

# COUNCIL AGENDA

## MONDAY, 16TH AUGUST 2010



### GLENORCHY CITY COUNCIL

\* *The General Manager certifies that the reports contained in this Agenda have been written by qualified persons under Section 65 of the Local Government Act 1993.*

**Hour:** 6.00 p.m.

**Present:**

**In attendance:**

**Leave of Absence:**

**Workshops held since last Council Meeting** **Date:** Monday, 2nd August 2010

**Purpose:** To discuss:

- West Derwent Water Pipeline Duplication
- Civic Precinct Redevelopment
- Annual Plan

#### TABLE OF CONTENTS:

1.	APOLOGIES .....	4
2.	CONFIRMATION OF MINUTES.....	4
3.	ANNOUNCEMENTS BY THE CHAIR.....	4
4.	PECUNIARY INTEREST NOTIFICATION .....	4
5.	RESPONSE TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE.....	4
6.	PUBLIC QUESTION TIME (15 MINUTES) .....	4
7.	PETITIONS/DEPUTATIONS.....	4

<b>INFRASTRUCTURE .....</b>	<b>5</b>
8. LAND LEASE - CLAREMONT GIRL GUIDES.....	6
9. TRANSFER OF EDUCATION DEPARTMENT LAND TO COUNCIL - ALLUNGA ROAD, CHIGWELL .....	9
10. DISPOSAL OF COUNCIL PROPERTY - NO. 19 CLYDESDALE AVENUE, GLENORCHY .....	12
11. SPORTS GROUND LIGHTING POLICY .....	14
12. MUNICIPAL GARDENS - FOUNTAIN.....	18
<b>SOCIAL .....</b>	<b>21</b>
13. GLENORCHY A CITY FOR ALL AGES - A POSITIVE AGEING PLAN FOR 2010 - 2015.....	22
<b>ORGANISATION.....</b>	<b>25</b>
14. CONSTRUCTION ON COUNCIL LAND POLICY .....	26
15. MONTHLY FINANCIAL PERFORMANCE STATISTICS.....	29
16. STRATEGIC PLAN 2010-15.....	31
17. ANNUAL PLAN 2010/11 .....	33
18. RESPONSE TO COUNCIL RESOLUTION ON THE INTERNAL AUDIT REPORT - JUNE 2010 .....	35
19. COMPLAINTS SUMMARY - YEAR ENDED 30TH JUNE 2010.....	41
20. AUDIT AND RISK COMMITTEE .....	44
21. NOTICES OF MOTIONS – QUESTIONS ON NOTICE / WITHOUT NOTICE.....	48
<b>CLOSED TO MEMBERS OF THE PUBLIC .....</b>	<b>49</b>
22. APPLICATIONS FOR LEAVE OF ABSENCE.....	50
<b>ECONOMIC.....</b>	<b>51</b>
23. EXEMPTION FOR CHARITABLE PROPERTIES .....	52
<b>ORGANISATION.....</b>	<b>53</b>
24. REQUEST FOR RATES REMISSION.....	54

**25. TENDER - PROVISION OF EVENT SECURITY SERVICES  
- DEC.....54**

**26. NOTICES OF MOTIONS – QUESTIONS ON NOTICE /  
WITHOUT NOTICE (CLOSED).....54**

---

**1. APOLOGIES**

---

---

**2. CONFIRMATION OF MINUTES**

---

That the minutes of the Council Meeting held on 19th July 2010 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)**

---

---

**7. PETITIONS/DEPUTATIONS**

---

# **INFRASTRUCTURE**

---

## **8. LAND LEASE - CLAREMONT GIRL GUIDES**

---

Author: Property and Recreation Co-ordinator (Rod Marshall)

Qualified Person: Manager City Assets (Andrew Lawrence)

File Reference: Claremont Recreation Ground

### **Community Plan Reference:**

5.1.3 Continue to improve and extend the use of parks, public open spaces, sports grounds, public amenities and recreation facilities in line with Council's Sport and Recreation Strategy.

### **Strategic or Annual Plan Reference:**

5.1.3 Continue to improve and extend the use of parks, public open spaces, sports grounds, public amenities and recreation facilities in line with Council's Sport and Recreation Strategy.

### **Reporting Brief:**

To obtain approval for Claremont Girl Guides to lease a portion of the Claremont Recreation Ground to reconstruct their Guide Hall.

### **Proposal in Detail:**

Early in 2009 Council staff were contacted to assist with the replacement of the existing guide hall within the Claremont Recreation Ground. Ongoing discussion have been held around location, building type, impact on the recreation area and sustainability and agreement has now been reached at staff level to progress replacement.

Claremont Girl Guides was established in 1921 and is still active in the area. The present hall was opened in 1961 and has been well utilised through to the current period. The hall, unfortunately due to the materials preferred at the time of construction, has been difficult to maintain and is currently in need of major refurbishment. While an upgrade and extension could be achieved within the existing leased area it has been recommended by a local builder that this option does not provide the outcomes desired by the organisation. An estimated cost of \$230,000 (obtained by the association) indicates that reconstruction provides best value to the guides.

Representatives from the Claremont RSL Club have volunteered to project manage the development and their involvement has been highly valued by the Claremont Girl Guides Executive.

It is proposed that the guides will demolish the existing timber structure and replace with a colourbond architecturally design building of increased size but generally within the existing leased area. The guides will relocate to another site during the construction period.

Prior to confirming the site/location Council staff provided a number of alternative locations including Windemere Reserve, Bilton Bay Reserve, Shoobridge Park and while these sites all had issues with servicing and carparks the critical determination that the existing site be retained was the exposure to the public and the sustainability of the guide movement.

The Girl Guide State Executive has provided support for the re-build and a recent public meeting at the Claremont RSL Club indicated a number of local businesses will be supporting the construction with donations and materials.

An assessment of the site indicates that the existing services are available for reconnection and the construction will not severely impact on the future use of the reserve for junior sport.

Council upgraded the carpark earlier this year. As the guides activities are generally after 5.00pm the guide's use of the carpark will not inconvenience the casual parking for users of the recreation ground and bike paths.

The approval process will require the lease to be advertised under Section 178 of the Local Government Act, 1993 and then to be submitted for planning and building approval.

To support the current Leases and Licences Review it is proposed that conditions be applied to this lease that reflect that ownership of the building is transferred to Council and that the construction cost of the building is offset as rental. Normal lease conditions applied to Council owned properties will apply on completion of the offset period. This action will eliminate the problems encountered with privately owned buildings on Council land and the restrictive opportunities for Council to improve or develop that land. (A policy for this is in the agenda).

Council is currently considering a new policy. Construction on Council land which clarifies that maintenance during the first term of lease is the occupants responsibility.

The site is zoned open space and the building is a discretionary use within that zone.

Council's Recreation Plan has recommended that this reserve be returned to a junior soccer venue and while the structure is proposed to encroach the existing grassed surface it will have minimal impact on the provision of the junior pitch layout.

A recommendation is provided requesting Council to endorse the proposal and to approve the placing of advertisements to satisfy the requirements of Section 178 of the Local Government Act, 1993.

**Attachment 1** provides correspondence from Claremont Girl Guides and a location plan is provided in **Attachment 2**.

**Consultations:**

Coordinator Planning Services  
Parks & Recreation Coordinator  
Property & Legal Officer

**Human Resource / Financial and Risk Management Implications:**

The cost of developing lease and development documentation is the responsibility of the applicant.

The structure will be constructed to the Building Code of Australia and a risk assessment will be undertaken on the proximity of a sports/play area and ingress/egress from the car park area.

It is not expected that any expenditure other than reactive vandalism costs will be expected within five (5) year and revenue through rentals (currently three thousand approximately) will commence in ten (10) years.

Current Year	Nil expenditure
Next Year	Nil
Future Years	\$1,000

**Community Consultation and Public Relations Implications:**

An extensive community consultation program will be undertaken as part of the requirement of Section 178 of the Local Government Act 1993, the planning process and through consultation with local community.

**Recommendation:**

1. That Council approve in principle, the reconstruction of the Claremont Guide Hall within the existing leased area of the Claremont Recreation Ground.
2. That the lease of the building site be advertised in accordance with the requirements of Section 178 of the Local Government Act, 1993.

**Attachments/Annexures**

- 1 Girl Guides Letter
- 2 Girls Guides Site Location



---

## **9. TRANSFER OF EDUCATION DEPARTMENT LAND TO COUNCIL - ALLUNGA ROAD, CHIGWELL**

---

Author: Property and Recreation Co-ordinator (Rod Marshall)

Qualified Person: Manager - City Assets (Andrew Lawrence)

File Reference: North Chigwell Sports Ground

### **Community Plan Reference:**

5.1.3 Continue to improve and extend the use of parks, public open spaces, sports grounds, public amenities and recreation facilities in line with Council's Sport and Recreation Strategy.

### **Strategic or Annual Plan Reference:**

5.1.3 Continue to improve and extend the use of parks, public open spaces, sports grounds, public amenities and recreation facilities in line with Council's Sport and Recreation Strategy.

### **Reporting Brief:**

To obtain Council endorsement for the Mount Faulkner Primary School oval to be transferred to Council ownership.

### **Proposal in Detail:**

Since 2008, Council staff, members of Metro Claremont Soccer Club and Graeme Sturges MHA have been working with senior staff at Mt Faulkner Primary School to secure a long term (10 year) lease of the school oval for training and junior roster matches.

The ground, which is positioned partly on Council property and the balance on Education Department land, received a Sport and Recreation Department grant to install an automatic watering system and for an upgrade to the playing surface.

As part of the revamp of education facilities in the Glenorchy region it was determined the Mt Faulkner Primary School would close at the end of the 2010 education year. Shortly after the announcement of the school closure senior staff at Sport & Recreation contacted Council with concerns that their investment in the ground would be lost if the Education Department property was sold. It was agreed that Sport & Recreation would negotiate with the Information and Land Services Division of DPIWE to determine if the oval could be excluded from the property sale.

While it was promoted that the oval section of the school property could be transferred to Council a formal offer would be required for Council's consideration.

On the 15th July, 2010 Council received an application for a boundary adjustment (Attachment 1) and a survey plan adhering a portion of Crown Land to Council's property being the North Chigwell Sports Ground leased by Metro Claremont Soccer Club.

Council's Property Section were advised of the application and owners consent to lodge the application was withheld conditional on Council's approval to accept the land.

It is recommended that Council accept the land due to the following reasons.

- The use of the land assists the provision of sports grounds in the area and the demands of club members to train at a home base.
- Council currently maintains the ground (mowing only) and the charges can be transferred to the Metro Claremont Soccer Club through a lease.
- The ground hire arrangements currently with the school will be transferred to the Council through a lease.
- The transfer of the land at no cost to Council will increase the asset value of the North Chigwell Sports Ground.

The provision of additional training areas will not affect neighbouring residential properties and will add to the open space in the area when the Mount Faulkner Primary School site is redeveloped.

**Consultations:**

Education Department  
Sport & Recreation Tasmania  
Property & Legal Officer  
ELT

**Human Resource / Financial and Risk Management Implications:**

The transfer of the Crown Land to Council will change ownership but continue the current operational activities. Currently, maintenance of the existing ground is undertaken by Council as an agreement between Metro Claremont Soccer Club and Council at the soccer club's cost. The maintenance of the extra land will be an addition to the amount arrangement.

As the ground has been upgraded to an acceptable level Council will limit their activity to mowing and maintaining line marking and associated amenity structures.

Additional revenue will be obtained through leasing the area and will be in addition to the lease costs already applied to the soccer ground.

Current Year	\$1,000 revenue
Next Year	\$2,000 revenue
Future Years	\$2,000 revenue

**Community Consultation and Public Relations Implications:**

As this property transfer does not impact on the activities, maintenance or public access to the grounds, community consultation will not be required.

The change in ownership and the reasons for the transfer can be conveyed to the public through the Glenorchy Gazette.

**Recommendation:**

1. That Council accept a proposal to effect a boundary adjustment between a portion of the Mount Faulkner Primary School site (F/R 145869/1) and the adjoining property owned by Glenorchy City Council (F/R 43624/1), transferring approximately 9976m<sup>2</sup> from the Crown to GCC.
2. That Council authorise the General Manager to sign the DA as the owner of the property so that the development application can proceed.

**Attachments/Annexures**

- 1** Transfer of Land

---

## 10. DISPOSAL OF COUNCIL PROPERTY - NO. 19 CLYDESDALE AVENUE, GLENORCHY

---

Author: Property and Recreation Co-ordinator (Rod Marshall)

Qualified Person: Manager City Assets (Andrew Lawrence)

File Reference: 19 Clydesdale Avenue, Glenorchy

### **Community Plan Reference:**

1.2.6 Promote community awareness of their involvement in the land use planning process.

### **Strategic or Annual Plan Reference:**

1.2.6 Promote community awareness of their involvement in the land use planning process.

C6.1.1 Develop clearly defined strategies and systems for infrastructure asset management that maximises the benefit to the current and future citizens of Glenorchy.

### **Reporting Brief:**

To obtain Council's approval for the disposal of 19 Clydesdale Avenue, Glenorchy.

### **Proposal in Detail:**

In May 2010 the Child Care Connections operated Long Day Care facility ceased operation from the Council owned property at 19 Clydesdale Avenue, Glenorchy.

The property is no longer required for Council purposes and has been identified as suitable for disposal.

The land title comprises 2500m<sup>2</sup>, contains a well maintained purpose built facility of 373m<sup>2</sup> and the balance land comprises a substantial car park (12 space), landscaped grounds and a compliant children's playground.

The property has frontage to Clydesdale Avenue and an entry from the adjacent site and while it is currently zoned Special Residential R1-MD a number of opportunities are available to potential purchasers with or without the need for rezoning.

Council Policy 17-5 Disposal of Council Land defines all Council land as public land. In accordance with the requirements of the policy and Section 178 of the Local Government Act, 1993 it is now the intent to commence the community engagement component of the process for the disposal of 19 Clydesdale Avenue, Glenorchy.

It is proposed that the expression of interest component of the policy not be actioned as no party has forwarded interest in acquiring the property. Sales / marketing proposals will be sought from local real estate companies to determine the preferred sale method.

Attachment 1 provides details of the independent valuation and site details.

**Consultations:**

Manger – Community Development  
Planning Services  
Property Officer  
ELT

**Human Resource / Financial and Risk Management Implications:**

A recent valuation of the property indicated \$420,000 would be the market value for the property.

A number of enquiries have been received on the potential sale and it is believed that a sale can be achieved this current year.

The proceeds from the sale of the property will be credited against the Land Sales Reserve.

Current Year	\$420,000 revenue
Next Year	rates from purchaser
Future Years	rates from purchaser

**Community Consultation and Public Relations Implications:**

A community engagement strategy will be developed for the intended disposal of 19 Clydesdale Avenue, Glenorchy. It is expected that the public will have minimal input into the sale but may have issues with potential purchasers whose use may conflict with the current zonings. Any change of use will require a development application to be submitted to Council.

**Recommendation:**

1. Council approve the disposal of 19 Clydesdale Avenue, Glenorchy.
2. The sale process be in accordance with the requirements of Section 178 of the Local Government Act, 1993 and Council Policy 17-5 Disposal of Council Land.
3. That Council endorse the expression of interest component of the policy not be required in this disposal process.

**Attachments/Annexures**

- 1 Valuation - 19 Clydesdale Avenue, Glenorchy

---

## 11. SPORTS GROUND LIGHTING POLICY

---

Author: Property and Recreation Co-ordinator (Rod Marshall)

Qualified Person: Manager City Assets (Andrew Lawrence)

File Reference: Council Policies

### **Community Plan Reference:**

2.1.2 Maintain and improve the use of park, public open spaces, sports grounds, public amenities and recreation facilities in line with the Council's Sports and Recreation Strategy.

5.1.3 Continue to improve and extend the use of parks, public open spaces, sports grounds, public amenities and recreation facilities in line with the Council's Sport and Recreation Strategy.

### **Strategic or Annual Plan Reference:**

2.1.2 Maintain and improve the use of park, public open spaces, sports grounds, public amenities and recreation facilities in line with the Council's Sports and Recreation Strategy.

5.1.3 Continue to improve and extend the use of parks, public open spaces, sports grounds, public amenities and recreation facilities in line with the Council's Sport and Recreation Strategy.

### **Reporting Brief:**

To obtain Council approval of the Sports Ground Lighting Policy.

### **Proposal in Detail:**

The development of a Sports Ground Lighting Policy is a required action from the Glenorchy Recreation Plan and is also a recommendation from the King George V Redevelopment Plan.

Prior to the recent Tasmanian House of Assembly elections all political parties expressed support for oval lighting at the King George V sports complex.

The possible installation of lighting to King George V Oval prompted the need to establish Council's position and highlighted the need to formalise a policy on the provision and ongoing responsibilities for sports ground lighting on Council owned properties.

For many years Council has supported the provision of lighting to sports grounds without accepting ownership or ongoing maintenance responsibilities. While previously not having a formal approach to lighting on Council owned facilities, Council has followed the unwritten practice that lighting will be allowed subject to approval for a development application and the ownership of the installation, the ongoing maintenance and the operational costs being the responsibility of the user.

Sporting trends and activity times are constantly changing and associations / organisations are now regularly evaluating innovative and cost effective ways that communities and local sporting clubs can maximise the use of their facilities and playing surfaces and encourage more people to be active in sport and recreation.

Good lighting is important for local sport as it provides more opportunities to train and play, supporting year round activity and maximum use of facilities.

It is proposed that the new policy states that ownership of any new lighting infrastructure on Council owned sports ground be in Council ownership and all operational costs are to be users responsibility.

While negotiations will be required with ground users to determine the appropriate cost recovery method a number of options are available.

1. Lease totally to principal ground user:

The lease rate will be determined at a rate equivalent to the estimated annual maintenance costs.

The lighting system will be separately metered and the lessee will be responsible for all accounts allocated to the provision of the power service.

It would be the responsibility of the principle lessee to make available the lights to the other seasonal users at a determined hourly rate.

2. Lease to seasonal user:

The option would be similar to option 1 with the difference being that the meters would be read at the commencement and completion of the seasonal period. The current periods are 1st April – 30th September and 1st October – 31st March each year.

All costs and fees associated with the service will be apportioned to the period of the lease.

3. Charge users an hourly rate:

An hourly rate would be established based on and including annual maintenance costs, operational costs and surcharges applied by the energy supplier.

To manage this process it would be required that club's pre purchase tokens or meters record the use. Costs would then be on charged to the user.

Investigations of other installations have revealed that the system preferred is to lease the entire system to a principal tenant on an annual basis. This action limits the financial risk to the owner.

Locally, Brighton Council's installation at Pontville Oval provides lighting at 200lux for senior level matches and costs are recovered at an hourly rate.

Charges are \$52 an hour for rostered matches and \$31 an hour for training and reduced lighting levels.

Discussions with stakeholders at KGV (for example) reveal that this is acceptable.

Advice from Council staff indicates the current costs provide for full cost recovery.

As the circumstances and standard of installation at each venue may vary it is proposed that negotiations with users will be undertaken to determine the applicable pricing structure for cost recovery.

It is also proposed that if revenue opportunities are provided from the provision of the light towers e.g. communication transmitters etc that the received amount be reduced from the maintenance costs of that venue.

Ownership of the lighting systems will increase Council's responsibilities but also provide the opportunity to control risk management, venue safety and will contribute to Council's aim of having total site management.

The policy also addresses the actions required by existing lighting systems owners to have the asset transferred to Council.

The ownership of the asset is consistent with Council's current position that all new assets constructed or provided on Council land remain in Council ownership.

Attachment 1 provides the background to the development of the Draft Sports Ground Lighting Policy and the Policy Statement.

**Consultations:**

PRIPG

ELT

**Human Resource / Financial and Risk Management Implications:**

The transfer of ownership of the lights from facility users to Council will increase Council's involvement in the sites.

The funding of lights is expected to be from external sources and the ongoing operational costs will be transferred to the users.

All major developments are subject to a development application and scrutinised and assessed against risk management principles.

Current Year	Nil
Next Year	Nil
Future Years	Nil

**Community Consultation and Public Relations Implications:**

The provision of lighting within a sports ground is a discretionary use and will be subject to the required statutory consultation.

As all Council owned sports ground have residential properties in close proximity to their site boundaries a community engagement strategy will be promoted to ensure all adjacent and effected property owners have the opportunity to comment on the project.

To maintain the high standard the community expect of our key sporting venues the provision of lighting will be seen as extending the opportunities for the grounds. Objections will be forthcoming from nearby residents but overall the lighting provision will be seen as a positive, maintaining facility levels comparable to other regional/local sports grounds and increasing the opportunities for local residents to participate in or support local sport.



**Recommendation:**

1. Council approve the Sports Ground Lighting Policy.
2. Negotiations with users of Council owned lighting systems continue to determine suitable conditions for full operational cost recovery and future asset replacement.

**Attachments/Annexures**

- 1** Sports Ground Policy

---

## 12. MUNICIPAL GARDENS - FOUNTAIN

---

Author: Manager - City Assets (Andrew Lawrence)

Qualified Person: Manager - City Assets (Andrew Lawrence)

File Reference: 2645478

### **Community Plan Reference:**

This item discusses a corporate management/governance issue. Since the Community Plan is outwardly focussed, there is no applicable reference to this matter.

### **Strategic or Annual Plan Reference:**

The strategic and annual plans are based upon the Community Plan which is outwardly focussed. Since this item discusses a management/governance issue there is no applicable reference to this matter.

### **Reporting Brief:**

Review the options for demolition of the fountain.

### **Proposal in Detail:**

#### **Background**

You may be aware that the removal of the fountain originally arose as a financial sustainability suggestion from staff.

The initial recommendation to ELT was to cease the water aspects and form it into a flower bed until the structure was changed as part of the Civic Square redevelopment expected to be at least (5) years.

The ELT decision was to demolish it with the initial consultation being with the Glenorchy RSL as it was in the Memorial Gardens, they had contributed to the gardens and the Australia Remembers Plaque is attached to the fountain. Consultation with the President and others on the proposed demolition led to some part of the wall being retained for the Memorial Gardens sign as well as a number of other requirements.

The design was completed and a quote has finally been obtained (3 were sought) at \$69,070 made up of the following:

Demolition etc.	\$13,065
Wall upgrade, signs, panels etc.	\$29,771
Paving, remedial work	\$15,741
Tree installation etc.	<u>\$10,493</u>
	<b>\$69,070</b>

The most recent report to Council on 26th April 2010 resolved:

- (i) That the fountain in the War Memorial Gardens in the front of the Council Chambers be demolished and the remaining wall and surrounding area be restored.

- (ii) That the persons who put in a submission to the informal community engagement process be advised that they may like to put in a formal submission when the Development Application is advertised.

This was after an extensive community engagement process was undertaken.

The Development Application process has been completed and there were no representations.

### **Proposal**

There are a number of options as follows:

Option 1	As quoted	\$69,070
Option 2	Remove some of the upgrades to the retaining wall and tree installation	under \$50,000
Option 3	Limit the works to full demolition and removing and relocate plaques to a more suitable location	\$25,000
Option 4	Leave shell and plant garden/pot plants etc. (has ongoing maintenance/risk management issues)	\$10,000

These options have been put to Parks & Reserves Interdepartmental Planning Group (PRIPG), the President of the Glenorchy RSL, Infrastructure Management Group (IMG) and Executive Leadership Team (ELT), and all have accepted Option 3.

Advice from Planning indicated that this option will only require a minor amendment to the Development Application which can be progressed expeditiously.

### **Consultations:**

PRIPG

ELT

IMG

Glenorchy RSL – President

Planning

### **Human Resource / Financial and Risk Management Implications:**

The quote obtained was separated into separate sections to allow parts of it to be accepted. The estimated \$25,000 cost will be obtained from the Strategic Asset Management Group (SAMG) reserve account.

### **Community Consultation and Public Relations Implications:**

The proposal has been consulted extensively and although the resultant passive area will not be as originally designed, the major stakeholder, Glenorchy RSL understands and is happy with the outcome.

**Recommendation:**

That Council:

1. That the fountain be demolished and the area repaved and the plaques be relocated to a suitable position.

**Attachments/Annexures**

Nil.

# **SOCIAL**

---

## **13. GLENORCHY A CITY FOR ALL AGES - A POSITIVE AGEING PLAN FOR 2010 - 2015**

---

Author: Community Development Officer (Rebecca Essex)  
Qualified Person: Manager - Community Development (Narelle Calphy)  
File Reference: Positive Ageing Strategy

### **Community Plan Reference:**

3.2.2. Develop an ageing strategy for the City.

### **Strategic or Annual Plan Reference:**

1.1.1 Develop and implement a plan which addresses the opportunities and challenges arising from an ageing population.

### **Reporting Brief:**

To seek Council's approval to release the draft Positive Ageing Strategy for public comment.

### **Proposal in Detail:**

The population of Glenorchy is ageing, following global, national and state trends. It is estimated that 16% of Glenorchy's population are aged 65 years and over, making Glenorchy the 6th oldest LGA in Tasmania.

The 2003 Glenorchy Social Plan and the 2005 Community Plan Review recommended that Glenorchy City Council develop an ageing strategy in response to population ageing trends and predications. The Partnership Agreement with the State Government commits Glenorchy City Council to develop a Positive Ageing Strategy.

The Glenorchy Positive Ageing Strategy included as attachment 1 is a 5-year plan which:

- Explores the City's population profile and trends;
- Identifies priority areas for action;
- Contains proactive plans for managing the impacts of population ageing;
- Contains whole of community strategies.

Extensive research and consultation has been undertaken. Council contracted Associate Professor Natalie Jackson, Social Demographer with the University of Tasmania, to undertake an analysis of the Glenorchy LGA's current population trends and patterns and prepare a population projections report to 2031.

Myriad Consultancy was engaged to conduct a telephone survey of older residents to identify key issue areas. Three consultative workshops were held with older residents to explore preferred strategies for addressing the key issues identified in the telephone survey. One of the workshops was specifically conducted with older people from culturally and linguistically diverse backgrounds.

Two workshops were held with Aldermen. The initial one seeking input into key issues and the second one to review and seek feedback on the draft strategy.

The key themes in the Positive Ageing Strategy reflect the issues that were identified during the consultation process in developing this plan.

- Improving Physical and Mental Health
- Economic Wellbeing and Opportunities for Economic Growth
- Individual's Knowledge, Skills and Access to Information
- Connection to and trust in the local community, the community working together at the local level, community celebration and pride
- Tolerance of Diversity and Difference/Inclusion
- Infrastructure to Support Quality of Life and Promote Safety
- Access to Social Support Services

The key issues that were identified by the Council and the Glenorchy community during the consultations are grouped under each key theme. Actions to be undertaken by Council in response to the key issues have been drafted in consultation with specialist staff and/or outside agencies.

To complete the project Council are asked to approve the release of the draft strategy for public comment. The release of the strategy for public comment will be publicised via the *Glenorchy Gazette*, Council's website, Council's Advisory Committees, Special Interest Register, and targeted consultations with organisations and individuals who have participated in the drafting of the strategy. A two week public comment period will apply.

**Consultations:**

Dr Natalie Jackson, Social Demographer, University of Tasmania  
Linkages, Glenorchy Aged Care Services Interagency group  
Department of Health and Human Services  
Seniors Bureau  
Glenorchy LINC (State Library)  
Tasmania Police  
Department of Infrastructure, Energy and Roads  
Housing Tasmania  
Department of Health and Ageing  
Migrant Resource Centre  
Community Based Support  
Community Transport Services, Southern Tasmania  
Metro Tasmania  
Aboriginal Elders  
The District Nurses  
Glenview  
Abbeyfield, Glenorchy  
Glenorchy University of the Third Age  
Aged Care Assessment Team – Southern Tasmania

Glenorchy City Council – Aldermen. ELT, Community Development, Information Management, Roads & Recreation, Property Planning, Corporate Services, Planning, and Governance and Performance.

Older residents

**Human Resource / Financial and Risk Management Implications:**

Nil.

**Community Consultation and Public Relations Implications:**

The development of a Positive Ageing Strategy reiterates Council's support for an age friendly community through its proposed actions to support the healthy ageing of our residents. Releasing the draft plan for public comment completes the community consultation process prior to finalising the document and ensures that our obligations under the 2008 Partnership Agreement with the State Government are met.

**Recommendation:**

That Council approves the release of the draft 'Glenorchy A City for All Ages – A Positive Ageing Plan for 2010-2015' for a two week public comment period.

**Attachments/Annexures**

- 1** Glenorchy Positive Ageing Strategy



# ORGANISATION

---

## **14. CONSTRUCTION ON COUNCIL LAND POLICY**

---

Author: Property and Recreation Co-ordinator (Rod Marshall)

Qualified Person: Manager City Assets (Andrew Lawrence)

File Reference: Council Policies

### **Community Plan Reference:**

2.1.2 Maintain and improve the use of park, public open spaces, sports grounds, public amenities and recreation facilities in line with the Council's Sports and Recreation Strategy.

5.1.3 Continue to improve and extend the use of parks, public open spaces, sports grounds, public amenities and recreation facilities in line with the Council's Sport and Recreation Strategy.

### **Strategic or Annual Plan Reference:**

2.1.2 Maintain and improve the use of park, public open spaces, sports grounds, public amenities and recreation facilities in line with the Council's Sports and Recreation Strategy.

5.1.3 Continue to improve and extend the use of parks, public open spaces, sports grounds, public amenities and recreation facilities in line with the Council's Sport and Recreation Strategy.

### **Reporting Brief:**

To obtain Council approval of the Construction on Council Land Policy.

### **Proposal in Detail:**

Historically Council has been consistent in allowing community groups and sporting clubs to construct facilities on Council land but that practice now needs review to satisfy land owner concerns.

Generally Council provided land on request for organisations to construct facilities and only the land utilised for the construction would be leased to the building's owner. While assisting the clubs/organisations initially, this action does create problems as the club expands or when Council requires the land for other purposes or redevelopments.

Clubs/organisations that don't own the freehold have difficulties in funding improvements, have difficulties in selling the structures and have limited control over the use of the land in which their property is located.

To address the issues, the consultant's brief for the Leases and Licences Review included a request to develop conditions that would clarify construction on Council land.

The final Leases and Licences report was endorsed by Council in 2009 and included the following objectives:

- Council shall recognise the value of sports clubs and community groups and provide incentives for user groups to contribute to the capital improvement and maintenance of facilities.
- A rent free period of up to five (5) years (or in special circumstances 10 years if a 10 year lease) will be afforded to not-for-profit clubs and organisations which contribute funding to the capital development of sportsgrounds, buildings or facilities.
- Facilities provided by a club on a sports ground will revert to Council ownership after the first term of the lease (maximum 10 years).
- Where improvements have been made by an occupant to a Council building and those improvements revert to the Council as the end of the first period of tenancy, rents will not be applied to the value of those improvements.
- Where new improvements are to be made or existing improvements redeveloped, the cost will generally be met by the lessee.
- The Council may, at its discretion, elect to fund the improvements. In this case rents on the improvements will be calculated to amortise the capital cost over the occupant's period of tenure.
- All costs associated with occupation and use will be attributed to clubs and organisations with leases that have exclusive use of sportsgrounds, or social facilities.

Consultation with a number of prospective applicants that wish to utilise Council land for clubrooms has revealed acceptance of the possible conditions that will be applied if construction proceeds.

This action is not limited to buildings and will include lighting systems, car parking (eg MONA on Berriedale Reserve) and improvements such as community gardens.

Negotiations with Claremont Girl Guides and the Collinsvale Machinery Club are continuing for the use of Council land and have recognised that the asset will be in Council's ownership.

It is now proposed that a policy (Attachment 1) be developed and be endorsed by Council.

Elements of the policy include all costs associated with developing the proposal will remain with the applicant, maintenance of the facility will remain the occupant's responsibility until the expiry of the rent free period and that charges will be applied for the use of the land to cover administrative costs.

Council as landowners will be responsible for annual maintenance certificates, occupancy certificates and licensing as required from peak authorities.

Attachment 2 provides a list of organisations that own structures on Council land.

**Consultations:**

ELT  
Property Officer

**Human Resource / Financial and Risk Management Implications:**

The provision of a policy will define the conditions under which sports clubs and community clubs can utilise Council land for structures suited to club use. It is not expected this action will increase staff work load however it will define responsibility for a number of issues including operating costs and maintenance.

Current Year	\$2,000 revenue reduction for land leases
Next Year	\$5,000 revenue reduction for land leases
Future Years	\$5,000 revenue reduction for land leases

**Community Consultation and Public Relations Implications:**

Prior to gaining approvals for construction on Council land consultation is required in accordance with Section 178 of the Local Government Act, 1993 (leasing of land) and as a discretionary use on a community space a development application will be required.

It is expected the public will accept the policy as it provides a clear path for development and for the ongoing maintenance and ownership.

It is not proposed that the policy is debated with our community.

**Recommendation:**

That Council approve Policy No 19-5 the Construction on Council Land.

**Attachments/Annexures**

- 1 Construction on Council Land Policy
- 2 List of organisations that own structures on Council land

---

## **15. MONTHLY FINANCIAL PERFORMANCE STATISTICS**

---

Author: Corporate Accountant (Colette Usher)

Qualified Person: Corporate Accountant (Colette Usher)

File Reference: Traffic Lights

### **Community Plan Reference:**

Not mentioned specifically.

### **Strategic or Annual Plan Reference:**

These performance statistics are provided to Council in accordance with Strategy:

GCC.0.1.5 – Manage risk throughout the organisation;

GCC.0.2.7 – Produce useful and easy to understand Strategic and Annual Plans, and performance reports; and

GCC.0.3.7 - Implement financial systems that create timely stakeholder reporting that drives accountability and is compliant with applicable standards and legislation.

### **Reporting Brief:**

To present the financial performance statistics as at the end of June 2010 for Aldermen's information.

### **Proposal in Detail:**

Each month relevant financial performance statistics are presented to Council for their information. These performance indicators cover areas such as income, capital, and operating expenses by Department, as well as providing specific data on the OH&S, human resources, insurance, and cash flow.

The performance indicators for June 2010, known as traffic lights are attached (**Attachment 1**) along with Appendix B (**Attachment 2**). Appendix B outlines expected year to-date variances within the various Capital Works programs for this financial year.

The colour of the traffic light indicates the degree of concern that the Executive Leadership Team has placed on each performance indicator and a brief explanation has been provided against the charts themselves.

For June month end we have presented:

- Four red lights relating to capital expenditure: Property, Stormwater, Roads, and Total Capital.
- Two yellow lights relating to Lost Time Injuries. The indicators record a significant rise compared to the year end statistics for the last three financial years. Strategies have been implemented to address this issue.

### **Consultations:**

Relevant Corporate Services Staff.

Executive Leadership Team.

**Human Resource / Financial and Risk Management Implications:**

Stated within the June Monthly Performance Statistics Report.

**Community Consultation and Public Relations Implications:**

None at this point.

**Recommendation:**

That the information provided by the Monthly Financial Performance Statistics for June 2010 be accepted.

**Attachments/Annexures**

**1** June 2010 Performance Indicators

**2** Appendix B

---

## **16. STRATEGIC PLAN 2010-15**

---

Author: Manager - Governance & Performance (Trevor Jones)

Qualified Person: Manager - Governance & Performance (Trevor Jones)

File Reference: Strategic Plan 2010-15

### **Community Plan Reference:**

This item discusses a corporate management/governance issue. Since the Community Plan is outwardly focussed, there is no applicable reference to this matter.

### **Strategic or Annual Plan Reference:**

This report seeks approval of Council's Draft Strategic Plan for 2010-2015.

### **Reporting Brief:**

To seek final endorsement of the Glenorchy City Council Strategic Plan 2010-15.

### **Proposal in Detail:**

At its meeting of 21st June 2010 Council approved the Draft Strategic Plan 2010-15 for public consultation.

In accordance with the engagement strategy that was presented with the report:

- Advertisements inviting comment were placed in The Mercury.
- The draft Strategic Plan was placed on Council's web site.
- An article was printed in the Glenorchy Gazette.
- Invitations to comment were sent to members of the precinct committees.
- Invitations to comment were sent to Council's special committees.
- Invitations to comment were sent to members of the special interest register.
- Invitations to comment were sent to service groups, sporting clubs and associations.

In addition to the above, meetings were held with all staff to provide them with an update on the process used for this major review of the strategic plan and to invite comment from them also.

No comments were received from anyone about the content of the plan however one comment was received, from a member of staff, which related to the presentation of the information in some sections of the plan.

The final draft of the strategic plan was prepared externally, so any changes to see the effect of the staff member's suggestions would incur a cost. Software will soon be acquired however that will enable changes to be made in-house so it is intended that the suggestions will be investigated then and if they are considered to be an improvement they will be introduced when the draft strategic plan for 2011-2016 is developed.

The Glenorchy City Council Strategic Plan 2010-15 is therefore unchanged from the draft presented to Council on 21st June 2010 and it is recommended that it be adopted by Council. If Council resolves to adopt the plan a separately bound copy will be provided for Aldermen.

**Consultations:**

Executive Leadership Team

**Human Resource / Financial and Risk Management Implications:**

Any human resource or financial implications will be considered in the development of Council's budgets to effect the strategies described in the Strategic Plan.

All Council's are required to have a Strategic Plan by the *Local Government Act 1993*.

**Community Consultation and Public Relations Implications:**

There are no further community consultation or public relations implications that will result from adopting the Strategic Plan 2010-15.

**Recommendation:**

That the Glenorchy City Council Strategic Plan 2010-15 be adopted.

**Attachments/Annexures**

Nil.



---

## 17. ANNUAL PLAN 2010/11

---

Author: Manager - Governance & Performance (Trevor Jones)

Qualified Person: Manager - Governance & Performance (Trevor Jones)

File Reference: Annual Plan

### Community Plan Reference:

This item discusses a corporate management/governance issue. Since the Community Plan is outwardly focussed, there is no applicable reference to this matter.

### Strategic or Annual Plan Reference:

Strategic Plan

4.1 Govern the City in a democratic, open and responsible manner in the best interests of the community as a whole.

4.1.7 Ensure integrated strategic planning across Council.

### Reporting Brief:

To adopt the Glenorchy City Council Annual Plan for 2010/11.

### Proposal in Detail:

The *Local Government Act 1993* requires that all councils develop an Annual Plan. Section 71 states:

*(1) A council is to prepare an annual plan for the municipal area for each financial year.*

*(2) An annual plan is to –*

*(a) be consistent with the strategic plan; and*

*(b) include a statement of the manner in which the council is to meet the goals and objectives of the strategic plan; and*

*(c) include a summary of the estimates adopted under section 82; and*

*(d) include a summary of the major strategies to be used in relation to the council's public health goals and objectives.*

Provided as an attachment is the draft Annual Plan for 2010/11 which has been updated to reflect feedback provided by Aldermen at the Council workshop of 2nd August 2010.

The Strategic Plan was used as the basis for the development of the Annual Plan which details the activities (actions) that will be undertaken in 2010/11 to implement each strategy described in the Strategic Plan. “Target” timeframes, as suggested by Aldermen, have been included for each of the actions.

Departments need the Annual Plan to develop their workplans for the year and, as in the past, quarterly reports will be provided to Aldermen via the “briefing report” to report on progress. The inclusion of “targets” in the Plan will assist with this reporting requirement.

The estimates adopted by Council in setting the 2010/11 budget have also been included to meet the requirements of section 71(2)(c) and the other requirements of section 71 are met through the introduction and the “actions”.

It is recommended that Council adopt the Annual Plan 2010/11.

**Consultations:**

Executive Leadership Team  
Aldermen (workshop)

**Human Resource / Financial and Risk Management Implications:**

The human resource and financial implications of adopting the Annual Plan have already been considered and approved by Council in adopting the budget estimates for 2010/11.

Council will not meet the requirements of the *Local Government Act 1993* if it does not adopt an Annual Plan for 2010/11.

**Community Consultation and Public Relations Implications:**

There are no requirements specified in the *Local Government Act 1993* regarding the need for community consultation prior to adopting an Annual Plan. The community has however been given an opportunity to comment on the Strategic Plan, the contents of which form the basis of the Annual Plan.

The Local Government Act 1993 does require that:

*As soon as practicable after a council adopts an annual plan, the general manager is to –*

*(a) make a copy of the annual plan available for public inspection at the public office during ordinary business hours; and*

*(b) provide the Director and the Director of Public Health with a copy of the annual plan.*

It is intended that following adoption by Council the Plan will be posted on Council’s web site and an article will be published in the Glenorchy Gazette advising of the Plan’s availability.

**Recommendation:**

That the Glenorchy City Council Annual Plan 2010/11 be adopted.

**Attachments/Annexures**

1 Annual Plan Draft

---

**18. RESPONSE TO COUNCIL RESOLUTION ON THE  
INTERNAL AUDIT REPORT - JUNE 2010**

---

Author: Corporate Accountant (Colette Usher)

Qualified Person: Corporate Accountant (Colette Usher)

File Reference: Audit Report 2010

**Community Plan Reference:**

This item discusses a corporate management/governance issue. Since the Community Plan is outwardly focussed, there is no applicable reference to this matter.

**Strategic or Annual Plan Reference:**

The strategic and annual plans are based upon the Community Plan which is outwardly focussed. Since this item discusses a management/governance issue there is no applicable reference to this matter.

**Reporting Brief:**

To respond to Council's resolution dated 19th July 2010, which has requested management to provide a detailed report covering how management will ensure timely implementation of the audit recommendations and to provide additional information regarding the audit issues.

**Proposal in Detail:**

**We hereby submit to Council a detailed report covering audit issues raised within the June 2010 Internal Audit report:**

**The estimated loss of supplementary revenue:**

- Council has not been able to generate additional rates revenue due to reasons that have been detailed below. The dollar amount of this loss is difficult near impossible to calculate, however for the previous 12 months Finance estimate the value to be around \$50,000 conservatively.

**Reason why the supplementary rate revenue was not generated:**

- The list that is submitted to the Valuer General's Office (known as The Building List) is generated and sent electronically by Council usually on a monthly basis. The Building List contains properties that have a new Occupancy or Final Certificate. The Certificate is mandatory before a valuation can be undertaken. It is a statutory responsibility of the building permit holder to request the building surveyor to inspect and issue a certificate of occupancy; however the timing of this request is beyond the control of the council. When Council is aware of instances that a house is completed, but Council has not received a certificate, these are followed up.

- Some years ago, Council decided not to provide Building Surveying Services, and private Building Surveyors became responsible for the sign off of building works. As a result, the staffing in the Building Section has changed and as such, the Building staff do not routinely “patrol” the city to identify new building works as they did prior to the change in service delivery, thus we rely on the information coming from an external source.
- There is a delay between council requesting the new valuation when submitting the building list and Council receiving the information from the Valuer General’s Office (VGO). This delay is not due to the Council. We have had occurrences of up to an 18 month delay by VGO, and on average up to six months to value. As at 21st July 2010, the oldest request from Council for a new valuation is May 2009. We have had numerous instances of contact with the VGO such as phone calls from the Manager Corporate Services when they are behind, meetings with the southern revenue Co-ordinators, constant contact from Council rating staff in an effort to have our properties valued on a timely basis.
- When the Valuer General (VG) is valuing a property, the valuer may need to view the plans to ascertain various details of the building. Currently Council stores the plans on hard copy files. This means that the valuer must travel to the Council Chambers, and request to view the plans. The majority of other Tasmanian councils require electronic copies of plans from applicants and forward copies of these plans to the VG when sending in their Building List; thus speeding up the valuation process. Glenorchy Council has initiated a project to receive electronic lodgement of building applications and this will facilitate a more effective plan referral to the VGO. It is anticipated that this process will commence prior to the end of 2010. The VG is responsible for performing valuations in all 29 Tasmanian councils. It appears that when a particular council is undergoing a full revaluation, the VG’s resources are directed to that Council to ensure their Building List is up to date. As a consequence, the remaining councils who are not subject to a full revaluation will receive less focus (if any at all) from the valuer.

### **Is the Supplementary Rate Revenue recoverable?**

“The Valuation of Land Act 2001

*25. Effective date of valuations*

*A valuation of land made under section 11, 18, 20 or 21 has effect as at a date determined by the Valuer-General.”*

Unless there is an approved objection, the date of valuation will either be at the start of the new financial year or as at the date of valuation. Therefore any properties currently waiting for valuation on the Building List will have the earliest valuation date of 1st July 2010.

**Actions to obtain more quickly Certificates of Completion from private building surveyors:**

The building surveyor issues the certificate of occupancy and the Permit Authority (i.e. Council) issues the certificate of completion. Once a certificate of occupancy is issued by the building surveyor, the request is made by Council for a revaluation.

The Building Act places the responsibility of issuing the certificate of occupancy on the building surveyor. Council as the Permit Authority has no role to play in the control over the building surveyor's activities in this regard apart from reporting them to the Director of Building Control if we believe that they are not performing their responsibilities. In this instance the building owner may not have notified the building surveyor that the building is occupied.

The building surveyor has a statutory timeframe to notify the Permit Authority of the certificate of occupancy after the inspection is undertaken.

If a new dwelling is occupied without a certificate of occupancy, one of the first services they request is a refuse and recycling service. This service request triggers a check to see if the certificate of occupancy has been issued and if it hasn't the Building Office follows this up with the building permit applicant to ensure the certificate of occupancy is issued.

**Proposed actions to enable supplementary rates to be generated earlier:**

- Additional resources would need to be allocated within the Building area to assist with the identification of properties/extensions that are being occupied without approval. However a cost benefit analyses would need to be undertaken on this as it would be quite resource intensive. It would involve undertaking regular inspections of the properties where a building permit has been issued to monitor building progress. Each year Council issues approximately 400 building permits. The permit holder has 12 months to commence building and then 2 years to complete the construction. If an illegal occupancy was detected then the Permit Authority (ie Council) would need to notify the building surveyor to follow up.

**What supervision changes and revised or updated checklists are being used to ensure all matters identified in the internal audit report are completed in a timely manner for the areas of:**

At the following internal audit the internal auditors review the previous report's outstanding issues, and declare these within their Internal Audit Report.

Report back to ELT for all outstanding audit issues.

- **General Ledger - Management reporting**

The management response to this audit issue has been completed The next step is to take the draft report to the Council Workshop on Monday 30<sup>th</sup> August for discussion and then deliver the Draft Corporate Performance Indicator report to Council on Monday 13th September for adoption.

- **Revenue, Receipts, and receivables**  
The audit report noted that comprehensive procedures for Supplementaries should be completed by September 2010 – this has already been achieved. An officer to act as a backup for Supplementaries, has been identified, and training will commence by September 2010.
- **Account payable – invoicing and disbursements:**  
As noted in the audit report, a review will be undertaken by December 2010 regarding the corporate purchasing cycle and segregation of duties. The same timeframe applies to reviewing the authorisation of payments process. The appropriate number of invoices and the statistical approach adopted will be discussed with the internal auditors prior to implementing any changes. In the meantime, all cheque signatories and accounts payable personnel have been reminded of the requirement to check the correct number of invoices in line with our current procedures. The Accounts Payable staff are evidencing this check on the payment reports to ensure this is being performed correctly.

**A synopsis of the ongoing problems in using Electronic Management System (ECM), and proposed actions to improve its functionality and use by staff:**

The ECM system was introduced in July 2007. Previously staff had the option of using either an electronic file or a hard copy file.

Due to the issues encountered with the previous dual system staff were not given the option of using hard copy files when the new system was introduced. Issues surrounding the use of ECM.

1. **Change management:**

Many staff have used paper files for the majority of their working life, to move to an electronic system has been an unfamiliar experience. Additionally some staff still suffer from lack of trust of the system, they do not believe they will find their document again so either they don't save into ECM, or if they do, they also retain a copy in their own network drives.

Regular ECM users have coped with the change and have become proficient in saving and retrieving their documents. Sporadic users are taking longer to adapt.

This issue is being resolved via additional training and guidelines on how the system works which is offered to all staff. Regular training sessions will be held fortnightly.

IM is looking to work with proficient users within each area and use these staff to provide immediate assistance to the more sporadic users within their area.

2. **Meta data requirements:**

Previously to ECM, staff did not need to take responsibility for their documentation other than the authoring and printing of the document, the paper was collected from them and placed on a paper file. Within the electronic system authors are responsible for adding metadata to the electronic document this requires extra time and decision making on the authors part. Some users do not appreciate the additional time and effort that is required from them.

Additionally staff are required to save more types of information within the ECM system, such as emails, images and internal documentation. These steps take time and cause some users stress.

This issue is being resolved by providing training and guidelines to assist users understand the importance of managing their information correctly so that anyone within the organisation can retrieve their information if required.

**3. Ease of use within network drives:**

Currently the saving of electronic files on the network drive is a simple process. However, to save within the ECM system requires additional metadata to be added to the document and the file must be filed within the corporate classification system. Again this takes time to do, and can confuse some staff who are not regular users of the technology.

This is being resolved via training, guidelines and the adjustment of the classification system where required. Some staff have identified they do not believe the classification system works for the information they wish to classify. This is being addressed by a review of the classification system which will see additional classifications added, where appropriate.

In addition the next upgrade of ECM which is due in 2011, will introduce functionality similar to 'windows explorer'. This change is anticipated to help users feel more comfortable as it allows the 'dragging' of documents into the appropriate folders within the corporate structure.

Finally in the future once the above functionality is introduced, the size of the network drives will be significantly reduced allowing users to save work in progress to their network drives, and thus direct them to save within ECM.

Although there is a perception of reluctance of use of the system, there were over 92,000 documents registered within ECM in the last financial year. The introduction of ECM has seen an improvement in information access with many people being able to access a single document at any one time. Staff located at Council's outposts are also able to benefit from the easier access, without having to wait for information to be physically transferred to them. Customer service has also benefitted with the ability to quickly ascertain if correspondence has been received and which officer is dealing with the issue, this is particularly beneficial when a phone query is received.

The Council is capturing more information, into a central repository, than previously captured via the paper based system. In particular the capture of images and emails has significantly increased. Although staff may be resistant to the change and resent the additional requirements placed upon them, the benefits of increased information that is easier to access and search has been a positive improvement for Council's operations.

**Council Write to Valuer General expressing Council's concerns that there is a loss of revenue from not having supplementary valuations completed as a matter of urgency, especially when it is a "do and charge" by the Valuer General.**

A letter is being sent to the Valuer General expressing Council's concerns.

**Council Write to the Minister for Local Government expressing the problems of delayed Certificates of Completion and the impact in lost revenue of Supplementary rates.**

The current legislation places the enforcement responsibility on the Permit Authority (i.e. Council) to follow up illegal occupancy. The perceived delay in receiving the certificates of occupancy from the Building Surveyor is not the issue, the fact is that building owners delay requesting the Building Surveyor to inspect and issue relevant certificates. Council could employ additional resources to undertake regular checks of building sites to monitor progress. However it is questionable if this would be cost efficient. At present Council does a follow up at 12 months and 24 months after a building permit has been issued and where the works have not commenced.

**The General Manager raise this issue of Supplementary Valuations and potential lost revenue amongst the General Managers Group**

The General Manager now does not attend the General Managers' Group meetings as the Council is no longer a member of LGAT.

**Consultations:**

Manager – Corporate Services  
Manager – Environmental Planning & Development  
General Manager  
Revenue Coordinator

**Human Resource / Financial and Risk Management Implications:**

Nil.

**Community Consultation and Public Relations Implications:**

Nil.

**Recommendation:**

That the information be received.

**Attachments/Annexures**

Nil.



---

## 19. COMPLAINTS SUMMARY - YEAR ENDED 30TH JUNE 2010

---

Author: General Manager (Frank Pearce)

Qualified Person: General Manager (Frank Pearce)

File Reference: Complaints - General

### **Community Plan Reference:**

This item discusses a corporate management/governance issue. Since the Community Plan is outwardly focussed, there is no applicable reference to this matter.

### **Strategic or Annual Plan Reference:**

The strategic and annual plans are based upon the Community Plan which is outwardly focussed. Since this item discusses a management/governance issue there is no applicable reference to this matter.

### **Reporting Brief:**

To provide a summary of complaints received during financial year 2009-10 to comply with the requirements of section 339F of the *Local Government Act 1993*.

### **Proposal in Detail:**

At the Council meeting of 19th July 2010 a report was presented to Council (attachment 1) to comply with the requirements of section 339F(5) of the *Local Government Act 1993* (the Act), which states "*The general manager is to provide the council with a report at least once a year of the number and nature of complaints received*". Council resolved to defer the report.

Council's Customer Service Charter, approved previously by Council and on Council's web site, is included as attachment 2. As described in the charter and the previous report, there is a difference between a "complaint" and a "service request". The information that was presented to Council in the report on 19th July 2010 was solely to comply with the requirements of section 339F(5) of the Act, so only the "complaints" that were received during 2009/10 were summarised.

To meet the requirements of the charter, a complaints register is maintained from which the information required to comply with section 339F(5) is extracted. Complaints are recorded as relating to either "Council's procedure or policy" or to "customer service" and the table below shows, as required by the Act, "the number and nature of the complaints" received in 2009-10. Complaints for the previous two years have also been included in the table.

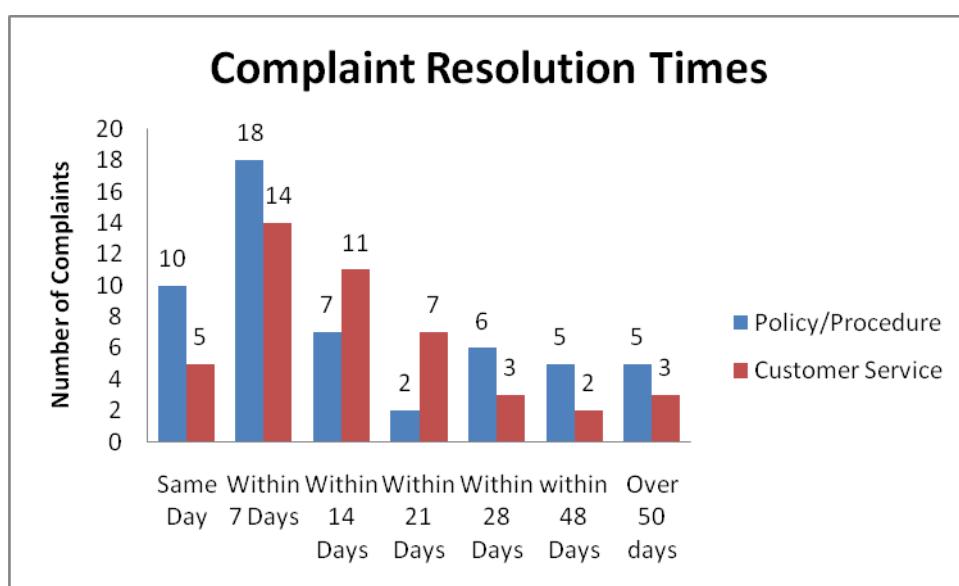
Type of Complaint	2009-10	2008-9	2007-8
Procedure or Policy			
Received	53	31	55
Resolved	53	30	52
Customer Service			
Received	46	48	52
Resolved	45	48	51
<b>Total</b>			
<b>Received</b>	<b>99</b>	<b>79</b>	<b>107</b>
<b>Resolved</b>	<b>98</b>	<b>78</b>	<b>103</b>

Council’s Customer Service Charter specifies that complaints will be investigated and a response provided within 20 working days, except for complicated issues, where complainants will be advised when a response is likely to be given. The time taken to resolve individual complaints is dependent upon the details of the complaint. Processes and procedures have been established to ensure that complaints are resolved as quickly as possible and in accordance with the Charter.

These processes and procedures include:

- Complaints are recorded and processed in accordance with the flow chart in section 17 of the Customer Service Charter;
- Each week Council’s Business Improvement Officer provides Managers with a summary of complaints outstanding as a “reminder”; and
- Each month a report is presented to the Executive Leadership Team, and discussed, on the status of complaints outstanding.

The chart below illustrates the time taken to resolve complaints. It can be seen that 39 of the 53 (74%) policy/procedure complaints and 37 of the 46 (80%) customer service complaints are resolved within 21 days.



Most of the customer service complaints relate to either not keeping the resident informed of progress on a service request or not addressing the service request quickly enough to meet the customer's expectations.

When centralised customer service is introduced it is intended that service levels will be developed for all of council's services. Procedures will also be established to acknowledge receipt of a service request and to advise the customer when they can expect their issue to be addressed (ie the service level).

There does not seem to be any discernible "type" of complaint about Council's policies or procedure, however the establishment of service levels, and the need to review policies and procedures to achieve those service levels, should go a long way towards reducing these complaints.

When centralised customer service becomes established, statistics will be maintained on the service requests that have been received and the time taken to complete them in comparison to the service standard. This information will be provided to Aldermen on a regular basis and to customers via the Internet.

**Consultations:**

No consultations were necessary in the production of this report.

**Human Resource / Financial and Risk Management Implications:**

None.

**Community Consultation and Public Relations Implications:**

None anticipated.

**Recommendation:**

That Council receive the summary of the number and nature of complaints received during financial year 2009-10.

**Attachments/Annexures**

- 1** Complaint Summary Report 19-7-10
- 2** Customer Service Charter

---

## 20. AUDIT AND RISK COMMITTEE

---

Author: General Manager (Frank Pearce)

Qualified Person: General Manager (Frank Pearce)

File Reference: Audit and Risk Committee

### **Community Plan Reference:**

This item discusses a corporate management/governance issue. Since the Community Plan is outwardly focussed, there is no applicable reference to this matter.

### **Strategic or Annual Plan Reference:**

GCC 0.1.5 Manage risk throughout the organisation

GCC 0.3.7 Implement financial systems that create timely stakeholder reporting that drives accountability and is compliance with applicable standards and legislation.

### **Reporting Brief:**

To report to Council on the implementation of the Audit and Risk Committee.

### **Proposal in Detail:**

At its meeting on 19th June 2010 Council decided:

1. to establish an Audit and Risk Committee;
2. that the Committee Charter be referred to the Council's internal and external auditors for advice on whether it meets best practice guidelines and seek any enhancements to be incorporated within the Charter; and
3. that the Audit and Risk Committee comprise five Aldermen to be elected at the next ordinary meeting of Council in accordance with the Council policy of appointments to committees.

As required by the Council, the 19 June Committee Charter has been referred to the Auditor General, who has statutory responsibility for Council's external audit, and Deloitte, Council's internal auditors. Both have responded, and their responses are included as Attachments 1 and 2. Both are supportive of the concept of a committee to oversee audit, risk management and compliance, but quite a number of observations have been made by them regarding the 19 June Committee Charter. Paraphrased, some of their more significant observations include:

1. the structures of such committees can vary from separate committees for audit, risk or compliance or some form of single committee or even full Council;
2. the *Local Government Act 1993* introduces some unique differences between councils and government departments, business enterprises or companies;
3. the suggestion that the committee should included non-elected, non-management persons;
4. the General Manager has responsibility for Council systems, processes and the efficiency and effectiveness of Council operations, so the committee charter needs to reflect these roles and responsibilities; and

5. the suggestion that rather than amend the currently approved charter, it may be quicker to start again from an existing charter that already works in practice.

As examples of alternative charters, the Auditor General has provided a number of audit committee guides including:

1. *Audit Committees – A Guide To Good Practice*, issued in 2008 by the Auditing and Assurance Standards Board, the Australian Institute of Company Directors and the Institute of Internal Auditors – Australia. While of relevance, this *Guide* focuses more on corporate audit committees and does not reflect the particular different circumstances of local government.
2. *Best Practice Guidelines – Local Government entity audit committees and internal audit*, prepared in June 2000 by the Auditing and Assurance Standards Board of the Australian Accounting Research Foundation, with the support of The Institute of Internal Auditors – Australia and the Australian Institute of Company Directors for the (Victorian) Department of Infrastructure (DoI) and endorsed by the Municipal Association of Victoria (MAV) and Local Government Professionals (LGPro).
3. *Better Practice Guide on Audit Committees*, issued in 1997 by the Australian National Audit Office (ANAO).

Rather than print multiple copies of all of these documents, it is suggested that Aldermen contact the General Manager if they wish to view them

The Auditor General also provided a copy of the Tasmanian Audit Office's recently adopted *Audit Committee Charter 2009* ([Attachment 3](#)), which is based very closely on the Model Audit Committee Charter in the ANAO's *Better Practice Guide on Audit Committees*.

[Attachment 4](#) is a copy of the 19 June Committee Charter that has been amended using "track changes" to reflect the comments by the Auditors. For ease of reading, [Attachment 5](#) provides the same amended Charter with the "track changes" removed.

[Attachment 6](#) is an alternative draft Audit and Risk Committee Charter that is based on the format of the ANAO's Model Audit Committee Charter. It has been drafted to:

1. reflect similar wording to the ANAO's Model Charter and in particular the Tasmanian Audit Office's version of it, which we should be able to accept as current best practice ; and
2. to incorporate the intent of the 19 June Committee Charter, as amended to reflect the detailed comments by the Auditors.

One issue that Council needs to consider is what type of committee the Audit and Risk Committee will be and what rules are to apply in order to govern its operations. It is proposed that the Committee be established as a Special Committee of Council, but that it operate consistent with the *Local Government (Meeting Procedure) Regulations 2005*.

By explanation:

1. Sections 23 and 24 of the *Local Government Act 1993* empower the Council to establish committees. There are two types of committees – Council Committees under section 23 and Special Committees under section 24.

2. Council Committees must be comprised only of Aldermen, whereas Special Committees can comprise such persons appointed by the Council as the Council thinks appropriate. A committee that is comprised only of Aldermen may be either a Council Committee or a Special Committee, but a committee that includes non-Aldermen members cannot be a Council Committee.
3. If the Audit and Risk Committee is to include external members as suggested by the auditors (and also by Access Economics in their March 2007 report “*A Review of the Financial Sustainability of Local Government in Tasmania*”), it must therefore be set up as a Special Committee of Council.
4. Council Committee meetings must be conducted in accordance with the *Local Government (Meeting Procedure) Regulations 2005*. They are subject to the same advertising and debate rules as Council meetings and are open to the public unless the matter under discussion meets one of the exemptions in Regulation 15
5. Although the Council is entitled to set different governance arrangements for Special Committees, Council’s audit committee role has been undertaken by the full Council since November 2001, with audit related items considered under the Meeting Procedure Regulations. There would seem to be no reasons for this to change just because the same matters will be discussed by a Committee.

In accordance with the Councils 19th July 2010 decision, nominations for membership of the Audit and Risk Committee have been requested from Aldermen, with nominations due to be received by noon on 9th August 2010. Nominations have been received from 8 Aldermen - Ald Branch, Lowrie, Martin, Nielsen, Pearce, Ridler, Slade and Taylor. If the Council wishes to proceed with the appointment of Aldermen to the Committee at this stage, a ballot will need to be conducted.

If, however, the Council agrees to include two external members on the Audit and Risk Committee as suggested in Attachment 6, it might be appropriate to defer the appointment of Aldermen until the external members have been appointed. Council may wish to reduce the number of Aldermen on the Committee to keep the total Committee membership at no more than 4, which is the number suggested by the Auditor General. Aldermen may be better placed to know which Aldermen they should support for membership once the skills, experience and expertise of the external members are known.

It is proposed to call for expressions of interest from members of the public for appointment to the Audit and Risk Committee. The membership attributes in the Committee Charter should form the basis of the selection criteria, and the Council may wish to establish a selection committee of 3 Aldermen to review the applications and make a recommendation to the Council.

**Consultations:**

Deloitte  
Auditor General

**Human Resource / Financial and Risk Management Implications:**

The discussion at the 19th July 2010 Council meeting suggested that the Audit and Risk Committee would minimise the impact on Council resources by meeting during normal business hours. Nevertheless, it is expected that additional costs will be incurred to cover the cost of production of agendas and minutes and for the attendance of internal and external auditors who will now be expected to attend Audit and Risk Committee meetings in addition to the Council meetings that they already attend. There will also be additional costs if Council decides to include external members on the Committee.

Assuming at least 4 meetings per year, each lasting several hours, the additional annual cost could be in the order of \$10,000. For 2010/11 this should be funded from Council's cash holdings, which will increase the budgeted deficit by \$10,000.

**Community Consultation and Public Relations Implications:**

Not applicable.

**Recommendation:**

That:

- (a) In accordance with section 82(4) of the *Local Government Act 1993* Council by absolute majority increase the 2010/11 expenditure budget by \$10,000 to cover the estimated costs of the Audit and Risk Committee.
- (b) Council confirm that the Audit and Risk committee is a Special Committee in accordance with Section 24 of the *Local Government Act 1993*.
- (c) Council adopt the Audit and Risk Committee Charter in Attachment 6 to the report.
- (d) That Council advertise for expressions of interest for 2 members of the public to become members of the Audit and Risk Committee.
- (d) That Aldermen \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ be appointed to the selection panel to recommend the preferred candidates to the Council for appointment as external members of the Audit and Risk Committee.
- (f) That Council by absolute majority defer the appointment of Aldermen to the Audit and Risk Committee until the external appointments have been confirmed.

**Attachments/Annexures**

- 1 Auditor General's comments
- 2 Deloitte's comments
- 3 Tasmanian Audit Office's Audit Committee Charter
- 4 Audit and Risk Committee Charter
- 5 Audit and Risk Committee Charter
- 6 Audit and Risk Committee Charter

---

**21. NOTICES OF MOTIONS – QUESTIONS ON NOTICE /  
WITHOUT NOTICE**

---



**CLOSED TO MEMBERS OF THE  
PUBLIC**

---

**22. APPLICATIONS FOR LEAVE OF ABSENCE**

---

# **ECONOMIC**

---

**23. EXEMPTION FOR CHARITABLE PROPERTIES**

---

*This item is to be considered at a closed meeting of Council by authority of the Local Government (Meeting Procedures) Regulations 2005 Section 15(2)(j).*

# ORGANISATION

---

**24. REQUEST FOR RATES REMISSION**

---

*This item is to be considered at a closed meeting of Council by authority of the Local Government (Meeting Procedures) Regulations 2005 Section 15(2)(h).*

---

**25. TENDER - PROVISION OF EVENT SECURITY SERVICES - DEC**

---

*This item is to be considered at a closed meeting of Council by authority of the Local Government (Meeting Procedures) Regulations 2005 Section 15(2)(c).*

---

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

---