

**COUNCIL MEETING
AGENDA
MONDAY, 25 NOVEMBER 2024**



GLENORCHY CITY COUNCIL

QUALIFIED PERSON CERTIFICATION

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

A handwritten signature in blue ink, appearing to read 'Tony McMullen', is written above a horizontal line.

Tony McMullen
Chief Executive Officer
MONDAY, 25 NOVEMBER 2024

Hour: 3:30pm

**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, 4 November 2024

Purpose: To discuss:

- Local Heritage Review
- Walk, Wheel, Ride Glenorchy
- Terry Street Tactical Cycling Project

Date: Monday, 11 November 2024

Purpose: Open Workshop to present:

- Bushfire Management
- Status of Northern Suburbs Transit Corridor
- Budget Process for 2025-26 (Closed workshop)

Date: Monday, 18 November 2024

Purpose: To discuss:

- Windward Bound Update by Glenorchy
Hyoung Person Sponsored to Participate in
10 Day Voyage
- CBD Clean Team Proposal
- Main Road Revitalisation Projects
- Prince of Wales Bay Special Area Plan
Community Engagement Outcomes

ELECTED MEMBER STATEMENT OF INTENT

November 2022

We will...	By...
Be curious, open to change and difference	<ul style="list-style-type: none"> Being progressive, proactive, and innovative Taking calculated risks Asking questions before offering opinions or solutions Debating ideas without getting personal Remembering everyone is equal Always having an open mind
Be authentic and act with integrity	<ul style="list-style-type: none"> Being accessible Being honest and trustworthy Demonstrating transparency and accountability
Be respectful to each other	<ul style="list-style-type: none"> Going to the source, in person, early Assuming good intent, always Acting with good intent, always Actively listening, seeking to understand Valuing other's opinions Being prepared
Own and right our wrongs	<ul style="list-style-type: none"> Self-reflecting Being open to feedback Being brave enough to be vulnerable
Show strong leadership	<ul style="list-style-type: none"> Challenging the status quo Continually learning and practicing good governance Striving for financial sustainability and strength Having clarity on role and purpose
Consider the impact we have on others	<ul style="list-style-type: none"> Practicing emotional intelligence Hearing both sides before making judgement Remembering our behaviour and words matter to staff



ELECTED MEMBER LEGACY

November 2022

At the end of our term, we will have made a real difference because, together:

We deliver

We're active and present

We put people first

We are inclusive

We are future focussed and brave

We improved communication and community engagement

We empowered our community

We rebuilt pride

We were accountable

We created a safe, clean, equitable city

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1. APOLOGIES

2. CONFIRMATION OF MINUTES (OPEN MEETING)

That the minutes of the Council Meeting held on 28 October 2024 be confirmed.

3. ANNOUNCEMENTS BY THE CHAIR

4. PECUNIARY INTEREST NOTIFICATION

5. RESPONSE TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE

Question without notice – Mr Eddy Steenbergen, Rosetta

This meeting will discuss Council's Quarterly Report which I would recommend to anyone interested in an overview of Council activities. I have some questions.

Q1: I notice in the financial section (bottom of page 15) that the Department of Housing is now paying rates on its properties in quarterly instalments. How many dollars has the department saved by paying that way? Did Council agree to that change?

Is council treating the department in exactly the same way as a human ratepayer paying in quarterly instalments?

A1: [CEO] This question was taken on notice.

The Local Government Act allows rates to be paid by instalments if a Council so permits (section 124). When Council adopted the 2024/25 Budget at the meeting on 17 June 2024, it determined that Rates and Charges were payable by four (4) equal as practicable instalments.

Homes Tasmania as the responsible authority for managing the State's community housing assets is not obliged to pay rates in one lump sum, nor can the Council direct they do so. Despite the fact they may have previously paid in a lump sum, they are entitled to pay by four instalments in the same manner as every other Glenorchy City Council ratepayer. Regardless of whether rates are paid by four instalments or in a lump sum, the total amount paid for the year is the same.

Question without notice – Janiece Bryan, Montrose

Q1: Is Council aware that for infill apartments on CBD car parking, the state planning provisions do not require car parking?

A1: [CEO] This question was taken on notice.

The Glenorchy CBD area falls within the Central Business Zone and is subject to the GLE-S8.0 Principal Activity Centre Specific Area Plan (PAC SAP) under the Glenorchy Local Provisions Schedule. Although the PAC SAP includes planning controls that substitute certain zone and code requirements in the State Planning Provisions (SPPs), it does not override the car parking requirements. These requirements are specified under Clause C2.5.1 Car Parking Numbers of Code C2.0 Parking and Sustainable Transport within the SPPs. Any proposals for infill apartments within the Glenorchy CBD area will be subject to the requirements of Clause C2.5.1 of the SPPs.

6. PUBLIC QUESTION TIME (15 MINUTES)

Please note:

The Council Meeting is a formal meeting of the Elected Members elected by the Glenorchy community. It is chaired by the Mayor. Public question time is an opportunity in the formal meeting for the public to ask questions of their elected Council representatives about the matters that affect ratepayers and citizens.

In accordance with regulation 31(2) and (3) (Public question time) Local Government (Meeting Procedures) Regulations 2015, Council will allocate 15 minutes during each Council Meeting to invite members of the public to ask questions relating to the activities of Council.

The following rules and procedures apply to Public Question Time:

1. questions must relate to the activities of Council
2. members of the public are to announce their name and residential address before asking a question (which will be recorded in the minutes)
3. questions are to be put succinctly and in the form of a question, not a comment
4. questions must not be inflammatory, abusive, defamatory, contain a personal attack or otherwise breach any rules of the meeting which have been explained by the Chairperson
5. the Chairperson may limit the number of questions asked by each member of the public in order to ensure that all members of the public wishing to ask questions are given the opportunity within the allocated time
6. the Chairperson will decide the order in which questions are to be asked and may rotate the order between different members of the public if individuals have more than one question to ask
7. the Chairperson may, in their absolute discretion:
 - a) refuse to answer a question if the Chairperson deems that it is inappropriate or does not comply with these rules or the rules of the Council meeting, or
 - b) take a question 'on notice', in which case the answer will be provided in writing prior the next Council meeting and included on the agenda for the next Council meeting
8. if a question is taken on notice, the Chairperson may request that the member of the public submit their question in writing and may refuse to provide a response if the question is not provided as requested, and
9. the 15 minutes allocated for Public Question Time may be extended at the discretion of the Chairperson at the conclusion of the time period. Council is to publish information relating to Public Question Time, including any additional rules and procedures, on Council's website.

Question with notice – Mr Robert Holderness-Roddam, Austins Ferry

Received Saturday, 16 November 2024

Q1: With reference to the recently installed pedestrian refuge on Main Road, Granton: What is the predicted/estimated or counted daily number of pedestrians using this refuge?

A1: We recognise the importance of providing safe pedestrian access across our road network. Pedestrian crossings, such as refuges, kerb blisters, raised platforms, and signalised crossings, are strategically installed to promote safe pedestrian activity. Measuring actual pedestrian numbers is challenging, as surveys are typically conducted manually during peak periods and at established crossing points, which may not fully capture preferred crossing locations or off-peak activity.

Predicting future use is equally complex, as changes in behaviour are difficult to anticipate. Crossings are therefore positioned to address critical needs, such as linking residential areas with schools, shops, and bus stops, or ensuring safe passage where footpaths end on one side of the road. The design and location of crossings are carefully planned, considering factors such as road width, visibility, parking, nearby driveways, and traffic volumes.

Q2: With reference to the section of Main Road, Austins Ferry between Merley Road junction and the Austins Ferry Road junction. Taking into account the populations served by Laverack Court, Merley Road and offshoots (Wyralla Place, Willow Walk, Amaroo Road and Wendourie Parade), Wakehurst Road, Sunshine Road, Austins Ferry Road and Harbinger Lane. What is the predicted/estimated or counted number of pedestrians crossing Main Road, considering the location of the Austins Ferry Store and the Northbound and Southbound no. 42 bus stops?

A2: As previously mentioned, pedestrian refuge islands and similar treatments are installed to improve safety and facilitate pedestrian crossings at key locations. Council's Transport Engineer has explored options for a pedestrian crossing along Main Road, between Merley Road and Austins Ferry Road. As part of this, kerb blisters at the Merley Road junction are being further designed, with funding to be sought if the project is viable.

Other potential locations and treatments were assessed but found to be unfeasible due to the presence of a bike lane and nearby driveways, which would create safety and design constraints.

Q3: What are the vehicle speeds recorded along this stretch of Main Road: averages and maximum?

A3: Traffic counters were installed on Main Road, just south of Austins Ferry Road, in September 2022. These recorded an average of 7,220 vehicles per day, with an average speed of 53 km/h and an 85th percentile speed of 58 km/h when the speed limit was 60 km/h.

In late 2023, the Council reduced the speed limit to 50 km/h. A follow-up traffic survey is scheduled for early next year to evaluate changes in driving behaviour.

For context, the 85th percentile speed refers to the speed at or below which 85% of drivers travel and is commonly used to represent the maximum speed driven by the majority of road users. Traffic data is typically collected over a one-week period using road tubes, which record the number and speed of every vehicle passing through the surveyed section.

7. PETITIONS/ADDRESSING COUNCIL MEETING (DEPUTATION)

COMMUNITY

Community Goal – Making Lives Better

8. ACTIVITIES OF THE MAYOR

Author: Mayor (Sue Hickey)
Qualified Person: Chief Executive Officer (Tony McMullen)
ECM File Reference: Mayoral Announcements

Community Plan Reference:

Leading our community

Transparent and accountable government

Strategic or Annual Plan Reference:

Leading our community

Objective: We are a leader and partner that acts with integrity and upholds our community's best interests.

Strategy: Listen to our community to understand their needs and priorities.

Strategy: Communicate effectively with our community and stakeholders about what Council is doing.

Strategy: Build and maintain productive relationships with all levels of government, other councils, and peak bodies to achieve community outcomes for Glenorchy and Greater Hobart.

Reporting Brief:

To receive an update on the recent activities of the Mayor.

Proposal in Detail:

These are the events and external meetings that Mayor Sue Hickey attended between Monday, 21 October 2024 and Sunday, 17 November 2024.

Monday, 21 October 2024

- Participated in a radio interview with ABC Radio Hobart on the topic of the Glenorchy War Memorial Pool
- Chaired the open Council Workshop

Wednesday, 23 October 2024

- Attended the opening of the Multicultural Hub Kitchen at Multicultural Council of Tasmania (MCOT) Moonah
- Participated in Council's Project Control Group Meeting
- Participated in Council's Emergency Management Committee Meeting

Thursday, 24 October 2024

- Attended the Betta Milk Royal Hobart Show Presidents Luncheon

Monday, 28 October 2024

- Participated in the TasWater General Meeting
- Chaired the Council meeting

Tuesday, 29 October 2024

- Participated in a Radio interview with Triple M as 'Mayor of the Month'
- Participated in an ABC Radio Interview to discuss:
 - The Notice of Motion at the 28 October Council meeting that Council request the CEO to present a report to the 16 December Council meeting which explores the potential for the development of more housing in the City's CBD areas without sacrificing public car parking
 - The passing of Cr Harry Quick
 - The Glenorchy War Memorial Pool

Wednesday, 30 October 2024

- Participated in a meeting with journalist Sue Bailey
- Attended the new name reveal of Colony 47
- Attended the Glenorchy City Council Staff Reward and Recognition and 2024 Years of Service Achievement Celebrations

Thursday, 31 October 2024

- Participated in a Radio interview with 7HOFM regarding the Variety Christmas Carols at Tolosa Park and the B Kinder Walk event
- Participated in a Media call with Variety Tasmania at Tolosa Park regarding the 2024 Variety Christmas Carols to be held at Tolosa Park

Saturday, 2 November 2024

- Opened and cut the ribbon at the Diwali Festival at Montrose Bay and provided the official welcome

Monday, 4 November 2024

- Chaired the Glenorchy Planning Authority Meeting
- Chaired the Council workshop

Tuesday, 5 November 2024

- Participated in an interview with ABC Radio regarding the Glenorchy Showgrounds
- Attended the Italian Australian Seniors Welfare Association of Tasmania Luncheon at New Town Bay Rowing Club
- Participated in a site visit to New Town Rivulet with Lord Mayor Anna Reynolds and Anna Wilson from Hobart City Council

Wednesday, 6 November 2024

- Participated in a site visit of Youth Arc Hobart with Glenorchy City Council's Elected Members
- Participated in the Greater Hobart Mayor's Forum
- Attended a panel discussion hosted by Open House Hobart on the topic of 'Everyone Deserves a Home: urban densification is the cure for the housing crisis'

Thursday, 7 November 2024

- Participated in a meeting with a constituent and Council's Manager of Development regarding a residential matter
- Participated in a meeting with a representative of the Italian Australian Seniors Welfare Association of Tasmania regarding their need for a new secure premises
- Attended the Royal Flying Doctors Southern Supporters function

Friday, 8 November 2024

- Opened the Public Works Engineers Australasia (Tasmanian Committee) annual conference at MyState Bank Arena
- Attended the AGM of the Australian Local Government Women's Association ALGWA (Tas)

Saturday, 9 November 2024

- Participated in the B Kinder Walk at Cornelian Bay and participated in a radio interview with 7HOFM

Monday, 11 November 2024

- Chaired the open Council workshop

Tuesday, 12 November 2024

- Attended the Children's University Graduation at UTAS
- Participated in a meeting with Simon Behrakis and Council's CEO
- Met with Senator Carol Brown at Renfrew Circle, Goodwood and Ashbourne Grove, West Moonah to view Roads to Recovery funded sites
- Attended a performance by the Country Music Club of Southern Tasmania

Wednesday, 13 November 2024

- Participated in the Greater Hobart Committee Meeting hosted by Minister Eric Abetz
- Participated in a joint media event with Greater Hobart Mayors regarding Development Assessment Panels
- Participated in World Kindness Day event hosted by Glenorchy City Council on the lawns of Council

Thursday, 14 November 2024

- Attended the 15th Anniversary of the Forgotten Australians
- Attended the Australian Institute of Company Directors (AICD) Hobart Fellows Roundtable on the topic of 'The Future of Age Care is Now'
- Participated in meeting at Glenorchy Police Station with Alderman Stuart Slade regarding anti-social behaviour in Moonah
- Attended the Exhibition Opening of *The Glenorchy Open* at the Moonah Arts Centre

Friday, 15 November 2024

- Participated in an interview with *The Mercury* regarding the passing of Alderman Jan Dunsby and a further separate interview regarding potential job losses at the Mondelez Claremont Factory.

Saturday, 16 November 2024

- Participated in an ABC Radio interview regarding the passing of Alderman Jan Dunsby

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

Consultations:

Nil

Human Resource / Financial and Risk Management Implications:

Nil

Community Consultation and Public Relations Implications:

Nil

Recommendation:

That Council:

1. RECEIVE a report about the activities of Mayor Hickey from Monday, 21 October to Sunday, 17 November 2024.

Attachments/Annexures

Nil.

9. LONG-TERM FUTURE OF GLENORCHY WAR MEMORIAL POOL - FINAL BUSINESS CASE

Author: Manager Property, Environment and Waste (Luke Chiu)

Qualified Person: Deputy Chief Executive Officer (Emilio Reale)

ECM File Reference: Glenorchy War Memorial Pool

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: We responsibly manage our community's resources to deliver what matters most

Strategy: Deploy the Council's resources effectively to deliver value while being financially responsible

Action: Complete the project to investigate options for the future Glenorchy War Memorial Pool redevelopment

Reporting Brief

To provide Council with the final business case for the Glenorchy War Memorial Pool and to recommend that Council authorise the Chief Executive Officer to utilise this document to seek grant funding support for the project.

Proposal in Detail:

With the support of a \$200,000 State Government Grant, Council commissioned a study of long-term options for the Glenorchy War Memorial Pool site. This project included extensive community engagement, concept plans, and cost benefit analysis. The final outcome of this project was the preparation of a business case, which is intended to form the basis for future grant applications for a redeveloped facility. MI Global Partners were awarded this contract and have now completed this project. The final business case is presented here in [Attachment 1](#).

Following a community and stakeholder engagement process, MI Global Partners released an Engagement Insights Report which showed strong support for an aquatic focused facility to be developed at the site.

A range of potential options for the site were assessed throughout the project with **Option 4A – Larger Outdoor and Indoor Aquatic Facility with a Health Club** ultimately being chosen as the preferred option as it delivered the strongest social and economic returns including a positive Benefit Cost Ratio (BCR) of 1.07 and a positive Net Economic Benefits (NPV of \$7.1M), noting these two figures are considered very important with potential State and Federal funding partners.

Option 4A – Larger Outdoor and Indoor Aquatic Facility with a Health Club, includes the following key features:

Outdoor Facilities (Open 8 months per year)

- Outdoor 50m pool
- Grandstand / spectator area (700 capacity)
- Outdoor change area
- Outdoor splashpad / slide
- Leisure landscape for picnics

Indoor Facilities (Open 12 months per year)

- 25m lap pool
- 12m x 20m warm learn to swim / program pool
- Wellness hall (spa, sauna, steam)
- Leisure pool / toddler pool
- Change village / facilities
- Gymnasium (1,500 sqm)

Other

- Back of house (control room, laundry, pool plant, heating)
- Front of house (foyer, creche, café, reception, retail)



GROUND FLOOR PLAN | 1 : 250 @ A1
GLENORCHY WAR MEMORIAL POOL



A summary of the analysis of the shortlisted options that were assessed under the project is provided in the table below.

Options Analysis and Ranking

	Option 4	Option 5	Option 6	Option 4A
Construction Costs	\$72.7M	\$69.2M	\$70.7M	\$83.8M
Utilisation (visits) per year	203,095	221,822	150,781	287,328
Economic Appraisal				
Net Benefits (NPV)	-\$6.1M	-\$9.3M	-\$19.4M	\$7.1M
BCR	0.93	0.88	0.75	1.07
Cash Flow / Operations				
Annual Revenue	\$2.6M	\$2.7M	\$1.9M	\$3.8M
Annual Expenses (including Lifecycle costs)	\$3.3M	\$3.0M	\$2.8M	\$4.1M
Annual Profit (Deficit)	(\$740,000)	(\$250,000)	(\$925,000)	(\$325,000)
Selection Criteria				
Delivering Community Benefit	4 / 5	4 / 5	4 / 5	5 / 5
Community usage, benefit and preferences	5 / 5	4 / 5	5 / 5	5 / 5
Delivering Benefit to Schools	4 / 5	3 / 5	5 / 5	5 / 5
Estimated Cost to Build (i.e. level of funding required)	2 / 5	2 / 5	2 / 5	2 / 5
Revenue Generating Opportunities	4 / 5	4 / 5	3 / 5	5 / 5
Ongoing Operational Costs	2 / 5	2 / 5	3 / 5	2 / 5
Regional Asset - delivering out of region visitation	5 / 5	4 / 5	2 / 5	5 / 5
Alignment with Council Strategic Plan	3 / 5	4 / 5	2 / 5	3 / 5
Overall Selection Criteria Score	29 / 40	27 / 40	26 / 40	32 / 40
Option Ranking	2	3	4	1

A like-for-like facility (i.e. replication of the existing outdoor 50m pool facility) did not make it to the shortlisted option. However, MI Global Partners did undertake a desktop assessment of this option. While upfront capital costs would be significantly reduced with this option, it resulted in a negative net economic benefit, and Benefit Cost Ratio (BCR), which as noted earlier, are key metrics that are considered by potential State and Federal funding partners. The option also resulted in a worsened projected operating deficit than the other options.

The completed business case is intended to form the basis for future grant applications for a redeveloped facility.

*“A new aquatic facility at the GWMP site will deliver increased community swimming participation and competency for both children and adults, provide more inclusive accessibility, host more events and provide a place for aspiring athletes to train – all year round. Increasing engagement across these channels will strengthen community identity, preserve the historical significance of the pool site, and revive and strengthen connection to place.”
(November 2024, MI Global Partners: Glenorchy War Memorial Pool - Final Business Case)*

Consultations:

Elected Members

Executive Leadership Team

Manager Property Environment and Waste

Manager Stakeholder and Executive

Manager Assets Engineering and Design

Recreation and Environment Coordinator

Property Assets Coordinator

Project Manager – Property

Chief Financial Officer

Manager Finance

Human Resource / Financial and Risk Management Implications:FinancialInitial capital costs

The projected capital cost of the recommended option is \$83.8M, adjusted for inflation assuming majority of construction is undertaken in 2026 and 2027. Noting further escalation of costs will be expected with later construction dates.

Given the scale of the capital cost, it is likely Council will need to rely on funding support through the State and Australian Governments. The business case, that is presented here as Attachment 1, will be an important document to assist with these funding requests.

Depreciation

A basic depreciation calculation at 2.5% of the capital cost (\$83.8M) gives a projected depreciation figure of \$2,095,000 per year, indexed to inflation for 40 years.

Ongoing operational costs

The projected annual operating loss of the recommended option is a \$326,000 annual loss. This figure is based on an annual revenue projection of \$3.8M and annual expenses projection of \$4.1M.

The preferred option is expected to generate an operating profit of approximately \$270,000 per year in its first five years of operations. However, as lifecycle costs increase over time, the facility will experience an average operating deficit of \$470,000 per year from year 6 (\$326,000 loss on average per year over the 25 years of projections).

Funding

Council does not have the cash and capital to fully fund the proposed aquatic facility. Any additional funding over and above any potential Federal or State grant would likely need to be secured through a commercial loan. For example, if Council was required to borrow a loan of \$23,000,000, yearly repayments are estimated at \$1,567,000 at a 5.5% rate over 30 years.

Financial summary

A community aquatic facility can provide wide-reaching benefits. However, the financial implications are substantial and must be carefully considered. As detailed above the additional financial implications associated with depreciation, operational loss, and loan repayments are significant.

Human resources

The project management has been undertaken by existing staff resources and will likely continue to do so until funding for the project is secured.

Risk management

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
<p>Adopt the recommendation</p> <p>Some community members and stakeholders may object and want a different option pursued for the site.</p>	Minor	Possible	Medium (8)	The attached MI Global Partners Report details the reasons why Option 4A has been recommended.
<p>Do not adopt the recommendation</p> <p>Inability to secure funding support for a new aquatic facility, without a business case to support the request.</p>	Major	Likely	High (16)	Council outlines its reasons for not finalising a business case for the proposal.

Community Consultation and Public Relations Implications:

Community consultation

The project has involved extensive community and stakeholder engagement as detailed in the MI Global Partners Reports that are attached.

An elector poll that was reported on at the 24 June 2024 Council Meeting also revealed strong support to the question *“Should the Council apply for future government funding, to retain the pool and redevelop it into a modern public pool facility that will serve the Glenorchy area for the longer term?”*, with 93 per cent or 20,547 people voting “yes”, and only 7 percent or 1,539 people voting “no”.

Public relations

There is likely to be significant public interest in the business case and associated documents. These reports will be made available on the Council’s website. The Mayor has and will continue to provide project updates during announcements by the Chair at monthly Council meetings.

Recommendation:

That Council:

1. RECEIVE and NOTE this report and the attached Glenorchy War Memorial Pool Business Case as at **Attachments 1 through 13** to this report.
2. AUTHORISE the Chief Executive Officer to utilise the Business Case to seek funding support for the project.

Attachments/Annexures

- 1⇒ Glenorchy War Memorial Pool Business Case
- 2⇒ Business Case Appendix A - Existing Conditions Analysis
- 3⇒ Business Case Appendix B - Design Preferred Option Report
- 4⇒ Business Case Appendix C - Preferred Option Cost Report
- 5⇒ Business Case Appendix D - Engagement Report
- 6⇒ Business Case Appendix E - Options Assessment Report
- 7⇒ Business Case Appendix F - Risk Register
- 8⇒ Business Case Appendix G - Design Options Assessment Report
- 9⇒ Business Case Appendix H - Options Cost Report
- 10 Preferred Option Plans
⇒
- 11 Preferred Option Aerial Image
⇒
- 12 Preferred Option Indoor Image
⇒
- 13 Preferred Option Outdoor Image
⇒

GOVERNANCE

Community Goal – Leading our Community

10. CUSTOMER SERVICE REPORT 2023/24

Author: Manager Contact and Guidance (Robbie Shafe)

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

ECM File Reference:

Community Plan Reference:

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

Objective: We deliver services to meet our community's needs.

Strategy: Deliver services to our community at defined levels.

Open for Business

Objective: We value our community by delivering positive experiences.

Strategy: Provide a high standard of customer service and continuous improvements by investing in our people, systems and processes.

Leading Our Community

Objective: We are a leader and partner that acts with integrity and upholds our community's best interests.

Strategy: Listen to our community to understand their needs and priorities.

Communicate effectively with our community and stakeholders about what Council is doing.

Reporting Brief:

To provide an annual Customer Service report to Council on the progress of the Customer Service Strategy 2020-2025, the level of service provided to the community, and the number and nature of complaints received against Council for the 2023-24 financial year, as required under section 339F(5) of the *Local Government Act 1993* (the Act).

Proposal in Detail:

Since 2020, Council has expanded the contents of the annual report for customer complaints received during the previous financial year, adhering to the requirements of the Act. To provide a better idea of how the level of customer service is tracking, in addition to the complaints, the annual report includes:

- Customer Satisfaction (CSAT) Score.
- Customer Service Strategy 2020-25 actions progress updates.
- Actions taken under the Dealing with Unreasonable Customer Conduct Policy.
- Commentary feedback.
- Service level highlights from across Council's many departments.

The full Customer Service Report 2023/24 can be found in the attachments. However, here is a summary of the highlights:

Customer Complaints

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

It is important to note that the 'complaints' documented in this report refer to formal complaints that have been made and subsequently investigated. It does not report on every item of negative feedback that Council receives falling below that threshold. This is impractical to track and would not provide an accurate measure of overall satisfaction with services. Initially, when a customer contacts Council, a 'service request' is lodged to report an issue with part of Council's infrastructure or services provided (for example, a pothole, damage to playground equipment, or a missed kerbside bin collection).

Under Council's Customer Service Charter (Charter), a 'complaint' is recorded on the Register when a 'service request' has been made but has not been actioned or where there is dissatisfaction with the outcome of the request.

From 1 July 2023 to 30 June 2024, there were 40 complaints recorded on the Register. Council's service level commitment for complaints is for acknowledgement to be made within five working days, with a target of a response within 15 days. 37 (93%) of 2023/24 complaints met the service level commitment.

Customer Satisfaction (CSAT) Score

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

Council provides the option for customers to leave a score via the following methods:

- Tablets in the Chambers' foyer and at the Moonah Arts Centre.
- After phone calls to the Customer Service Centre using an automated service.
- Auto-response to emails sent through to the corporate email address (gccmail@gcc.tas.gov.au).
- Customer Service Officers' email signature when they respond to enquiries.

From the 2,998 responses received during the 2023-24 financial year, Council received a CSAT Score of 86.9%, which is consistent with the previous year's score of 85.7%, although ever so slightly higher. Council also received 279 comments through this feedback method.

Customer Service Strategy

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

Overall progress is as follows:

- Aggregate progress is at 80%.
- 33 actions (69%) are complete.
- 12 actions (25%) are in progress.
- 3 actions (6%) are yet to commence.

Action 3.3.2 - Implement improvements to the Customer Service Centre is unlikely to be completed by the end of the Strategy term as Council, in 2021, determined not to implement Stage One of the CityScape project, which would have commissioned improvements in 'customer facing' areas of the Council offices.

Overall, progress is tracking very well, with over two-thirds of the actions already complete. Many of the actions are also directly linked to the Core Systems Review Project (Project Hudson) and will progress as that Project proceeds.

Unreasonable Customer Conduct Policy

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

During the 2023/24 financial year, Council acted under this policy on five occasions. On three of these occasions, access to the Jackson Street Waste Management Centre was restricted. On the other two occasions access to the Council Chambers building was restricted.

Consultations:

Executive Leadership Team
Coordinator Customer Service
Manager Development
Operations and Maintenance Supervisor

Human Resource / Financial and Risk Management Implications:

Financial

There are no material financial implications.

Human Resources

There are no material human resources implications.

Risk Management

The report is for noting only. There are no material risk management implications. However, public perception may be that Council provides poor customer service. Community perception of Council customer service may be positively influenced by reporting against service level commitments, publishing the CSAT score, informing the community of feedback received, and updating the community on the Customer Service Strategy's actions.

Community Consultation and Public Relations Implications:

Community Consultation

There was no community consultation undertaken in relation to this report. However, extensive community consultation is continuously being undertaken following customer interactions, which has already had a considerable impact on the way services are delivered and has resulted in considerable improvements.

Public Relations

There are no material public relations implications. However, the data from this report may create some discussion within the community, as it has in previous years, due to confusion around what is recorded as a 'complaint'. Council welcomes this type of feedback and debate. Clarification on the interpretation of a 'complaint' has been provided in the Customer Complaints section of the annual report and is also reflected in the Customer Service Charter and Customer Complaints Management Policy which are also items on this Council agenda.

Recommendation:

That Council:

1. RECEIVE and NOTE the Customer Service Report 2023/24 set out at **Attachment 1** of this report.

Attachments/Annexures

- 1 Glenorchy City Council Customer Service Report 2023/24



11. COUNCIL AND COUNCIL COMMITTEE MEETING DATES AND TIMES 2025

Author: Coordinator Executive and Strategy (Emma Watkins)

Qualified Person: Chief Executive Officer (Tony McMullen)

ECM File Reference: Council Meetings

Community Plan Reference:

Leading our community

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

Strategic or Annual Plan Reference:

Leading our community

Objective: We are a leader and partner that acts with integrity and upholds our community's best interests.

Strategy: Make informed decisions that are open and transparent and in the best interests of our community.

Reporting Brief

To recommend that Council adopts the meeting dates and times for Ordinary Council, Annual General Meeting, Glenorchy Planning Authority, and the Chief Executive Officer's Performance Review Committee meetings for the 2025 calendar year.

Background

The *Local Government (Meeting Procedures) Regulations 2015* (the Regulations) set out the requirements for setting the dates and times for Council meetings:

- Regulation 6(1):
A meeting is not to start before 5:00pm, unless otherwise determined by the Council by absolute majority or by the council committee by simple majority.
- Regulation 6(2)
After each ordinary election, a council and a council committee are to review the times of commencement of their meetings.
- Regulation 7(2)
Council is required to publish the times and places of ordinary meetings of Council and Council Committees (as known) for the next 12 months.

This report seeks Council’s adoption of 2025 meeting dates and times for publication in The Mercury newspaper and on Council’s website.

Council Workshops are not governed by the Regulations and are therefore not included in this report. Generally, Council Workshops are scheduled for the remaining Monday afternoons at 3.30pm, and after GPA meetings at 4.30pm. However, they may also be scheduled at other times to accommodate specific topics.

Proposed Council Ordinary Meeting Dates and Times

Table 1: The proposed Council meeting dates for 2025 are:

Meeting	Day	Date	Start time
Council	Tuesday	28 January 2025	3.30 pm
Council	Monday	24 February 2025	3.30 pm
Council	Monday	31 March 2025	3.30 pm
Council	Monday	28 April 2025	3.30 pm
Council	Monday	26 May 2025	3.30 pm
Council	Monday	30 June 2025	3.30 pm
Council	Monday	28 July 2025	3.30 pm
Council	Monday	25 August 2025	3.30 pm
Council	Monday	29 September 2025	3.30 pm
Council	Monday	27 October 2025	3.30 pm
Council	Monday	24 November 2025	3.30 pm
Council	Monday	15 December 2025	3.30 pm

Meeting dates for 2025 Council meetings are proposed for the last Monday of each month. This is consistent with the previous year and facilitates regular monthly financial status reporting to Council.

There are two exceptions:

- Tuesday 28 January (in lieu of Monday 27 January being the observed day for the Australia Day public holiday).
- Monday 15 December (in lieu of Monday 29 December which falls during Council’s end of year shutdown period).

Proposed Annual General Meeting (AGM) Meeting Date and Time

Table 2: The proposed Council AGM meeting date and time for 2025 is:

Meeting	Day	Date	Start Time
AGM	Monday	1 December 2025	6.00 pm

A 6.00pm start time has been proposed to accommodate a 3.30pm Council Workshop meeting beforehand.

Proposed Glenorchy Planning Authority (GPA) Meeting Dates and Times

The GPA is a council committee established under section 23 of the *Local Government Act 1993*.

At the December 2022 Council meeting, Council resolved to commence its ordinary GPA meetings at 3:30 pm as required. Under the current Terms of Reference, GPA meetings are held monthly.

Table 3: The proposed GPA meeting dates for 2025 are:

Meeting	Day	Date	Start time
Glenorchy Planning Authority	Monday	20 January 2025	3.30 pm
Glenorchy Planning Authority	Monday	17 February 2025	3.30 pm
Glenorchy Planning Authority	Monday	17 March 2025	3.30 pm
Glenorchy Planning Authority	Monday	14 April 2025	3.30 pm
Glenorchy Planning Authority	Monday	12 May 2025	3.30 pm
Glenorchy Planning Authority	Monday	16 June 2025	3.30 pm
Glenorchy Planning Authority	Monday	14 July 2025	3.30 pm
Glenorchy Planning Authority	Monday	11 August 2025	3.30 pm
Glenorchy Planning Authority	Monday	15 September 2025	3.30 pm
Glenorchy Planning Authority	Monday	13 October 2025	3.30 pm
Glenorchy Planning Authority	Monday	10 November 2025	3.30 pm
Glenorchy Planning Authority	Monday	08 December 2025	3.30 pm

Proposed Chief Executive Officer's Performance Review Committee (CEOPRC) Meeting Date and Time

Table 4: The proposed Chief Executive Officer's Performance Review Committee meeting date and time for 2025 is:

Meeting	Day	Date	Start Time
CEOPRC	Tuesday	23 September 2025	4.30 pm

The Chief Executive Officer's Performance Review Committee meetings are closed to the public.

Rationale for Proposed Meeting Start Times

At the Council Workshop on 14 November 2022, Elected Members were asked to consider meeting days/times, and the majority confirmed the existing arrangements of Monday meetings was suitable and what the community was accustomed to.

At its 9 December 2022 meeting, Council determined to commence 2023 Council meetings at 3.30pm.

Council meeting start time needs to balance needs of a variety of stakeholders.

There are three key considerations to when determining the start time for Council and Council committee meetings. These are:

1. Does the community have access to view Council meetings and ask questions of its elected members?
2. Is the meeting time conducive to good decision making?
3. Does the meeting time help to strike responsible work life balance for Elected Members, members of the community, and staff who attend and support meetings?

Continuing with a 3.30pm start time for 2025 Council meetings is proposed based on the following:

- Livestreaming and recording of Council meetings is available for members of the community to view.
- There is generally a low level of community physical attendance at Council meetings, and this has not drastically changed since commencing with a 3.30pm start time. The closure of the Glenorchy War Memorial Pool generated some heightening community engagement and resulted in a period of higher in-person attendance at Council meetings in early 2024.
- Community members can continue to ask questions on notice without the need to attend the meeting in person.
- Productivity is enhanced by reducing the risk of Council meetings extending late into the evening, when fatigue impairs efficiency and good decision making.
- Work life balance is better maintained for Elected Members and staff.

Summary

Continuing with a 3.30pm start Council meetings and GPA start times is recommended to support consistency, quality decision making, and improved work life balance.

This proposal does not impact the ability of community members to view Council meetings and ask questions of their Elected Members throughout the year.

Public Notice of 2025 Meeting Dates

If the proposed meeting dates and times are adopted by Council, the Chief Executive Officer will ensure that a public notice containing the times and places of the ordinary Council meetings and GPA meetings is published in The Mercury in accordance with the Regulations.

Meeting dates will also be published on Council’s website and through other channels, as appropriate.

Consultations:

- Elected Members
- Executive Leadership Team
- Manager Development
- Coordinator Planning Services
- Senior Statutory Planner
- Executive Office Officers

Human Resource / Financial and Risk Management Implications:

Financial

There are no material financial implications.

Human Resources

There are no material human resources implications. Facilitation and attendance at meetings of Council and GPA will be undertaken by officers as part of their normal duties.

Risk Management

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
<p>Adopt the recommendation</p> <p>Dissatisfaction with proposed meeting dates and times from members of the public or other stakeholders. Meetings do not align with key events.</p>	Minor	Unlikely	Low	Council and GPA schedule Special meetings, as required to address particular issues.
<p>Do not adopt the recommendation</p> <p>Council will be in breach of the relevant regulations around meeting dates leading to potential regulatory action and dissatisfaction from the community / reputational damage.</p>	Minor (C2)	Almost Certain (L5)	Medium	Council identifies alternative meeting dates either at the present meeting or in time for the January 2025 Council meeting.

Community Consultation and Public Relations Implications:

Community Consultation

Community consultation has not been undertaken in relation to this report. However, Council has received feedback that its practice of holding Council meetings on the last Monday of each month and the process of live streaming meetings has been well received by the community.

Public Relations

Meetings will continue to be live streamed to the public during 2025. Notice of meetings in the form adopted by Council will be advertised in accordance with the regulations. There are otherwise no material public relations impacts.

Recommendation:

That Council:

- (a) ADOPT the dates and times for Ordinary Council meetings, the Annual General Meeting, Glenorchy Planning Authority meetings, and the Chief Executive Officer's Performance Review Committee meeting for the 2025 calendar year as set out in Tables 1, 2, 3 and 4 of this report.
- (b) NOTE that a public notice containing the times and places of the Ordinary Council meetings and Glenorchy Planning Authority meetings will be published in accordance with regulation 7(2) of the *Local Government (Meeting Procedures) Regulations 2015*.

Attachments/Annexures

Nil.

12. UPDATED COUNCIL POLICIES

Author: Governance Officer / Paralegal (Eliza Ostler)
Qualified Person: Director Community and Corporate Services (Tracey Ehrlich)
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:

Leading our Community

Objective: We are a leader and partner that acts with integrity and upholds our community's best interests.

Strategy: Make informed decisions that are open and transparent and in the best interests of our community.

Strategy: Manage compliance and risk in Council and our community through effective systems and processes.

Reporting Brief

To present the following reviewed policies for adoption:

- Street Trees Policy
- Flag Policy
- Charges for Copies of Minutes, Agendas, Reports and By-Laws Policy

To present the following policy to be rescinded:

- Street Lighting Policy

Proposal in Detail

All policies adopted by Council are reviewed cyclically. The ordinary review period for Council policies is four (4) years after adoption. However, policies may be reviewed earlier if it is appropriate to do so, for example if there are changes to a relevant governing act.

Street Trees Policy

The Street Trees Policy was adopted by Council at its meeting on 30 November 2020. The Policy outlines how Council will manage street trees throughout the municipality. The Policy has been reviewed by the Manager of Works, who has advised it is fit for purpose and working well. The Strategic Plan Alignment has been removed to conform with more recent policies, and other minor amendments have been made.

- **Attachment 1** is a copy of the 2020 Policy with tracked changes
- **Attachment 2** is a copy of the updated Policy

Flag Policy

The Flags Policy was adopted by Council at its meeting on 30 November 2020. The Policy provides direction on how and when the Australian National Flag and other flags are flown by Council. The Policy has been reviewed by the Manager Contact & Guidance with minor changes proposed:

- The removal reference to the flying of flags on weekends and public holidays. Previously, the flags were put up and down each day, but lights have since been installed which allows the flags to be constantly raised as per Government guidelines.
- Removal of the Strategic Plan Alignment section to conform with more recent policies.

There have also been some minor formatting, spelling and grammar amendments.

- **Attachment 3** is a copy of the 2020 Policy with tracked changes
- **Attachment 4** is a copy of the updated Policy

Charges for Agendas, Minutes and By-Laws Policy

The Charges for Agendas, Minutes and By-Laws Policy was adopted by Council at its meeting on 26 October 2020. The Policy has been reviewed by the Manager Stakeholder & Executive. It has been amended to state that Council will provide one copy of the requested document per person at no cost. Council will continue to provide electronic copies of all relevant documents free of charge.

- **Attachment 5** is a copy of the 2020 Policy with tracked changes
- **Attachment 6** is a copy of the updated Policy

Street Lighting Policy

In December 2020, Council adopted the Street Lighting Policy. This Policy set lighting standards for the Glenorchy municipality based on the Australian Standard for Lighting of Roads and Public Space.

After a review by the Manager Assets, Engineering and Design, it has been identified that the Policy is no longer required as the content is sufficiently dealt with by existing legislation and standards, including:

- *The Local Government (Highways) Act 1982 (Tas)*
- AS/NZS 1158 Lighting for Roads and Public Spaces

The Policy is recommended to be rescinded. The existing Policy is included as **Attachment 7** to this report.

Consultations:

Executive Leadership Team
 Manager Works
 Manager Assets, Engineering & Design
 Manager Governance & Risk
 Manager Stakeholder & Executive
 Manager Contact & Guidance
 Council Officers

Human Resource / Financial and Risk Management Implications:

There are no material human resources or financial implications.

Risk management

Risk Identification	Consequence	Likelihood	Rating	Risk Mitigation Treatment
<p>Adopt the recommendation</p> <p>The policy does not represent any significant departure from established practices or statutory requirements. There is a chance that procedural difficulties may be identified once they are implemented, leading to operational inefficiencies.</p>	Minor	Unlikely	Low	<p>Draft policies are subject to an internal consultation process.</p> <p>Responsible officers continue to monitor compliance with policies and ensure that any amendments are made in a timely manner, as required.</p>
<p>Do not adopt the recommendation</p> <p>Governance administration would be less optimal due to the presence of outdated and less effective policies.</p>	Minor	Likely	Medium	<p>Council officers are instructed to review the policies and implement any changes requested by Council as soon as practicable.</p>

Community Consultation and Public Relations Implications:

The policies, when updated, will be published on Council’s website.

Recommendation:

That Council:

1. ADOPT the revised Street Trees Policy in **Attachment 2**
2. ADOPT the revised Flag Policy in **Attachment 4**
3. ADOPT the revised Charges for Copies of Agendas, Minutes and By-Laws in **Attachment 6**
4. RESCIND the Street Lighting Policy in **Attachment 7**

Attachments/Annexures

- 1 Street Trees Policy - Tracked Changes
[⇒](#)
- 2 Street Trees Policy 2024
[⇒](#)
- 3 Flag Policy - Tracked Changes
[⇒](#)
- 4 Flag Policy 2024
[⇒](#)
- 5 Charges for Copies of Agendas, Minutes and By-Laws - Tracked Changes
[⇒](#)
- 6 Charges for Copies of Agendas, Minutes and By-Laws 2024
[⇒](#)
- 7 Street Lighting Policy 2020
[⇒](#)

13. FINANCIAL PERFORMANCE REPORT TO 31 OCTOBER 2024

Author: Manager Finance (Allan Wise)
Qualified Person: Director Community and Corporate Services (Tracey Ehrlich)
ECM File Reference: Corporate and Financial Reporting

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: We are a leader and partner that acts with integrity and upholds our community's best interests.

Strategy: Make informed decisions that are open and transparent and in the best interests of our community.

Objective: We responsibly manage our community's resources to deliver what matters most.

Strategy: Deploy the Council's resources effectively to deliver value while being financially responsible.

Reporting Brief:

To provide Council with the monthly Financial Performance Report for the period ending 31 October 2024.

Proposal in Detail:

Council's Financial Performance Report (Report) for the year-to-date ending 31 October 2024 is at **Attachment 1**.

The Report highlights Council's operating result as at the end of October is \$1.693 million better than budget. The favourable variance is the combined result of \$92,000 more revenue than budget and \$1.601 million less expenditure than budget.

Executive Summary

A favourable operating result is reported at 31 October 2024.

Revenue and expenditure forecasts remain solid with a favourable monthly result predicted until 30 June 2025, finishing with a small \$0.133 million surplus. No urgent remedial budget action has been identified that cannot wait until the mid-year budget review.

Revenue

Year-to-date operational revenue is \$64.651 million compared to budgeted operational revenue of \$64.559 million. This represents a favourable result of \$92,000 or 0.1% against budget.

All revenue categories are materially in line with budget expectations. Of particular note however are development applications which are directly impacted by supply and cost pressures affecting the building industry.

Expenditure

Year-to-date operational expenditure is \$24.651 million compared to budgeted expenditure of \$26.253 million. This represents a favourable result of \$1.601 million or 6.1% against budget.

There has been slight closing of the overall variance gap from last month, primarily the result of increased expenditure on materials and services. The other notable variance is employee costs which continue to report an increasing underspend primarily due to position vacancies.

Non-operating – Capital Grant Revenue

Capital grant revenue is \$1.892 million against the annual \$7.598 million budget.

Major projects being funded by capital grants include Northern Suburbs Football facilities at KGV and North Chigwell, Benjafield Child Care redevelopment, Playground renewals, Roads to Recovery transport works and Claremont Skate Park construction.

Non-operating – Monetary Contributions

Monetary contributions towards capital investments is \$9,000 against nil annual budget.

These are primarily tied to development permits which require the applicant to contribute to necessary capital works undertaken by Council.

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

Disposal of assets currently records an interim gain of \$149,000 against an annual budget loss of \$1,375,000.

Activities in this area are disposal of obsolete computer equipment, minor plant and vehicle changeovers. Land sales also contribute to the monthly result. The sale price of all disposed assets is tempered by the expense in writing down the book value of those assets. There is also an allowance for derecognised assets where it is found the physical asset is no longer in accordance with the asset register.

Non-Operating – Contributions Non-Monetary Assets

No non-monetary assets have been received to date against an annual budget of \$3.675 million.

Typically, these are donated / gifted assets received from subdivisions and like developments, as well as assets found not to be currently recorded in the asset register.

Non-Operating – Assets Written Off

No assets have been written off to date against an annual budget of \$700,000.

Typically, this relates to the residual value of assets that have reached the end of their useful lives and have been replaced.

Capital Works

Year-to-date Capital Works expenditure is \$7.006 million against a combined revised annual budget of \$32.548 million. The expenditure split is \$3.072 million for major projects and \$3.934 million for recurrent projects.

The capital program actively manages multiple projects at any one time with 191 budgeted projects in the 2024/25 capital works program. The expenditure to date represents 22% of the revised capital budget (or 26% of the original budget) with 33% of the year elapsed.

It is important to note that Council approved an increase in capital expenditure at the September meeting resulting in the original \$26.909 million budget increasing to \$32.594 million.

Further Information

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

Consultations:

Chief Executive Officer
Executive Leadership Team
Officers responsible for Capital and Operational Budget reporting

Human Resource / Financial and Risk Management Implications:

The financial implications are set out in the body of this report and in **Attachment 1**.

The Financial Performance Report is only for receiving and noting, so no risk management issues arise.

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

Community Consultation and Public Relations Implications:

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

Recommendation:

That Council:

1. RECEIVE and NOTE the Financial Performance Report for the year-to-date ending 31 October 2024 as set out in **Attachment 1**.

Attachments/Annexures

- 1 Attachment 1 - Financial Performance Report to 31 October 2024



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

CLOSED TO MEMBERS OF THE PUBLIC

15. CONFIRMATION OF MINUTES (CLOSED MEETING)

That the minutes of the Council Meeting(Closed Meeting) held on 28 October 2024 be confirmed.

16. APPLICATIONS FOR LEAVE OF ABSENCE

GOVERNANCE

Community Goal – Leading our Community

17. MOTION WITHOUT NOTICE: REQUIRING ELECTED MEMBERS TO OBTAIN A WORKING WITH VULNERABLE PEOPLE REGISTRATION

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).

18. REQUEST FOR TENDER NO. 985 – LANDFILL CELL LIFT STAGE 1 – REQUEST FOR APPROVAL TO AWARD THE CONTRACT

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)(d) (Contracts and tenders, for the supply and purchase of goods and services and their terms, conditions, approval and renewal).

19. APPROVAL OF LEGAL EXPENSES

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)(d) (Contracts and tenders, for the supply and purchase of goods and services and their terms, conditions, approval and renewal).

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