The Sun so they're not a burns risk.	10/31/2017 2:07 PM
167	We need an area that is specifically for younger children and families, and is not taken over by older youth who can be quite off putting.	10/31/2017 1:40 PM
168	still looking for exercise equipment for all ages	10/31/2017 1:27 PM
169	Perhaps a drinking fountain to access fresh water could be installed?	10/31/2017 1:23 PM
170	Vandal and litter proofing	10/31/2017 1:21 PM
171	Please make sure it can't be burnt down!	10/31/2017 1:20 PM
172	The creation of a gathering point for anti social behaviour.	10/31/2017 1:19 PM
173	I would be interested to know what is happening to re-establish a skatepark for Glenorchy's young people.	10/31/2017 1:17 PM
174	Security/protection from inappropriate use. Monitored to ensure families and children are not excluded from playing in the area due to unsociable behaviour.	10/31/2017 1:15 PM
175	Please have a look at the new play ground at Bellerive next to Blundstone Arena. It has been very cleverly designed and has created a fantastic social hub for the community. There is great opportunity to create something similar in Glenorchy that will encourage families to use the area and stay in the area for longer. People travel from other communities to visit the new Bellerive park, I have also seen school groups from the Glenorchy area visit this park. It would be brilliant to have something similar and so valued in Glenorchy.	10/31/2017 1:12 PM
176	It needs to be valued by the community to avoid graffiti and vandalism. Regularly cleaned by council maintenance crew and kept looking nice	10/31/2017 1:09 PM
177	Drink fountains? I think this will be brilliant for Glenorchy, I have four children and four grandchildren, and all these years we have travelled to other suburbs to play. Thank you!	10/31/2017 1:03 PM
178	Keeping the area "friendly to all," there seems to be a lot of people who hang around the bus mall that may not have the welcoming, warm and friendly CBD image that you may be trying to purvey. How you go about this I do not know, I'm afraid	10/31/2017 12:53 PM
179	ensure there is still plenty of navigation room for pedestrian foot traffic	10/31/2017 12:48 PM
180	Integrate multicultural communities - language wall or something?	10/31/2017 12:38 PM
181	Anti vandalism - young people in the area may vandalise the equipment if they feel like in encroaches on their space. How do we may this space safe? Ask the young people who hang out in the area	10/31/2017 12:20 PM

Attachment A



Monthly Financial Performance Report

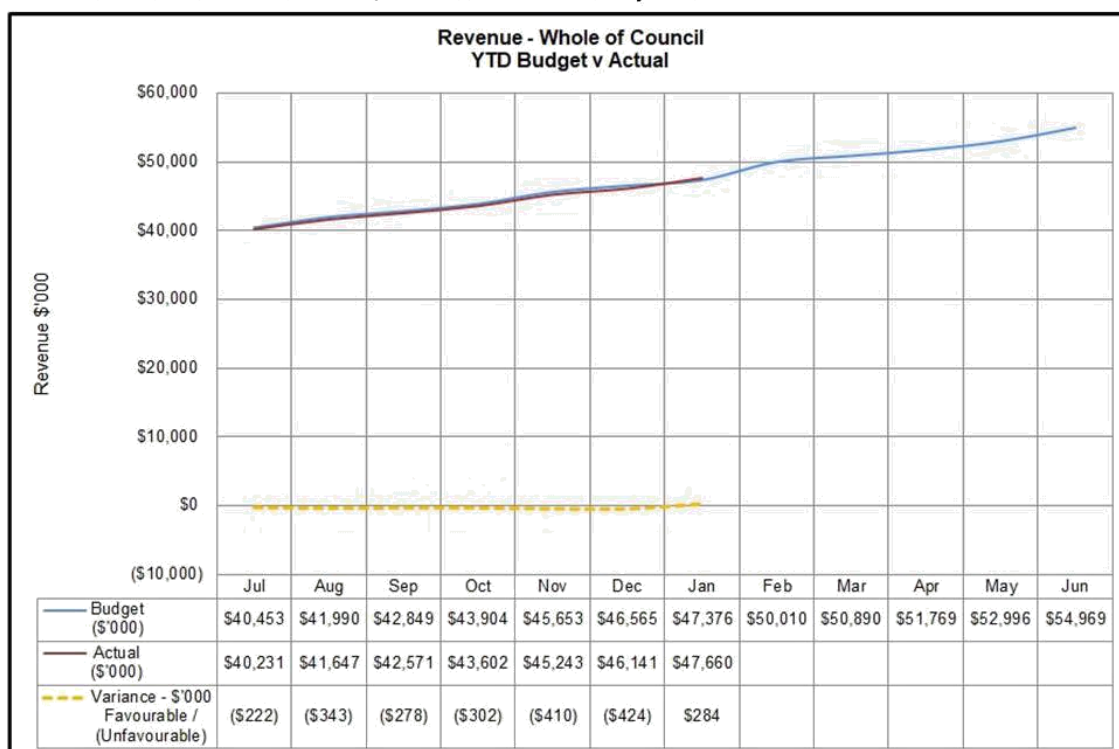
For the year-to-date ending 31 January 2018

Statement of Comprehensive Income

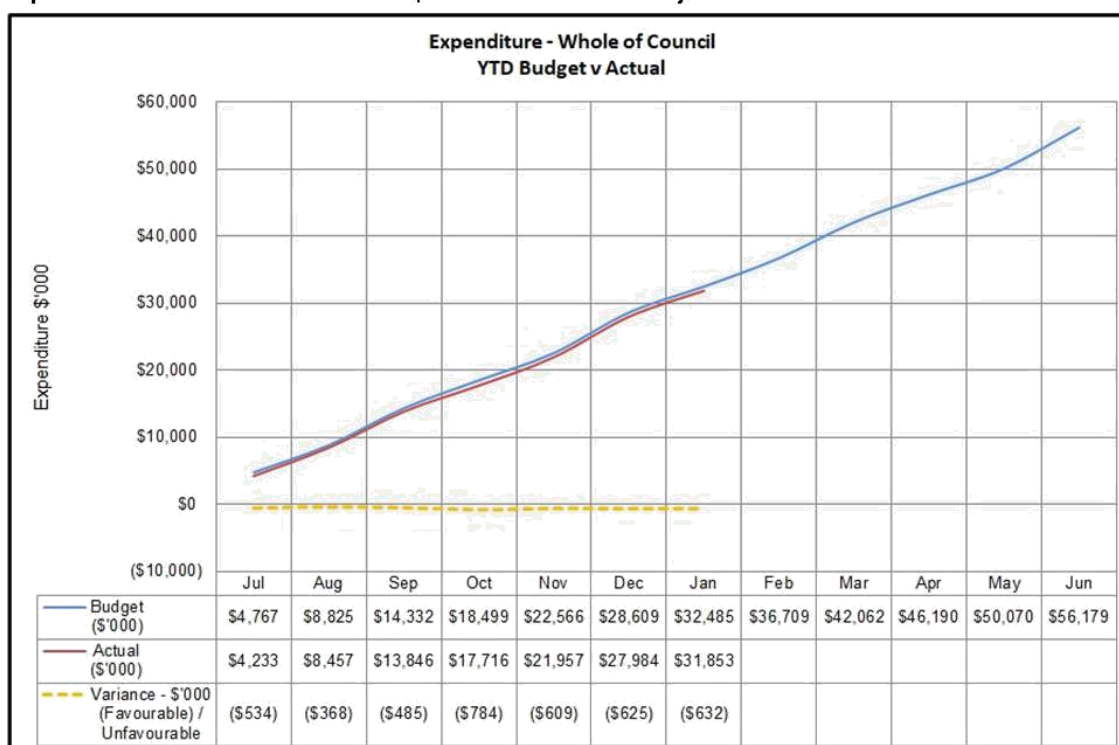
Glenorchy City Council Financial Report Statement of Comprehensive Income to 31 January 2018			
	Note	2018 Budget \$'000	2018 Actual \$'000
Income			
Recurrent Income			
Rates	1	35,367	35,367
User charges and licences	2	8,887	8,664
Interest	3	235	212
Grants	4	898	1,055
Contributions - cash	5	227	209
Investment income from TasWater	6	687	743
Other income	7	310	431
		46,611	46,680
Capital Income			
Contributions - non-monetary assets	8	-	-
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	9	5	181
Capital grants received specifically for new or upgraded assets	10	760	799
Fair value recognition of land under roads	11	-	-
		765	981
Total Income	12	47,376	47,660
Expenses			
Employment costs	13	12,311	12,503
Materials and services	14	8,502	8,227
Depreciation and amortisation	15	8,382	7,995
State Fire Commission contribution	16	2,666	2,666
Finance costs	17	169	141
Assets written off	18	99	-
Bad and doubtful debts	19	1	1
Other expenses	20	355	320
Total Expenses	21	32,485	31,853
Surplus/(Deficit)	22	14,891	15,807
Other comprehensive income			
Items that will not be reclassified to surplus or deficit			
Net gain/(loss) on revaluation of property, plant and equipment		-	-
		-	-
Items that may be reclassified subsequently to surplus or deficit			
Financial assets available for sale reserve		-	-
-Fair value adjustment on available for sale assets		-	-
		-	-
Total other comprehensive income		-	-
Total comprehensive result	23	14,891	15,807

*a glossary of terms used in the Statement of Comprehensive Income is appended to this report

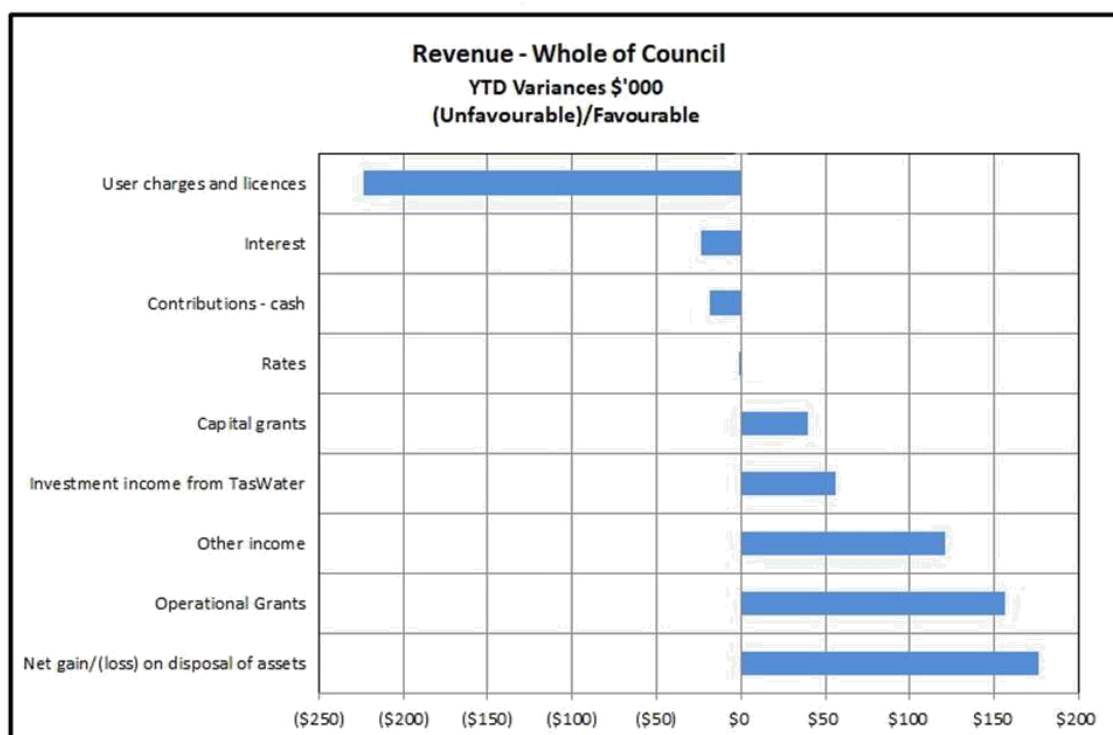
Revenue – Whole of Council – \$ YTD Accumulative by Month



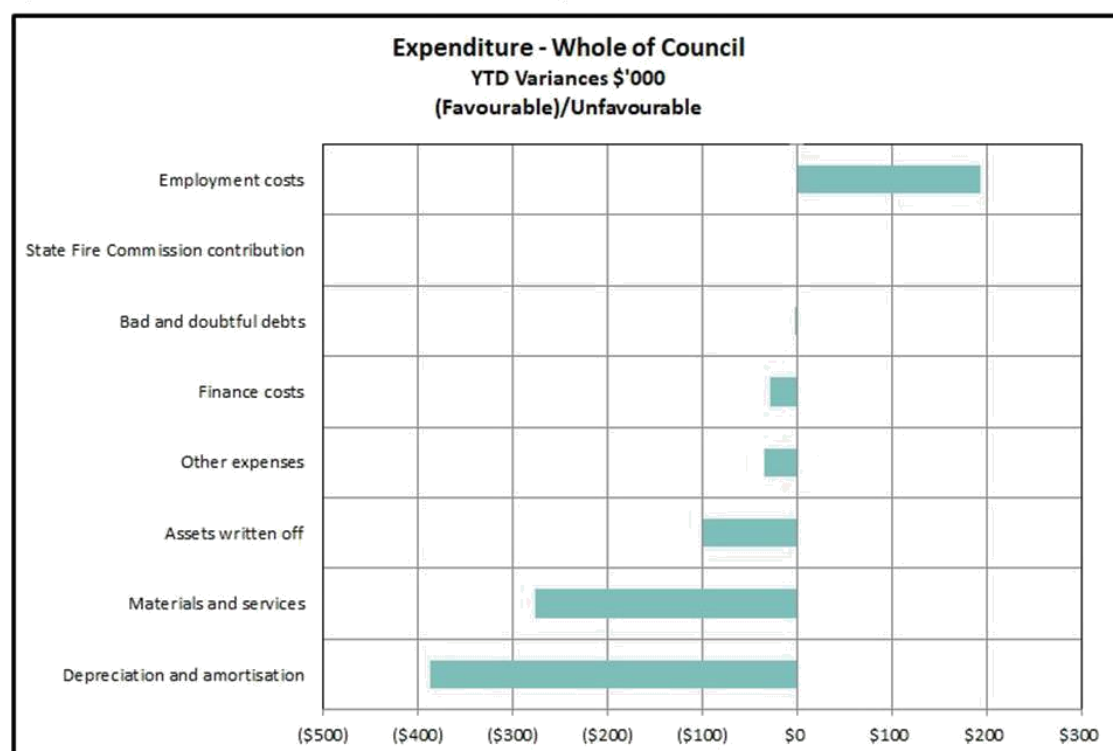
Expenditure – Whole of Council – \$ YTD Accumulative by Month



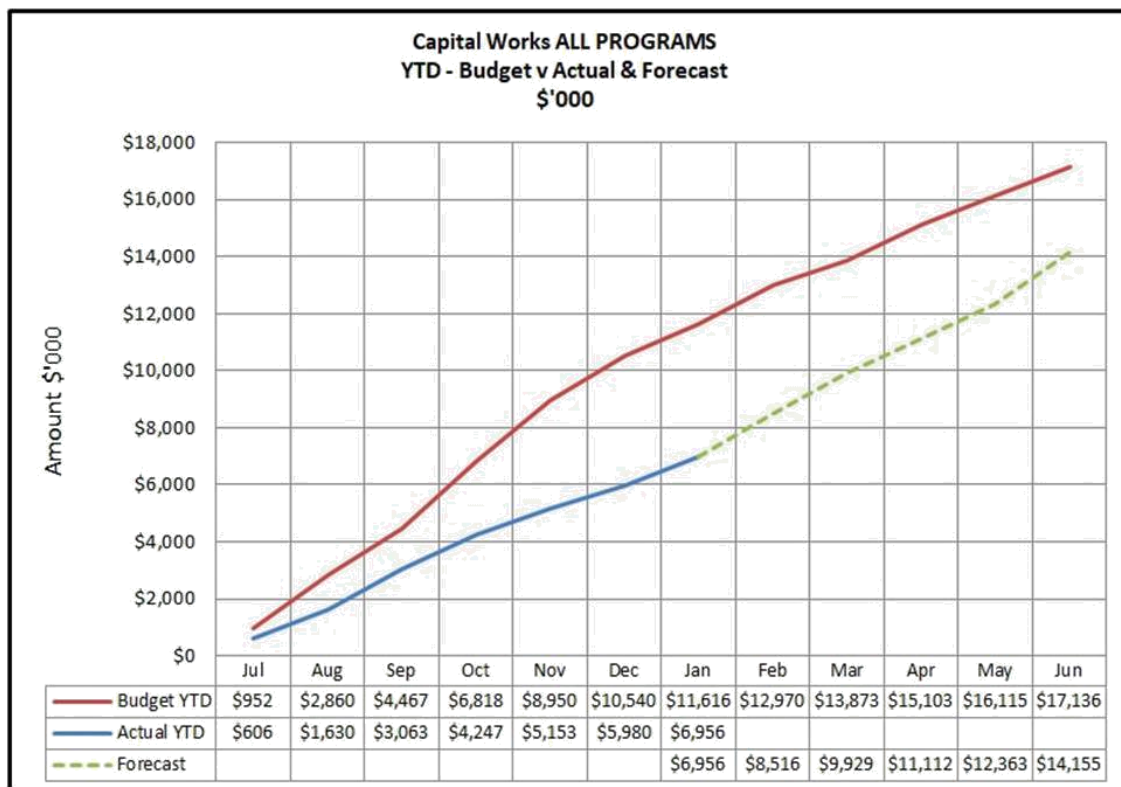
Revenue – Whole of Council – \$ Variance by Classification



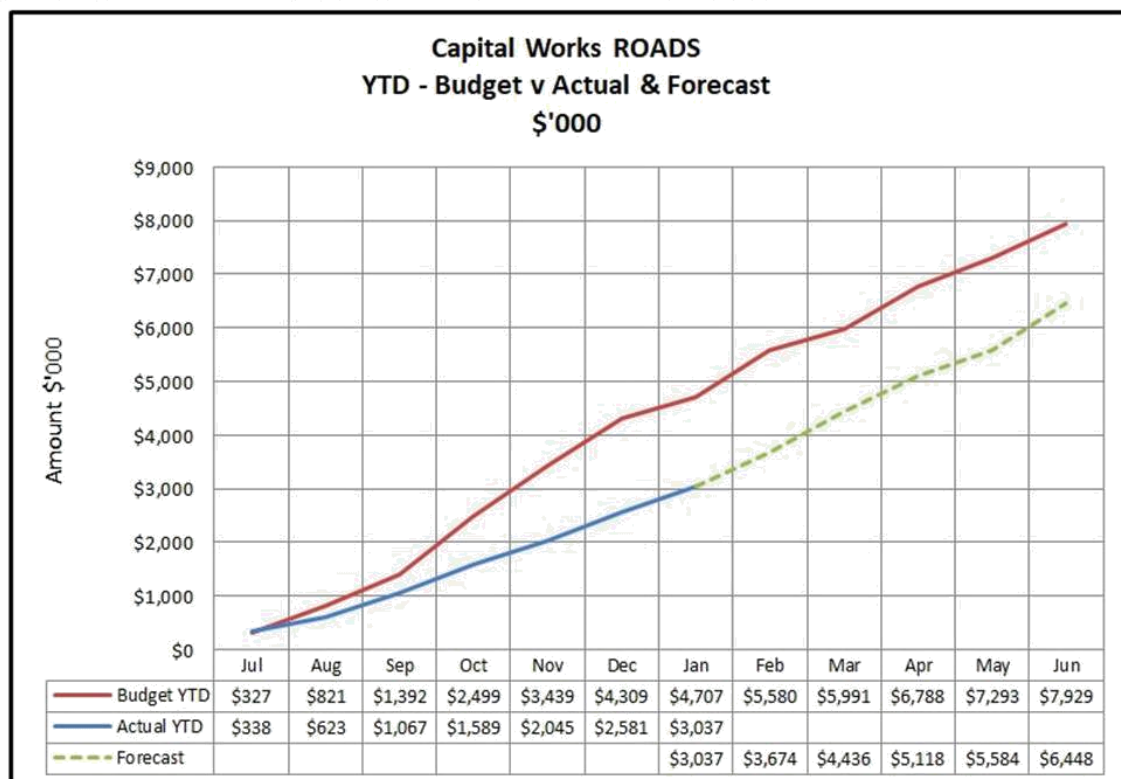
Expenditure – Whole of Council – \$ Variance by Classification



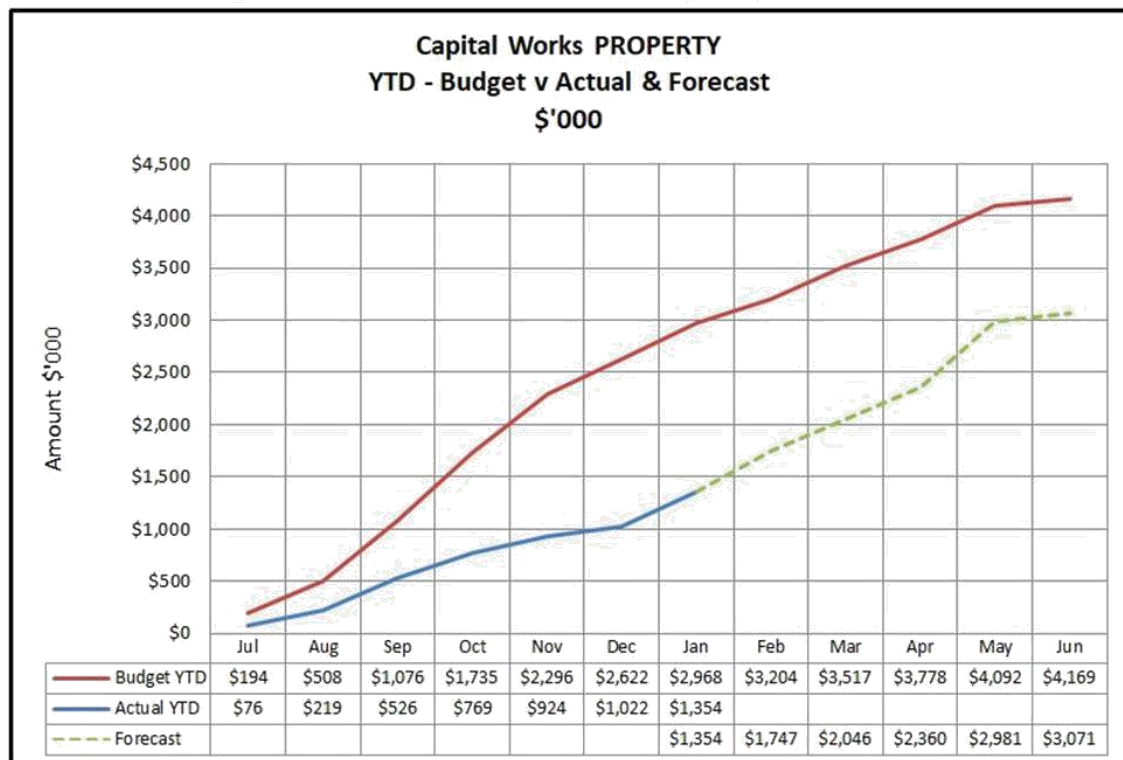
Capital Works Budget v Actual v Forecast \$ YTD - All Programs



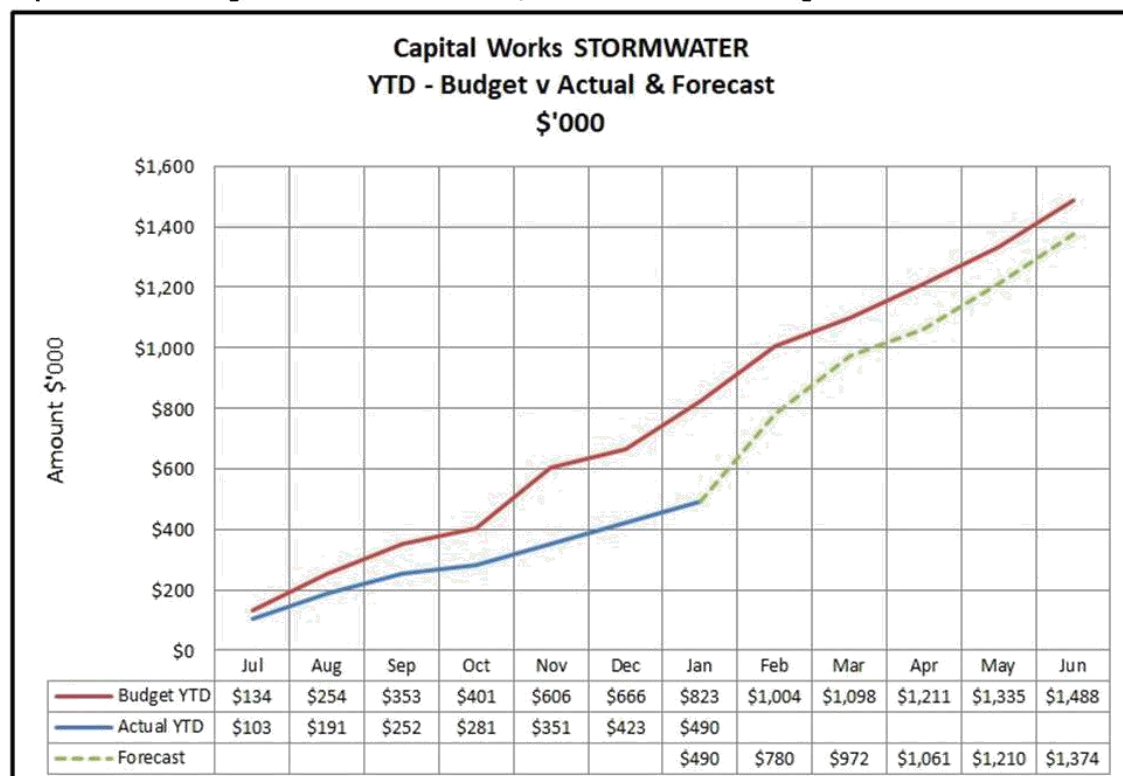
Capital Works Budget v Actual v Forecast \$ YTD - Roads Program



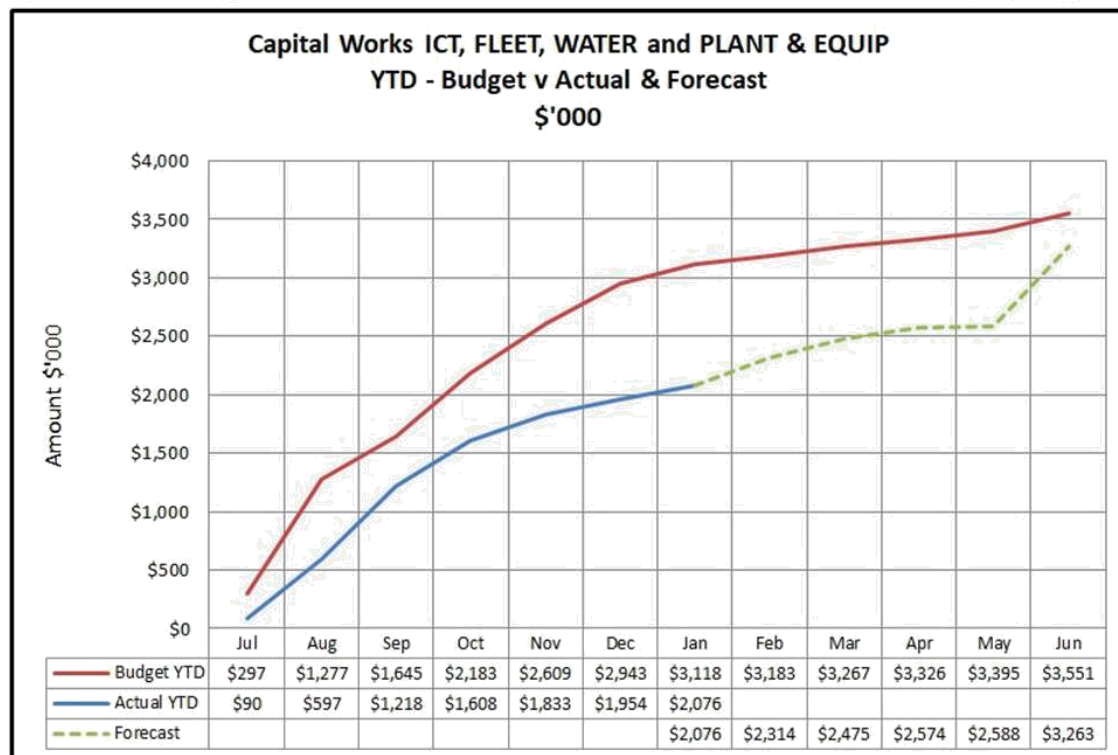
Capital Works Budget v Actual v Forecast \$ YTD - Property Program



Capital Works Budget v Actual v Forecast—\$ YTD - Stormwater Program



Capital Works Budget v Actual v Forecast \$ YTD - ICT, Fleet, Water and Plant & Equip Program



Each individual project or activity has been scheduled for a particular month of the year. However it is possible that under certain circumstances, works may be brought forward or delayed in the notional capital works programs. Circumstances which impact upon the timeframe for the delivery of capital works include

- weather conditions
- contractor availability
- identification of higher priority unplanned works
- seasonal demands
- flooding or storm damage
- equipment breakdowns
- special events

The ability to be flexible in relation to the provision of capital works programs provides for a comprehensive and consistent approach towards capital works delivery and optimises the use of Council staff and equipment.

Explanatory Notes

These notes are provided where a single or collective variance within the Statement of Comprehensive Income requires explanation because (a) it has materially affected the financial position across multiple prior reporting periods or (b) it will continue to materially affect the financial position in future reporting periods or (c) is of particular relevance to require further explanation. To enable \$ variances to be contextualised, they are also expressed as a % variance (rounded to a whole number).

Note: In the following table, all amounts are expressed as Favourable/(Unfavourable)

Note	Revenue / Expenditure Item	Variance \$	Variance %
1	Rates: No reportable variances.		
2	User charges and licences:		
		Variance \$'000	Variance %
	Building Applications - Fees	86	30%
	Development Applications - Fees	71	94%
	Child Care Fees - Berriedale	24	16%
	Sect 337 Certificates	15	12%
	Building Infringements	14	240%
	Child Care Fees - Benjafield	11	9%
	Development Applications - Advertising		
	Reimbursement	9	27%
	Food Licences	7	6%
	MAC Venue Rental	6	54%
	Outgoings Reimbursement - Maintenance	(9)	(100)%
	General Infringements	(14)	(22)%
	Parking Infringements	(15)	(7)%
	Facility Hire	(27)	(9)%
	Outgoings Reimbursement - Electricity	(31)	(62)%
	Sale of Reuse Water	(35)	(22)%
	Animal Registration	(81)	(17)%
	Landfill	(180)	(10)%
	Budgets are based on a combination of historical revenue received, increases to the fees charged and allowances for known or anticipated complicating factors. In addition, the actual revenue received from user charges and licences is predominately reactive and can be influenced by external factors outside of Council control. On this basis, variances in some circumstances are unavoidable.		

Attachment A

3	Interest:		
		Variance \$,000	Variance %
	Interest on Investments	(30)	(13)%
	Council invests surplus funds in accordance with the Investment Policy. This results in deposits for varying terms across multiple institutions. An accrual calculation is undertaken monthly to reflect the theoretical interest return for that month however this may not always correspond with the budget.		
4	Grants:		
		Variance \$'000	Variance %
	Child Care Government Subsidies	69	71%
	Child Care Government Subsidies	64	34%
	Community Development Program ¹	21	4153%
	Arts & Cultural Development	9	100%
	Aust Early Development Census (AEDC)	7	100%
	Waste Minimisation Education	(6)	(100)%
	Tas Regional Arts Grant	(9)	(100)%
	1. The cost centre budgeted for \$500 in grants however \$21k has been received to date, resulting in a large favourable variance.		
	It is common for grants to become available during the year that were not anticipated when the budget was approved. It is also common for the timing of anticipated grant payments to be different than budgeted. On this basis, variances in some circumstances are unavoidable.		
5	Contributions – cash:		
		Variance \$'000	Variance %
	Stormwater Private Connections - Reimbursement	17	102%
	In certain circumstances, Council undertakes the works required to connect private property to the stormwater system and is reimbursed in advance for this cost.		
6	Investment income from TasWater:		
		Variance \$'000	Variance %
	TasWater Guarantee Fee	52	53%
	Payment from TasWater can vary in both timing and amount.		

Attachment A

7	Other income:		
		Variance \$,000	Variance %
	Building Compliance Orders	69	100%
	Other Income - Berriedale CCC	28	100%
	Legal Costs Recovered - Legal Services	13	100%
	Other Income - Benjafield CCC	9	100%
	Legal Costs Recovered - Planning	(5)	(94)%
	Asset Data Collection	(8)	(100)%
	Fuel Tax Rebate	(26)	(100)%
In the Statement of Comprehensive Income, revenue that does not fit the criteria of the other classifications is allocated to Other Income by default. This constitutes just 1% of the overall recurrent revenue budget and rarely contains items of a significant nature.			
8	Contributions - non-monetary assets: No reportable variances.		
9	Net gain/(loss) on disposal of property, infrastructure, plant and equipment:		
		Variance \$'000	Variance %
	Written Down Value of Assets Sold - Fleet	142	100%
	Proceeds of Sale - Equipment	120	100%
	Proceeds of Sale - Plant	25	100%
	Proceeds of Sale - Land	(5)	(100)%
	Proceeds of Sale - Fleet	(13)	(9)%
	Cost of Assets Sold	(92)	(100)%
Disposal of assets occurs throughout the year which makes it difficult to budget for a particular month. On this basis, variances in some circumstances are unavoidable and may not be aligned during the year.			
10	Capital grants received specifically for new or upgraded assets: No reportable variances.		
11	Fair value recognition of land under roads: No reportable variances.		
12	Total Income:		
	Budget \$'000	Actual \$'000	Variance \$,000
	47,376	47,660	284
Overall, total income has a favourable variance of 0.60% at the end of the reporting period.			

Attachment A

	Employment costs:																					
	<table><tr><th>Budget \$'000</th><th>Actual \$'000</th><th>Variance \$'000</th><th>Variance %</th></tr><tr><td>12,311</td><td>12,503</td><td>(193)</td><td>(2)%</td></tr></table>	Budget \$'000	Actual \$'000	Variance \$'000	Variance %	12,311	12,503	(193)	(2)%													
Budget \$'000	Actual \$'000	Variance \$'000	Variance %																			
12,311	12,503	(193)	(2)%																			
13	The variance at the end of the reporting period is within tolerance at 1.5% over budget, representing the collective result across forty seven cost centres. Events throughout the course of this and last financial year have contributed to variances across most areas, however a conscious effort has been made to ensure the net result remains within budget. The General Manager has recently presented to Council a project to repair the organisation structure that will contribute to a more even result across cost centres in future years.																					
	Material and services:																					
	<table><tr><th>Budget \$'000</th><th>Actual \$'000</th><th>Variance \$'000</th><th>Variance %</th></tr><tr><td>8,502</td><td>8,227</td><td>275</td><td>3%</td></tr></table>	Budget \$'000	Actual \$'000	Variance \$'000	Variance %	8,502	8,227	275	3%													
Budget \$'000	Actual \$'000	Variance \$'000	Variance %																			
8,502	8,227	275	3%																			
14	The variance at the end of the reporting period is within tolerance at 3.3% under budget, representing the collective result across forty seven cost centres. Events throughout the course of this and last financial year have contributed to some disruption of service delivery across most of the cost centres resulting in the budget underspend. As stability returns to the organisation it is anticipated budget versus actual will be more closely aligned by 30 June.																					
	Depreciation and amortisation:																					
	<table><tr><th></th><th>Variance \$,000</th><th>Variance %</th></tr><tr><td>Depreciation - Computer Systems</td><td>268</td><td>66%</td></tr><tr><td>Depreciation - Fleet</td><td>51</td><td>40%</td></tr><tr><td>Depreciation - Furniture & Fittings</td><td>38</td><td>76%</td></tr><tr><td>Depreciation - Landfill</td><td>27</td><td>98%</td></tr><tr><td>Depreciation - Plant</td><td>8</td><td>18%</td></tr><tr><td>Depreciation - Vehicles</td><td>(7)</td><td>(16)%</td></tr></table>		Variance \$,000	Variance %	Depreciation - Computer Systems	268	66%	Depreciation - Fleet	51	40%	Depreciation - Furniture & Fittings	38	76%	Depreciation - Landfill	27	98%	Depreciation - Plant	8	18%	Depreciation - Vehicles	(7)	(16)%
	Variance \$,000	Variance %																				
Depreciation - Computer Systems	268	66%																				
Depreciation - Fleet	51	40%																				
Depreciation - Furniture & Fittings	38	76%																				
Depreciation - Landfill	27	98%																				
Depreciation - Plant	8	18%																				
Depreciation - Vehicles	(7)	(16)%																				
15	Depreciation is budgeted for equally over each of the 12 months of the financial year based on estimated asset value at 30 June. However new assets are commissioned at various times during the year, so the timing of the capitalisation of these assets may contribute to a variance during the year.																					
	State Fire Commission contribution:																					
16	No reportable variances.																					

Attachment A

17	Finance costs:			
		Variance \$'000	Variance %	
	Interest on Loans - GCC	14	21%	
	Interest on Loans - DPWRS	14	14%	
	All of Councils borrowings have common loan repayment dates in June and December of each year. An accrual calculation is undertaken monthly to reflect the theoretical loan interest for that month however this may not always correspond exactly with the budget.			
18	Assets written off:			
		Variance \$'000	Variance %	
	Written Down Value of Assets Sold - Equipment	99	100%	
	Disposal of assets occurs throughout the year which makes it difficult to budget for a particular month. On this basis, variances in some circumstances are unavoidable and may not align during the year.			
19	Bad and doubtful debts: No reportable variances.			
20	Other expenses:			
		Variance \$'000	Variance %	
	Internal Audit	28	48%	
	For the purpose of the Comprehensive Income statement, expenses that do not fit the criteria of the other classifications are allocated to Other Expenses by default. This constitutes just 1.1% of the overall expenditure budget and rarely contains items of a significant nature.			
21	Total Expenses:			
	Budget \$'000	Actual \$'000	Variance \$'000	Variance %
	32,485	31,853	632	2%
	Total Expenses have a favourable variance of 1.95% at the end of the reporting period.			
22	Surplus/(Deficit):			
	Budget \$'000	Actual \$'000	Variance \$'000	
	14,891	15,807	916	
	The net income versus expenditure result records a surplus of \$15.807m representing a favourable variance of \$916k.			

Attachment A

23	Total Comprehensive Result:		
	Budget \$'000	Actual \$'000	Variance \$'000
	14,891	15,807	916
	There are no other items below the Surplus/(Deficit) line in the Statement of Comprehensive Income so the total result remains unchanged.		

Previously reported variances considered permanent until end of year

In order to avoid repetition of comments in the previous tables, the following table contains variances that (a) are single-instance fixed amounts, (b) have previously been reported and (c) will not alter.

Note	Comment
N/A	As this is the first month in the new Financial Performance Report format, there are no repetitive variances to report.

Glossary of Revenue & Expenditure Descriptions in the Comprehensive Statement

Recurrent income

Rates

The main source of Council revenue comprising General rates, interest & penalty on overdue rates, legal costs recovered in the collection of rates and the State Fire Levy collected on behalf of State Fire Commission.

User Charges and Licences

Revenue received from childcare, various registrations and licences, Derwent Entertainment Centre, Derwent Park Water Reuse, development and building, garbage and recycling, general fines & infringements, rental revenue and other fees and charges.

Interest

Revenue received by Council from interest on investments and deposits.

Grants

Any income received by Council for a specific project or purpose for which there is an associated deed outlining the purpose.

Contributions – cash

Any voluntary monetary contribution to Council for a specific purpose that is usually ad-hoc, such as a donation or sponsorship.

Investment Income from TasWater

Council is a shareholder of TasWater along with the other Tasmanian Councils. Council receives revenue in the form of dividends, tax equivalent payments and guarantee fees.

Other Income

Revenue includes fuel tax credits, waste education program, State Fire Commission contribution for collecting the levy and miscellaneous refunds Council may receive from suppliers.

Capital income

Contributions – non-monetary assets

Income received by Council predominately from found or donated capital assets typically Buildings, Land, Stormwater or Roads which are valued for the first time and added to the Council financial accounts. Examples include roads in new subdivisions or identifying previously unknown stormwater pipes.

Net gain/(loss) on disposal of property, infrastructure, plant and equipment

Any item that is at the end of its useful life which has some residual value that is sold or disposed.

Capital grants received specifically for new or upgraded assets

Any grants received by Council specifically for use to improve or construct assets such as Blackspot, Roads2Recovery and Recreation Reserve lighting installation.

Expenses

Employment costs

Any expenses associated with employee remuneration such as wages, salaries, allowances, redundancies, on-costs (eg payroll tax and workers compensation premiums), superannuation, leave and fringe benefits tax.

Materials and services

This covers the purchase of goods and services Council consumes and uses in providing services to the community. This typically includes materials from retailers, services from providers, contractors, routine plant & equipment maintenance, public utilities (eg water, sewerage, gas and electricity) and consultants.

Depreciation and amortisation

Buildings, land improvements, plant and equipment, infrastructure and other assets having limited useful lives are systematically depreciated over their useful lives in a manner which reflects consumption of the service potential embodied in those assets. Amortisation is the same process as depreciation except that it is applied to non-tangible assets such as goodwill or intellectual property.

State Fire Commission contribution

As part of the rates billing process, Council collects a fire service levy totalling the amount determined by the State Fire Commission. This is remitted to the Commission four times per annum.

Finance costs

Finance costs include interest on bank overdrafts, interest on borrowings, and unwinding of discounts.

Assets written off

This occurs when Council no longer owns an asset or the value of an asset is declared to be zero or worthless. An asset can lose value through obsolescence, changes in market demand, damage, spoilage, or theft.

Bad and doubtful debts

This is money owed to Council that is unlikely to be collected typically due to bankruptcy, liquidation, disappearance or recovery action is uneconomic.

Other expenses

These are specific expenses to Council including land tax, external auditor costs and the payment of grants such as scholarships and community group contributions.

Other comprehensive incomeNet gain/(loss) on revaluation of property, plant and equipment

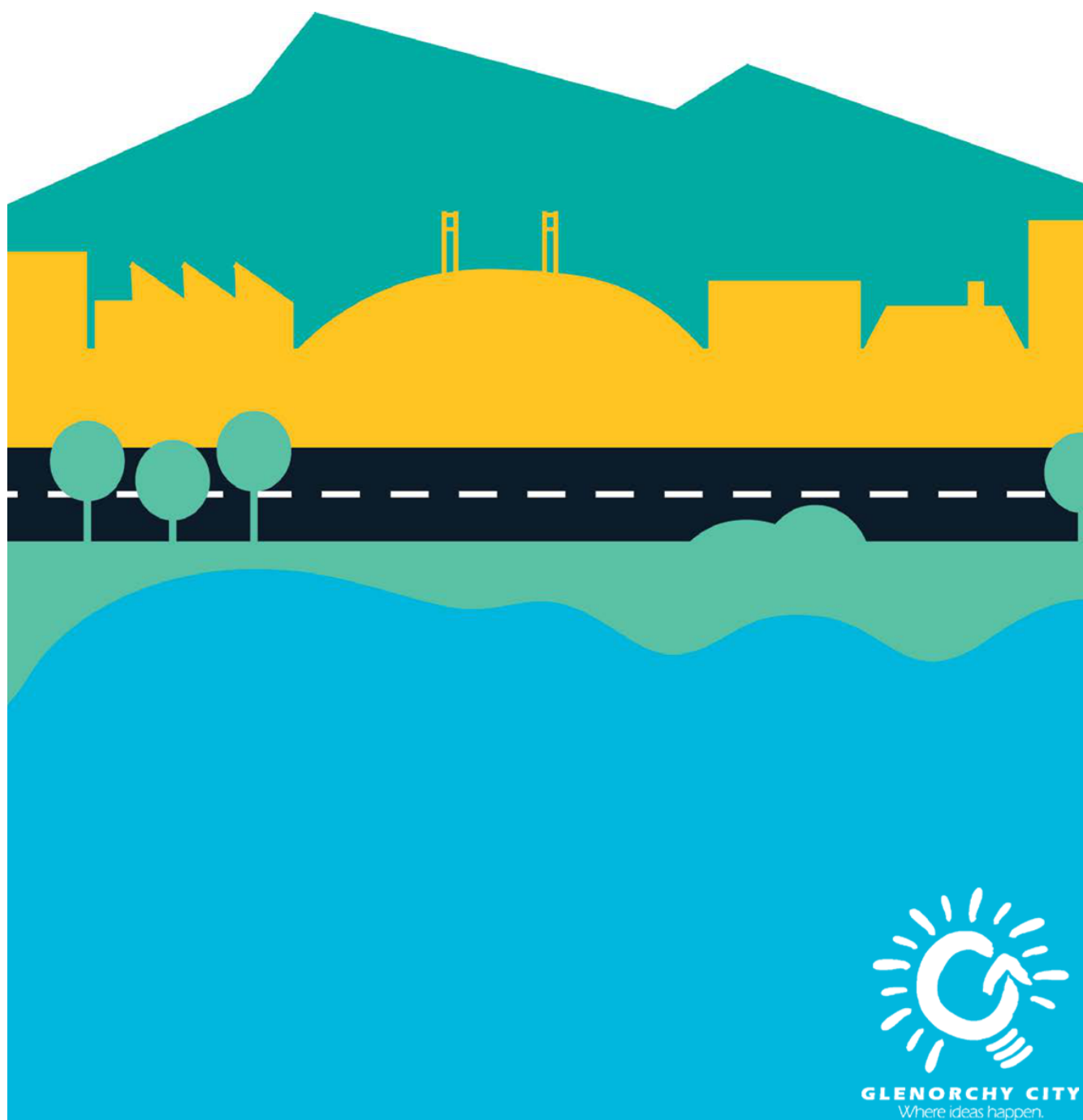
Any property that at the end of its use by Council has some residual value and is sold or disposed of but will not be reclassified to surplus or deficit.

Fair value adjustment on available for sale assets

The Fair value reserve includes the net revaluation increments and decrements arising from the revaluation of the relevant available for sale asset.

Annual Plan Progress Report 2017/18 – 2020/21

For the quarter ending 31 December 2017



This page is left intentionally blank

Introduction

This report provides information on Glenorchy City Council's Annual Plan performance for the quarter ending 30 September 2017, the first of the financial and planning year.

Annual Plan Performance

The Council's Annual Plan sets out the actions intended to be undertaken each financial year. All actions are aligned to the community outcomes from the Glenorchy Community Plan 2015-2040 and the objectives and strategies from the Council's Strategic Plan.

This report shows:

- Business rules applied when assessing each action measure and status
 - The status, description and comments on 'high priority' actions are given.
(High, Medium and Low priority allocations are determined for each action by the Executive Management Team; referencing Council's Risk Register and Community Plan Priorities)
 - Performance for all actions in the Annual Plan at the end of the quarter with action status
 - For all actions marked 'review required', the status chart, description and comments are provided. It should be noted that a 'review required' status is assigned to those actions for which there are internal or external factors that present a foreseeable risk to project completion by the deadline set in the annual plan.

Business Rules - Action status

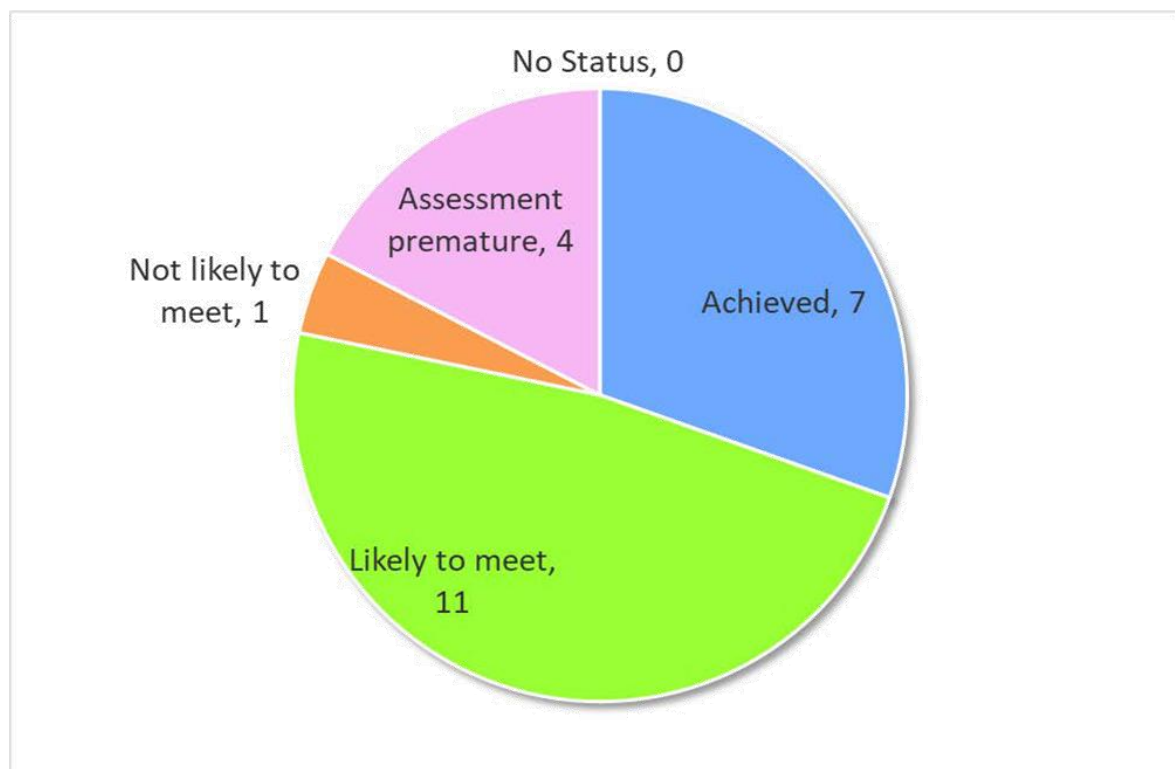
Action Status		Business rule for application of descriptor
Ongoing		For business as usual tasks (not for use with project tasks).
On schedule		The task is on track to meet the target set in the Annual Plan.
Review required		There are internal or external factors that present a foreseeable risk to project completion by the deadline set in the Annual Plan.
Completed		The task has been completed.
Task for Future Year		The task is identified in the Financial Year as commencing in an "out year".

Business Rules - Measure status

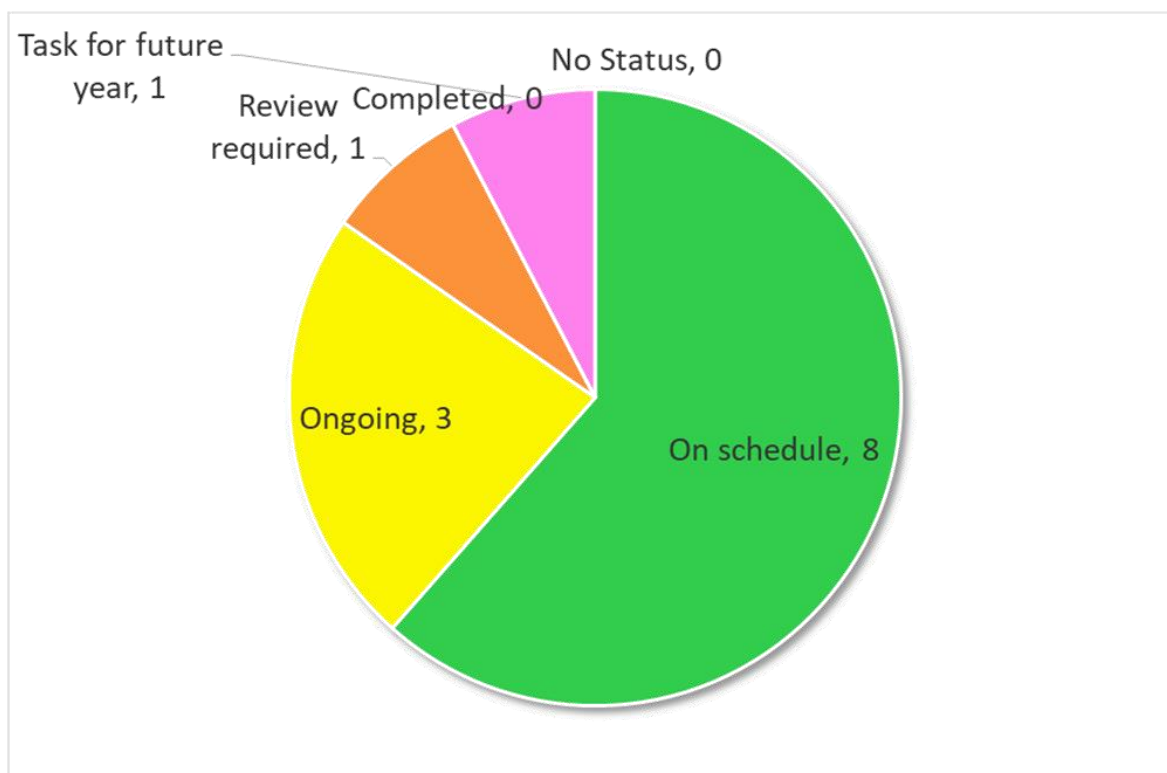
Measure Status		Business rule for application of descriptor
Achieved		The measure has been met.
Likely to meet		Task performance is on track to meet the measure and target in the Annual Plan.
Not likely to meet		Task performance is not likely to meet the measure and target in the Annual Plan due to internal or external factors.
Assessment premature		It is not possible at the time of reporting to determine task performance against the measure or target because the task has not yet reached its scheduled commencement date; or the task is scheduled to be commenced and undertaken in an out year.

HIGH PRIORITY ACTIONS - Status Report

Status Chart of High Priority Actions



Measure Chart of High Priority Actions



HIGH PRIORITY ACTIONS – Action Status and Comments

COMMUNITY GOAL: MAKING LIVES BETTER

OBJECTIVE: 1.1 Know our communities and what they value.

STRATEGY: 1.1.2 Encourage diversity in our community by facilitating opportunities and connections.

Code	Description	Lead	Target Date	Status	Comment
1.1.2.01	Deliver the annual Moonah Taste of the World Festival.	CEDB	31-Mar-2018		Q1: Council received annual report on 2017 Festival at the August meeting. Date for 2018 Festival confirmed as 25th March. Preparation for the 2018 festival underway. Q2: Expressions of interest for food vendors and activity providers opened with good response. Performance EOIs to open next quarter.
Code	Description	Lead	Target Date	Status	Comment
1.1.2.02	Foster and support community cultural events and projects that celebrate Glenorchy's cultural diversity and build identity, inclusion and City pride	CEDB	30-Jun-2018		Q1 Planning for annual Hear our Voices forum has commenced and liaison with key stakeholders on the development of a Glenorchy Muslims Women's Association underway. Final selection and agreements signed for manager of Glenorchy Multicultural Hub complete with MCOT (Multicultural Council of Tasmania) moving into venue in September. Announcements with State government complete. Planning for Community Open Day in Second quarter underway. Q 2 Supported 2 Muslim's women's meetings this quarter. The Premier officially launched the Multicultural Hub in Hopkins Street at an event in November. Continued work with MCOT to develop and Advisory Body, including representation from the targeted emerging communities outlined in the Multicultural Spaces Plan. Planning for a "Hear Our Voices"

multicultural women's gathering in April.

OBJECTIVE: 1.3 Facilitate and/or deliver services to our communities.

STRATEGY: 1.3.1 Directly deliver defined service levels to our communities.

Code	Description	Lead	Target Date	Status	Comment
1.3.1.01	Operate Council's Child Care Centres in accordance with the Education and Care Services National Law and Regulations.	CEDB	30-Jun-2018		Q1 Both centres continue to focus on providing high quality compliant care for children. Over the past quarter Berriedale CCC has averaged 36 enrolled children per day of a possible 53 & Benjafield CCC has averaged 24.5 enrolled children per day of a possible 25 in the first quarter. Q2 Both Centres continue to provide high quality care for all children enrolled at the Services. This quarter Berriedale CCC has averaged 35.48 enrolled children per day of a possible 53 places & Benjafield CCC has averaged 25.86 enrolled children per day of a possible 43 places. The number of places has increased at Benjafield due to the employment of an Early Childhood Teacher (ECT) for a contract of 30 hours per week through until 21/12/2018, which allows the Service to enrol more than 25 children per day as per the requirements of the National Education & Care Law & Regulations. NB - The Services are only operational 51 weeks per year, the period 25/12/2017-29/12/2017 the Services were closed.
1.3.1.02	Maintain, renew and replace Council's infrastructure in accordance with Council's asset management framework.	CSI	30-Jun-2018		Q1. The 10 year Capital Plans for Transport and Drainage assets were reviewed in May 2017 and will be reviewed again in May 2018. A program for submission and evaluation of budget bids will be prepared and budget bids will be sought from Nov 2017 for forming the Draft 2018/19 Capital Budget

by end Feb 2018.

Q2. The 10 year Capital Plans for Transport and Drainage assets were reviewed in May 2017 and will be reviewed again in May 2018.

The preparation of FY18/19 Stormwater and Road capital budgets is in progress, and is expected to form the Draft 2018/19 Capital Budget by Feb 2018.

COMMUNITY GOAL: VALUING OUR ENVIRONMENT

OBJECTIVE: 3.1 Create a liveable and desirable City.

STRATEGY: 3.1.2 Enhance our parks and public spaces with public art and contemporary design.

Code	Description	Lead	Target Date	Status	Comment
3.1.2.01	Develop a Master Plan for Tolosa Park.	CG	31-Dec-2017		Q1. Consultant has been engaged to assist with the development of a Master Plan for Tolosa Park. It is anticipated that public consultation will occur in early 2018. Q2. Taswater have scheduled physical decommissioning of the dam to commence March 2109. Master Plan is on schedule to be completed September 2018 and will provide direction on how the dam is decommissioned.

Code	Description	Lead	Target Date	Status	Comment
3.1.2.02	Implement the Tolosa Park Master Plan.	CG	30-Jun-2019		Q1. Implementation contingent on endorsement of the Masterplan. Q2. Decommissioning of the existing dam by Taswater will be the first major works from the master Plan. The decommissioning is scheduled to commence March 2019. Further works cannot be implemented until the Master Plan is approved.

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

Code	Description	Lead	Target Date	Status	Comment
3.1.3.01	Manage the City's transport network to promote sustainability, accessibility, choice, safety and amenity.	CSI	30-Jun-2018		Q1. Nominated Black Spot projects submitted to Dept State Growth 31 Aug 2017. Designs in progress for 2017/18 Transport Capital Works. Design issued for Creek Road Footpath - Aug 2017. Q2. Submission completed. \$120k black spot grant is provided by Dept State Growth to upgrade Grove Road/Arnold St intersection. Designs nearing completion for 2017/2018 Transport capital works. Designs issued Oct-Dec 17 include Maple Ave, Cadbury Carpark, Grove Rd-Constance Ave-Arnold St black spot.

STRATEGY: 3.1.4 Deliver new and existing services to improve the City's liveability.

Code	Description	Lead	Target Date	Status	Comment
3.1.4.11	Promote, implement and monitor public health standards.	CSI	30-Jun-2018		Q1. Annual Environmental Health Report submitted to Director of Public Health in September 2017. Total number of Public Health Risk Activities - 7, total number of Public Health Risk Activity Operators - 20. Registered Water Carters - 2. Sites with Regulated Systems - 7. Places of Assembly Special Events - 1. Q2. 100% of known Public Health Act 1997 activities registered. 100% of known Food Act 2003 businesses registered.

OBJECTIVE: 3.2 Manage our natural environments now and for the future.

STRATEGY: 3.2.1 Identify and protect areas of high natural values.

Code	Description	Lead	Target Date	Status	Comment
3.2.1.02	Manage the fire risk in the city's bushland reserves	CSI	30-Jun-2018		Q1. 3 Fuel reduction burns for Montrose, Goat Hills and Oak Hill planned for Spring 2017. 2 of 3 burn plans completed. 4km of fire trail re-establishment complete. Bushfire mitigation GIS context complete. Second FTE bushfire resource recruitment planning done and position set to be advertised beginning 7 Oct. Q2. Fuel reduction program in progress with autumn burns planned, explanation given to residents through media outlets. New FTE position has been filled and is assisting with sustainable mitigation planning.

COMMUNITY GOAL: LEADING OUR COMMUNITY

OBJECTIVE: 4.1 Govern in the best interests of our community.

STRATEGY: 4.1.1 Manage Council for maximum efficiency, accountability and transparency

Code	Description	Lead	Target Date	Status	Comment
4.1.1.02	Develop a communications strategy	GM	31-Mar-2018		Q1 An Interim Communications Strategy has been drafted by consultants for review by the new Communications and Marketing Advisor. This officer has been recruited and is scheduled to commence in early October 2017. This will necessitate a delay in finalising the communications strategy until Q3. Q2 The Marketing and Communications Advisor commenced on 2 October 2017 and is preparing a project plan for the communications strategy.

4.1.1.03	Implement the communications strategy	GM	30-Jun-2018		Implementation will commence upon adoption of the Strategy - scheduled for end of quarter 3.
----------	---------------------------------------	----	-------------	---	--

STRATEGY: 4.1.2 Manage the City's assets soundly for the long term benefit of the Community.

Code	Description	Lead	Target Date	Status	Comment
4.1.2.06	Ensure preparedness for disaster by maintaining and continually reviewing the City's Emergency Management Strategies.	CSI	30-Jun-2018		Q1. Works Centre has continued involvement with the greater Hobart emergency management group. Preparations in place in place as per current recommendations. Q2. Quarterly meetings with the Regional Emergency Management Network continue to be attended and bi annual Glenorchy Emergency Management Committee meeting held in conjunction with SES, Tas Police and Tas Fire Service. Preparations for review of Glenorchy Emergency Management Plan commenced for review in Q3.

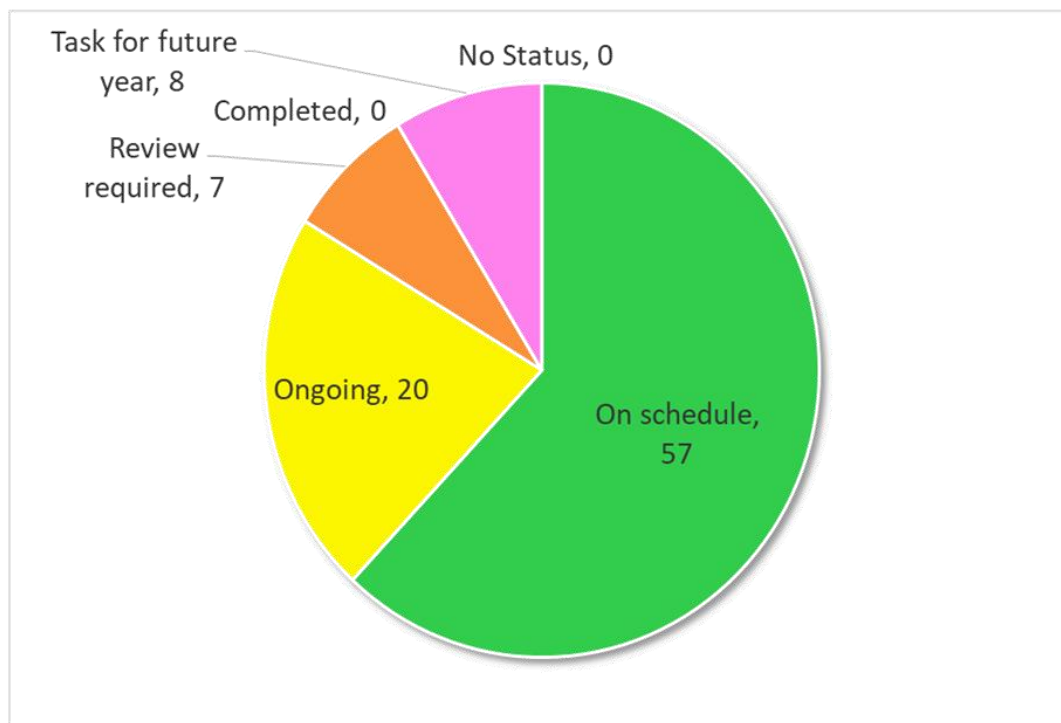
OBJECTIVE: 4.3 Build strong relationships to deliver our communities' goals.

STRATEGY: 4.3.1 Foster productive relationships with other levels of government, other Councils and peak bodies to achieve community outcomes.

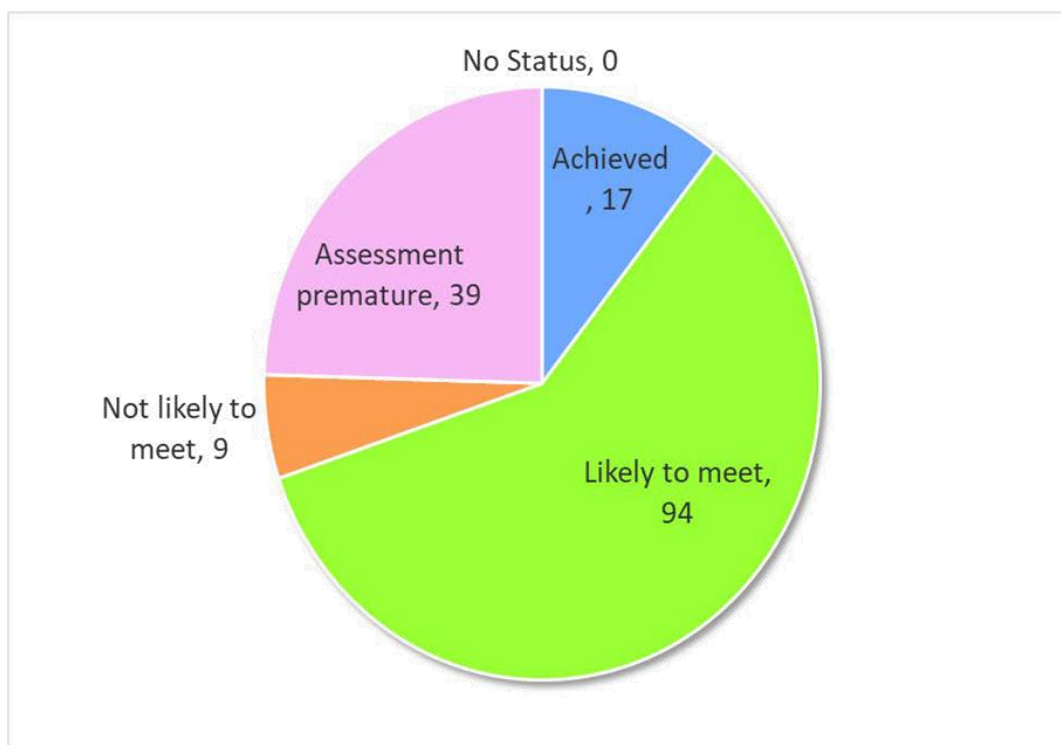
Code	Description	Lead	Target Date	Status	Comment
4.3.1.04	Actively participate in peak local government bodies (LGAT & the STCA) to advance community priorities.	ALL	30-Jun-2018		Q1 Council participated in the LGAT Conference and the LG General Manager's Workshop over the period. Council made submissions over the period to the planning reforms, TASWater, and cat management. Council also engaged with stakeholders with respect to the Glenorchy to Hobart Public Transit Corridor, Derwent River Ferry Transportation, Wellington Park Management Trust and Greater Hobart Congestion.

ALL ANNUAL PLAN ACTIONS -*Status Report*

Status Chart of All Annual Plan Actions



Measure Chart of All Annual Plan Actions



ALL ANNUAL PLAN ACTIONS - Dashboard

COMMUNITY GOAL: MAKING LIVES BETTER

OBJECTIVE: 1.1 1.1 Know our communities and what they value.

STRATEGY: 1.1.1 Guide decision making through continued community engagement based on our Community Plan.

Code	Description	Lead	Priority	Target Date	Status
1.1.1.01	Engage with our communities to guide our decision-making using the Community Engagement Strategy.	ALL	M	30-Jun-2018	
1.1.1.02	Analyse the 2016 ABS Census data and distribute this knowledge across Council to enable operational planning based on community need.	CEDB	L	30-Jun-2018	

STRATEGY: 1.1.2 Encourage diversity in our community by facilitating opportunities and connections.

Code	Description	Lead	Priority	Target Date	Status
1.1.1.01	Engage with our communities to guide our decision-making using the Community Engagement Strategy.	ALL	M	30-Jun-2018	
1.1.1.02	Analyse the 2016 ABS Census data and distribute this knowledge across Council to enable operational planning based on community need.	CEDB	L	30-Jun-2018	

OBJECTIVE: 1.2 Support our communities to pursue and achieve their goals.

STRATEGY: 1.2.1 Encourage and support communities to express and achieve their aspirations.

Code	Description	Lead	Priority	Target Date	Status
1.1.1.01	Engage with our communities to guide our decision-making using the Community Engagement Strategy.	ALL	M	30-Jun-2018	
1.1.1.02	Analyse the 2016 ABS Census data and distribute this knowledge across Council to enable operational planning based on community need.	CEDB	L	30-Jun-2018	

STRATEGY: 1.2.2 Build relationships and networks that create opportunities for our communities.

Code	Description	Lead	Priority	Target Date	Status
1.1.1.01	Engage with our communities to guide our decision-making using the Community Engagement Strategy.	ALL	M	30-Jun-2018	
1.1.1.02	Analyse the 2016 ABS Census data and distribute this knowledge across Council to enable operational planning based on community need.	CEDB	L	30-Jun-2018	

STRATEGY: 1.2.3 Promote creative expression and participation and life-long learning as priorities for our communities.

Code	Description	Lead	Priority	Target Date	Status
1.2.3.01	Plan, promote & deliver activities that address community learning opportunities, in conjunction with the LEARN network.	CEDB	L	30-Jun-2018	
1.2.3.02	Review the Arts & Cultural Plan.	CEDB	M	30-Jun-2019	
1.2.3.03	Plan, promote and present an annual program of arts and cultural exhibitions, workshops, concerts and events	CEDB	M	30-Jun-2018	

OBJECTIVE: 1.3 Facilitate and/or deliver services to our communities.

STRATEGY: 1.3.1 Directly deliver defined service levels to our communities.

Code	Description	Lead	Priority	Target Date	Status
1.3.1.01	Operate Council's Child Care Centres in accordance with the Education and Care Services National Law and Regulations.	CEDB	H	30-Jun-2018	
1.3.1.02	Maintain, renew and replace Council's infrastructure in accordance with Council's asset management framework.	CSI	H	30-Jun-2018	
1.3.1.03	Implement the Customer Experience Strategy.	CEDB	L	30-Jun-2018	
1.3.1.04	Review current maintenance service levels.	CSI	L	30-Jun-2018	
1.3.1.05	Conduct waste education and promotion	CSI	L	30-Jun-2018	
1.3.1.06	Administer kerbside waste collection and landfill services.	CSI	L	30-Jun-2018	

STRATEGY: 1.3.2 Identify and engage in partnerships that can more effectively deliver defined service levels to our communities.

Code	Description	Lead	Priority	Target Date	Status
1.3.2.01	Undertake an Operational Service Level Review.	ALL	M	30-Jun-2018	
1.3.2.02	Undertake a strategic review of services to ensure services are value for money and meet the expectations of the community.	ALL	M	30-Jun-2018	

COMMUNITY GOAL: OPEN FOR BUSINESS

OBJECTIVE: 2.1 Stimulate a prosperous economy.

STRATEGY: 2.1.1 Foster an environment that encourages investment and jobs.

Code	Description	Lead	Priority	Target Date	Status
2.1.1.01	Progress the Interim Planning Scheme to a Single State-wide Planning Scheme.	CSI	L	28-Feb-2018	
2.1.1.02	Deliver a program of events at the Derwent Entertainment Centre.	CEDB	L	30-Jun-2018	
2.1.1.03	Review the business & marketing plan for the Derwent Entertainment Centre.	CEDB	M	31-Dec-2017	
2.1.1.04	Partner with the Glenorchy Arts and Sculpture Partnership.	CEDB	M	30-Jun-2018	
2.1.1.05	Develop an economic development strategy for Glenorchy.	CEDB	L	30-Jun-2019	
2.1.1.06	Implement the Wilkinson's Point and Elwick Bay Precinct Master Plan.	CEDB	L	30-Jun-2019	

OBJECTIVE: 2.2 Identify and support priority growth sectors.

STRATEGY: 2.2.1 Target growth sectors based on our understanding of the City's competitive advantages

Code	Description	Lead	Priority	Target Date	Status
2.2.1.01	Partner with Destination Southern Tasmania.	CEDB	M	30-Jun-2018	
2.2.1.02	Develop a Property Strategy.	CG	M	30-Jun-2018	
2.2.1.03	Implement the Property Strategy.	CG	M	30-Jun-2019	

COMMUNITY GOAL: VALUING OUR ENVIRONMENT

OBJECTIVE: 3.1 Create a liveable and desirable City.

STRATEGY: 3.1.1 Revitalise our CBD areas through infrastructure improvements.

Code	Description	Lead	Priority	Target Date	Status
3.1.1.01	Implement the Glenorchy CBD Strategic Framework.	CSI	M	30-Jun-2019	
3.1.1.02	Implement the Public Space Enhancement Grant Project for a Children's Playground in the Glenorchy CBD.	CEDB	L	30-Jun-2018	

STRATEGY: 3.1.2 Enhance our parks and public spaces with public art and contemporary design.

Code	Description	Lead	Priority	Target Date	Status
3.1.2.01	Develop a Master Plan for Tolosa Park.	CG	H	31-Dec-2017	
3.1.2.02	Implement the Tolosa Park Master Plan.	CG	H	30-Jun-2019	
3.1.2.03	Develop a Master Plan for the Berriedale Peninsula.	CG	M	31-Dec-2018	
3.1.2.04	Implement the Berriedale Peninsula Master Plan.	CG	M	30-Jun-2019	
3.1.2.05	Update the KGV Master Plan.	CG	M	31-Dec-2019	

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

Code	Description	Lead	Priority	Target Date	Status
------	-------------	------	----------	-------------	--------

3.1.3.01	Manage the City's transport network to promote sustainability, accessibility, choice, safety and amenity.	CSI	H	30-Jun-2018	
3.1.3.02	Cooperatively pursue opportunities to progress the Hobart/Glenorchy public transit (former rail) corridor	CEDB	L	30-Jun-2018	

STRATEGY: 3.1.4 Deliver new and existing services to improve the City's liveability.

Code	Description	Lead	Priority	Target Date	Status
3.1.4.01	Develop a nature strip management policy and procedure.	CSI	L	30-Jun-2018	
3.1.4.02	Implement a nature strip management policy and procedure.	CSI	M	30-Jun-2018	
3.1.4.03	Implement a tree management policy and guideline.	CSI	L	30-Jun-2018	
3.1.4.04	Implement the Access Action Plan 2016-2021.	CEDB	M	30-Jun-2018	
3.1.4.05	Ensure the construction and maintenance of safe and healthy buildings through compliance with building and plumbing codes.	CSI	M	30-Jun-2018	
3.1.4.06	Plan for the sustainable development of the City, ensuring compliance with the planning scheme and community involvement in the planning process.	CSI	M	30-Jun-2018	
3.1.4.07	Protect the City's heritage through planning scheme listing and assessment processes.	CSI	M	30-Jun-2018	
3.1.4.08	Implement the Council's Graffiti Action Plan.	CSI	L	30-Jun-2018	
3.1.4.09	Deliver the capital works program for roads and stormwater	CSI	L	30-Jun-2018	
3.1.4.10	Deliver 10 year capital program for Council owned property	CG	M	30-Jun-2018	
3.1.4.11	Promote, implement and monitor public health standards.	CSI	H	30-Jun-2018	
3.1.4.12	Implement the Waste Management Strategy	CSI	M	30-Jun-2018	

OBJECTIVE: 3.2 Manage our natural environments now and for the future.

STRATEGY: 3.2.1 Identify and protect areas of high natural values.

Code	Description	Lead	Priority	Target Date	Status
3.2.1.01	Implement Priority Actions identified in the Environment Strategy	CSI	L	30-Jun-2019	
3.2.1.02	Manage the fire risk in the city's bushland reserves	CSI	H	30-Jun-2018	
3.2.1.03	Protect the City's natural values through planning processes, enforcement, on-ground activities and community NRM support.	CSI	L	30-Jun-2018	

STRATEGY: 3.2.2 Encourage access to and appreciation of natural areas through the development of trail networks and environmental education

Code	Description	Lead	Priority	Target Date	Status
3.2.2.01	Promote Council's natural areas through websites, media, interpretation and education programs and collaborations	CSI	L	30-Jun-2018	

STRATEGY: 3.2.3 Enhance, protect and celebrate the Derwent Foreshore.

Code	Description	Lead	Priority	Target Date	Status
3.2.3.01	Participate in the Derwent Estuary Program.	CSI	M	30-Jun-2018	
3.2.3.02	Monitor recreational water quality.	CSI	M	30-Sep-2018	

COMMUNITY GOAL: LEADING OUR COMMUNITY

OBJECTIVE: 4.1 Govern in the best interests of our community.

STRATEGY: 4.1.1 Manage Council for maximum efficiency, accountability and transparency

Code	Description	Lead	Priority	Target Date	Status
4.1.1.01	Submit Council's operations to regular internal and external audit under the advisory supervision of the Audit Panel.	CG	M	30-Jun-2018	
4.1.1.02	Develop a communications strategy	GM	H	31-Mar-2018	
4.1.1.03	Implement the communications strategy	GM	H	30-Jun-2018	
4.1.1.04	Implement the performance reporting system for corporate strategic planning.	CEDB	M	30-Jun-2018	

STRATEGY: 4.1.2 Manage the City's assets soundly for the long term benefit of the Community.

Code	Description	Lead	Priority	Target Date	Status
4.1.2.01	Manage the operation and maintenance of the Derwent Park Stormwater Re-use scheme.	CSI	M	30-Jun-2018	
4.1.2.02	Develop an Accommodation Strategy.	CG	M	30-Jun-2018	
4.1.2.03	Deliver the maintenance program for Council in accordance with agreed service levels.	CSI	M	30-Jun-2018	
4.1.2.04	Undertake a Plant and Fleet Review.	CSI	L	31-Dec-2017	
4.1.2.05	Implement the Plant and Fleet Review recommendations.	CSI	L	30-Jun-2018	
4.1.2.06	Ensure preparedness for disaster by maintaining and continually reviewing the City's Emergency Management Strategies.	CSI	H	30-Jun-2018	

STRATEGY: 4.1.3 Maximise regulatory compliance in Council and the community through our systems and processes.

Code	Description	Lead	Priority	Target Date	Status
4.1.3.01	Ensure community compliance with legislative requirements on matters of material importance within Council's jurisdiction.	CSI	M	30-Jun-2018	

4.1.3.02	Ensure community compliance with legislative requirements on matters of material importance within Council's jurisdiction.	CG	M	30-Jun-2018	
4.1.3.03	Facilitate Council compliance with Commonwealth and State legislative requirements on matters of material importance.	CSI	M	31-May-2018	
4.1.3.04	Implement the Governance Framework compliance Action Plan.	CG	M	30-Jun-2018	

OBJECTIVE: 4.2 Prioritise resources to achieve our communities' goals.

STRATEGY: 4.2.1 Deploy the Council's resources effectively to deliver value.

Code	Description	Lead	Priority	Target Date	Status
4.2.1.01	Coordinate development and production of Council's 2018/19 - 2021/22 Annual Plan.	CEDB	L	30-Jun-2018	
4.2.1.02	Review the information and communications technology (ICT) Strategy.	CEDB	L	30-Jun-2018	
4.2.1.03	Implement the information and communications technology (ICT) strategy.	CEDB	M	31-Dec-2017	
4.2.1.04	Complete the Annual Financial Report compliant with Australian Accounting Standards	CEDB	M	30-Jun-2018	
4.2.1.05	Develop the Corporate Risk Management Action Plan	CG	M	30-Jun-2018	
4.2.1.06	Implement the Corporate Risk Management Action Plan	CG	M	30-Jun-2018	
4.2.1.07	Develop the annual budget estimates in line with the Financial Management Strategy and provide regular reporting of actuals to budget.	CEDB	M	30-Jun-2018	
4.2.1.08	Scope GCC Project Management coordination	CG	L	31-Dec-2017	
4.2.1.09	Develop the Procurement Strategy action plan.	CG	M	30-Jun-2018	

STRATEGY: 4.2.2 Ensure that we have a skilled, capable and safety-focused workforce.

Code	Description	Lead	Priority	Target Date	Status
4.2.2.01	Implement the People and Safety Strategy	CG	M	30-Jun-2018	
4.2.2.02	Implement the enterprise agreement	CG	M	30-Jun-2018	

OBJECTIVE: 4.3 Build strong relationships to deliver our communities' goals.

STRATEGY: 4.3.1 Foster productive relationships with other levels of government, other Councils and peak bodies to achieve community outcomes.

Code	Description	Lead	Priority	Target Date	Status
4.3.1.01	Liaise with the State Government as appropriate on matters of strategic priority.	ALL	M	30-Jun-2018	
4.3.1.02	Continue to contribute to the local government reform process in accordance with Council's guiding principles.	ALL	M	30-Jun-2018	
4.3.1.03	Partner and, where feasible, share resources with other Councils.	ALL	M	30-Jun-2018	
4.3.1.04	Actively participate in peak local government bodies (LGAT & the STCA) to advance community priorities.	ALL	H	30-Jun-2018	

'REVIEW REQUIRED' ACTIONS – Report detail

(There are internal or external factors that present a foreseeable risk to project completion by the deadline set in the Annual Plan.)

Action: 3.1.1.01 Implement the Glenorchy CBD Strategic Framework.

Lead: CSI **Priority:** M **Target Date:** 30-Jun-2019

Q1. Stage 1 Design - Barry St / Main Rd intersection expected to be complete 31/1/2018. Stage 2 Design Peltro St Link - expected to be complete 31/1/2018. Balance of design completion expected June 2018. However, due to the delay caused by the submission of the Build Better Region Grant (TO BE UPDATED).

YEAR	2017/18	2018/19	2019/20	2020/21
	Y	Y		

Q2. Staging changed. Peltro St Link becomes Stage1 and design is expected to be completed by 31/01/2018. Barry St / Main Rd intersection moved to Stage 2 with an expected design completion date by end of April 2018. Note that the scope of Barry St / Main Rd intersection has been changed to include kerb and footpath replacement on both sides of the Main Road. Balance of design (Stage 3) completion expected Nov 2018. Delay due to unexpected design complexity. Construction timeframe is pending decision on project manager appointment and confirmation of preferred delivery option (internal vs. contractor). Stage 1 & 2 can be tendered prior to 30/08/2018 depending on preferred project delivery option. Stage 3 expected to be tendered in early 2019.

MEASURE		Status	Comments
	Construction completed by 31/12/2019	 Assessment premature	Construction timeframe is pending decision on project manager appointment and confirmation of preferred delivery option (internal vs. contractor).
	Contracted works tendered by 30/08/2018	 Likely to meet	Stage 1 & 2 can be tendered prior to 30/08/2018 depending on preferred project delivery option. Stage 3 expected to be tendered in early 2019.

	Stage 1 & 2 Design completed by 31/01/2018	 Not likely to meet	Staging changed. Peltro St Link becomes Stage1 and design is expected to be completed by 31/01/2018. Barry St / Main Rd intersection moved to Stage 2 with an expected design completion date by end of April 2018. Note that the scope of Barry St / Main Rd intersection has been changed to include kerb and footpath replacement on both side of the Main Road
	Stage 3 Design completed by 30/06/2018	 Not likely to meet	Balance of design (Stage 3) completion expected Nov 2018. Delay due to unexpected design complexity.

Action: 3.1.2.01 Develop a Master Plan for Tolosa Park.

Lead: CG **Priority:** H **Target Date:** 31-Dec-2017

Q1. Consultant has been engaged to assist with the development of a Master Plan for Tolosa Park. It is anticipated that public consultation will occur in early 2018.

YEAR	2017/18	2018/19	2019/20	2020/21
	Y			

Q2. TasWater have scheduled physical decommissioning of the dam to commence March 2109. Master Plan is on schedule to be completed September 2018 and will provide direction on how the dam is decommissioned.

MEASURE		Status	Comments
	Council adoption of the Master Plan	 Not likely to meet	Decommissioning of the dam is scheduled to commence March 2019. Master Plan is on schedule to be completed Sept 2018 and will provide guidance on how the dam is decommissioned.

Action:

3.1.4.10

Deliver 10 year capital program for Council owned property

Lead: CG

Priority: M

Target Date: 30-Jun-2018

Q1. Council has commenced a number of capital projects including the lighting upgrade at the North Chigwell sports ground and upgrade of the CBD CCTV cameras which is nearing completion. Council has completed construction of the external storage facility at the Derwent Entertainment Centre, the new sports field drainage upgrade at the Eady Street sports ground and the new public toilet block at Benjafield Park. Council is also actively reviewing options for the Montrose Bay Pontoon. It is expected that once a new Manager Property Assets is appointed (anticipated before the end of the 2017 calendar year) appropriate actions and time frames will be considered and commenced for other capital projects.

YEAR	2017/18	2018/19	2019/20	2020/21
	Y	Y	Y	Y

Q2. The Manager Property Assets position has been filled and it is anticipated that time frames will be addressed in coming months.

MEASURE		Status	Comments
	Complete a review of the property 10 year capital plan	 Not likely to meet	No action has yet been undertaken updating the Master Plan. The Manager Property Assets position has been filled and it is anticipated that time frames will be addressed in coming months.

Action: 4.1.1.04 Implement the performance reporting system for corporate strategic planning.

Lead: CEDB **Priority:** **Target Date:** 30-M Jun-2018

Q1. Quarterly reporting continues via Cambron and officers developed more robust measures/indicators for each Annual Plan action. Development of a corporate reporting

YEAR	2017/18	2018/19	2019/20	2020/21
	Y	Y	Y	Y

calendar and framework is still underway by Council management to improve and clarify delivery and monitoring of corporate performance across the organisation; this was previously reported to be complete by Q1 but improvement of Cambron measures/indicators was identified as a requirement prior to progressing with Reporting Framework development.

Q2. Council's executive leadership team and managers undertook a facilitated workshop to refine and test the draft reporting framework. Outcomes of the workshop are being integrated into the framework. Developments of the financial reporting elements are underway. Officers are working together to develop a robust schedule for implementation; ensuring opportunities for iterative improvements from officers and Aldermen, as the framework processes are rolled out.

MEASURE		Status	Comments
	Annual strategic environment report presented to Council	 Likely to meet	Rescheduled for early 2018 to include new Mayor and Aldermen
	Quarterly corporate reporting received by Council (acceptable range: within 6 weeks of Quarter end)	 Not likely to meet	Council's Christmas shut-down period and officer's annual leave makes this period difficult to report in a timely manner

Action: 4.1.2.04 Undertake a Plant and Fleet Review.

Lead: CSI **Priority:** **Target Date:** 31-Dec-2017

Q1. Review has partially been completed, final review to occur once restructure of Works Centre is implemented.

YEAR	2017/18	2018/19	2019/20	2020/21
	Y			

Q2. Some fleet rationalisation has already occurred. Further meetings to discuss the fleet are held as the structure is set/filled.

MEASURE		Status	Comments
	Review completed	 Likely to meet	Review to be finalised when restructure is implemented.

Action: 4.2.1.03 Implement the information and communications technology (ICT) strategy.

Lead: CEDB **Priority:** **Target Date:** 31-M Dec-2017

Quarter 1:

The ICT team have continued to focus their efforts on delivery of a number of

organisational significant projects over the past period, including ToM, Telephony and Councils new website.

YEAR	2017/18	2018/19	2019/20	2020/21
	Y	Y	Y	Y

We have had a successful 'go-live' with the Tech1 Finance module and phase 1 of the ToM project with Property & Rating, ECM (Records Management) and ECR (Cash Receipting) to follow as phase 2. We have reported to the project steering committee that we continue to be concerned with Tech1's ability to deliver are product on time and the delay in product delivery has created a backlog of testing and acceptance work on the P&R and ECM modules which also raises concerns about our ability to now complete the volume of work with limited resources in time for the proposed go-live date of Nov 17. The Acting General Manager has opened discussions with Tech1 about these specific concerns and a delayed go-live (at the least) is likely.

Also during the period we have confirmed cessation to of Cloud Desktop, Email and Mobile Device (DaaS, MDM) with Tasmanet via negotiation and agreed terms of release. The ICT team are now engaged to ensure transition to an alternative email service (via office 365) is established and to set-up VPN access to staff requiring remote access.

Telephone project is progressing on schedule with some challenges around getting service providers to the same table and to the same understanding. Go-live is planned for completion around Jan-Feb 2018.

Web-Site project, once final hosting contracts are executed, aims for a December Go-live.

Quarter 2:

Tech1's ability to satisfactorily deliver their Phase 2 products is continuing to cause concern, although there has been progress on a number of issues previously identified as "show stoppers". During the quarter, ICT delivered an alternative e-mail service, VPN access, a new website and are proposing to deliver new Telephony on 17 January 2018.

MEASURE		Status	Comments
	Project TOM finalised and technology in use	 Assessment premature	Phase one complete - Phase two in progress
	Telephony Project complete and technology in use	 Likely to meet	Project well underway

Action: 4.2.1.08 Scope GCC Project Management coordination

Lead: CG **Priority:** L **Target Date:** 31-Dec-2017

Investigation and research for the development of a project management methodology for Council is underway. Examples of policies and frameworks from

other Councils have been sought and a draft project plan is yet to be established to scope out the coordination of works required. As part of this review, revision of Council's approach holistically in relation to areas of Work Health and Safety, Insurance, Legal and Procurement and contractor and project management has commenced. It is expected that a presentation can be made to ELT by January/February 2018.

YEAR	2017/18	2018/19	2019/20	2020/21
	Y			

MEASURE		Status	Comments
	Scope complete and recommendation presented to ELT for consideration	 Not likely to meet	The scope of the GCC Project Management coordination is not expected to be able to be completed prior to the end of December 2017. Work has commenced and it is expected that a recommendation will be presented to ELT by January/February 2018.

Annual Plan Progress Report – as at Q2 31 December 2017.

Compiled by Erin McGoldrick using Cambron corporate reporting software.



Dealing with Unreasonable Customer Conduct

Title	Dealing with Unreasonable Customer Conduct
Council Resolution	Item XX (DD MMM YYYY) as per Council Minutes
Responsible Directorate	Community, Economic Development and Business
Due for Review	Four (4) years from Council Resolution Date
Strategic Plan Reference	<u>Making Lives Better</u> 1.3 Facilitate and/or deliver services to our community <u>Leading our Community</u> 4.1 Govern in the best interests of our community 4.2 Prioritise resources to achieve our communities' goals
ECM	Council Policy

PURPOSE

The purpose of this policy is to provide guidance to staff on how to deal with unreasonable conduct by customers.

SCOPE

This policy applies to all customers of Council.

To avoid any doubt, this policy does not apply to Council employees who engage in unreasonable customer conduct in the course of their employment with Council.

STATUTORY REQUIREMENTS

Acts	<i>Local Government Act 1993</i> <i>Work Health and Safety Act 2012</i> <i>Personal Information Protection Act 2004</i> <i>Right to Information Act 2009</i>
Regulations	N/A
Other relevant documents	Glenorchy City Council Customer Service Charter 2017 Guidelines for Managing Unreasonable Conduct by Complainants (Office of the Tasmanian Ombudsman, 2013)

DEFINITIONS

customer	Any person who has dealings with Council.
unreasonable customer conduct	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 of this policy: • unreasonable demands • unreasonable persistence • unreasonable arguments • unreasonable lack of cooperation, and • unreasonable behaviour.



POLICY STATEMENT

1. Introduction

Glenorchy City Council is committed to our community and to giving customers outstanding service in accordance with Council's Customer Service Charter 2017. However, at times Council's obligation to provide services or outcomes may be inconsistent with customers' requests or expectations. This may result in unpleasant dealings or interactions.

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

This policy should be considered in conjunction with Council's Customer Service Charter 2017 and the 'Guidelines for Managing Unreasonable Conduct by Complainants', issued by the Office of the Tasmanian Ombudsman (2013).

2. Overarching principles

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

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

In exchange, Council requires that customers:

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

3. Types of unreasonable customer conduct:

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

3.1 Unreasonable behaviour

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

Examples of unreasonable behaviour include:

- displaying confronting behaviour such as, rudeness, aggression, threats, discriminatory comments or harassment
- sending rude, confronting or threatening letters
- making threats of self-harm



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

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

3.2 Unreasonable demands

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

Some examples of unreasonable demands include:

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

3.3 Unreasonable persistence

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

Some examples of unreasonably persistent behaviour include:

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

3.4 Unreasonable arguments

Unreasonable arguments include any arguments that are not based in reason or logic, that are incomprehensible, false or inflammatory, trivial or delirious, and that disproportionately and



unreasonably impact Council's staff, services, time, or resources (having regard to all the relevant circumstances).

Arguments are unreasonable when they:

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

3.5 Unreasonable lack of cooperation

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

Some examples of unreasonable lack of cooperation include:

- sending a stream of comprehensive or disorganised information without clearly defining any issues of complaint or explaining how it relates to the core issues being complained about
- providing little or no detail with a complaint or presenting information in 'drips and drabs'
- refusing to follow or accept instructions, suggestions or advice without a clear or justifiable reason for doing so
- arguing frequently or with extreme intensity that a particular solution is the correct one in the face of valid contrary arguments and explanations, or
- displaying unhelpful behaviour such as withholding information, acting dishonestly or misquoting others.

4. Managing unreasonable customer conduct

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

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

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

4.1 Initial unreasonable customer conduct

Unless a customer's conduct poses a substantial risk to the health and safety of staff or other third parties, a Director or the General Manager will initially provide the customer with a written warning about their conduct.



The written warning will:

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

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

4.2 Changing or restricting a customer's access to services

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

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

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

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

The authority to change or restrict a customer's access to our services will rest with the relevant Director, or the General Manager.

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

5. Right of appeal

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

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

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



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

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

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

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

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

7. Documentation and reporting

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

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

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



Glenorchy City Council

STATEMENT OF EXPECTATIONS

Mayor and General Manager
Mayor and Aldermen
General Manager and Aldermen
Between Aldermen
Good Governance Across Council

We, the undersigned, endorse and agree with the principles and expectations set out in this Statement of Expectations (as far as they relate to each of our respective roles) and commit to abiding by them to the best of our ability:

Alderman Kristie Johnston
Mayor

Tony McMullen
General Manager

Alderman Matt Stevenson
Deputy Mayor

Alderman Gaye Richardson

Alderman Steven King

Alderman Peter Bull

Alderman Simon Fraser

Common seal here

Alderman Bec Thomas

Alderman Kelly Sims

Alderman Jan Dunsby

Alderman Melissa Carlton

INTRODUCTION

Preamble

On 23 January 2018, the Minister for Planning and Local Government (Peter Gutwein MP), having considered the recommendations made to him by the Glenorchy City Council Board of Inquiry (BOI), and in accordance with section 8(1)(b) of the *Glenorchy City of Council (Dismissal of Councillors) Act 2017* and section 225(2) of the *Local Government Act 1993* (Local Government Act), made seven (7) Ministerial Directions (**the Directions**).

Direction 1 (Governance) of the Directions required Council to develop Statements of Expectations to establish clear and agreed protocols for the fulfilment of mutual and respective roles and functions between the following:

- the Mayor and General Manager
- the Mayor and Aldermen
- Aldermen and General Manager, and
- Aldermen (as a group).

In addition to the above, Council has also included a 'Statement of Expectations of Good Governance across Council' to further articulate the roles and responsibilities of individuals and groups covered by this document, and to avoid repetition of mutual obligations.

In preparing this Statement of Expectations, Council has drawn supporting material from the *Good Governance Guide*¹ and the *Good Governance Guide for Local Government in Tasmania*².

Council Functions, Vision, Mission and Values

Council's powers and functions are established under the Local Government Act. In particular, section 20 provides that the role of councils is to:

- provide for the health, safety and welfare of the community
- represent the interests of the community, and
- provide for the peace, order and good government of the municipal area.

Council's vision and mission further supports this statutory role:

We are a proud city, a city of arts, of opportunity, of partnerships, a city that makes exciting things happen.

Our mission is to deliver the community's vision, goals and priorities from the City of Glenorchy Community Plan 2015-2040.

Council has five (5) key values that underpin its vision and mission:

- People – we believe that each person is equal and has a positive contribution to make. The rights and opinions of all are heard, valued and respected
- Diversity – we value differences that enrich our community and the positive contributions everyone can make in improving the quality of community life

¹ www.goodgovernanceguide.org.au, © MAV, VLGA, LGV and LGPro, 2012

² Department of Premier and Cabinet, Local Government Division, May 2016

- Progress – we value innovation, flexibility and imagination in building a better and sustainable community
- Prosperity – we commit ourselves to achieving social and economic prosperity for all, and
- Environment – we work together to improve our City so we can enjoy a safe and healthy environment and a good quality of life. We respect our heritage and have pride in our City.

In this document, the term ‘community’ has been broadened from the Local Government Act definition³ to mean:

- residents – landowners and tenants
- ratepayers – owner-occupiers, investors and businesses, and
- people and bodies who conduct activities in the municipality of Glenorchy (e.g., work, tourism, leisure or for other reasons).

Purpose

The purpose of this Statement of Expectations is to articulate the commitment of the Mayor, General Manager and Aldermen to a shared mutual responsibility of adopting appropriate working relationships to maximise the good government of the Glenorchy Community.

In addition, the Mayor, General Manager and Aldermen accept that good government relies on ethical and accountable behaviour as well as statutory compliance.

³ Section 3 of the Local Government Act defines ‘community’ as ‘the community of a municipal area’

STATEMENTS OF EXPECTATIONS

1. Mayor and General Manager

Council accepts that the relationship between the Mayor and General Manager is critical to the efficient functioning of Council operations. A dysfunctional relationship between the Mayor and the General Manager can have a significant and long-lasting negative impact on the performance of Council.

As with good governance in general, a good relationship between the Mayor and General Manager relies partly on following the law, guidelines and protocols, and partly on the good judgement and common sense of the individuals concerned.

It is expected that the Mayor and General Manager will build a relationship based on trust, respect and acknowledgement of the need for collaborative engagement. This will ensure that they will have a solid foundation to lead an effective Council focussed on the best interests of the community.

The following specific expectations are agreed, and apply in addition to the 'Statement of Expectations of Good Governance across Council':

Meetings between Mayor and General Manager

Under section 62 of the Local Government Act, the General Manager is required to 'liaise with the Mayor on affairs of Council'. Similarly, under section 27 of the Local Government Act, the Mayor is required to 'to liaise with the General Manager on the activities of the Council and the performance and exercise of its functions and powers; and the activities of the General Manager and the performance and exercise of their functions and powers in supporting the Council'.

To complement these statutory requirements, it is expected that the Mayor and General Manager will have at least weekly one-on-one meetings to deliberate on the affairs, activities and the performance and exercise of Council's functions and powers. It is expected that the outcomes and decisions of those meetings will be appropriately recorded.

Provision of Information between the Mayor and General Manager

Taking into account the qualifications under sections 28A – D of the Local Government Act, wherever practicable and in the spirit of openness and transparency, requested information will be provided through the General Manager (or delegate).

Taking of Leave by General Manager

The General Manager will, wherever practicable, ensure that the Mayor is given sufficient notice of this intention to be absent from duty for any reason or that they are otherwise unavailable or unable to perform the functions of the office of General Manager.

Appointment of an Acting General Manager

In the absence of a Council appointment for a person to act in the Office of General Manager during every absence of the General Manager, the Mayor may appoint a person to act in the office of general manager, as per section 61B of the Local Government Act.

In this instance, the Mayor must liaise with the relevant Council officer to ensure that a duly formed instrument of appointment is drawn.

Agendas and Draft Minutes

The General Manager will prepare an agenda for each council meeting and council committee meeting as required under regulation 8 of the *Local Government (Meeting Procedures) Regulations 2015 (Meeting Regulations)*. In doing so, the General Manager (or delegate) will meet with the Mayor to discuss the draft agenda prior to publication. Similarly, the General Manager (or delegate) will liaise with the Mayor in relation to the draft minutes prior to inclusion with the next Council (or Council committee) meeting agenda for confirmation.

If an audio recording has been made of the closed section of a Council meeting, the General Manager (or delegate) will ensure where practicable that a copy will be downloaded to a secured shared environment (e.g., Docs-on-Tap) where all Aldermen can access the confidential recording (but not copy it). This will be for the purposes of confirming the draft minutes of the closed section of that Council meeting. Following confirmation of the closed minutes, the General Manager (or delegate) will destroy the recording as soon as practicable after confirmation.

Conduct of Council and Council Committee Meetings

With respect to behaviour in the Council Chamber, the Mayor, Aldermen and General Manager and Council officers will model good constructive relationships and show personal respect for one another at all times.

Council acknowledges that the combined behaviour of the Mayor, Aldermen, General Manager, and Council officers reflects on the Council and on local government as a whole. If Council is seen to be acting fairly and ethically, Council decisions will be better respected and are much more likely to be accepted by the community.

The conduct of individuals affects the ability of Council to function properly. If individuals behave improperly, it can negatively affect the quality of their relationships with each other. This can lead to a lack of trust which will undermine the effectiveness of Council as a whole.

Wherever possible, the General Manager, Directors and Chief Financial Officer will attend (or be available to attend) Council meetings and Council Committee meetings to provide qualified advice. Attendance of managers and other staff will be determined on an 'as required' basis, depending on the complexity of, and technical knowledge required to provide advice on agenda reports.

Media Releases and Responses to Media Requests

Section 27 of the Local Government Act provides that the Mayor is the official spokesperson of Council. This function is not co-shared with other Aldermen or the General Manager other than at the Mayor's discretion.

The Mayor may authorise the General Manager, other Aldermen or Council officers to communicate on behalf of Council on certain technical or factual matters, as the Mayor considers appropriate, and on the understanding that all communications made on behalf of Council must deliver a consistent message. Notwithstanding, and in line with any Council media statements policy, the Mayor (or the appropriate officer as authorised) will be responsible for the final approval of any Council media statements.

Council's Communications and Marketing Officer (or equivalent) will liaise regularly with the Mayor and General Manager to ensure that Council media releases are properly drafted and communicated.

The Communications and Marketing Officer will also support the Mayor and General Manager in drafting responses to media requests.

Support for Ceremonial and Representational Roles of the Mayor

The General Manager will ensure that adequate support be made available to assist the Mayor in their ceremonial and representational roles for Council.

Disagreement Procedure

If a disagreement arises between the Mayor and General Manager, it is expected that the following process will be followed:

- the parties must initially try to resolve the dispute internally in good faith
- if the dispute is unable to be resolved, it will be brought to the Council as a group to determine whether any actions can be taken to resolve the dispute or address issues which arise from it (including but not limited to referral to a mediator/conciliator as agreed between the parties), and
- if agreement cannot be reached, it is then open to the parties to seek advice from the Local Government Division on the process to be followed from that point. It is understood that this recourse is a last resort unless there is a serious risk of continuing dysfunction between the parties.

Without prejudice to either party, it is expected that the Mayor and General Manager will continue to work together professionally while the dispute is being resolved.

2. Mayor and Aldermen

The relationship between the Mayor and Aldermen is very important because good leadership and good relationships contribute to effective participation of Aldermen and good governance.

As the leader of the Council and all Aldermen, the Mayor's role is particularly important in facilitating good relationships. Under section 27 of the Local Government Act, the Mayor's functions include:

- promoting good governance by, and within, the Council, and
- acting as chairperson of the Council and chairing meetings of Council in a manner that supports decision-making processes.

The following specific expectations are agreed, and apply in addition to the 'Statement of Expectations of Good Governance across Council':

Commitment to Sharing Information

To assist open and transparent communication, and collegial working relationships, the Mayor will share information with all Aldermen outside of the formal Council meetings and workshops, as appropriate. Such information may include (but not limited to): invitations by community groups to attend functions, policy statements by political parties, outcomes of meetings of external bodies etc.

Commitment to Good Conduct at Council Meetings

Under the Meeting Regulations (section 10 – Chairperson), the Mayor (or in the Mayor's absence, the Deputy Mayor) is the chairperson of a Council meeting. Accordingly, the Mayor is expected to chair and manage the Council meeting.

However it is the responsibility of each and every individual Alderman to exhibit good conduct in meetings. The Mayor should not have to spend time enforcing good behaviour.

Aldermen should listen while others are speaking, avoid interrupting, use reasonable and temperate language in debates (no matter how contentious the topic may be), and remain focussed on meeting business while avoiding unnecessary distractions.

Commitment to Leading Meetings with Skill and Impartiality

The Mayor will facilitate good decision-making through skilful chairing of Council meetings. The Mayor will have a comprehensive knowledge and understanding of the formal meeting procedures under the Meeting Regulations and other relevant Council meeting policies so as to be confident in chairing meetings and making rulings where necessary.

In particular, the Mayor will recognise that it is important in making Aldermen feel that they are part of the Council meeting process by ensuring they have the opportunity to get their viewpoint across.

If the Mayor has a strong position on a specific issue during debate, the Mayor will refrain from expressing a particular view until all the other Aldermen have had their chance to state their opinion, and before the matter is put to the vote. If the Mayor wishes to play an active part in the debate, then they should consider vacating the chair for that item, as appropriate.

3. Between Aldermen

Relationships between Aldermen are to be founded on mutual respect and an acknowledgement that they are all doing complex and important work.

Because of the nature of an Alderman's role, it is understood that they all have individual agendas and issues which they would like to pursue during their term. Despite their differences of opinion, Aldermen need to work together as members of the Council to achieve the best outcomes for the municipality. Aldermanic decision making power comes from collective decisions and not the individual Alderman.

Good governance and the capacity for Aldermen to get things done depend on the quality of the relationships between them.

As community leaders, Aldermen recognise their position as role models. Just like leaders at the state and federal levels of government and other prominent citizens, Aldermanic conduct sets the standard for other people to follow.

The following specific expectations are agreed, and apply in addition to the 'Statement of Expectations of Good Governance across Council':

Commitment to Treat Officer's Advice with Respect

Apart from the information and advice received in Council briefings, Aldermen are also provided with qualified advice at meetings through Council reports or presentations from officers who attend the meeting.

Aldermen are not required to follow the advice and may state their disagreement with the recommendation or report contents. However, Aldermen must consider the report with due respect and should not make disparaging statements about the report or the author.

Commitment to Engagement in Council Meetings

Aldermen are elected for the primary purpose of making decisions on behalf of the entire community.

Accordingly all Aldermen will make genuine efforts to actively participate in all aspects of Council meetings, including by:

- reading officer reports and related documentation
- attending formal council meetings and other related meetings, such as Aldermanic briefings
- participating in debate and discussion of matters affecting the community
- remaining focussed on meeting business and avoiding unnecessary distractions, and
- voting on all Agenda items, except items in which they have declared an interest.

Commitment to Adhering to Council's Customer Service Charter

When dealing with representations from the community, Aldermen must respect the appropriate process for dealing with service level issues and customer complaints.

Aldermen are expected to initially direct the community member to contact Council's Customer Service Team which will ensure that the issue is forwarded to the appropriate Council department for assessment.

Where a community member is dissatisfied with Council's administration of their issue, Aldermen are expected to raise this with the Mayor who will raise the matter with the General Manager.

Commitment not to Influence Council Employees

Aldermen must not influence, or attempt to influence, any Council employee or delegate of the Council, in the exercise of the functions of the employee or delegate⁴.

4. General Manager and Aldermen

The General Manager has a critical role in promoting a positive culture of good governance throughout Council administration. In particular, the General Manager is instrumental in ensuring that the roles of Aldermen (being the democratically elected oversight body of Council) are viewed as being an integral part of (rather than an impediment to) the efficient discharge of the many functions of Council.

The following specific expectations are agreed, and apply in addition to the 'Statement of Expectations of Good Governance across Council':

Commitment to Supporting Good Decision Making by Aldermen

The General Manager will ensure that Aldermen are regularly provided with the information they need to fulfil their roles. In doing so, the General Manager will ensure that all Aldermen have equal access to information and resources and are provided appropriate support for good decision-making processes.

The General Manager, in consultation with the Mayor, will ensure that there are appropriate Aldermanic briefing sessions (or workshops) which will provide opportunities for Aldermen to be better informed about strategic or key operational matters of Council.

⁴ Refer to Council's Aldermanic Code of Conduct, Appendix A, Part 7 (Relationships with community, councillors and Council employees), paragraph 3

5. Good Governance Across Council

To practise good governance, Council acknowledges and supports that the Mayor, General Manager and Aldermen need to lead by example and promote a culture of good governance within Council.

Accordingly, the Mayor, General Manager and Aldermen commit to the following good governance practices:

Standard	Expectations
Maintaining high ethical standards	The Mayor, General Manager and Aldermen will (collectively): • be familiar with, endorse and comply with relevant legislation, Council's Aldermanic Code of Conduct and Council policies • act in the best interests of the community • display integrity and impartiality in their decision making • lead by example • ensure that Council decisions and actions are transparent and accountable • review Council's Code of Conduct within three (3) months of an ordinary election (as required by the Local Government Act), and • abide by the eight (8) principles of good governance, as established in the <i>Good Governance Guide</i>⁵.
Understanding individual roles and the role of others	The Mayor, General Manager and Aldermen, subject to absences of leave/apologies will (collectively): • attend all Council meetings and relevant committee meetings, as appropriate, and • come to meetings well prepared and participate effectively in debate and discussions. The Mayor and Aldermen will: • not be drawn into operational management matters, except to address emerging risks, and • be effective in monitoring and evaluating the performance of the General Manager. Individuals, to an appropriate level, will understand: • their own personal role in Council • the role of Council • the role of Mayor • the role of Deputy Mayor • the role of General Manager • the role of the Minister responsible for local government

⁵ Good governance is: accountable; transparent; law-abiding; responsive; equitable; participatory and inclusive; effective and efficient; and consensus oriented (*Good Governance Guide for Local Government in Tasmania* (Department of Premier and Cabinet, Local Government Division, May 2016, pp 8-9)

Standard	Expectations
	- the role of the Local Government Division - the role of Director of Local Government - the role of Local Government Association of Tasmania, and - the role of Council administration and operations.
Building good relationships	The Mayor, General Manager and Aldermen will (collectively): - communicate effectively with the community - ensure that the interrelationships are effective in enabling Council to fulfil its duties and responsibilities, and - ensure Council has a protocol in place to guide engagement between the Aldermen and Council administration. Individuals will: - be respectful towards one another, members of the community and the Council administration - listen and give due consideration to the views of others, and - not engage in bullying and/or harassment.
Effective strategic planning and monitoring performance	The Mayor, General Manager and Aldermen will (collectively): - actively participate in strategic planning - listen to the views of the community when engaged in strategic planning - understand the importance of integrated strategic and financial asset management plans - ensure Council is effective in setting the overall direction of the municipal area - ensure Council is effective in considering and determining all major policy issues - ensure Council monitors appropriate financial and non-financial performance indicators - ensure Council regularly inputs into strategy development and review, and - ensure Council meetings address the key issues facing the community.
Robust risk management	The Mayor, General Manager and Aldermen will (collectively): - ensure Council has a risk management policy - be familiar with Council's risk management policy - understand the importance of risk management and the risk management process - ensure Council has a clear understanding of business risk

Standard	Expectations
	• ensure Council balances risk and opportunity as part of the policy development and decision making processes, and • ensure Council identifies analyses, evaluates, treats, monitors and communicates risks in a way that will maximise the potential to achieve goals and objectives, and minimise the potential for harm or loss.
Fair and transparent decision making	The Mayor, General Manager and Aldermen will (collectively): • ensure that there are clear expectations around setting the Council meeting agenda, circulating papers, and decision making protocols • ensure that Council gives due consideration to advice provided by the administration • be committed to the principles of natural justice • ensure that Council make decisions that are in the best interests of the community • engage in robust, respectful and proper debate at Council meetings • ensure that Council uses closed meetings appropriately • ensure that wherever possible information is made available in the public arena • engage with the community to help inform decision making, as appropriate, and • follow the five (5) step decision making process (i.e., setting the agenda; gathering information, forming an opinion, making the decision, and implementing the decision). Individuals will: • be aware of and manage their personal conflicts of interest (including the requirements to declare interests contained in the Local Government Act).
Legislative compliance	The Mayor, General Manager and Aldermen will (collectively): • ensure that Council monitors compliance with legislative requirements • ensure that Council has a register of delegations, and • ensure that where instances of a breach are detected of the Local Government Act (and other relevant Acts and statutory instruments), that these are proactively reported to the Director of Local Government, and • ensure that where such breaches are reported, that an undertaking to address or mitigate future non-compliance is communicated to the Director of Local Government.

Standard	Expectations
	Individuals will: • be aware of their obligations under the Local Government Act and other relevant Acts and statutory instruments.
Continuous improvement	The Mayor, General Manager and Aldermen will (collectively): • ensure Council consciously manages its performance and pursues continuous improvement • ensure Council has an Aldermanic training and development policy, and • ensure that Council's Audit Panel plays a key role in ensuring that Council's activities meet requirements. Individuals will: • be aware of gaps in their personal knowledge and understanding relevant to their role and seek opportunities to undertake learning, subject to resourcing and budget.
Good Governance and land-use Planning	Individuals will understand: • the role of Council as a planning authority • their role as a member of the Glenorchy Planning Authority, and • the importance of the links between strategic planning and land-use planning.
Governance practices unique to mayor	The Mayor will: • act as a leader of the community • be a fair and responsible spokesperson for Council • understand the importance of the relationship with the General Manager • work hard to ensure a seamless link between the Aldermanic body and Council administration • understand the role as principal officer under section 32 of the <i>Integrity Commission Act 2009</i> • ensure that all Aldermen have the opportunity to be heard and speak without interruption at Council meetings • during Council meetings, ensure that debate stays focussed and actively assists to clarify any misunderstandings • ensure that Council meetings are chaired, and matters are discussed and debated in a structured and effective way

Standard	Expectations
	- effectively manage any poor behaviour that arises at Council meetings, including bullying and/or harassment - provide fair summaries of debate and assist Aldermen come to a decision - make sure that the Council addresses all of the appropriate strategic issues, and - make sure there is sufficient time to discuss the issues on the Council meeting agenda.

Ministerial Directions Implementation Progress Report – (March 2018)



No.	Direction	Item	Ministerial Direction	Progress Comment	Date Completed	Indicator
01.	1 – Governance	1(a)	Developing a Statement of Expectations between the General Manager and Aldermen to establish clear and agreed protocols for the fulfilment of their mutual and respective roles and functions	Draft Statement of Expectations presented to Council for endorsement at its meeting held on Monday, 26 March 2018		Actively Progressing
02.		1(b)	Developing a Statement of Expectations between the General Manager and Mayor to establish clear and agreed protocols for the fulfilment of their mutual and respective roles and functions	Draft Statement of Expectations presented to Council for endorsement at its meeting held on Monday, 26 March 2018		Actively Progressing
03.		1(c)	Developing a Statement of Expectations between the Mayor and Aldermen to establish clear and agreed protocols for the fulfilment of their mutual and respective roles and functions	Draft Statement of Expectations presented to Council for endorsement at its meeting held on Monday, 26 March 2018		Actively Progressing
04.		1(d)	Developing a Statement of Expectations between Aldermen to establish clear and agreed protocols for the fulfilment of their mutual obligations roles and functions	Draft Statement of Expectations presented to Council for endorsement at its meeting held on Monday, 26 March 2018		Actively Progressing
05.		1(e)	Within 2 months, ensuring all Aldermen, the Mayor and General Manager sign the Statement of Expectations they are party to	Draft Statement of Expectations presented to Council for endorsement at its meeting held on Monday, 26 March 2018		Actively Progressing
06.		1(f)	Publishing the Statement of Expectations on the Council website within 1 month of signing	To be completed upon signed Statement of Expectations being endorsed by Council		Actively Progressing
07.		1(g)	Publically committing to engage in ongoing professional development and abide by the principles of good governance, as established in the <i>Good Governance Guide</i>, within a period of three (3) months	In progress		Actively Progressing
08.		1(h)	Within a period of 9 months, in consultation with the community, developing a communication and consultation plan for all internal and external communications and consultation processes that is consistent with the eight characteristics of good governance outlined in the <i>Good Governance Guide</i>	Not started		Not Yet Started (Within Time)

Ministerial Directions Implementation Progress Report – (March 2018)



No.	Direction	Item	Ministerial Direction	Progress Comment	Date Completed	Indicator
09.	1 – Governance (cont.)	1(i)(i)	Reviewing, and amending if appropriate, within the 2018-19 budget period: the Strategic Plan	- Not started - Note that Council's ten (10) year Strategic Plan 2016-25 was adopted by Council (Item 3 – 19 Dec 2016) as per s 66 of the <i>Local Government Act 1993</i> (LG Act)		Not Yet Started (Within Time)
10.		1(i)(ii)	Reviewing, and amending if appropriate, within the 2018-19 budget period: the long term financial management plan	- Not started - Note that Council's ten (10) year long-term financial management plan (as part of the Financial Management Strategy) was adopted by Council (Item 4 – 19 Dec 2016) as per section 70 of the LG Act		Not Yet Started (Within Time)
11.		1(i)(iii)	Reviewing, and amending if appropriate, within the 2018-19 budget period: the financial management strategy	- Not started - Note that Council's Financial Management Strategy was adopted by Council (Item 4 – 15 May 2017) as per section 70A of the LG Act		Not Yet Started (Within Time)
12.		1(i)(iv)	Reviewing, and amending if appropriate, within the 2018-19 budget period: long-term strategic asset management plan	- Not started - Note that Council's ten (10) year long-term strategic asset management plan (inclusive of a long-term capital work programme updated annually) was adopted by Council (Item 10 – 1 Sep 2014) as per section 70B of the LG Act		Not Yet Started (Within Time)
13.		1(i)(v)	Reviewing, and amending if appropriate, within the 2018-19 budget period: asset management policy	- Not started - Note that Council's Asset Management Policy was adopted by Council (Item 13 – 13 June 2017) as per section 70C of the LG Act		Not Yet Started (Within Time)
14.		1(i)(vi)	Reviewing, and amending if appropriate, within the 2018-19 budget period: asset management strategy	- Not started - Noting that Council's asset management strategy for infrastructure assets adopted by Council (Item 10 – 1 Sep 2014) as per section 70D of the LG Act		Not Yet Started (Within Time)

Ministerial Directions Implementation Progress Report – (March 2018)



No.	Direction	Item	Ministerial Direction	Progress Comment	Date Completed	Indicator
15.	2 – Training	2(a)	Reviewing its induction program for the Mayor and Aldermen within a period of three (3) months of the January 2018 election, to ensure that the induction already undertaken within the three (3) months and planned future induction will provide all Aldermen with the information and knowledge they need to fulfil their roles	A facilitated workshop for the Mayor and all Aldermen was conducted on Saturday, 3 February 2018. The workshop covered a range of relevant topics and included presentations from the Director of Local Government, Tasmanian Audit Office, Local Government Association Tasmania, the Mayor, General Manager and Acting Director Corporate Governance.	3 Feb 2018	Complete
16.		2(b)(i)	Facilitating training within three (3) months for all Aldermen on, though not limited to: their roles and responsibilities under the Act, with specific reference to the Model Code of Conduct, and the <i>Good Governance Guide</i>	A planned workshop co-facilitated by the Integrity Commission and the Director of Local Government is scheduled to be held on Monday, 7 May 2018		Actively Progressing
17.		2(b)(ii)	Facilitating training within three (3) months for all Aldermen on, though not limited to: ethical decision making	A planned workshop co-facilitated by the Integrity Commission and the Director of Local Government is scheduled to be held on Monday, 7 May 2018		Actively Progressing
18.		2(b)(iii)	Facilitating training within three (3) months for all Aldermen on, though not limited to: financial fundamentals, including understanding of financial statements and budget preparation	Management are in the process of sourcing a suitable facilitator with the aim of providing financial training in early April 2018		Actively Progressing
19.		2(b)(iv)	Facilitating training within three (3) months for all Aldermen on, though not limited to: decision-making in reference to the <i>Land Use Planning and Approvals Act 1993</i>	A facilitated workshop for all Aldermen was held on Thursday, 8 February 2018. The workshop covered a range of relevant topics and was facilitated by the Registrar of the Resource Management and Planning Appeal Tribunal and Simmons Wolfhagen	8 Feb 2018	Complete
20.		2(b)(v)	Facilitating training within three (3) months for all Aldermen on, though not limited to: meeting procedures as per the Act and the <i>Local Government (Meeting Procedures) Regulations 2015</i>	Management are in the process of negotiating with the Director of Local Government with the aim of providing meeting procedures training in early April 2018		Actively Progressing

Ministerial Directions Implementation Progress Report – (March 2018)



No.	Direction	Item	Ministerial Direction	Progress Comment	Date Completed	Indicator
21.	2 – Training (cont.)	2(c)	Implementing a professional development program for all Aldermen as a result of the first annual review as specified in Direction 5(a)	Not started		Not Yet Started (Within Time)
22.		2(d)	Development and facilitating, a program of training for all relevant staff in relation to the Act, Regulations, ethics in the work place, and good governance, including in meeting procedure and the proper recording of minutes, within a period of six (6) months.	Not started		Not Yet Started (Within Time)
23.	3 – Policies and Procedures	3(a)	Ensuring, within four (4) months, there is an appropriate Grievance Policy for Council staff, including referral procedures to an independent party for addressing complaints against the General Manager and senior staff	- Council adopted a new 'Grievances Involving the General Manager Policy' (Item 15 – 26 February 2018) that included referral procedures to an independent party for addressing complaints against the General Manager - The General Manager has issued a Grievance Directive which requires independent investigation of grievances involving Directors or the Manager People and Safety (February 2018)	26 Feb 2018	Complete
24.		3(b)	Ensuring, within six (6) months, there is an appropriate policy on the appointment of staff within the Council based on merit	In progress		Actively Progressing
25.		3(c)(i)	Developing, within two (2) months, an appropriate policy and protocols for Council workshops, to ensure a clear separation between matters considered at Council meetings and workshops that specifically include a policy on the attendance of staff at Council workshops (and meetings) to ensure the efficient use of staff time is balanced with assisting Council to make decisions	In progress		Actively Progressing

Ministerial Directions Implementation Progress Report – (March 2018)



No.	Direction	Item	Ministerial Direction	Progress Comment	Date Completed	Indicator
26.	3 – Policies and Procedures (cont.)	3(c)(ii)	Developing, within two (2) months, an appropriate policy and protocols for Council workshops, to ensure a clear separation between matters considered at Council meetings and workshops that specifically include a policy on the provision of information to Aldermen and attendees including timeframes to ensure Aldermen are sufficiently prepared	In progress		Actively Progressing
27.		3(d)	Developing a calendar of Council meetings and workshops, including adequate provision for workshops on setting the annual budget and determining the capital works and spending program	In progress		Actively Progressing
28.		3(e)	Publishing the calendar of Council meetings and workshops on the Council website within two (2) months	Calendar of Council meetings and scheduled workshop dates has been published on the Council website	23 Mar 2018	Complete
29.		3(f)	Ensuring the General Manager provides sufficient budget and financial reporting to Council consistent with BOI recommendation 50	In progress		Actively Progressing
30.		3(g)	Developing within three (3) months, an appropriate policy in relation to media statements that is consistent with section 27(1)(e) of the Act and the Model Code of Conduct	Not started		Not Yet Started (within Time)
31.		3(h)	Reviewing, within three (3) months, Council's credit card procedures and policies to ensure consistency, in the use and reporting of credit cards, with the recommendations of the Auditor-General's Report	A revised General Manager's Corporate Credit Card Directive was approved on 10 January 2018. It was drafted taking into account the recent findings and recommendations by the Tasmanian Audit Office and the Glenorchy City Council Board of Inquiry and for consistency with the Code for Contracts and Tendering adopted by Council on 10 July 2017	10 Jan 2018	Complete

Ministerial Directions Implementation Progress Report – (March 2018)



No.	Direction	Item	Ministerial Direction	Progress Comment	Date Completed	Indicator
32.	3 – Policies and Procedures (cont.)	3(i)-(iii)	Ensuring, there is a policy, within four (4) months, to address the use of external legal advisers to include guidance on the circumstances in which the General Manager may seek external legal advice, direction on the maximum expense to be incurred before the matter needs to be brought to Council for approval, and clear and transparent reporting of legal expenses to Council	- Council adopted a Legal Services Policy (Item 4 – 12 December 2017) which addressed the use of external legal advisers and reporting of legal expenses - A directive and line of authority for the approval of requests for external legal advice, which will specifically address requests for external legal advice by the General Manager is to be completed		Actively Progressing
33.	4 – Committees and Membership	4(a)	Reviewing existing Council committees, including special committees, within 6 months, to determine appropriateness and, where required, the establishment of new committees with appropriate terms of reference	In progress		Actively Progressing
34.		4(b)	Reviewing, within three (3) months, representation procedures for all committees, including elections and nominations and external representatives on special committees, with specific consideration on the suitability and aptitude of Aldermen seeking appointment	- Council adopted a revised Nominations and Appointments to Committees and Other Bodies Policy (Item 4 – 15 January 2018) with specific amendments to reiterate Council's position that where it is intended that the Mayor or Deputy Mayor is a member of a particular committee by virtue of their office, it is inappropriate that that protocol be abandoned and that any Aldermen other than the Mayor or Deputy Mayor (as applicable) be nominated for or appointed to that position - Further work will be needed to include specific consideration on the suitability and aptitude of Aldermen seeking appointment		Actively Progressing
35.		4(c)	Ensuring that all Council representatives on special committees and external bodies report, at a minimum, annually to Council	In progress		Actively Progressing

Ministerial Directions Implementation Progress Report – (March 2018)



No.	Direction	Item	Ministerial Direction	Progress Comment	Date Completed	Indicator
36.	4 – Committees and Membership (cont.)	4(d)	Developing, if the Council chooses to establish one, appropriate terms of reference for a General Manager's Performance Review Committee, that includes: the right for any alderman who is not a member of the committee, to attend any meetings of the committee as an observer, and that the committee is empowered only to make recommendations to be provided to the full Council for decisions	Council endorsed a revised terms of reference for a General Manager's Performance Review Committee (Item 7 – 26 February 2018) that included the right for any alderman who is not a member of the committee, to attend any meetings of the committee as an observer, and that the committee is empowered only to make recommendations to be provided to the full Council for decisions	26 Feb 2018	Complete
37.		4(e)	Ensuring that any committee established to review the General Manager's performance, is established as a Council committee as per section 23 of the Act, and not as a special committee as per section 24 of the Act	Council endorsed a revised terms of reference for a General Manager's Performance Review Committee (Item 7 – 26 February 2018) that established the committee as a Council committee as per section 23 of the Act	26 Feb 2018	Complete
38.		4(f)	Reviewing, within six (6) months, the membership of the Council's Audit Panel including considering the merits of all members being independent (non-Aldermen). Where aldermanic appointments are made to the Audit Panel, the Council is to ensure that the appointed Aldermen have relevant professional skills for the effective functioning of the Audit Panel.	In progress		Actively Progressing
39.	5 – Compliance	5(a)(i)	Developing an annual review program, within six (6) months, to ensure a program of future compliance with, though not limited to: the Act and associated relevant regulations	Not started		Not Yet Started (Within Time)
40.		5(a)(ii)	Developing an annual review program, within six (6) months, to ensure a program of future compliance with, though not limited to: the Code for Tenders and Contracts	Not started		Not Yet Started (Within Time)

Ministerial Directions Implementation Progress Report – (March 2018)



No.	Direction	Item	Ministerial Direction	Progress Comment	Date Completed	Indicator
41.	5 – Compliance (cont.)	5(a)(iii)	Developing an annual review program, within six (6) months, to ensure a program of future compliance with, though not limited to: credit card usage in line with the Auditor-General's Report	Not started		Not Yet Started (Within Time)
42.		5(a)(iv)	Developing an annual review program, within six(6) months, to ensure a program of future compliance with, though not limited to: the Code of Conduct	Not started		Not Yet Started (Within Time)
43.		5(a)(v)	Developing an annual review program, within six(6) months, to ensure a program of future compliance with, though not limited to: the Statements of Expectations	Not started		Not Yet Started (Within Time)
44.		5(a)(vi)	Developing an annual review program, within six(6) months, to ensure a program of future compliance with, though not limited to: Council policies and procedures	Not started		Not Yet Started (Within Time)
45.		5(b)(i)	Directing the Audit Panel to undertake an annual review of Council's compliance with, though not limited to: the <i>Local Government (Meeting Procedures) Regulations 2015</i> including the appropriate use of closed meetings and accuracy of relevant minutes	- Audit Panel were informed of this Ministerial Requirement at their meeting held on 15 March 2018. - The Audit Panel have indicated their desire to meet with the Director to determine expectations in this regard		Actively Progressing
46.		5(b)(iii)	Directing the Audit Panel to undertake an annual review of Council's compliance with, though not limited to: the <i>Local Government (Meeting Procedures) Regulations 2015</i> including the appropriate use of closed meetings and accuracy of relevant minutes	- Audit Panel were informed of this Ministerial Requirement at their meeting held on 15 March 2018. - The Audit Panel have indicated their desire to meet with the Director to determine expectations in this regard		Actively Progressing

Ministerial Directions Implementation Progress Report – (March 2018)



No.	Direction	Item	Ministerial Direction	Progress Comment	Date Completed	Indicator
47.	5 – Compliance (cont.)	5(b)(iii)	Directing the Audit Panel to undertake an annual review of Council's compliance with, though not limited to: the Code of Tenders and Contracts	- Audit Panel were informed of this Ministerial Requirement at their meeting held on 15 March 2018. - The Audit Panel have indicated their desire to meet with the Director to determine expectations in this regard		Actively Progressing
48.		5(b)(iv)	Directing the Audit Panel to undertake an annual review of Council's compliance with, though not limited to: the Credit Card Policy	- Audit Panel were informed of this Ministerial Requirement at their meeting held on 15 March 2018. - The Audit Panel have indicated their desire to meet with the Director to determine expectations in this regard		Actively Progressing
49.		5(b)(v)	Directing the Audit Panel to undertake an annual review of Council's compliance with, though not limited to: the Code of Conduct	- Audit Panel were informed of this Ministerial Requirement at their meeting held on 15 March 2018. - The Audit Panel have indicated their desire to meet with the Director to determine expectations in this regard		Actively Progressing
50.		5(b)(vi)	Directing the Audit Panel to undertake an annual review of Council's compliance with, though not limited to: the Statements of Expectations	- Audit Panel were informed of this Ministerial Requirement at their meeting held on 15 March 2018. - The Audit Panel have indicated their desire to meet with the Director to determine expectations in this regard		Actively Progressing
51.		5(b)(vii)	Directing the Audit Panel to undertake an annual review of Council's compliance with, though not limited to: Council's policies and procedures	- Audit Panel were informed of this Ministerial Requirement at their meeting held on 15 March 2018. - The Audit Panel have indicated their desire to meet with the Director to determine expectations in this regard		Actively Progressing

Ministerial Directions Implementation Progress Report – (March 2018)



No.	Direction	Item	Ministerial Direction	Progress Comment	Date Completed	Indicator
52.	5 – Compliance (cont.)	5(b)(viii)	Directing the Audit Panel to undertake an annual review of Council's compliance with, though not limited to: Council's employment policies, to ensure the principles of merit based appointments is upheld.	- Audit Panel were informed of this Ministerial Requirement at their meeting held on 15 March 2018. - The Audit Panel have indicated their desire to meet with the Director to determine expectations in this regard		Actively Progressing
53.	6 – Employment Contracts	6(a)	Council undertake a review of the approach to managing performance under the General Manager's contract of employment, including: the setting of performance indicators, in conjunction with the scheduled time in the General Manager's contract	In closed Council under Regulation 15(2)(a) and (g) of the <i>Local Government (Meeting Procedures) Regulations 2015</i>, Council considered and approved a process for the development of the General Manager's Key Performance Indicators in accordance with the General Manager's Contract of Employment and with the Glenorchy City Council Ministerial Directives (Item 26 – 26 February 2018)	26 Feb 2018	Complete
54.		6(b)	Council undertake a review of the approach to managing performance under the General Manager's contract of employment, including: providing all Aldermen with an opportunity to provide input into the setting of performance indicators	In closed Council under Regulation 15(2)(a) and (g) of the <i>Local Government (Meeting Procedures) Regulations 2015</i>, Council considered and approved a process for the development of the General Manager's Key Performance Indicators in accordance with the General Manager's Contract of Employment and with the Glenorchy City Council Ministerial Directives (Item 26 – 26 February 2018)	26 Feb 2018	Complete
55.		6(c)	Council undertake a review of the approach to managing performance under the General Manager's contract of employment, including: considering the merits of including a provision in the General Manager's contract to clarify who approves any leave (annual or personal), noting the usual practice would be the Mayor on behalf of Council	In progress		Actively Progressing

Ministerial Directions Implementation Progress Report – (March 2018)



No.	Direction	Item	Ministerial Direction	Progress Comment	Date Completed	Indicator
56.	6 – Employment Contracts (cont.)	6(d)	Council undertake a review of the approach to managing performance under the General Manager's contract of employment, including: ensuring the review of the General Manager's performance under his or her contract is conducted using best practice, objective processes, including the use of a professional service provider to facilitate the review process	In closed Council under Regulation 15(2)(a) and (g) of the <i>Local Government (Meeting Procedures) Regulations 2015</i>, Council considered and approved a process for the development of the General Manager's Key Performance Indicators in accordance with the General Manager's Contract of Employment and with the Glenorchy City Council Ministerial Directives (Item 26 – 26 February 2018)		Complete
57.		6(e)	Council undertake a review of the approach to managing performance under the General Manager's contract of employment, including: obtaining independent legal advice to assist in matters pertaining to the General Manager's contract of employment	In progress		Actively Progressing
58.	7 – Reporting to the Minister	7	Report quarterly for the term of the current Council to the Minister on the progress of actions taken to comply with these Directions, and make the report publically available on the Council's website	In progress	Ongoing	Actively Progressing

Purchasing Exemption Register

20 February 2018 – 14 March 2018

Regulation 28(j) *Local Government (General) Regulations 2015*

(requirement to report to Council where goods or services purchased in circumstances where a public tender or quotation process is not used)

Date	Supplier	Amount (ex GST)	Exemption Clause	Reason	Requested by	Approved by	Title
20/02/2018	Hazell Brothers & IPM Safety	\$45,000	(a)	Demolition of fire damaged building at 79 Charles Street, Moonah. Building declared a threat to life and property by Holdfast Building Surveyors. Owner has not carried out the work in accordance with an emergency order. Cost will be charged to the property.	A. Askey	T. McMullen	GM
7/03/2018	Abetz Curtis Lawyers	\$5,540.00	(e) (f)	Legal advice obtained in connection with the resignation or purported resignation of suspended Aldermen from Council (October 2017). It was important to establish the status of the resignations because it affected the statutory notice needed to be provided to the Tasmanian Electoral Commission - and may also have affected whether a recount might be required or the frustration of operation of the <i>Glenorchy City Council (Dismissal of Councillors) Act 2017</i> .	T. McMullen	T. McMullen	GM

Date	Supplier	Amount (ex GST)	Exemption Clause	Reason	Requested by	Approved by	Title
14/03/2018	Sugden & Gee	\$29,847.60	(e) (f)	Urgent ongoing engagement for management of KGV project, no internal resources. Loss of in confidence information if Council sought multiple quotes.	C. Higgins	S. Scott	ADCG

Open Outstanding Actions (21 March 2018)

Council Meeting Date	Item No.	Subject / Issue	Council Adopted Action	Directorate	Comments / Update	Estimated Completion Date
10/7/2016	11	Acquisition and Disposal of Land - Bosco Drive AND Dalmacia Place	That Council: APPROVE Council Officers negotiations and settlement of the purchase of private land at 2/1 Dalmacia Place for the purpose of allowing Council to formalise and maintain a public walkway through Dalmacia Place to Bosco Drive APPROVE Council Officers to continue negotiations to dispose of part of the public land at 23 Bosco Drive for the purpose of extending the private rear yard of 19 Bosco Drive, subject to the compliance of the requirements of section 178 of the Local Government Act 1993 (noting the investigation of the possibility of a similar sale to the owners of 21 Bosco Drive, to establish a safe, easily maintained and monitored piece of land which will comprise part of the public walk way). APPROVES the advertising of Council's intention to dispose of any part of the public land at 23 Bosco Drive under section 178 of the Local Government Act 1993.	CG	The planning application remains under assessment by the Planning Department, and is currently being publically advertised in accordance with the <i>Land Use Planning & Approvals Act 1993</i> . Completion of the contract cannot be advanced until assessment and advertising of the application have been completed. Given the time that has elapsed, and the Vendor remains committed to completing the sale, pending satisfaction of the contract conditions, Council has agreed to commence some general mowing and maintenance of the land in the interim. Both of the proposed purchasers of the strips of land at Bosco Drive have now made further submissions to Council about the sale. The sales cannot be progressed until commercial terms are agreed and Council assesses its position further.	To be advised
11/1/2016	194	Question on Notice - Alderman M. Stevenson	Alderman Stevenson noted that the Shared Services Agreement included a requirement that the committee receive an Annual Report on the group's activities. He requested that Council receive regular reports on the activities of the Shared Services Committee.	CG	Council received a final draft of the USSS Agreement on 10 March 2017. A report presenting the draft agreement to Council and making recommendations will be presented to Council at a future meeting.	To be advised