

**COUNCIL MEETING
AGENDA
MONDAY, 28 SEPTEMBER 2020**



GLENORCHY CITY COUNCIL

QUALIFIED PERSON CERTIFICATION

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

A handwritten signature in blue ink, likely belonging to Tony McMullen.

Tony McMullen
General Manager

23 September 2020

Hour: 6.00 p.m.

Present (in Chambers):

Present (by video link):

**In attendance (in
Chambers):**

**In attendance (by video
link):**

Leave of Absence:

**Workshops held since
last Council Meeting**

Date: Monday, 7 September 2020

Purpose: To discuss:

- Code for Tenders and Contracts - update
- Australian Government Grants - update

Date: Monday, 14 September 2020

Purpose: To discuss:

- Greater Glenorchy Plan: Draft narratives
- Layout and configuration of Council Chambers
- GM KPIs

Date: Monday, 21 September 2020

Purpose: To discuss:

- Tolosa Masterplan update
- Towards 2040: A City of the Arts – Arts and Culture Strategy
- Future Gaming submission

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1. APOLOGIES

2. CONFIRMATION OF MINUTES (OPEN MEETING)

That the minutes of the Council Meeting held on 31 August 2020 be confirmed.

3. ANNOUNCEMENTS BY THE CHAIR

4. PECUNIARY INTEREST NOTIFICATION

5. RESPONSE TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE

6. PUBLIC QUESTION TIME (15 MINUTES)

Please note:

- the Council Meeting is a formal meeting of the Aldermen elected by the Glenorchy community. It is chaired by the Mayor
- public question time is an opportunity in the formal meeting for the public to ask questions of their elected Council representatives about the matters that affect ratepayers and citizens
- question time is for asking questions and not making statements (brief explanations of the background to questions may be given for context but comments or statements about Council's activities are otherwise not permitted)
- the Chair may permit follow-up questions at the Chair's discretion, however answers to questions are not to be debated with Council
- the Chair may refuse to answer a question, or may direct a person to stop speaking if the Chair decides that the question is not appropriate or not in accordance with the above rules
- the Chair has the discretion to extend public question time if necessary.

7. PETITIONS/DEPUTATIONS

COMMUNITY

Community Goal: “Making Lives Better”

8. ANNOUNCEMENTS BY THE MAYOR

Author: Mayor (Ald. Kristie Johnston)
Qualified Person: General Manager (Tony McMullen)
ECM File Reference: Mayoral Announcements

Community Plan Reference:

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

Strategic or Annual Plan Reference:

Objective 4.1 Govern in the best interests of the community
Strategy 4.1.1 Manage Council for maximum efficiency, accountability and transparency

Reporting Brief:

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

Proposal in Detail:

The following is a list of events and external meetings the Mayor has attended during the period Tuesday 25 August to Monday 21 September 2020.

Tuesday 25 August 2020

- Attended the Bucaan Community House Craft Group
- Recorded an Activity City video with the Daily British Café
- Attended the ‘Art from Inside’ exhibition opening
- Attended the ‘Are you Good’ Mental Health Forum at the Claremont RSL

Wednesday 26 August 2020

- Attended a briefing on Northern Suburbs Transit Corridor Transport Mode Study
- Attended a meeting with the Principal of Montrose Bay High School

Thursday 27 August 2020

- Attended the ‘Boots and All’ line dancing session at the Chigwell Barn
- Attended a meeting with the CEO of Infrastructure Australia

Friday 28 August 2020

- Hosted an Emerging Leaders Program meeting at Cosgrove High School

- Attended a meeting with the Mayor of Kingborough, Dean Winter
- Attended a meeting with representatives of Football Tasmania

Monday 31 August 2020

- Attended the Glenorchy Child and Family Learning Centre Community Workshop
- Chaired the Council Meeting

Tuesday 1 September

- Attended a meeting with Cassy O'Connor MP
- Attended the working bee at the Bucaan Community Garden
- Attended an Emergency Management Flood Response Preparedness Tour with Alderman Simon Fraser

Wednesday 2 September 2020

- Attended the Aldermanic photo session

Thursday 3 September 2020

- Attended the 'Boots and All' line dancing session at the Chigwell Barn
- Participated in the 2020 Sleep Out for the Salvos event

Friday 4 September 2020

- Participated in the 2020 Sleep Out for the Salvos event
- Attended a meeting and tour with Nyrstar

Monday 7 September 2020

- Attended a meeting with representatives of MONA
- Attended the UCAAN Drive Launch at Bucaan Community House
- Chaired a Council workshop
- Chaired the Glenorchy Planning Authority meeting

Tuesday 8 September 2020

- Guest Speaker at ACSA's Youth Engagement Program – The Young Leaders Network

Wednesday 9 September 2020

- Presented the WastEd Art People's Choice Award to the recipient
- Recorded an Activity City video with Glenorchy Ice Rink
- Attended a meeting with Josh Willie MLC

- Attended the Berriedale Masterplan Community Stakeholder Workshop

Thursday 10 September 2020

- Attended the Local Government Association of Tasmania's Mayors' Professional Development Day

Friday 11 September 2020

- Attended the Local Government Association of Tasmania's General Meeting

Sunday 13 September 2020

- Attended and laid a wreath at the 80th Anniversary of the Battle of Britain Commemorative Service

Monday 14 September 2020

- Attended a General Manager's Performance Review Workshop
- Chaired a Council workshop

Tuesday 15 September 2020

- Attended the Greater Hobart Mayors' Forum
- Attended the Choir of High Hopes rehearsal
- Attended the Claremont Men's Shed Annual General Meeting

Wednesday 16 September 2020

- Recorded an Activity City video with Stoneman's Garden Centre
- Attended online the Street-Smart Lecture as part of Citytalks

Thursday 17 September 2020

- Attended the 'Boots and All' line dancing class at the Chigwell Barn
- Attended a meeting of LGAT's Charitable Rates Steering Committee
- Hosted and presided over a Citizenship Ceremony

Friday 18 September 2020

- Attended a meeting with a resident

Saturday 19 September 2020

- Attended the Claremont Bowls Club Presentation Day and Official Season Opening

Monday 21 September 2020

- Attended a meeting of TasWater Owner Representatives

- Attended Government House for the Investiture of Recipients for the Order of Australia Honours
- Attended a meeting with Andrew Wilkie MP
- Hosted Windermere Grade 1 and 2 classes at Council as part of their “Community tour”
- Chaired the Council workshop

Due to COVID-19 many normal community commitments and engagements were cancelled during this period. In addition to the regular internal meetings held in the normal course of council business and mayoral responsibilities, I also attended weekly Economic Recovery Committee meetings. I also regularly liaised with other greater Hobart mayors (often daily) and Members of Parliament with regard to the COVID-19 situation.

Consultations:

Nil.

Human Resource / Financial and Risk Management Implications:

Nil.

Community Consultation and Public Relations Implications:

Nil.

Community Consultation and Public Relations Implications:

Nil.

Recommendation:

That Council:

RECEIVE the announcements about the activities of the Mayor during the period from Tuesday 25 August to Monday 21 September 2020.

Attachments/Annexures

Nil.

9. MONTROSE FORESHORE AND GIBLINS RESERVE FINAL PLAYSPACE DESIGNS

Author: Sport and Recreation Project Manager (Neal Ames)
Manager Property, Environment and Waste (Alex Woodward)

Qualified Person: Director Infrastructure and Works (Ted Ross)

ECM File Reference:

Community Plan Reference:

Making lives better

We continue to be a safe, inclusive, active, healthy and vibrant community. Young people will be listened to, involved and included in decision making especially about recreation, entertainment and support services. Young people and their families will be encouraged to play an active part in their education and their community. Community facilities and services are important to us.

Strategic or Annual Plan Reference:

Making lives better

Objective 1.3 Facilitate and/or deliver services to our communities

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

Reporting Brief:

To brief Council on the outcomes from the two community engagement phases for the new playspaces at Montrose Foreshore and Giblins Reserve and present the final designs for the new playspaces to Council for endorsement.

Proposal in Detail:

Background

Council's commitment to the community is to provide affordable sport and recreation opportunities through the provision of high-quality infrastructure that will increase participation and enhance the physical activity undertaken by the community.

Council's *City of Glenorchy Community Plan 2015-2040* seeks to "provide a safe city with quality open spaces, and community and recreation facilities and services for all age groups".

The Australian Government, through the Department of Infrastructure, Transport, Regional Development and Communication (**DITRDC**) has provided a grant of \$2m through the Community Development Grant program for the upgrade of the Montrose Foreshore and Giblins Reserve playspaces.

Council has committed \$1.4m towards the project. Several other elements, such as a new toilet block at Giblins Reserve and new skatepark at Montrose Foreshore Park, are considered to be additional components of Council's contribution towards the projects.

In February 2020, following extensive community consultation, Council endorsed the Montrose Foreshore Park as the preferred site for its new skatepark. The skatepark has been considered by the playspace designers as a component of the overall project and was included as part of the playspace plans that were released for public consultation in phase 2.

Approach to engagement and design

The accepted approach to designing contemporary playspaces is to identify the general community use of a space and how the community would like to use it in the future. From there, a design philosophy is developed, along with a broad design concept which guides the initial draft designs (phase 1).

The draft designs are then refined through the further community engagement (phase 2) to ensure they meet the community vision and can be constructed within the project's budget.

Council has followed this methodology in preparing the draft designs which are presented to Council today.

Phase 2 of Council's engagement demonstrates that we listened to the community. The removal of playspace elements from the final designs was required to meet budget constraints while ensuring that the design met the community needs. We are also reporting back to the community to ensure they understand that while the playspace designs are complete, there will be future opportunities to add to these playspaces. Any additional elements would need to be prioritised in line with other Council works.

Planning and design phase

Council conducted a procurement process in January 2020 for the design phase of the project.

Inspiring Place, based in Hobart, and Fiona Robbe Landscape Architects (**FRLA**), based in Sydney, were commissioned to develop the plans for both playspaces. The design phase included surveying and engineering works as well as contaminated soil searches, the development of separate designs for a new toilet block, identification of local materials to be used in the spaces and liaison with works crews to identify maintenance issues.

The most important work conducted during a design phase is community engagement. Community consultation forms a key part of the design phase, with two distinct engagement phases being conducted. These are phase 1 and phase 2, described

above, in which community input is sought and draft designs developed and released for further comment and refinement.

Further details of the consultation undertaken in phases 1 and 2 is provided below.

Community consultation

Community consultation is critical to the design of the recommended regional inclusive playspaces and allows the interests and needs of the community to be reflected in the designs.

Council, Inspiring Place and FRLA collaborated to develop a community consultation and engagement plan that would ensure the community and other stakeholders were aware of the projects and empowered to have their say in their development.

Phase 1 comprised an online survey on Council's website as well as providing a project overview, background documents and answers to frequently asked questions. Face to face "Meet the Designers" sessions in the parks were also conducted in March. In total, over 300 people were consulted across six consultation sessions

Consultation involved engagement with primary and secondary schools, park user groups, local stakeholders, the Glenorchy Matters Community Panel and local residents. The feedback from phase 1 of consultation was used to develop concept designs for the playspaces which directly reflected the needs and wishes of the community.

In phase 2, the design documents (including concept designs and ideas booklets) as downloadable PDFs were placed on Council's website, along with the results from phase one of community consultation (photo gallery and engagement summary). The concept designs were also provided in the form of interactive maps using the Social Pinpoint platform.

Further Details of the consultation are contained in the phase one and two engagement reports in Attachments 1 and 2 to this report. Council's Engagement Summary, which includes a breakdown of community responses to the online survey, are in Attachment 3.

So, what did we hear?

Council and the designers heard many things from stakeholders and the general community. The most critical observation was the need for a fully Inclusive playspace at Giblins Reserve. The recommended final plan for the Giblins playspace is for a Tasmania-first 'Inclusive Playspace'.

We heard what specific play elements the community wanted. We heard that the community wanted tactile play elements, such as water and sand play, at both sites and this has been included, with the Montrose design providing for the largest sand and water play zone in Tasmania.

Nature play featured strongly in the feedback and would be a feature at both sites. Giblins has a nature play zone that will be fully inclusive as well as sensory. Montrose offers a number of different nature play zones, including a forest play zone.

Climbing elements provide the two feature elements at both spaces, which reflects the feedback that we received.

We also heard from the skate community that they wanted more input into the actual design of the skatepark. There will be further engagement around the final skatepark design when the contract for construction of the skatepark is awarded.

Car parking

Both spaces present issues with car parking.

Many stakeholders identified that the upgrade to the playspaces would increase demand on car parking at both sites. In relation to Montrose Foreshore Park, Council has written to the Department of State Growth requesting consideration of an upgrade to the intersection on the Brooker Highway. Parking requirements also form part of the development applications for the site.

Council officers will continually monitor the situation at both sites and will look for opportunities to expand parking as part of future stages. Future car parks space, while not identified in the final designs, are identified in the site master plan.

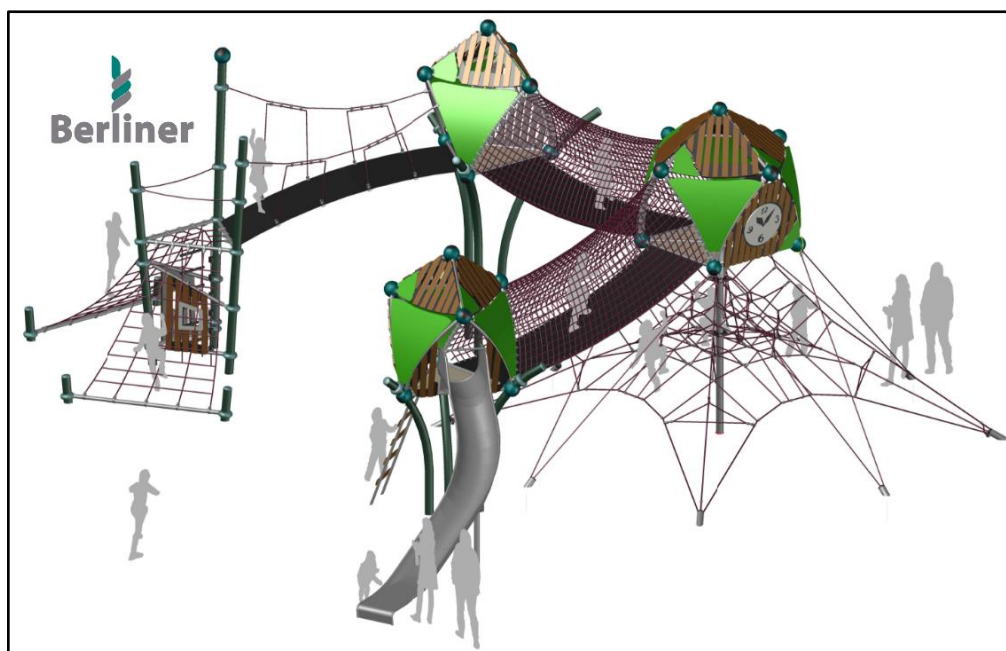
Development of final plans

Final plans, with all consultation results considered, were due to be presented to Council in May 2020. However, the designers requested a three-month extension to enable them to work through a number of unforeseen issues, namely:

- COVID-19
- the need for additional survey and contaminated soil work at Giblins Reserve, and
- rationalisation of the designs due to higher than expected costs.

Council and the Australian Government agreed to an extension until 30 September 2020 to complete the plans.

The final designs are presented for endorsement at [Attachments 4 and 5](#).



The designs incorporate both 'off the shelf' and bespoke elements.

The bespoke play element design above will be the centre piece of the Montrose Foreshore Reserve playspace and will be visible from the Brooker Highway. This piece is a combination of nets, tree climbing, tree houses, interconnecting bridges and tunnels.

Changes to final plans due to budget considerations

Due to budget restrictions a number of changes needed to be made to the final plans from the draft plans that were presented to Council and the community in May 2020.

The specific changes to each site are listed below:

Montrose Playspace

Element	Action
Village Green	Removed hard standing, power outlets and minor landscaping
Labyrinth	Removed
Dog Park	Removed
Future artwork	Removed
Surface Treatments including softfall	Change of surface from concrete to tactile surfaces
Pathways	Change of surface from concrete to tactile surfaces
Plantings	A number of plants, indicated in the draft, have been either removed or changed
Forest Play – Ropes	Removed
Forest Play – Branches	Moved to alternative area

Gibblins Playspace

Element	Action
Cableway (Flying Fox)	Removed with the installation of a dual cable way (flying fox) at Montrose
Sensory Walkway	Removed
Intergenerational Future	Removed
Dog Park	Removed
Surface Treatments including softfall	Change of surface from concrete to tactile surfaces
Pathways	Change of surface from concrete to tactile surfaces
Plantings	A number of plants, indicated in the draft, have been either removed or changed

Even with the removal of some elements from the draft designs, the final designs still present the overall design philosophy, vision and outcomes for the two playspaces. Both spaces will be contemporary and inclusive community hubs that will be enjoyed by the community for many years to come and present a positive image of Glenorchy to both residents and visitors alike.

Consultations:

Aldermen and Executive Leadership Team
 Internal Recreation Portfolio Project Management Group (PMG)
 Internal Play project steering committee
 Australian Government Departmental Representative, DITRDC
 State Government Department of Community, Sport and Recreation
 Andrew Wilkie MP
 Healthy Communities Advisory Committee
 Access Advisory Committee
 Goodwood Community Centre
 Goodwood State School
 Glenorchy Art and Sculpture Park (GASP)
 Inclusive Play working group
 Hobart City Council
 Clarence City Council
 Kingborough Council
 Variety Tasmania
 Human Rights Foundation

Human Resource / Financial and Risk Management Implications:Financial

Council is contributing \$1.4m towards the construction of both playspaces. This is a significant investment by Council in community infrastructure and is by far the largest Council contribution to any of the current projects within the recreation portfolio.

As with all infrastructure projects, the new playspaces will create ongoing operational costs for Council. These mainly take the form of maintenance costs and depreciation

costs. Council's operational sections have had significant input into the designs of the two playspaces to ensure that they are aware of all maintenance requirements and also to ensure the designs provide design best practice for maintenance and do not require any inefficient practices by work teams.

In relation to depreciation, assuming an average asset life of 20 years for each playspace, the depreciation for these assets will be in the order of \$200k per annum. Ongoing operation and maintenance costs are expected to be in the order of \$100k per annum.

Human resources

Delivery of the projects will be performed by Council staff as part of their ordinary duties, with any additional staff resources required to be funded through the grants. Contracts will be awarded for construction.

Risk management

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
Adopt the recommendation				
Criticism or negative feedback from stakeholders and the general community. This may include design issues or general criticism on council activities in relation to the projects.	Minor (C2)	Unlikely (L2)	Low	Reasons for decisions and their benefits are adequately communicated to the public. A communications and engagement plan has been produced and engagement strategy been developed. The Playspace Engagement Report should be the source document for any issues.
Delays in construction, closed off construction sites, delays in sub-contractors will create negative responses in the community.	Minor (C2)	Likely (L4)	Medium	Make available project timeframes and work schedule on demand and provide dashboard reports to the community and key stakeholders.
Council is unable to meet grant milestones or spend grant amount, leading to reputational damage and difficulties in obtaining similar grant funding in the future.	Moderate (C3)	Unlikely (L2)	Medium	Council has developed a governance structure to manage each project. Council has developed effective relationships with funding bodies and is providing regular updates.
The new infrastructure results in high ongoing maintenance and operation costs to Council	Moderate (C3)	Likely (L4)	Medium	Management and operational plans will be finalised, and detailed financial impact will be provided to Council as part of final approval to proceed with works.
Do not adopt the recommendation				
Delays to the delivery of the playspace could increase costs and Council could receive criticism or negative feedback through the need to undertake additional design and/or consultation	Minor (C3)	Unlikely (L4)	Low	Council can make any endorsement conditional on changes described in a recommendation to reduce the risk of delays. Council would ensure ongoing communication to notify the community and key stakeholders of any delays.

Community Consultation and Public Relations Implications:Community consultation

A Communication and Engagement Plan was produced which identified all stakeholders, what their level of engagement should be and what form that engagement would take. The consultation section (above), the Consultation Reports at Attachment 1 and 2 and the Engagement Summary at Attachment 3 provide more information.

Public relations

Close liaison between the project team and Council's Communications team has seen a number of articles on the projects published in the Glenorchy Gazette in December 2019 and April 2020 to inform the community of the released draft plans seeking input.

Recommendation:

That Council:

1. RECEIVE and NOTE the Playspace Consultation Reports at Attachment 1 and 2 and Engagement Summary at Attachment 3
2. ENDORSE the final playspace plans for Montrose Foreshore Park as detailed in Attachment 4, and
3. ENDORSE the final playspace plans for Giblins Reserve as detailed in Attachment 5.

Attachments/Annexures

- 1 Montrose Foreshore Park and Giblins Reserve Playspace - Consultation Report Phase 1
- 2 Montrose Foreshore Park and Giblins Reserve Playspace - Consultation Report Phase 2
- 3 Playspace Council Engagement Summary
- 4 Montrose Foreshore Park Design Set Plans
- 5 Giblins Reserve Design Set Plans

10. CUSTOMER SERVICE STRATEGY 2020-2025

Author: Manager Customer Services (Robbie Shafe)

Qualified Person: Director Community and Customer Services (David Ronaldson)

ECM File Reference:

Community Plan Reference:

Making Lives Better

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

Open for Business

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

Leading our Community

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

Strategic or Annual Plan Reference:

Making Lives Better

Objectives 1.3 Facilitate and / or deliver services to our communities

Strategy 1.3.1 Directly deliver defined service levels to our communities

Action 1.3.1 Develop and implement a Customer Service Strategy

Reporting Brief:

To present the final draft *Glenorchy City Council Customer Service Strategy 2020-2025* to Council following community consultation and recommend that Council adopts the strategy.

Proposal in Detail:

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

Council is committed to providing its 47,000 residents with outstanding service across all areas of Council's operations. To achieve this, Council must understand the needs and expectations of our community and deliver in line with this commitment.

The development of a Customer Service Strategy was one of the key actions of Council's 2019–2020 Annual Plan. To better understand our customers, Council required an in-depth investigation into exactly what our customers need, want and expect when interacting with Council.

The development of the draft Strategy required consultation with customers, residents, staff and Aldermen to not only find out what our customers need from Council in the Customer Service space, but also find out how Council is currently doing and where Council needs to develop in the future. Customers' journeys through interactions with Council have been mapped and analysed, with improvements and issues identified for addressing.

Attachment 1 is the recommended *Glenorchy City Council Customer Service Strategy 2020-2025*, with minor amendments made following consultation (Strategy). Attachment 2 is a copy of the Strategy with tracked changes from the version that was originally released for consultation.

This report provides an overview of the reasons for the development of the Strategy and the process undertaken to produce the version before Council.

Purpose and objectives of the Strategy

The purpose of the Strategy is to define what outstanding customer service looks like at Glenorchy City Council and to provide a clear action plan for how Council would improve its customer service and deliver on this commitment to the community.

The objectives of the Customer Service Strategy are:

- Open for business – To enable Council to understand its customers' needs and support their dealings with Council
- Making lives better – To learn from customers and identify better methods of interacting with a diverse customer base
- Leading our community – To identify progressive and contemporary practices in the world of customer service, starting with positive experiences
- Building image and pride – To enable Council to work with its customers to understand exactly what they expect from their Council, in regard to the customer service experience, putting Council in a better position to achieve expectations.

The Strategy does this by establishing four key customer service principles which underpin how we would approach customer service at Council:

1. we are open, transparent and responsive to our community
2. we make it simple and seamless for our customers
3. we understand our customers and personalise our customer service, and
4. we are customer-driven and deliver on our word.

Actions have been developed against each of these principles to guide improvements in customer service across Council. It is intended to implement these actions over the next five years, subject to the availability of resources.

Further work would be undertaken after the adoption of the Strategy to plan for implementation of these actions as time and resources allow.

Development of the draft Strategy

The draft Strategy that was released for public feedback, was developed through consultation with residents, customers, staff and Aldermen and with the assistance of consultants, KPMG.

Consultation activities undertaken during the development of the draft Strategy included:

1. a customer survey was made available to the community via Council's website and Facebook page, and in hard copy on request. This was also distributed to the Glenorchy Community Panel
2. a development survey was sent to all Building, Planning, Plumbing and Environmental Health application applicants from the last twelve months
3. an internal staff survey was conducted
4. internal staff workshops with thirty-one representatives from across the organisation were held
5. further targeted internal staff workshops were held with all staff within Council's Development Department
6. in-depth interviews were conducted with five developers that frequently interact with Council
7. an Aldermanic workshop was conducted.

The draft Strategy was developed during the recent COVID-19 pandemic. This resulted in significant changes to the project plan, as it was not possible to conduct face-to-face community or other stakeholder engagement. However, officers are confident the consultation process that occurred provided quality feedback to produce the four key service principles that underpin the Strategy. These principles have been tested over the past six-weeks during public consultation.

Consultations:

Development of the original draft Customer Service Strategy

The project was overseen by a Project Steering Committee constituted by:

- Manager Customer Services (Project Manager)
- Director Strategy and Development
- Director Community and Customer Services

- Manager Works
- Manager Development and Environment
- Coordinator Customer Service
- Strategic Planning Officer
- Project Consultancy – KPMG

Officers from across the organisation were invited to contribute to an organisational survey for which 108 responses were received.

Further, officers from across all directorates were involved in four workshops for the project to consider the survey results and identify actions.

The full list of consultation activities undertaken can be found in the “Development of the draft Strategy” section above.

Development of the final Customer Service Strategy

The draft Strategy was released for community consultation between 10 July and 21 August 2020. A copy of the Strategy and a summary document were made available. Feedback was able to be provided to Council in the following ways:

- online via Social Pinpoint, Council’s current online engagement platform, using both a comments wall and direct submission tools
- over the phone through our Customer Service Centre
- by email
- by mail
- in person at:
 - Council Chambers
 - Benjafield Child Care Connections, and
 - Berriedale Child Care Connections.

The community consultation for the draft Strategy was advertised as follows:

- on Council’s website
- on Council’s Facebook page
- in the Glenorchy Gazette
- posters and TV screen in the foyer of Council Chambers
- brochures and TV screen at the Glenorchy library
- included in an email to the Glenorchy Matters Panel
- via a presentation to the Glenorchy Access Advisory Committee.

Feedback

Online Community Engagement Platform

The Strategy, accompanying documents and the engagement tools 'page' had:

- 588 total visits
- 204 unique visits (individual devices accessing the page)
- an average browsing time of 45 seconds per visit
- 2 comments on the comments wall, and
- 0 direct submissions.

The two (2) comments received on the comments wall were:

- "A good document to show what services council offer. Improving forms and the website is a great idea."
- "It's good to have a strategy in place 👍" [sic]

Other methods

The total feedback received by means other than the online community engagement platform is as follows:

- 1 via phone
- 1 via email
- 1 internal meeting, in person

Summaries/copies of these are set out in Attachment 3.

Human Resource / Financial and Risk Management Implications:

Financial

The development of the Strategy was funded during the 2019/20 financial year. The draft Strategy outlines several actions across the four key principles. Some of these are ready to be commenced, some may be immediately built into annual work plans for officers to deliver, while others require further development and costing before implementation.

This is especially relevant to some ICT solutions and the review of the physical Customer Service Centre at Chambers.

Human resources

The Strategy identifies actions to undertake customer service training and to induct new employees into Council's Customer Service culture aimed at improving our Customer Service experience.

Risk management

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
Adopt the recommendation The community would expect the Strategy to be delivered immediately.	Minor (C2)	Possible (L3)	Medium	Clear communications would align the advertisement for public comment to establish the timeframe for the Strategy – 5 years – and that some actions were reliant on resource allocation.
Do not adopt the recommendation The resources to develop the draft Strategy has been wasted. Council's customer service would continue at its current high standard but without a clear direction and set of goals to provide for continuous improvement.	Moderate (C2)	Possible (L3)	Medium	The project management team consider further input from Council to enable Council to reconsider the draft Strategy.

Community Consultation and Public Relations Implications:Community consultation

The project was significantly challenged by the unprecedented circumstances the COVID-19 pandemic created for community consultation. The pandemic hit as the project commenced. However, a work around the situation was developed and included approaching Council's existing 'Community Matters' panel. The Community Matters panel comprises 400 people from the municipal area and attempts to align with the broad socio-economic, age and demographics aspects of the 47,000 residents.

The panel was presented with a survey including a series of questions regarding their interactions with Council over the past year. The project team received 98 responses to this request. The responses outlined items that were important and formed the basis of the four Customer Service principles used in the draft Strategy.

The survey was also promoted publicly via the Facebook page and website.

The draft Strategy was then released for community comment. The results of the consultation process are set out in the body of this report.

The number of responses received, although low, was in line with our expectations given the nature of the engagement (being a strategic document rather than a physical development) and the level of engagement already experienced during the project itself.

The statistics show that a sound number of the public visited and accessed the information but chose not to comment, possibly indicating general acceptance of the content and direction of the Strategy.

Public relations

The development of the Strategy signals Council's intent to be open and transparent in our dealings, to make service simple and seamless, to understand our customers and to empower Council staff with the right skills, tools and knowledge to serve our customers. This is a positive narrative for Council to both promote and deliver on.

The Strategy would be made available on Council's website, or in hard copy, on request.

Recommendation:

That Council:

1. ADOPT the *Glenorchy City Council Customer Service Strategy 2020-2025* (**Strategy**) in the form of Attachment 1.

Attachments/Annexures

- 1 Final Draft GCC Customer Service Strategy 2020-2025 (copy to be approved).
- 2 Final Draft GCC Customer Service Strategy 2020-2025 (showing tracked changes).
- 3 Responses received via 'other' means.

11. SUBMISSIONS TO THE FUTURE OF GAMING IN TASMANIA AND THE FIFTH SOCIAL AND ECONOMIC IMPACT STUDY OF GAMBLING IN TASMANIA

Author: Coordinator Community Planning and Engagement (Andrea Marquardt)

Qualified Person: Director Community and Customer Service (David Ronaldson)

ECM File Reference: Gambling

Community Plan Reference:

Making Lives Better

We continue to be a safe, inclusive, active, healthy and vibrant community. We will focus on developing a hub of multiculturalism, arts and culture.

There will be community services and programs for people of all ages and abilities to connect, support and make lives better.

Leading Our Community

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

Strategic or Annual Plan Reference:

Making Lives Better

- Objective 1.1 Know our communities and what they value
- Strategy 1.1.1 Guide decision making through continued community engagement based on our Community Plan
- Action 1.2.2.03 Partner with other stakeholders to support priority initiatives which address social disadvantage

Leading our Community

- Objective 4.3 Build strong relationships to deliver our communities' goals
- Strategy 4.3.1 Foster productive relationships with other levels of government, other councils and peak bodies to achieve community outcomes

Reporting Brief:

To brief Council on the *Future of Gaming in Tasmania* and the *Fifth Social and Economic Impact Study of Gambling in Tasmania* public consultation papers which are currently open for submissions and recommend that Council reaffirms its position on gambling (specifically electronic gaming machines).

Proposal in Detail:

The opportunity currently exists for Council to make submissions to the Tasmanian Government on two public discussion papers on gambling in Tasmania:

- the *Future of Gaming in Tasmania* (feedback on the new regulatory model)
- the *Fifth Social and Economic Impact Study of Gambling in Tasmania* (social and economic impacts of the Tasmanian gambling industry).

This report provides information on the two public discussion papers and outlines Council's recommended submissions. It is also recommended that Council adopts a Statement of Commitment on Gambling to reaffirm Council's previously stated position on gambling and electronic gaming machines and their impact on our community.

Background

Council has previously made decisions expressing concerns around gaming in Tasmania and its impact on our community. Council is also a member of the Coalition of Community Organisations Concerned About Gambling.

Information about Council's previous activity and decisions in relation to gaming is provided for context in relation to the recommended submissions.

Coalition of Community Organisations Concerned about Gambling

In May 2016, the Coalition of Community Organisations Concerned About Gambling and the Tasmanian Hospitality Association (**THA**) both made presentations at a Council workshop ahead of the formation of the Joint Select Committee on Future Gaming Markets in Tasmania.

The Coalition had the stated aim to "get pokies out of pubs and clubs" and encouraged Council to join with them and call for the removal of poker machines from suburban clubs and hotels. The THA, meanwhile, requested that Council encourage the State Government to leave the existing arrangements in place.

A public forum and community survey conducted in 2016 on preferred entertainment and recreational options in Glenorchy City indicated that there was a strong preference for options other than poker machines. In 2016, there were also discussions with hotels and clubs that had electronic gaming machines and claimed they would need to significantly reduce trading hours if electronic gaming machines were removed.

While acknowledging the concerns raised by the THA, Council ultimately made the decision to join the Coalition in calling for the removal of gaming machines in Glenorchy pubs and clubs. The decision was based on clear evidence of the damage that electronic gaming machines cause our businesses, families and communities.

Council's decision to join the coalition was formalised in its meeting on 4 July 2016 in which it also authorised the General Manager to provide a submission on Council's behalf to the State Government expressing concern over the high number of electronic gaming machines in Glenorchy's clubs and hotels and the consequent impact on the Glenorchy community.

At its meeting on 21 November 2016, Council received a further report that detailed Council's commitments and responsibilities as a result of joining the Coalition, the work being undertaken by officers and the introduction of the *Gaming Control Amendment (Community Interest) Bill 2016* to State Parliament.

Following the two reports in 2016, Council made a submission to the State Parliamentary Enquiry on Gambling. The submission focussed on:

- the community aspirations of Glenorchy City citizens, and how electronic gaming machines are contrary to the community's vision for our City
- the context of poker machines in Glenorchy City in terms of the local economy and community preferences relating to social and economic activities, and
- Council's views on the effectiveness of harm minimisation measures from Glenorchy City perspective.

The aim of providing the in-depth case study for Glenorchy City was to demonstrate to the Joint Select Committee that one of the local government areas most impacted by electronic gaming machines strongly desired change and to urge the Committee to investigate and recommend concrete measures for a scenario where poker machine licences for community venues are not renewed post-2023.

The Coalition (now renamed the Community Voice on Pokies Reform) developed a draft Terms of Reference for a working group in 2018. At its meeting on 28 May 2018, Council noted the Terms of Reference and agreed to participate in the working group.

The group is currently not meeting formally, however Council retains membership.

Content of recommended submissions

Information about the overall impacts of gambling and EGMs on our community and the two discussion papers is provided below.

It is recommended that this information forms the backbones of the submissions to be provided by Council if the recommendations in this report are approved.

Current Electronic Gaming Machine Impact in Glenorchy City

Gambling is a legal and legitimate activity that is carried out in a variety of forms across the community including electronic gaming machines, horse or greyhound races, instant scratch tickets, lotteries, keno, casino table games, bingo, sporting or other events, informal private games.

For most participants, gambling is a source of recreation, however it is acknowledged that there are many social costs that lead to harm to individuals that gamble, their families, friends and other members of the community.

Negative impacts are wide-ranging and may be financial (debt, asset loss, bankruptcy), personal (stress, depression, suicide, poor health), interpersonal (relationship breakdown and family neglect), work and study (job loss, absenteeism, poor performance) and legal (theft and imprisonment).

The Fourth Social and Economic Impact Study of Gambling in Tasmania was released in 2017. While there was a low percentage of Tasmanian adults classified as problem gamblers, it was stated that:

“The observed relationships between demographics, mode of play, and consumption and gambling related harm are in line with expectations and previous findings regarding predictors of risk of gambling problems. Regarding mode of play, the strongest risk factor for gambling harm is EGM play, which is also consistent with prior research (Dowling, Smith & Thomas, 2009).”

The Third Social and Economic Impact Study in 2014 carried out a comparative study between four low socio-economic status (SES) local government areas (including Glenorchy) and four comparison LGAs. This study found that residents of the four low SES LGAs had a higher rate of participation in gambling than the Tasmanian adult population, including higher rates of participation in gambling on electronic gaming machines and keno.

The report noted:

“For all four SES LGAs it is evident that EGMs are the most likely cause of harm for those with a gambling problem seeking assistance. Further, these clients are far more likely to have an issue with EGMs in their local hotel/club than EGMs in a casino. These findings were consistent with findings from the 2013 Gambling Prevalence Survey, which found that people in low SES LGAs exhibit significantly higher rates of participation in gambling on EGMs. The findings also mirrored feedback from consultations within each LGA and in particular Glenorchy and Devonport.”

The report also found that the average proportion of licensed venues with gaming is higher in low SES LGAs (26%), compared to the comparison LGAs (17%). This finding suggests that when visiting a licensed venue, residents of low SES LGAs were more likely to be exposed to gaming.

Additionally, results from the 2013 Tasmanian Gambling Prevalence Survey suggest that people in Glenorchy were more likely to gamble on electronic gaming machines. Specifically, 21% of people in Glenorchy have used an electronic gaming machine in the past which is greater than those found within the comparison LGAs (18%) and Tasmania as a whole (17.5%).

Glenorchy currently has 240 electronic gaming machines across eight venues, which is approximately one machine for every 156 adults. According to the Tasmanian Gaming

Commission Annual Report, a total of \$14,714,510.35 (on average just over \$1.2M per month) was lost in Glenorchy City to electronic gaming machines in hotels and clubs in 2019/2020 (noting that there was no revenue in April or May as hotels and clubs were closed due to COVID 19). \$2,271,439.73 was lost to gaming machines in the City in July of this year, which is the largest amount across all municipalities (Launceston is next with \$1,782,467.57).

In total, 4% of poker machine gross profits were contributed to the Community Support Levy (**CSL**). By law, the CSL is split 25% to sport and recreation clubs, 25% to charitable organisations and 50% to gambling research, community education and gambling addiction support services.

In 2018/2019, \$19,149,484.86 was lost to gaming machines in Glenorchy City and approximately \$120,000 was distributed for community projects within the City. Council has previously made the argument that community organisations and services in Glenorchy City receive a very low amount from the CSL compared to the funds raised for the CSL from gaming machine profits in Glenorchy. Anglicare Tasmania, which provides support to people affected by gambling, has expressed the view that the Government's current harm minimisation framework does not focus enough on the prevention of harm, and that stronger harm minimisation and consumer protections are needed.

Compared to Greater Hobart, Tasmania and Australia, Glenorchy City has a lower weekly median household income, a lower percentage of university attendance and people with bachelor or higher degrees and a higher rate of unemployment. The SEIFA index of disadvantage shows that the City is more disadvantaged than Greater Hobart, Tasmania or Australia, and at suburb level the indices of disadvantage for some areas were significantly lower than the Glenorchy LGA. For example, only 4% of Australian suburbs have SEIFA indices lower than Chigwell and Goodwood.

In summary:

- It is known from studies that electronic gaming machines tend to be concentrated in local government areas that have low socio-economic status
- The strongest risk for gambling harm is from electronic gaming machines due to their addictive nature
- The Glenorchy municipality is a low socio-economic status local government area, with some suburbs classified as amongst the most disadvantaged in Australia; and
- Glenorchy City has a high number of electronic gaming machines which take a significant amount of money each month.

Future Gaming in Tasmania

In 2018 the State Government announced its policy for the future of the Tasmanian gaming market, providing an overview of how the Tasmanian gaming industry would be restructured. In 2020, the Department of Treasury and Finance released a public

consultation paper, the Future of Gaming in Tasmania, which provided detail of the Future Gaming Market regulatory model that would implement this policy from 1 July 2023.

Due to time constraints, Council resubmitted the 2016 submission to the State Parliamentary Enquiry on Gambling in response to the public consultation paper.

The Department of Treasury and Finance has since advised that due to COVID-19 the report has been delayed, meaning that Council is still able to provide an update to the submission until the end of September 2020.

The Future of Gaming in Tasmania consultation focusses on the implementation of the Government's policy through the intended regulatory model and states that matters specific to the Government's policy itself were out of scope.

A summary of the key changes in the future model includes:

- Exclusivity: Ending the Deed of Agreement between the Tasmanian Government and Federal Group on 30 June 2023
- Community Support Levy (**CSL**): Changes to CSL rates and reassessment on the percentage of the CSL that is required to be allocated to each category
- Casinos: The introduction of a community support levy on gaming machines in casinos of 3%, two new high roller casino licences to be made available, and Wrest Point and Country Club to be the holder of new 20-year licences
- High roller casinos: Two new non-resident, non-gaming machine, 20-year high roller licences (one in the south, one in the north)
- Keno: Existing keno operator to hold new 20-year keno licence
- Hotels and clubs: Under the new model, the operators of each hotel and club would be licensed individually to own and operate gaming machines and would be responsible for complying with the regulatory and prize payments. Venue operators would receive the profits from gaming directly, rather than the commissions they currently receive. There would be a limit of 30 gaming machines for a hotel and 40 for a club
- Licenced monitoring operator: Responsible for providing and operating a fit for purpose monitoring system for gaming machine transactions.
- Other:
 - Social and Economic Impact study to be done every five years instead of every three years
 - removal of restriction on 'Trackside' (a simulated racing game) being considered a casino game
 - extension of community interest test objection period from 14 days to 28 days.

As noted above, Council has previously commented on the adverse effects of gambling and the high concentration of gaming machines in Glenorchy City and has advocated for the removal of gaming machines. While this is not within the scope of submission, Council could provide comment on several of the recommended changes based on the known impacts of gaming machines including:

- improved targeting of the CSL and advocating that the CSL rates for hotels, clubs and casinos should be the same rather than the recommended 5%, 4% and 3% respectively
- for hotels and clubs, failing the removal of electronic gaming machines at hotels and clubs at the expiry of the current Deed, Council would advocate for a reduction in the caps of 30 electronic gaming machines for a hotel and 40 for a club, particularly in low socio-economic areas such as Glenorchy City
- support for the extension of the Community Interest Test (CIT) from 14-28 days and encouraging a CIT process for all hotels and clubs following the end of the current Deed
- maintenance of the three-year interval between each Social and Economic Impact Study on the impact of gambling, with a requirement for an accompanying implementation plan that sets out clear and funded harm minimisation and strengthened regulatory measures
- details of the increased regulatory resources including resources on the ground that are going to be put into place to govern a recommended new more complex and fragmented regime which cements the current licensee's first mover advantage.

As recommended, high roller casinos would not impact on the Glenorchy community, so there would be no comment made on this in the submission.

Fifth Social and Economic Impact Study of Gambling in Tasmania

The *Gaming Control Act 1993* requires that an independent review of the social and economic impact of gaming in Tasmania be conducted every three years. The Fifth Social and Economic Impact Study of Gambling in Tasmanian has commenced and is expected to be completed by the second quarter of 2021. Public submissions are now being invited in respect of the social and economic impacts of the Tasmanian gambling industry.

It is recommended that if Council makes a submission that it updates and expands on issues identified in 2016, which include:

- the social and economic impacts of electronic gaming machines in Glenorchy City
- the socio-economic status of the Glenorchy municipality, noting the high number of electronic gaming machines in an area that can least afford the high monetary spend on them

- inadequacy of the current CSL as a measure to address, in any significant way, the social and economic harms of poker machines in our community
- the need for increased harm minimisation and consumer protection strategies
- call for removal of or decrease in the number of electronic gaming machines in the City
- increased Community Interest Test requirements for existing venues and any new proposals.

Proposed Reaffirming of Council's Position

One of the strengths of Glenorchy City is the people who live, work and play here. It is a community to be proud of.

The *Local Government Act 1993* (section 20) provides that it is a function of councils to provide for the health, safety and welfare of the community, and to represent and promote the interests of the community. Council has a role in advocating on behalf of its residents to other levels of Government if it believes there is a significant issue that impacts the community.

Based on the information provided above on the addictive nature of electronic gaming machines and the harm that they cause in our community, it is clear that Council has a role to play in advocating on behalf of the community in relation to gambling, specifically electronic gaming machines.

As such, it is recommended that Council adopts the Statement of Commitment on Gambling below, which is also included as Attachment 1:

Glenorchy City Council Statement of Commitment on Gambling:

Recognising that gambling, and specifically electronic gaming machines, can cause significant harm to individuals, families and the broader community, and that the strongest risk factor for gambling harm is electronic gaming machine play, Glenorchy City Council will work closely with our residents, government, community organisations and businesses to implement the following commitment:

Glenorchy City Council will

1. ***Advocate*** for the removal of electronic gaming machines from hotels and clubs in the City through a managed reduction over time.
2. ***Partner*** with organisations and/or service providers to advocate for increased harm minimisation and consumer protection measures, including reducing hours of operation, reducing the maximum bet to \$1 and greater targeting of social programs for the community.
3. ***Engage*** with community, community organisations, service providers, businesses, government and social researchers to gather and share information about the use and impact of electronic gaming machines.

Consultations:

General Manager
 Director Community and Customer Services
 Manager Community
 Aldermen – Council workshop 21 September 2020

Human Resource / Financial and Risk Management Implications:Financial

There are no material financial implications to making the submissions.

Human resources

There are no material human resource implications to making the submissions other than a Council Officer's time to research and write the submissions.

Risk management

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
Adopt the recommendation Concern/opposition from businesses which currently operate electronic gaming machines	Insignificant (C1)	Possible (L3)	Low	Recommend that a transitional period would apply to any changes to Electronic Gaming Machine numbers
Do not adopt the recommendation Continuation of adverse social and economic impacts of electronic gaming machines in the City. Concern that Council is ignoring an important social and economic issue impacting our community	Moderate	Possible	Medium	Continue to advocate for the community against electronic gaming machines through means other than making formal submissions.

Community Consultation and Public Relations Implications:Community consultation

The last community and business consultation by Council on the issue of gaming machines/gambling was in 2016.

Anglicare Tasmania Social Action Research Centre and TasCOSS have been consulted on the matters discussed in this report.

Public relations

It is not anticipated that there would be adverse public relations from community members if the submissions were made. There may be some concern raised from those businesses who already have electronic gaming machines.

Recommendation:

That Council:

1. AUTHORISE the General Manager to make submissions to the Future of Gaming in Tasmania and the Fifth Social and Economic Impact Study of Gambling in Tasmania based on the information and positions set out in the report.
2. ADOPT the Glenorchy City Council Statement of Commitment on Gambling in Attachment 1.

Attachments/Annexures

- 1 Proposed Statement of Commitment on Gambling

ECONOMIC

Community Goal: “Open for Business”

12. INVESTIGATION INTO THE DISPOSAL OF PUBLIC LAND - MILL LANE (CAR PARK)

Author: Open Space Coordinator (Alli Coombe)
Qualified Person: Director Infrastructure and Works (Ted Ross)
ECM File Reference: Disposal of Public Land

Community Plan Reference:

Leading Our Community

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

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

Strategic or Annual Plan Reference:

Leading our community

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

Reporting Brief:

For Council to consider the request from Marigold (Tas) Pty Ltd (**Marigold**) to extend its exclusive dealing to purchase the land.

To recommend Council allows the exclusive dealing with Marigold to expire on Wednesday, 30 September 2020.

To obtain Council's endorsement to commence a new investigation into the disposal of the entire car park at Mill Lane in accordance with the workflow previously endorsed by Council.

Proposal in Detail:

As part of the Future Glenorchy Project, Council Officers developed a Disposal of Council Land Workflow (**workflow**) (Attachment 1). The workflow outlines the process that Council Officers would take when identifying, evaluating and recommending the

rezoning and disposal of Council land in accordance with Council's Disposal of Public Land Policy (**the Policy**) and the *Local Government Act 1993* (**the Act**).

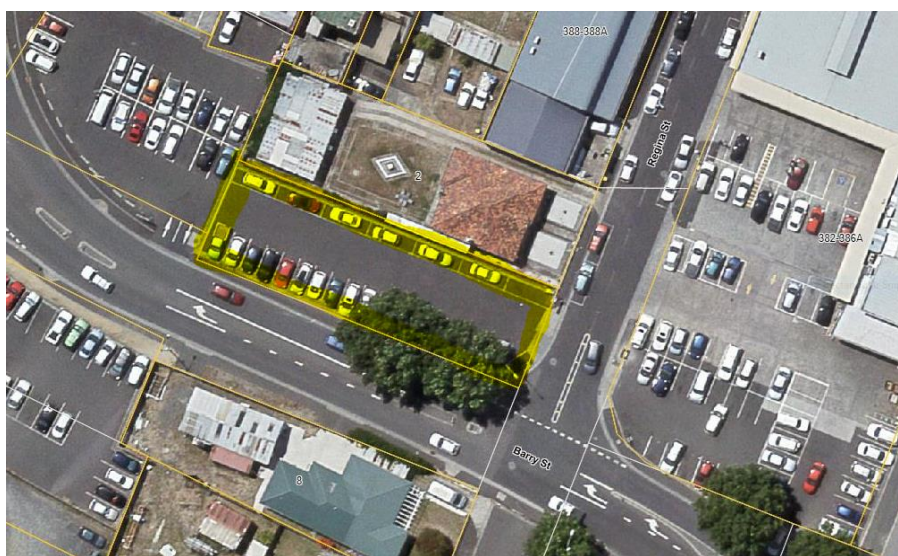
Under section 178 of the Act, Council may sell, lease, donate, exchange or otherwise dispose of public land owned by it in accordance with the process set out in that section.

At the February 2019 Council meeting, Council resolved to commence proceedings to dispose, exchange or lease a 745m² portion of the parcel of public land located at Mill Lane, Glenorchy (CT29803/5) (**the Land**). While the address of the Land is listed as Mill Lane, it is situated on the corner of Barry and Regina Streets in the Glenorchy CBD.

The Land

The Land is a rectangular block on the corner of Regina and Barry Street in Glenorchy. The Land is zoned as Central Business under the *Glenorchy Interim Planning Scheme 2015* and is currently used for car parking and accommodates 25 parking spaces. Council's Parking Strategy has shown that there is currently a surplus of parking in the CBD and that the loss of these spaces would not be detrimental.

Council has no intention or plans to redevelop the site, however, would support and encourage developers who have the capacity to promote safety and add vibrancy to our city centre to consider investing in the site.



Council initially received a proposal to develop a multi storey residential development on a portion of the land. The preliminary proposal was submitted on behalf of the developer, Marigold, aligned with the Regional Land Use Strategy and Council's vision to increase inner-city residential housing options within the CBD. Council subsequently agreed to an exclusive dealing period with Marigold (detailed further below).

Disposal Timeline

On 25 February 2019, Council resolved to initiate the public land disposal process under section 178 of the Act and invite expressions of interest in the Land.

In May 2019, Council approved the disposal of the Land and authorised the General Manager to commence a 90-day exclusive dealing period with Marigold to purchase the Land and to take all actions necessary to complete the transaction. The resolution also requested that a further report be provided to Council on options to dispose of or retain the Land in the event that Council was unable to reach a negotiated outcome with Marigold to purchase the Land.

On 28 October 2019, Council agreed to extend the exclusive dealing period with Marigold for a further six months to allow time for Marigold to progress a planning permit application in respect of the Land and for a satisfactory outcome to be reached.

On 30 March 2020, Council agreed to a second extension by a further six months to allow time for negotiations between Council and Marigold (Tas) Pty Ltd in respect of the Land to be finalised and for a satisfactory outcome to be reached. The additional time extension expires on 30 September 2020.

Officers have presented two options to Council for how it could progress with the disposal of the site to maximise the chances of it being developed in a way that aligns with Council's strategic goals for the CBD. Effectively, these options are:

1. Refuse to extend the exclusive negotiation period, and commence another process to investigate the potential disposal of the Land and another adjacent parcel, or
2. Extend the exclusive dealing period for a further 6 months.

Further discussion of each option is provided below for Council's consideration.

Option 1 – No extension and new disposal process

Over a 19-month period, Council Officers have worked with the agents of Marigold and to attempt to finalise the sale of the Land but have not reached a satisfactory outcome.

Council officers consider that Marigold has not yet provided a firm commitment to develop the Land and, as a result, have low confidence in the development proceeding. Officers are therefore not in favour of extending the exclusive dealing period.

On this basis, officers recommend that a new investigation into the rezoning and disposal of the entire parcel of Council's land at Mill Lane be commenced. The area the subject of the investigation is the car park area outlined in red in the below plan. The investigation would include consideration of whether to lease and/or dispose of the area in whole or part.

This land is made up of two separate titles CT43661/1 and CT29803/5 (the latter of which is the original parcel agreed for disposal).



Community consultation was not undertaken prior to the original report on the potential disposal of the Land going to Council in February 2019, as the workflow was yet to be developed. If Council were to approve a new investigation taking place, officers would undertake the initial community consultation process that is part of the workflow, prior to making any recommendation about a further section 178 process.

In accordance with the process in the workflow, a further report would be presented to Council once the community consultation process has been completed summarising the feedback received and making a recommendation as to whether to commence the formal process for disposing of public land under section 178 of the Act.

If endorsed, Council would seek a broader expression of interest for whole or part of the Land, which would give other developers who have shown interest in the site the opportunity to submit proposals. This process would not prevent Marigold from submitting a new expression of interest for the land.

Option 2 – Extend exclusive dealing period

Marigold has written to Council outlining its commitment developing the Land adjacent parcel, as originally envisaged. Marigold has also requested a further extension to the exclusive dealing. Over the 19-month exclusive dealing period, Marigold has had architectural plans prepared and costed for a four-storey plus ground floor development to be placed on the Council land and the private parcel already owned by Marigold next door.

Considering this, Council could extend the exclusive dealing period with Marigold for a further six months. If Council were to proceed with option 2, an alternative recommendation could be:

That Council:

1. NOTE that negotiations with Marigold (Tas) Pty Ltd to exchange or purchase the property at Mill Lane, Glenorchy, situated on the corner of Barry Street and Regina Street, CT29803/5 (the Land) during the initial exclusive dealing period have been ongoing.
2. EXTEND the exclusive dealing period with Marigold (Tas) Pty Ltd for a further six (6) months, to allow time for negotiations between Council and Marigold (Tas) Pty Ltd in respect of the Land to be finalised and for a satisfactory outcome to be reached.

Officers have not recommended this option as there are concerns that the process has already taken a significant amount time and that little progress has been made by the proponents. Officers understand that Marigold has faced challenges, including negotiation issues, COVID and planning restrictions. However, it is officers' opinion that commencing a new process will provide transparency and will not result in any additional risks to Council.

Marigold has provided further documents and information in support of its request to extend the exclusive dealing period. The documents contain information which is unable to be discussed in open Council under regulation 15(2)(c), (f) and (g) of the *Local Government (Meeting Procedures) Regulations 2015*. However, these documents and information will be provided to Aldermen to assist in their consideration of this the request and will be tabled in the closed section of the Council meeting.

Furthermore, the recommendation to proceed option 1 would not preclude Marigold from submitting a new EOI to acquire the original parcel of land and, potentially, the additional parcel.

Consultations:

General Manager
Director Strategy and Development
Director Infrastructure and Works
Manager Development
Manager Property, Environment and Waste
Coordinator Planning Services
Marigold (Tas) Pty Ltd (and its agent)

Human Resource / Financial and Risk Management Implications:

Financial

The cost of public consultation is expected to be approximately \$500. All future costs associated with the disposal would be borne by the purchaser.

The financial implications for Council are expected to be minimal, as the costs associated with a proposal to develop the land would be at the developer's cost.

Until a negotiated outcome is achieved with an interested party, the value of any transaction cannot be fully assessed.

Human Resources

Council's Open Space Coordinator and Property Sales and Administration Officer would coordinate this disposal with oversight from the Manager Property, Environment and Waste as part of their normal duties.

Risk Management

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
Adopt Option 1	Minor (C2)	Possible (L3)	Medium	Explanation to Marigold of the rationale for the decision.
Adverse reaction from Marigold to ending the exclusive dealing period				
Council may miss an opportunity to achieve a positive outcome for the CBD area which aligns with Council's strategic objectives.	Moderate (C3)	Possible (L4)	Medium	Council could look to disposing of the land privately in the future. However, the advantage of selling the land to the current interested purchasers (Marigold) may be lost.
Adopt Option 2	Minor (C2)	Possible (L3)	Medium	Council has given consideration to all objections received during the statutory consultation process, as required under s. 178 of the Act and appropriately manages communications around the issue to counter any misinformation that is circulated.
Adverse reaction from the public or other stakeholders to extending the exclusive dealing period, based on a perception of unfairness				

Community Consultation and Public Relations Implications:Community Consultation

The initial section 178 process undertaken provided the public with the opportunity to comment on the recommended disposal. There were three representations lodged and these were considered and responded to in accordance with legislative and policy requirements. There was no representation lodged following the decision of Council at the May 2019 meeting.

However, no community engagement was undertaken prior to the formal section 178 advertising, as this was not part of Council's process at the time the process commenced. It is now standard practice for preliminary investigation to be undertaken for all prospective land disposals.

If Council approves option 1, it is recommended that a community engagement process is undertaken to identify whether there were any significant concerns that warrant further consideration by Council before proceeding with the regulatory process to rezone and/or dispose of the land.

A community engagement plan would be prepared detailing the process to be followed.

Public Relations

Marigold has investigated options for developing the site and it would naturally be disappointed if Council elected not to extend the exclusive dealing period. However, Council's Land Disposal Policy requires that Council must ensure that the Council Land can be disposed of in a way which:

- transparently demonstrates achievement of the best value for the community, and
- does not expose Council or the community to unacceptable risks around the process or the outcome

any transaction can be justified if questions are asked about market testing and competition, if Council adopt Option 2, other interested parties could claim Council is acting unfairly by allowing for a long exclusive dealing that is unfair on the rest of the market.

Recommendation:

That Council:

1. NOTE the request from Marigold Pty Ltd to extend the exclusive dealing period for a further 6 months until 31 March 2021, but decline that request
2. ENDORSE the commencement of investigations into the potential disposal and rezoning of Council owned land at Mill Lane, CT43661/1 and CT29803/5
3. AUTHORISE Council staff to undertake a community engagement process to identify any concerns about the potential disposal of the Land before commencing with the statutory processes for public land disposal and land rezoning, and
4. REQUIRE a further report to Council summarising the feedback received (and identifying any concerns) and seeking approval to proceed with the statutory processes for public land disposal and land rezoning for the Land.

Attachments/Annexures

- 1 Disposal of Council Land Workflow

GOVERNANCE

Community Goal: “Leading Our Community”

13. COUNCIL'S CODE FOR TENDERS AND CONTRACTS 2020 TO 2024

Author: Manager Corporate Governance (Tracey Ehrlich)

Qualified Person: General Manager (Tony McMullen)

ECM File Reference: Council Procurement

Community Plan Reference:

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

Strategic or Annual Plan Reference:

Annual Plan Reference 4.1.1 *Manage Council for maximum efficiency, accountability and transparency.*

Reporting Brief:

To recommend that Council adopts of a revised Code for Tenders and Contracts in compliance with section 333B of the *Local Government Act 1993* to ensure consistent and transparent Council procurement activities.

Proposal in Detail:

Under the *Local Government Act 1993*, section 333B, Council is required to adopt a code (the **Code**) relating to tenders and contracts.

Pursuant to a procurement audit conducted in July 2020 and considering the significant increase in procurement activities as a result of Commonwealth and State Government grants stimulus programs, it was appropriate to review Council's existing Code for Tenders and Contracts 2017 in advance of its scheduled review in 2021.

The audit recommended an improved and decentralised approach to procurement given current resourcing within the Corporate Governance Department and a more thorough consideration of achieving the procurement principles of:

- open and effective competition
- fairness, consistency and transparency of process, and
- value for money.

To this end, the following changes have been made to the Code:

- In addition to the procurement thresholds for quotations and tendering, the Code now includes a \$100,000 threshold for low risk procurements to be

undertaken by departments rather than Council's procurement section. Instructions have been written to guide departments and training workshops will be delivered between September 2020 and January 2021.

- The principles contained within the Code are substantially the same. However, the updated Code clarifies some areas of the 2017 Code, particularly providing more guidance around valuing a procurement and guarding against splitting procurement activities to avoid going to tender.
- New procedures have been added around ethical behaviour and fair dealings to incorporate recent improvements made to Council's Gifts and Benefits and Conflicts of Interest Policies. These include declarations to be considered at the pre-tendering and post tendering stages.
- Procurement thresholds have changed in the updated Code as follows:

2017 Code		Recommended 2020 Code	
≤ \$10,000	1 written quote	≤ \$25,000	1 written quote
≥ \$10,001 and ≤ \$50,000	2 written quotes	≥ \$25,001 and ≤ \$50,000	2 written quotes and informal RFQ
≥ \$50,001 and ≤ \$249,999	3 written quotes	≥ \$50,001 and < \$250,000	3 written quotes and formal RFQ
\$250,000 and above	public tender	\$250,000 and above	Public tender

- The revised thresholds would better reflect market expectations and are more attractive to bidders who will incur cost in responding to RFQ's.
- The updated Code provides better clarity around multiple stage tenders, panel contracts and standing offer arrangements.

Additionally, In August 2020, the Minister for Local Government wrote to all Tasmanian councils advising of recent changes to the State Government's purchasing guidelines, which aim to strengthen a 'buy-local' approach and encourage local governments to review their own procurement guidelines to incorporate similar requirements. Given this, the revised Code has a substantially increased focus on supporting Tasmanian businesses, which is in alignment with the State Government's guidelines.

Council's Audit Panel suggested that a capping or approval process should be considered for the weighting applied to local buy evaluation criteria. The Code has been amended to include a weighting of at least 20% and a maximum of 40%.

The above changes will allow for controlled de-centralisation of procurement under \$100,000 if it is low risk and low complexity and will provide increased opportunities for local businesses and industry to be engaged for Council contracts.

Consultations:

Council Aldermen
Executive Leadership Team
All Mangers
Corporate Governance department

Human Resource / Financial and Risk Management Implications:

There are no material human resources or financial implications.

Risk Identification	Consequence	Probability	Rating	Risk Mitigation Treatment
Adopt the recommendation	Unlikely	Minor	Low	The updated Code is monitored during implementation and any adjustments made if required.
The updated Code does not meet regulatory requirements or is otherwise deficient in achieving its aims.				
Do not adopt the recommendation	Minor	Almost Certain	Medium	Council adopt an alternative Council Code for Tenders and Contracts containing recommended changes.
If the Code is not adopted, then procurement is less effective, transparent and is sub-optimal for the community and local business.				

Community Consultation and Public Relations Implications:

Nil.

Recommendation:

That Council:

ADOPT the *Glenorchy City Council Code for Tenders and Contracts 2020 to 2024* in Attachment 1 to provide for the consistent and transparent management of Council's procurement activities.

Attachments/Annexures

- 1 Code for Tenders and Contracts 2020 to 2024

14. COUNCIL POLICY AND PROCEDURE FRAMEWORK

Author: Manager Corporate Governance (Tracey Ehrlich)

Qualified Person: General Manager (Tony McMullen)

ECM File Reference: Council Policies

Community Plan Reference:

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

Strategic or Annual Plan Reference:

Annual Plan Reference *4.1.1 Manage Council for maximum efficiency, accountability and transparency.*

Reporting Brief:

This report is to seek Council’s adoption of a revised framework for the consistent management of Council policies, procedures and other similar documents.

Proposal in Detail:

As part of good corporate governance practices, it is prudent for Council to adopt a suitable framework governing the drafting, approval, review, amendment, and distribution of Council policies, procedures and directives, guidelines, manuals, work instructions and other similar documents.

The original Policy and Procedure Framework (the **Framework**) was adopted by Council at its meeting on 25 January 2016. The purpose of the Framework is to ensure a consistency in Council’s policy and procedure development which assists sustainable corporate governance.

The Framework has now been reviewed and updated to reflect changes to ISO standards and the State disability framework.

The recommended updated policy is [Attachment 1](#). A version showing the tracked changes from the current version is [Attachment 2](#).

Council has statutory requirements with respect to specific policies under the *Local Government Act 1993 (LG Act)* and these were covered in brief within the Framework. Of note, under section 28(2)(b) of the LG Act, all Council policies must be approved by Council.

Taking into account the normal term of Local Government elections, where practicable Council policies would have a four (4) year tenure before Council review. Council policies remain in effect until otherwise replaced, however it is recognised that

there may be circumstances that trigger an earlier review period of a policy (or associated document) including (but not limited to):

- change in legislation which has a bearing on the document
- change in senior management
- change in Council's position on a particular subject area
- recommendation from a governance body (e.g. Audit Panel, Internal Audit, Council Governance Committee etc.)
- quality assurance due to continuous improvement initiatives, or
- changes in Council's agreed service levels.

The Framework encourages regular review and extensive consultation in the development of Council policies.

New policy template

In addition to the changes to its content, the Framework has also been placed on Council's new Policy template. The template has been revised to make it easier to read and more accessible and to make it consistent with Council's current corporate brand and style.

The new template will be used for all new or updated policies adopted from now on.

Consultations:

Executive Leadership Team
Corporate Governance department

Human Resource / Financial and Risk Management Implications:

There are no human resources or financial implications.

Risk Identification		Consequence	Probability	Rating	Risk Mitigation Treatment
Adopt the recommendation No material risks have been identified.					
Do not adopt the recommendation If a suitable framework for governing Council policies and similar is not adopted, then governance control effectiveness is less optimal.		Minor	Almost Certain	Medium	Council adopt an alternative appropriate Council Policy and Procedure Framework.

Community Consultation and Public Relations Implications:

Nil.

Recommendation:

That Council:

ADOPT the revised Policy and Procedure Framework in the form of Attachment 1, to provide for the consistent management of Council policies, procedures and other similar documents.

Attachments/Annexures

- 1** Policy and Procedure Framework (draft)
- 2** Council Policy and Procedure Framework (marked-up)

15. NO SPRAY REGISTER POLICY

Author: Director Infrastructure and Works (Ted Ross)

Qualified Person: Director Infrastructure and Works (Ted Ross)

ECM File Reference: No Spray Register

Community Plan Reference:

Valuing our environment

Our walking path networks will connect our natural environment to the built environment. The active involvement of the community means we will maintain and enjoy our natural treasures.

Leading our community

The communities of Glenorchy will be confident that Council manages the community's assets soundly for the long-term benefit of the community. The community will be strongly engaged to play an active part in designing our future.

Strategic or Annual Plan Reference:

Valuing our environment

Objective 3.1 Create a liveable and desirable City

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

Leading our community

Objective 3.1 Govern in the best interests of our communities

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

Reporting Brief:

To present a recommended 'No Spray Register' policy to Council for consideration, in response to a Notice of Motion at the August 2020 council meeting and consistent with the approach of other Greater Hobart metropolitan Councils.

Proposal in Detail:

Background

At the August 2020 Council meeting, Alderman Dunsby moved a Notice of Motion that was carried by Council with the following recommendation:

“That Council....Present a report to Council on introduction of a No Spray Register at the September Council meeting.”

In response, Council officers have developed a draft No Spray Register Policy, which is Attachment 1 to this report.

The recommended policy is consistent with similar policies adopted by City of Hobart and Kingborough Council and a draft policy being considered by Clarence City Council at its September 2020 meeting.

No spray registers are guided by the Code of Practice for Spraying in Public Places (Attachment 2) issued by the DPIPWE and involve the following key steps:

- residents apply for the road reserve area adjacent to their properties to be on the no spray register
- an assessment is undertaken by Council officers
- residents are required to commit to maintaining the relevant areas in lieu of Council maintenance processes (that may utilise chemical sprays)
- Council will undertake follow-up inspections to ensure the areas are being properly maintained
- each area placed on the register is reviewed after a two-year period.

Council's current spraying practices

The main use of chemical spraying by Council is to manage weeds growing in footpath and kerb areas. Weeds that are left to grow in cracks, accelerate the deterioration of Council's assets. More generally, they also reduce the amenity of areas as they appear unkept.

Spraying generally occurs up to twice per annum across Council's road and footpath network.

While Council has considered alternatives to the use of herbicides (including mechanical solutions, the use of steam and different types of selective chemicals) these have had limited effectiveness and are at a significantly higher cost. Council continues to look at other alternatives and ways to reduce its chemical use, but the use of herbicides currently remains the most cost-effective way to manage weeds in footpath and kerb areas adjacent to residential properties.

Council's recent decision to purchase a bituminous crack sealing unit to help maintain our roads and footpaths will assist with reducing the dependence on chemicals. The crack sealing unit will clean out cracks using high pressure air and then fill them with a bitumen mixture that will prevent water getting in and damaging the road/footpath. This process will also reduce weed growth by removing cracks where soil and seeds can accumulate.

Recommended 'no spray register' process

The recommended policy would, if adopted, set out the framework for how Council's no-spray register would be established and administered.

If Council makes the decision to implement a no spray register, then, in addition to the matters outlined in the policy, it would need to develop internal processes to manage the applications, ensure that residents are complying with the policy and ensure that Council workers and contractors do not spray chemicals in areas subject to the register.

This will require Council to set up an application process which will then be administered with the assistance of Council's customer service team (for example, through assisting residents with inquiries).

Council's Work Centre would be responsible for the assessment and approval of applications, carrying out inspections, using our GIS systems to identify no spray areas, and ensuring that Council's workers and contractors have the information on what areas to avoid.

A computer database would be established to allow information to be managed and for reminders of issues such as when entries on the register are due to be reviewed.

The City of Hobart currently has approximately 200 areas on its no spray register. It would be expected that Glenorchy City Council would ultimately have a similar amount.

Timeline for implementation

If Council adopts the recommended Policy, work will begin on the administrative steps required to implement it. These are expected to take some time, however, the exact time frame is not able to be estimated at present.

The recommendations to this report provide for the implementation of the register by 1 July 2021, however it is hoped that it can commence sooner.

Consultations:

City of Hobart
Clarence City Council
Manager Customer Services
Maintenance Supervisor
Executive Leadership Team
Manager Works
Coordinator Community Planning and Inclusion
Coordinator Customer Service

Human Resource / Financial and Risk Management Implications:Financial

The estimated cost of providing a no spray register is \$25,000 for the first year and then \$10,000 each subsequent year that the service is provided. In the first year, the following actions would need to occur:

- developing internal procedures
- setting up an ICT system to manage applications and a database for the register including GIS referencing
- promotion and advertising of the no spray register
- administering the application process, including inputting information into the database and reviewing of applications and correspondence with residents
- inspections of properties will be carried out, and
- processes will be developed to ensure Council workers and contractors comply with the no spray register.

In the second year, Council would continue with the ongoing promotion, administration of applications, inspections, and other processes which had been developed.

Human resources

While some actions and supervision of the process would be incorporated within existing roles, additional resources would be required to ensure that the process was delivered in accordance with the recommended policy.

Risk management

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
Adopt the recommendation	Insignificant (C1)	Likely (L4)	Low	Where possible continue to use ICT systems that help to automate processes and make it efficient and effective.
Additional cost of providing the service.				
Implementation of register is ineffective and results in ongoing concern around chemical use	Minor (C2)	Possible (L3)	Medium	Ensure enough resources are provided to implement the policy. Continue to communicate Council's ongoing approach to minimise the use of chemicals.

Do not adopt the recommendation				
Council considered to be out of step with other metro Councils.	Moderate (C3)	Unlikely (L2)	Medium	Consider the adoption of a more informal system for “no spray areas” including the use of markers. Continue to communicate Council’s ongoing approach to minimise the use of chemicals.

Community Consultation and Public Relations Implications:

Community consultation

Broader community engagement has not been undertaken as part of the development of this report or the policy. Council has received several written requests and questions in respect to the use of chemicals over the last few years. Adoption of this policy can be interpreted as part of Council’s ongoing commitment to both working with our community and limiting chemical use.

Public relations

The adoption of a no spray register is consistent with Council’s strategic objectives and the approach of other greater Hobart councils. However, there is a risk that the adoption of this policy might be viewed as an inappropriate use of Council resources and providing a service that is not necessary.

Recommendation:

That Council:

1. ADOPT the No Spray Register Policy (Attachment 1) (**Policy**)
2. NOTE that:
 - (a) internal procedures and systems will be developed to implement and administer the Policy, and
 - (b) Council will promote and commence an application process in time to begin the operation of the No spray register policy on or before 1 July 2021.

Attachments/Annexures

- 1 No Spray Register Policy (draft)
- 2 Code of Practice for Spraying in Public Spaces

16. CHILD CARE CONNECTIONS POLICY AND PROCEDURES REVIEW

Author: Child Care Delivery Coordinator (Kate Whitbread)

Qualified Person: Director Community and Customer Services
(David Ronaldson)

ECM File Reference: Child Care Connections

Community Plan Reference:

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

Strategic or Annual Plan Reference:

Leading our Community

Objective 4.1 Govern in the best interests of our community

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

Open for Business

Action 2.1.1.06 Provide quality, sustainable, compliant childcare services for Glenorchy children

Reporting Brief:

To recommend that Council adopts four (4) updated Child Care Connections policies and procedures.

Proposal in Detail:

Policies and procedures at Council’s two Child Care Connections long day care centres are reviewed on a two (2) year cycle, or as required.

Previous reports to Council have presented groups of Child Care Connections policies and procedures for adoption in accordance with the *Education and Care Service National Law (ECSNL)*.

Four policies have been reviewed and updated and are recommended to Council for re-adoption for a further two years.

Policy Updates

In line with the continuing review of Council policies, Council's Child Care Connections team (headed by the Child Care Delivery Coordinator) has reviewed the following Child Care Connections policies and procedures:

Policy/Procedure Title	Summary of changes
1. Code of Conduct policy	Updated Source Changes to reflect current ECA Code of Ethics Cross Reference to the GCC Code of Conduct Removed reference to Safety Circle
2. Dental Health policy	Updated terminology Updated sources Additional information from Move Well Eat Well (MWEW)
3. Chemicals policy	Updated source Updated terminology and wording Updated Department name Cross Reference GGC Hazardous Substances & Dangerous Goods Procedures Updated procedure
4. Sun Protection policy	Updated Department name Updated terminology in accordance with latest recommendations from Cancer Council Tasmania

The Child Care Connections Policy and Procedures Review also included the following:

- consultation and feedback with key stakeholders, educators, families and Council management
- updated information made in line with current recommendations by recognised childcare specific authorities, and
- updated requirements in line with changes to the Act, Regulations and the relevant National Quality Standard.

Compliance

Council has certain statutory requirements with respect to policies under the *Local Government Act 1993 (the Act)*. In accordance with section 28(2)(b) of the Act, all Council policies (including Child Care Connections policies) must be approved by Council.

Council currently operates two approved childcare centres within the municipality, which are covered by the relevant Education and Care Services legislation: Benjafield Child Care Centre at Moonah and Berriedale Child Care Centre at Berriedale.

Under the ECSNL, it is a mandatory requirement that an approved provider of an education and care service keeps prescribed documents available for inspection by an authorised officer (see section 175 the ECSNL).

The *Education and Care Services National Regulations (Regulations)*, regulation 168, provides that Council must ensure that the service has in place a range of legislated policies and procedures.

Consultations:

Key stakeholders, educators, families and Council management were consulted and provided input into the revised Child Care Connections policies and procedures.

Educators, Child Care Connections

Educational Coordinator, Child Care Connections

Child Care Delivery Coordinator, Child Care Connections

Manager Community

Senior Communications Adviser

Human Resource / Financial and Risk Management Implications:

There are no material human resources or financial implications.

From a compliance perspective, under the ECSNL Council could be liable for a penalty of \$20,000 if it does not keep the prescribed policies and procedures (and other prescribed documents) available for inspection by an authorised officer (section 175(1)).

Furthermore, it is an offence under the Regulations:

- not to have the policies and procedures in place (\$1,000 – regulation 168(1))
- not ensuring policies and procedures were being followed by the nominated supervisor, staff and volunteers (\$1,000 – regulation 170(1)), and
- not ensuring policies and procedures were readily available (\$1,000 – regulation 171(1)).

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
Adopt the recommendation The policies erroneously fail to meet compliance requirements.	Minor (C2)	Rare (L1)	Low	Any errors or omissions identified are rectified outside of the normal review cycle.
Do not adopt the recommendation If recommended Child Care Connections policies and procedures were not adopted, then governance control effectiveness, is less than optimal and Council may be subject to adverse regulatory action	Moderate (C3)	Likely (L4)	Notable	Council recommends an alternative course of action, such an external review of the policies, with a view to re-adopting them as soon as possible to ensure compliance.

Community Consultation and Public Relations Implications:Community consultation

Families using Child Care Connections services were consulted and provided input into the updated and newly developed Child Care Connections policies and procedures.

It is noted that under regulation 172, Council, as the approved provider of an education and care service, must ensure that parents of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure referred to in regulation 168 that may have a significant impact on:

- the services' provision of education and care to any child enrolled at the service, or
- the family's ability to utilise the service.

Public relations

There are no material public relations implications.

Recommendation:

That Council:

1. ADOPT the following revised Child Care Connections policies and procedures:
 - (a) Code of Conduct Policy (Attachment 1)
 - (b) Dental Health Policy (Attachment 2)
 - (c) Chemicals Policy (Attachment 3), and
 - (d) Sun Protection Policy (Attachment 4)
2. NOTE that the changed policies will be appropriately communicated to all relevant parents and carers as required under regulation 172 of the Education and Care Services National Regulations.

Attachments/Annexures

- 1** Code of Conduct Policy
- 2** Dental Health Policy
- 3** Chemicals Policy
- 4** Sun Protection Policy

17. UPDATED COUNCIL POLICIES

Author: Manager Corporate Governance (Tracey Ehrlich)

Qualified Person: Director Corporate Services (Jenny Richardson)

ECM File Reference: Council Policies

Community Plan Reference:

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

Strategic or Annual Plan Reference:

Annual Plan Reference *4.1.1 Manage Council for maximum efficiency, accountability and transparency.*

Reporting Brief:

To present 5 updated policies to Council for adoption.

Proposal in Detail:

All Policies adopted by Council are reviewed cyclically. The ordinary review period for Council policies is 4 years after adoption, however policies may be reviewed earlier if it is appropriate to do so.

This report presents the following 5 updated policies to Council for adoption:

- Traffic Management Plans Policy
- Roadside Directional Signs Policy
- Support and Reimbursement of Expenses to Aldermen Policy (to be renamed Aldermen Expenses Policy)
- Media Policy (to be renamed Media and Communications Policy)
- Social Media Policy

All updated policies are provided on Council's updated policy template. Other administrative changes have also been made, such as to updated Council department or directorate names.

Traffic Management Plans Policy

Council's current Traffic Management Plans Policy was originally adopted by Council at its meeting on 15 March 2016. The Policy provides guidance to external parties and Council officers in designing and assessing traffic management plans when works

would impact the use of Council roads. These plans are then submitted to Council for approval.

Attachment 1 is a copy of the recommended updated policy.

Attachment 2 is a copy showing tracked changes from the current version.

In late 2019 an update to the Australian Standard AS1742.3 *Manual of Uniform Traffic Control Devices, Part 3: Traffic Control for Works on Roads*, included reference to “any works that may cause an interference to the normal use of a road”.

The policy has now been reviewed and amended to incorporate changes that accommodate this requirement. Additionally, in December 2019 Austroads published its first edition of its *Guide to Temporary Traffic Management*. This guide is an advisory document on temporary traffic management practices in Australia and New Zealand. The recommended policy now includes reference to this guide to ensure its requirements are followed in traffic management planning.

Roadside Directional Signs policy

Council’s Roadside Directional Signs Policy was also adopted by Council at its meeting on 15 March 2016. The policy provides guidance to Council officers in assessing external applications for roadside directional signs.

Attachment 3 is a copy of the recommended updated Roadside Directional Signs Policy.

Attachment 4 is a copy of the policy showing tracked changes from the current version.

Updates to this Policy are primarily aimed at providing clarity on when Council would consider providing a letter supporting tourism signage.

Support and Reimbursement of Expenses to Aldermen Policy

The Support and Reimbursement of Expenses to Aldermen Policy has been reviewed, having reached the end of its current cycle. It is proposed to change the title of the policy to ‘Aldermen Expenses’.

Attachment 5 is a copy of the recommended updated Aldermen Expenses policy.

Attachment 6 is a copy of the policy showing tracked changes from the current version.

The policy sets out when Council would reimburse Aldermen for expenses they incur in carrying out their Aldermanic duties. It also includes limits on the amount of expenses for certain items (such as telecommunications or conference attendance) that each Aldermen can incur in any one financial year.

There were no changes recommended to the amounts that Aldermen may claim by way of reimbursement in any financial year.

However, changes are recommended to the way that Aldermen can claim the cost of phone and data expenses incurred as part of their duties. The updated policy would give Aldermen the option to receive a monthly allowance (incurred against their

annual telecommunications budget) towards their personal phone and data costs, based on the estimated proportion that is used for their Aldermanic duties.

The changes are recommended to encourage Aldermen to use their own mobile devices and data plans instead of devices or data provided by Council. Aldermen are not provided with Council mobile phones but do currently utilise a Council mobile data plan on their Council-owned and issued iPads. If the recommended policy is adopted, Aldermen would be encouraged to purchase their own mobile data plans or mobile devices and claim the costs associated with these against their telecommunications allowances (either as a monthly allowance or retrospective reimbursement).

The recommended change is consistent with a push across Council reduce the use of fleet mobile phones and shared data plans and replace these with the payment of an allowance to staff who use their personal devices and plans for Council-related business. This arrangement removes the time and resources (both financial and human) associated with purchasing and managing these mobile devices and data plans and reduces the overall cost to Council. It also provides greater flexibility to users, who have the option choose an appropriate plan and device for their needs and avoid having to carry multiple devices with them (i.e. a personal device and a Council device).

Under the revised policy, Aldermen would be given the option to purchase their current iPads from Council at their written-down value.

There are no other material changes recommended to the policy, although various other minor changes are recommended reflecting current practices and procedures. For example, Council no longer provides an Aldermen's room at Chambers, and, consequently, would not produce 'Aldermens Room' branded letterhead to provide to Aldermen. Similarly, the concept of purchasing a hands-free device which is "bluetooth enabled" is perhaps not as novel now as it was when the policy was first implemented and has therefore been removed.

Media Policy

Council's Media Policy was adopted in May 2018, shortly after the new Council was elected.

Attachment 7 is a copy of the recommended updated Media Policy.

Attachment 8 is a version showing tracked changes from the current version.

It is recommended to change the name of the Policy from 'Media' to 'Media and Communications' to better reflect its scope. Other than the name change, only minor changes are recommended to reflect internal arrangements and procedures that have evolved since the policy was adopted.

The updates have been made as part of a broader review of all communications-related policies and internal directives, which is intended to consolidating processes and procedures around external and internal communications activities. It is for this reason that the policy is being reviewed ahead of its formal review date, which would not otherwise fall due until 2022.

Social Media Policy

The Social Media policy was adopted in March 2019, at around the same time as Council's official Facebook page was launched. The current Policy is highly operational in its nature and seeks to manage internal processes and procedures that are outside the scope of formal Council policies. Attachment 9 is a copy of Council's recommended updated Social Media Policy.

Attachment 10 is a version showing tracked changes from the current version.

The policy has been revised to capture the high-level objectives and define key roles, so it consistent with Council's Policy and Procedure Framework.

It is intended that any operational matters around Council's use of social media would be captured in an internal directive.

As with the Media policy, the Social Media policy is also being reviewed ahead of its scheduled review date as part of the overall review of communications policies and directives.

Consultations:

Aldermen
Executive Leadership Team
Infrastructure and Works Directorate
Manager City Strategy and Economic Development
Corporate Governance department

Human Resource / Financial and Risk Management Implications:

There are no human resources or financial implications.

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
Adopt the recommendation None of the recommended updated or new policies represent any significant departure from established practices or statutory requirements. There is a chance that procedural difficulties may be identified once they are implemented, leading to operational inefficiencies.	Minor (C2)	Unlikely (L2)	Low (4)	Responsible officers continue to monitor compliance with policies and ensure that any amendments are made in a timely manner, as required.
Do not adopt the recommendation Governance administration would be less optimal due to the presence of outdated and less effective policies.	Moderate (C3)	Likely (L4)	High (12)	Council officers are instructed to review the policies and implement any changes requested by Council as soon as practicable.

Community Consultation and Public Relations Implications:

Nil.

Recommendation:

That Council:

1. ADOPT the updated Traffic Management Plans Policy in the form of Attachment 1
2. ADOPT the updated Roadside Directional Signs Policy in the form of Attachment 3
3. ADOPT the updated and renamed Aldermen Expenses Policy in the form of Attachment 5
4. ADOPT the updated and renamed Media and Communications Policy in the form of Attachment 7, and
5. ADOPT the updated Social Media Policy in the form of Attachment 9.

Attachments/Annexures

- 1 Traffic Management Plans Policy (draft)
- 2 Traffic Management Plans Policy (marked-up)
- 3 Roadside Directional Signs Policy (draft)
- 4 Roadside Directional Signs Policy (marked-up)
- 5 Aldermen Expenses Policy (draft)
- 6 Aldermen Expenses Policy (marked-up)
- 7 Media Policy (draft)
- 8 Media Policy (marked-up)
- 9 Social Media Policy (draft)
- 1 Social Media Policy (marked-up)
- 0

18. PROCUREMENT AND CONTRACTS - MONTHLY REPORT

Author: Manager Corporate Governance (Tracey Ehrlich)

Qualified Person: Director Corporate Services (Jenny Richardson)

ECM File Reference: Procurement

Community Plan Reference:

Leading our Community

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

Strategic or Annual Plan Reference:

Leading our Community

Objective 4.1 Govern in the best interests of our community

Strategy 4.1.1 Manage Council for maximum efficiency, accountability and transparency

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

Reporting Brief:

To inform Council of exemptions that have been applied to procurements under Council's Code for Tenders and Contracts for the period 14 August to 15 September 2020 and to provide updates on other relevant procurement matters.

Proposal in Detail:

Exemption Report

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

Under clause 10.2 of the Code, the General Manager is required to provide a regular report to Council on exemptions that have been authorised to the procurement requirements under the Code. Clause 10.2 relevantly provides:

*In accordance with Regulation 28(j), the General Manager will establish and maintain procedures for reporting to Council **at the first ordinary meeting of Council after the event** in relation to the procurement of goods and/or services*

in circumstances where a public tender or quotation process is not used. Such report will include the following details of each procurement:

- a) a brief description of the reason for not inviting public tenders or quotations (as applicable);*
- b) a brief description of the goods or services acquired;*
- c) the approximate value of the goods or services acquired; and*
- d) the name of the supplier.*

For the period from 14 August to 15 September 2020 there were no exemptions to Council's Code for Tenders and Contracts.

Expenditure on External Legal Services

For the month of August 2020, the total amount spent on external legal services for all of Council was \$9,659. This was primarily comprised of \$7,615 relating to a Supreme Court rates appeal matter.

The above amounts were provided for in Council's current 2020-2021 budget.

Consultations:

Executive Leadership Team
Senior Legal Counsel
Accounts Payable Supervisor

Human Resource / Financial and Risk Management Implications:

Human resources

There are no material human resources implications.

Financial

The report identifies \$9,659 in budgeted operational expenditure that has been approved during the reporting period.

Risk management

As this report is recommended for receiving and noting only, no risk management issues arise. Risks around procurement are monitored and reported on a continuous basis as part of standard processes and procedures.

Community Consultation and Public Relations Implications:

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

Recommendation:

That Council:

RECEIVE and NOTE the Procurement and Contracts Monthly Report for the period from 14 August to 15 September 2020.

Attachments/Annexures

Nil.

19. FINANCIAL PERFORMANCE REPORT TO 31 AUGUST 2020

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

Community Plan Reference:

Leading Our Community

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

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

Strategic or Annual Plan Reference:

Leading Our Community

Objective 4.1 Govern in the best interests of our community

Strategy 4.1.1 Manage Council for maximum efficiency, accountability and transparency

Objective 4.2 Prioritise resources to achieve our communities' goals

Strategy 4.2.1 Deploy the Council's resources effectively to deliver value

Reporting Brief:

To provide the monthly Financial Performance Report to Council for the period ending 31 August 2020.

Proposal in Detail:

Council's Financial Performance Report (**Report**) for the period 1 July to 31 August 2020 is Attachment 1.

The Report highlights that Council's operating result is \$911k better than the budgeted position. This is the difference between the budgeted position (revenue less expenses) of \$37.9m, compared to the actual position of \$38.8m.

However, as detailed in the explanatory notes in the Report, much of the result is based on timing differences. These are likely to substantially resolve themselves in accordance with the forecast result detailed in the Report.

A summary of the key indicators is as follows:

Revenue

Revenue is \$160k or 0.30% above budget.

While the bottom-line revenue result is substantially on track, there were individual items of interest which contribute to a fluid monthly result and are detailed in the explanatory notes section of the Report. These can be broadly classified as:

- reactive revenue wholly reliant on public/user activity (e.g. landfill, infringements and development applications)
- timing differences between budget and actual receipts (e.g. contributions) and unbudgeted revenue (e.g. carry forward grants)
- change to original budget assumptions (e.g. financial assistance grant).

Expenditure

Expenditure is \$751k or 7.7% below budget.

While the bottom-line result shows a relatively large underspend, there were many contributors which are detailed in the explanatory notes to the Report. As with revenue, these expenditure categories all contribute to a fluid monthly result and can be broadly classified as:

- timing differences between budget and actual expenditure (e.g. infrastructure works, supplier invoicing and delays with statutory obligations)
- ongoing variances that will not rectify themselves (e.g. insurance)
- unbudgeted expenditure (e.g. COVID-19)
- changes to the original budget assumptions (e.g. depreciation).

Capital Works

Capital Works expenditure is \$1.426m against an annual budget of \$21.717m.

At 31 August 2020 the capital works program was ahead of the budgeted position by \$56k which indicates a positive start to the 2020/21 program.

However, economic stimulus funds have contributed to the largest annual capital works budget for several years, resulting in a challenging works program. It is recommended that detailed information on economic stimulus projects is included in future financial reports.

COVID-19 Response

Unbudgeted expenditure continues to be incurred but in substantially less amounts than last year. The largest expense to date is an allocation to the Pandemic Leave provision, provided for in the 2020/21 budget.

Fortunately, very few staff have found the need to apply for this leave. However, the provision remains in place for the foreseeable future due to the unpredictable nature of the current situation.

Summary

Further information on Revenue, Expenditure, Capital Works and COVID-19 Response figures are in Attachment 1 of this report.

Consultations:

General Manager

Executive Leadership Team

Officers responsible for Capital and Operational Budget reporting

Human Resource / Financial and Risk Management Implications:

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

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

Community Consultation and Public Relations Implications:

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

Recommendation:

That Council:

RECEIVE and NOTE the Financial Performance Report for the year-to-date ending 31 August 2020 in the form of Attachment 1.

Attachments/Annexures

- 1 Attachment 1 - Financial Performance Report to 31 August 2020

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

CLOSED TO MEMBERS OF THE PUBLIC

21. CONFIRMATION OF MINUTES (CLOSED MEETING)

That the minutes of the Council meeting (closed meeting) held on 31 August 2020 be confirmed.

22. APPLICATIONS FOR LEAVE OF ABSENCE

GOVERNANCE

Community Goal: “Leading Our Community”

23. AUDIT PANEL MINUTES

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

24. GENERAL MANAGER'S KPIS 2020/21

This item is to be considered at a closed meeting of the Council by authority of the Local Government (Meeting Procedures) Regulations 2015 Regulation 15(2)(a) (Personnel matters, including complaints against an employee of the Council and industrial relations matters).

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