

Quarterly Report

Quarter 1 2024

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Strategic and Operational Highlights for the Quarter

I am pleased to bring you the strategic and operational highlights for the first quarter of the 2023/2024 financial year, ending 30 September 2023.

WELCOME TO NEW ALDERMAN

There was a vacant position on Council at the start of the 2023/24 financial year. The Tasmanian Electoral Commissioner was formally notified and Mr Shane Alderton was elected on recount to the vacant position on 10 July 2023.

Alderman Alderton formally made his declaration of office on 11 July 2023 before me, with the Mayor and Alderman Yaxley also present. Completing this declaration enabled him to begin carrying out his duties as an elected member.

Alderman Alderton attended his first Council meeting on 31 July 2023.

GLENORCHY WAR MEMORIAL POOL

On 4 July 2023, I made the decision, in my capacity as “person controlling the business or undertaking (PCBU)” under the *Work Health and Safety Act 2012*, that the Glenorchy Pool not reopen for the coming pool season and that the pool remain closed until further notice.

This followed Council receiving an expert report on the pool condition, which identified a number of safety and other issues associated with the pool, including:

- faults in the pool shell which is causing the pool to leak (approx. 35,000 litres per day);
- structural issues with the concrete grandstand;
- an urgent requirement for the electrical switchboard to be upgraded and replaced;
- major works for the chemical dosing and filtration area;
- structural issues with the water slide;
- trip, slips and fall hazards in the concourse that need repairs; and
- a complete refurbishment of toilets and changeroom areas required to meet current child safety requirements, privacy and accessibility (DDA compliance) standards.

The Glenorchy War Memorial Swimming Pool is a 60 year facility and is 20 years older than the useful asset life expected for pool facilities.



Council publicly released the pool condition report as part of the attachments on its 31 July 2023 meeting agenda, which is available on Council's website.

At its meeting on 28 August 2023, Council released details of its past and present advocacy efforts to secure pool funding from State and Federal governments.

At that meeting, Council also noted and released the project outline for a project to investigate pool redevelopment and alternative options, with the aim of exploring the future of the pool site in consultation with the community and stakeholders. The State government made a significant \$200,000 funding commitment to the project.

At the time of writing, the project is undergoing a procurement process to select a suitable consultant.

STRATEGIC ASSET MANAGEMENT PLAN

Council is responsible for managing infrastructure assets worth approximately \$1 billion.

At its meeting on 31 July 2023, Council endorsed its new Strategic Asset Management Plan (SAMP). The Plan guides various asset maintenance activities including the programming of works based on assessments that considers service level, risk and overall usage.

The community was consulted on the draft SAMP over a six-week period.

CAPITAL WORKS STATUS REPORT

On 31 July, Council received its regular update on the 2022/23 Capital Works program.

At the end of the financial year, Council had fully expended its recurrent capital works program with the majority of planned roads, footpath, bridge, stormwater and property renewal works completed, as well as a number of additional projects, such as flood mitigation works, and road works.

Major project delivery is progressing well, as follows:

- Giblyns Reserve Playspace – Work on this project commenced in late March 2023, with earthworks substantially underway and the installation of several pieces of play equipment now in progress. The new public toilets are nearing completion, and this project is expected to be completed near the end of the calendar year.
- Montrose Bay Foreshore Skatepark – the earthworks commenced in late March 2023. The concrete works including ramps and other forms are now completed and vegetation reinstatement is underway. This project is now complete and open.
- Football (Soccer) Projects – The synthetic pitch replacement at KGV has been completed and certified to FIFA standards along with all fencing surrounding the pitch. The new LED lighting is complete and operational. The contract has been awarded for construction of the KGV change room facilities and work is underway. At North Chigwell the ground works and new LED lighting are now complete and ready for use for the rest of the season. Architects have designed the new clubhouse and change facilities. A development application has been lodged and once approved Council will call for Tenders for the construction process.



- Tolosa Park Dam Reintegration Project – TasWater announced the successful contractor on 18 July 2023. Works started in September 2023 with earthworks expected to be completed in April 2024.
- Playground Renewal - Playspace replacement works have been completed at Booth Avenue, Barry Street Reserve, Collinsvale Reserve and Cairnduff Reserve. Council is now focusing on the 23/24 financial year upgrading several local playspaces including the \$1m allocation to the Benjafield Park playspace in Moonah.

The \$1.5m election commitment grant deed with the Federal Government has now been signed enabling the following playground renewals:

- Alroy Court, Rosetta
- Cooina Park, West Moonah
- Roseneath Reserve, Austins Ferry
- Chandos Drive Reserve, Berriedale
- Pitcairn Street Reserve, Montrose
- Battersby Drive, Claremont
- Collinsvale Reserve, Collinsvale (completed)
- Lutana Woodlands, Lutana
- Barossa Road, Glenorchy
- International Peace Park, Berriedale

It is expected that many of these playspaces will be completed in the 23/24 financial year.

SUBMISSION TO THE LOCAL GOVERNMENT REVIEW

At its meeting on 31 July, Council endorsed the making of a submission to the Future of Local Government Review process. The submission further built on Council's earlier comments to the Local Government Board.

Council supports local government reform that is based on evidence to demonstrate equity of services and financial sustainability; reform that has demonstrable benefits for ratepayers and communities.

Council looks forward to continuing to engage with the Local Government Board, the State government and the people of Glenorchy, to explore opportunities for reform that are in the best interests of our community.



The State government announced on Sunday 16 July that there would be no forced mergers as an outcome of the Future of Local Government Review.

The Mayor and General Manager attended a public hearing of the Local Government Board on 31 August 2023 to speak to Council's submission.

The Board is expected to hand down its report to the State government by 31 October 2023.

CULTURAL CELEBRATIONS GRANTS

On 28 August 2023, Council endorsed the grant program guidelines and process for a new Cultural Celebrations Grants program. Applications are open from September 2023 until 31 March 2024. Events are to be free and inclusive and to occur before 31 May 2024.

The development of the Cultural Celebration Grants program follows Council's earlier decision to discontinue the delivery of the Moonah Taste of the World Festival because of the escalating cost of putting on the Festival.

The grants program will offer grants of up to \$25,000 for organisations to:

- Design and deliver events to celebrate cultural diversity, and to
- Strengthen Community Connection.

Guidelines and application forms for the trial program are on Council's website and support for any community organisations considering applying is available via Council's Events Officer, Carly Allen - carly.allen@gcc.tas.gov.au or calling Council's Customer Service team on 6216 6800.

REFLECT RECONCILIATION ACTION PLAN (RAP)

At its meeting on 28 August 2023, Council unanimously approved its Reflect Reconciliation Action Plan after a period of community engagement.

The Reflect RAP is a positive opportunity to celebrate Council's leadership in reconciliation in local government, demonstrating Council's commitment to building stronger relationships, through raising awareness of Aboriginal culture, aspirations of Aboriginal people and recognition of significant events.

Council thanks the Aboriginal and Torres Strait Islander community and organisations within Glenorchy for participating so generously in the process.

The guidance of Reconciliation Australia was also greatly appreciated.

Some features of the Reflect RAP are:

- acknowledging and honouring the Traditional Custodians of our Council area and their distinctive, cultural, spiritual, physical, and economic relationship with Land and Waters
- making our Council and community a more welcoming and culturally safe place for Aboriginal and Torres Strait Islander peoples
- remaining accountable and responsive to the needs and aspirations of Aboriginal and Torres Strait Islander peoples in our community; and



- strengthening our relationships with local Aboriginal organisations in their essential role of advancing the rights, interests, and wellbeing of Aboriginal and Torres Strait Islander peoples in Glenorchy.

DISPOSAL OF COUNCIL LAND – 12 ROTHESAY CIRCLE, GOODWOOD

At its meeting on 28/8/2023, Council resolved to donate land at 12 Rothesay Circle, Goodwood to Karadi Aboriginal Corporation. The land is small area of reserve adjacent to the Karadi centre and has been used by Karadi under agreement with Council for several years.

Council's decision was taken after following the formal land disposal process in the *Local Government Act*, which requires public advertising, and provides for objection and appeal rights.

PROCEEDS OF PROPERTY DISPOSALS – ANNUAL REPORT

On 28 August 2023, Council also received the annual report on land disposals under the *Proceeds of Property Disposals Policy* from 1 July 2022 until 30 June 2023.

The Policy was established to provide transparency and consistency in the use of funds from sales of Council land. The aim of the Policy is to increase the overall benefit of open space in the municipal area by redirecting proceeds from the sale of underutilised sites into new, improved parcels of open space.

During the period outlined, two properties were sold totalling net proceeds of \$1,390,750.25.

The two properties were:

- 5a Taree Street, Chigwell – net proceeds of \$1,219,643.42
- 3 Edgar Street, Claremont – net proceeds of \$171,106.83

\$1,000,000 in sale proceeds was allocated to the Benjafield Playspace Renewal, in accordance with an earlier, December 2022 Council resolution.

The balance of \$390,750.25 was allocated to the Property Disposals Reserve fund.

The report also provided an update on the status of proceeds from the sale of the former Derwent Entertainment Centre, with up to \$2.4m allocated to the realignment of Loyd Rd as part of the original sale decision, up to \$3.03 million allocated to the Tolosa Dam Reintegration project in December 2021. This leaves \$2.529 million remaining from the DEC sale.

Tony McMullen
General Manager
October 2023



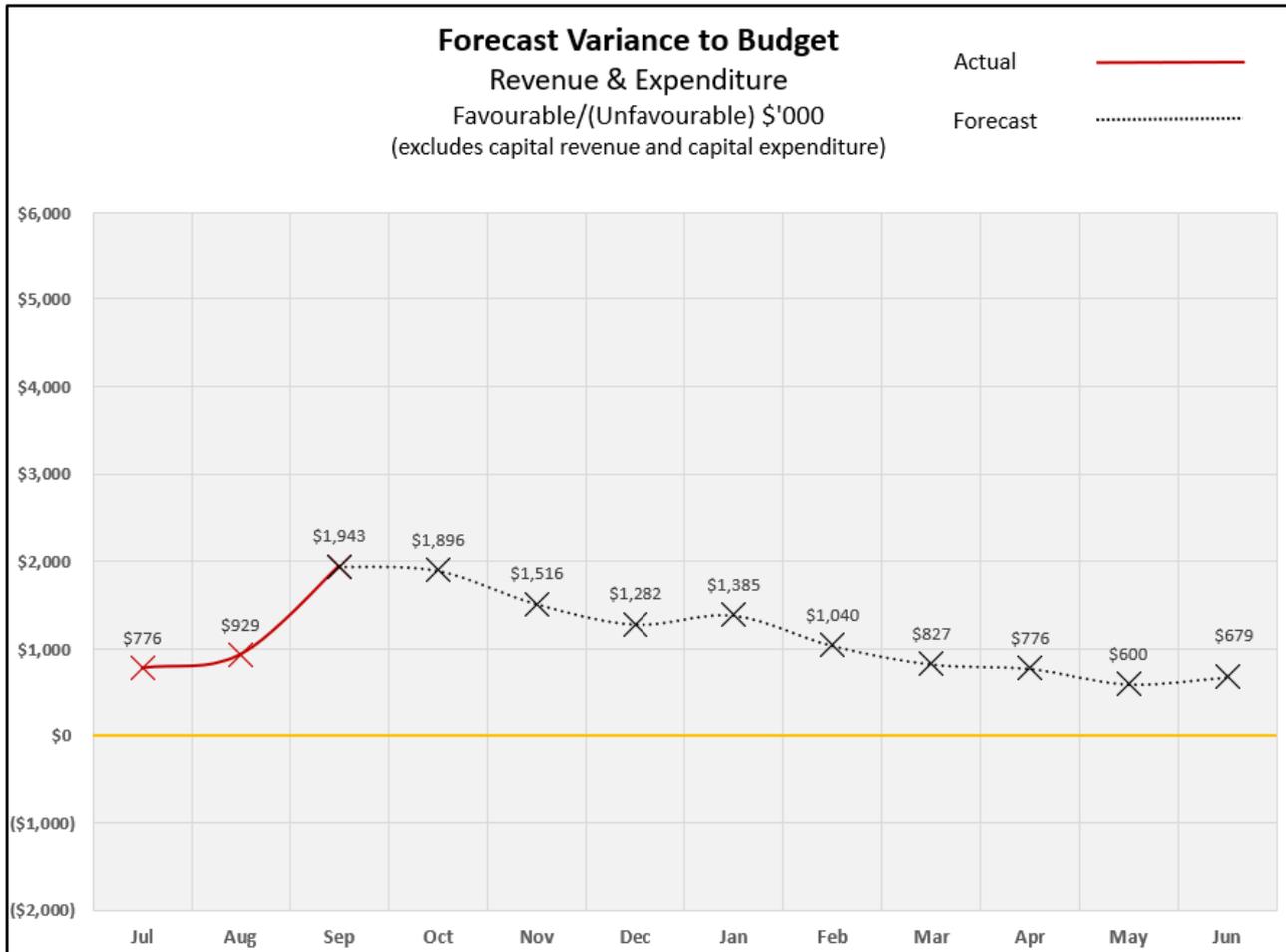
Financial Performance



Quarterly Financial Performance Report

OPERATING SUMMARY

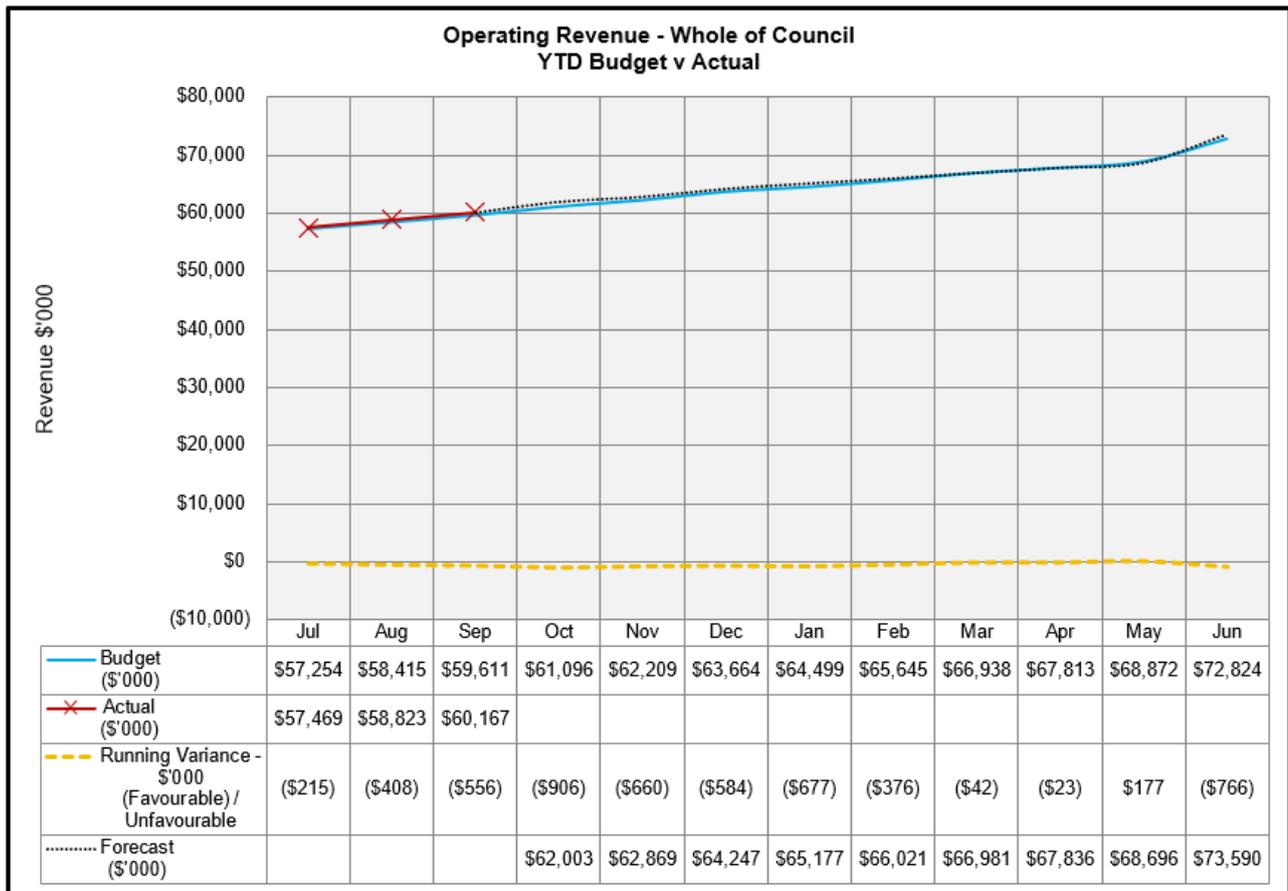
Council’s operating result as at the end of the September 2023 quarter is \$1.943m better than the budgeted position. The favourable variance is the combined result of \$0.556m more revenue than budgeted and \$1.387m less expenditure than budgeted.



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

OPERATING REVENUE

Year-to-date operational revenue is \$60.167m compared to budgeted operational revenue of \$59.611m. This represents a favourable result of \$0.556m or 0.9% against budget.



Note: operational revenue does not include capital revenue or gain/loss on sale of assets but does include unspent grants received in the prior year.

NOTE 1 - RATES REVENUE

Unfavourable to the year-to-date \$49.210m budget by \$34k, noting penalty revenue is lower by \$22k due to extended due dates for overdue instalments.

NOTE 2 - USER CHARGES AND LICENCES REVENUE

Favourable to the year-to-date \$9.026m budget by \$337k, noting a one-off workcover premium refund of \$147k, additional property leases/licences of \$159k and planning fees of \$66k, however building fees are lower by \$74k.

NOTE 3 - INTEREST ON INVESTMENTS

Favourable to the year-to-date \$241k budget by \$23k, noting \$390k in interest has been received to date, less accruals back to last year of \$126k.

NOTE 4 - OPERATING GRANTS

Favourable to the year-to-date \$1.090m budget by \$175k, noting unspent grants from last year of \$396k, 26TEN Community grant received of \$145k, less Glenorchy Jobs Hub grant yet to receive in accordance with contractual obligations \$300k.

NOTE 5 - CONTRIBUTIONS

Favourable to the year-to-date \$10k budget by \$13k, noting a developer contribution of \$19k has been received for stormwater works in Bellette Place.

NOTE 6 - TASWATER INCOME

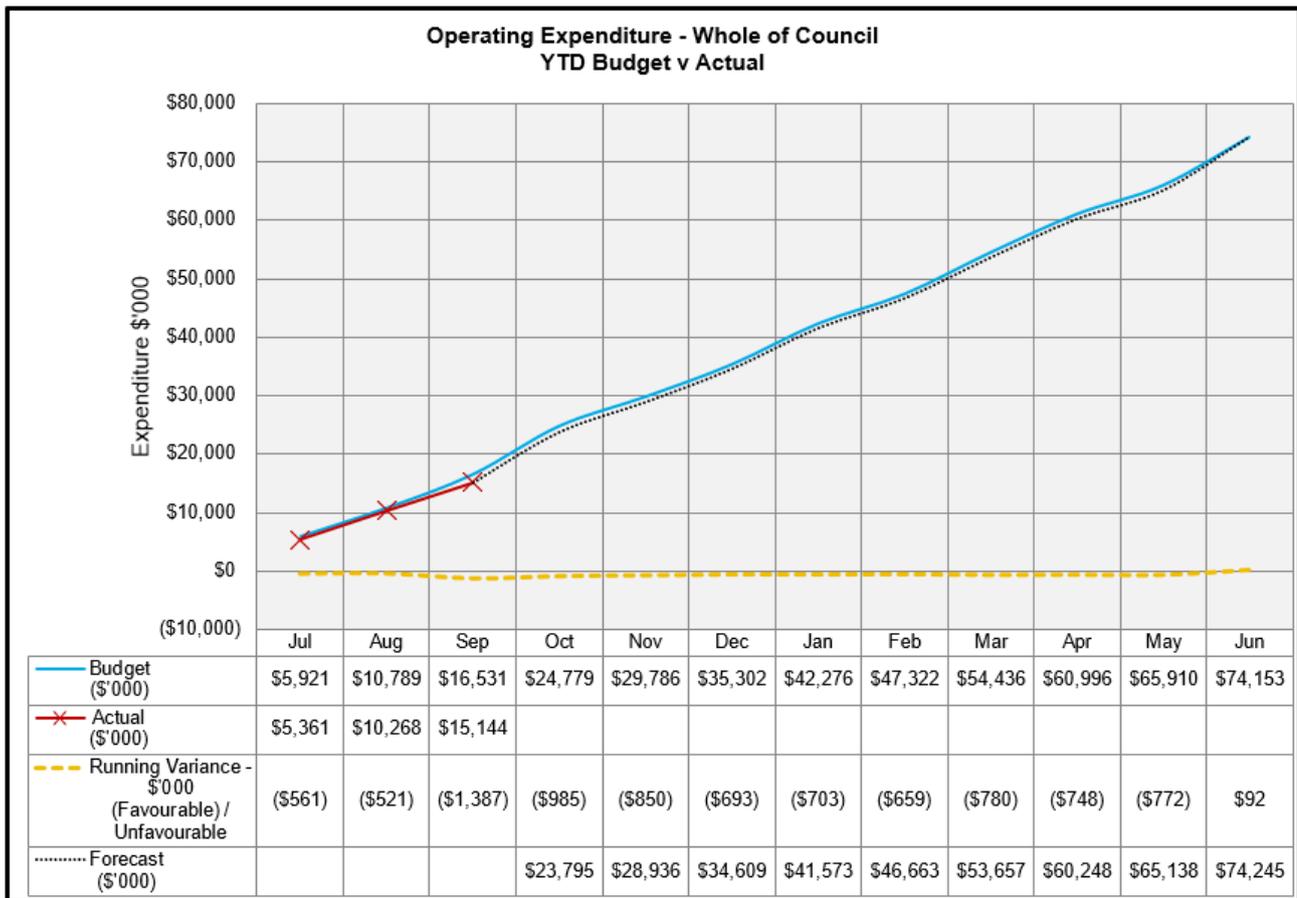
First dividend payment expected to be received in October against an annual budget of \$2.172m.

NOTE 7 - OTHER INCOME

Favourable to the year-to-date \$32k budget by \$40k, noting childcare Inclusion Support Subsidy (ISS) of \$28k has been received.

OPERATING EXPENDITURE

Year-to-date operational expenditure is \$15.144m compared to budgeted expenditure of \$16.531m. This represents a favourable result of \$1.387m or 8.4% against budget.



NOTE 8 - EMPLOYMENT COSTS

Favourable to the year-to-date \$6.112m budget by \$363k, representing positions remaining vacant for extended periods during the recruitment process.

**NOTE 9 - MATERIALS AND SERVICES EXPENDITURE**

Favourable to the year-to-date \$5.582m budget by \$743k, noting invoices awaiting payment for waste services \$136k, software systems \$252k and annual contributions to several regional bodies \$302k.

NOTE 10 - DEPRECIATION AND AMORTISATION

Favourable to the year-to-date \$4.454m budget by \$239k, noting asset reconciliations that affect depreciation and amortisation cannot be undertaken until the 2022/23 annual accounts are audited and signed.

NOTE 11 - FINANCE COSTS

Favourable to the year-to-date \$32k budget by \$1k, with no notable variances to report.

NOTE 13 - BAD AND DOUBTFUL DEBTS

No bad or doubtful debts identified this year to date.

NOTE 14 - OTHER EXPENSES

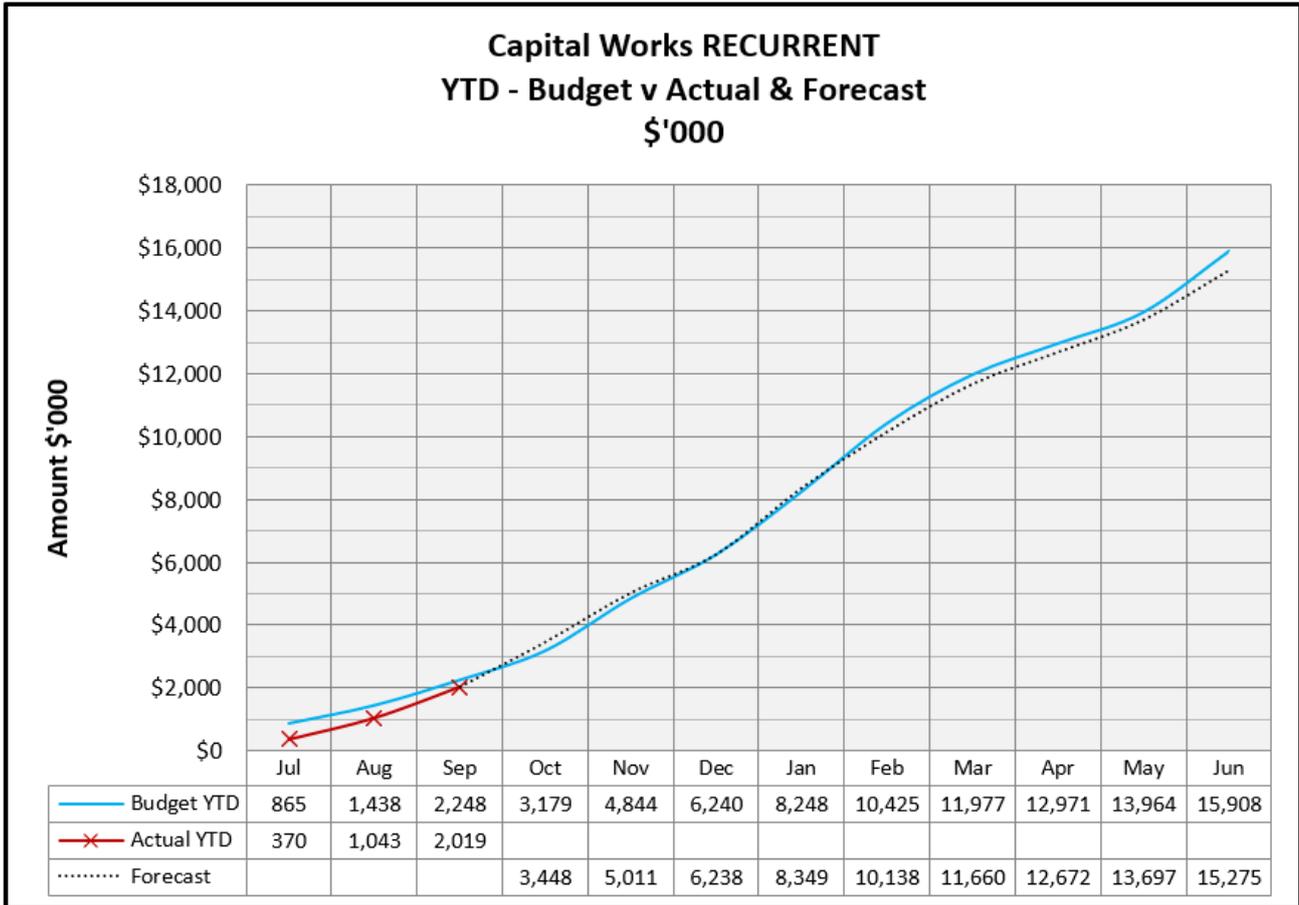
Favourable to the year-to-date \$110k budget by \$70k, noting fleet and plant lease savings of \$74k.



CAPITAL WORKS

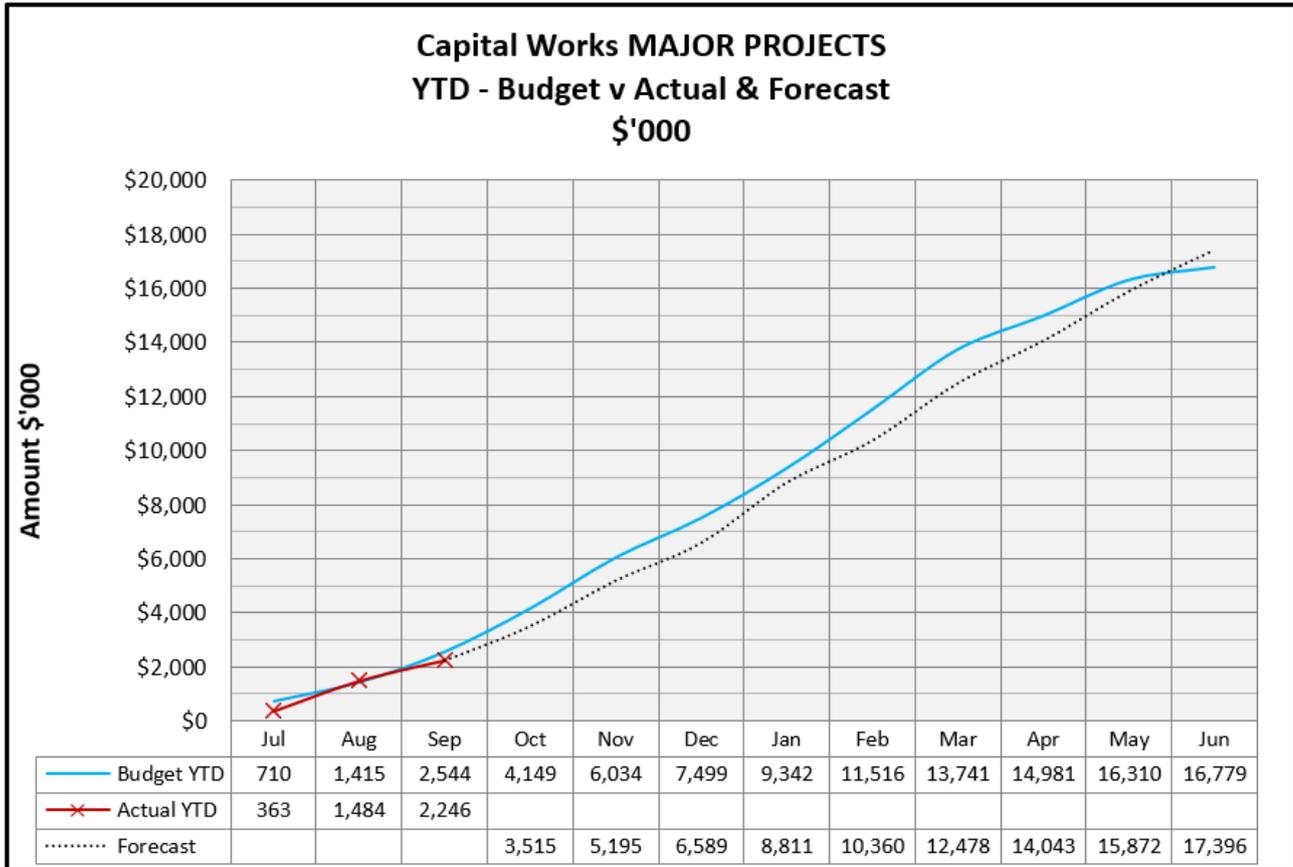
Year-to-date Capital Works expenditure is \$4.265m against a combined annual budget of \$32.686m and a combined annual forecast spend of \$32.670m. At the end of the September quarter, \$2.019m has been expended on Council funded Recurrent projects and \$2.246m for Grant Funded / Major Projects.

CAPITAL PROGRAM - RECURRENT





CAPITAL PROGRAM – MAJOR GRANT FUNDED PROJECTS*



*The following projects form the Grant Funded / Major Projects capital works program:

Project	YTD Actual	ANNUAL Budget	ANNUAL Forecast
101059 - CSR - KGV Soccer - Design & Construction	\$140,472	\$2,500,000	\$2,940,472
101246 - Grant - Giblins Reserve Play Space	\$1,045,131	\$2,500,000	\$2,245,131
101250 - Grant - North Chigwell Football and Community Facility	\$66,127	\$4,000,000	\$3,516,127
101282 - Grant - Montrose Foreshore Park Skatepark	\$236,606	\$0	\$261,606
101517 - Upgrade Interchange Facilities at KGV Oval for GDFC	\$2,401	\$145,000	\$187,401
101518 - Upgrade to the Claremont Junior Football Clubrooms	\$1,500	\$0	\$1,500
101519 - New Lighting at Cadbury Oval	\$686	\$0	\$686
101536 - Tolosa Park Dam Rehabilitation	\$3,240	\$2,995,000	\$2,973,240
101767 - Relocation of Terry Street to Chambers	\$260,505	\$200,000	\$500,505
101914 - MP - Benjafield Playground Renewal	\$226,363	\$1,000,000	\$1,234,000
101915 - Grant - Playground Renewal - Federal	\$0	\$1,500,000	\$1,500,000
101916 - Benjafield Childcare Centre Stage 1 - Sleep Area	\$3,300	\$700,000	\$703,300
101917 - Benjafield Childcare Centre Stage 2 - Amenities	\$0	\$580,000	\$223,000
101930 - Eady St Sportsfield Lighting	\$81,184	\$0	\$121,184
101931 - Mountain Bike Renewal	\$175,247	\$0	\$255,247
101953 - Municipal Revaluation 2024	\$0	\$395,000	\$375,250
101954 - Multicultural Kitchen	\$380	\$164,000	\$164,380
101956 - Cadbury Changerooms	\$2,550	\$100,000	\$192,550
TOTALS	\$2,245,690	\$16,779,000	\$17,395,577

NON-OPERATING REVENUE

NOTE 15 - CONTRIBUTIONS - NON MONETARY ASSETS

No non-monetary asset contributions have been received to date against an annual budget of \$3.500m.

NOTE 16 - GAIN OR LOSS ON DISPOSAL OF FIXED ASSETS

Unfavourable to the year-to-date \$2k budget by \$28k, noting upfront expenditure has been incurred on properties identified as being eligible for disposal. The sale proceeds from 1 Bellette Place are currently held in our suspense account awaiting reconciliation before transfer to our operating statement.

NOTE 17 - CAPITAL GRANTS

Favourable to \$5.168m budget by \$1.752m, noting \$606k of unspent grants from the previous financial year carried forward, as well as new receipts for Local Roads and Community Infrastructure Phase 4 of \$548k, blackspot funding of \$385k and multi-cultural kitchen redevelopment \$112k.

NON-OPERATING EXPENDITURE

NOTE 12 - ASSETS WRITTEN OFF

No assets have been written off to date against an annual budget of \$1.920m.

CASH AND INVESTMENTS

At 30 September 2023, actual funds available in cash and investments totalled \$48.060 million compared to \$42.818 million for the same period last year. The increase in available funds reflects the reported favourable operating position of \$1.943m plus works yet to be undertaken in the capital program totalling \$28.420m for the remaining three quarters.

RATES COLLECTIONS

At 30 September 2023, Rates collected totalled 44.08% compared to 46.20% in the prior year. The lower collection ratio can be attributed to extending the second instalment due date from 15 October to 1 November 2023. Previously, accounts for the second instalment would have been issued around 15 September thereby allowing the last two weeks of the month for early payments to be received.

STATEMENT OF COMPREHENSIVE INCOME

GLENORCHY CITY COUNCIL FINANCIAL REPORT STATEMENT OF COMPREHENSIVE INCOME TO 30 SEPTEMBER 2023

Year-to-Date (YTD)	Note	2024 Budget \$'000	2024 Actual \$'000	2023 Actual \$'000	2024 Variance Actual to Budget
Operating Revenue					
Rates	1	49,211	49,177	45,338	▼
User charges and licences	2	9,026	9,364	8,787	▲
Interest	3	241	264	44	▲
Grants	4	1,090	1,265	1,597	▲
Contributions - cash	5	10	24	28	▲
Investment income from TasWater	6	-	-	-	↔
Other income	7	32	73	19	▲
Total Operating Revenue		59,611	60,167	55,813	▲
Operating Expenditure					
Employment costs	8	6,112	5,749	5,449	▼
Materials and services	9	5,582	4,839	4,561	▼
Depreciation and amortisation	10	4,694	4,455	3,999	▼
Finance costs	11	33	32	(2)	▼
Bad and doubtful debts	13	-	-	-	↔
Other expenses	14	111	70	715	▼
Total Operating Expenditure		16,531	15,144	14,722	▼
Total Operating Surplus/(Deficit)		43,080	45,023	41,090	▲
Non-Operating Revenue					
Contributions - non-monetary assets	15	-	-	-	▲
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	16	(3)	(30)	14	▼
Capital grants received specifically for new or upgraded assets	17	3,416	5,169	2,768	▲
Total Non-Operating Revenue		3,413	5,138	2,782	▲
Non-Operating Expense					
Assets written off	12	-	-	-	↔
Total Non-Operating Expense					
Total Surplus/(Deficit)		46,493	50,161	43,872	▲

STATEMENT OF FINANCIAL POSITION

GLENORCHY CITY COUNCIL FINANCIAL REPORT STATEMENT OF FINANCIAL POSITION TO 30 SEPTEMBER 2023	2024 YTD \$'000	2023 YTD \$'000
Asset		
Current assets		
Cash and Cash Equivalents	5,201	8,150
Trade and Other Receivables	33,566	29,432
Inventories	135	85
Assets Classified as Held for Sale	1,197	5,428
Contract Assets	-	-
Current Investments	41,523	33,331
Other Current Assets	70	70
Total Current Assets	81,692	76,496
Non-Current Assets		
Property, Infrastructure, Plant and Equipment	859,109	812,440
Investment in Water Corporation	168,374	163,198
Intangible Assets	(16)	4
Right of Use Assets	1,529	2,078
Other Non-Current Assets	16,566	11,572
Total Non-Current Assets	1,045,562	989,292
Total Assets	1,127,254	1,065,788
Liabilities		
Current Liabilities		
Trade & Other Payables	4,116	4,670
Provisions	4,984	4,892
Borrowings	637	628
Trust Funds and Deposits	777	688
Lease Liabilities	559	702
Contract Liabilities	-	-
Other Liabilities	155	83
Total Current Liabilities	11,228	11,663
Non-Current Liabilities		
Provisions	7,536	3,864
Borrowings	984	1,621
Lease Liabilities	1,037	1,442
Total Non-Current Liabilities	9,557	6,927
Total Liabilities	20,785	18,590
Net Position	1,106,469	1,047,198

ADJUSTMENTS TO AMOUNTS PREVIOUSLY REPORTED

There are instances where ledger adjustments are required in respect of amounts reported in prior periods. These adjustments will be visible when comparing this report against previously presented Financial Performance Reports.



Measures





GCC Annual Plan Measures

The measures reported over the following pages link directly back to the Community Goals, Objectives and Strategies detailed in the GCC Annual Plan. Reporting against the measures allows Council and the community to understand how well we are achieving our goal of making Glenorchy a better place every day.

MAKING LIVES BETTER

Percentage of direct Council operational expenditure on priority community services (parks, playgrounds, urban services, asset maintenance and community development and welfare programs).

Percentage of Direct Expenditure on Priority Community Services 1 July to 30 September 2023

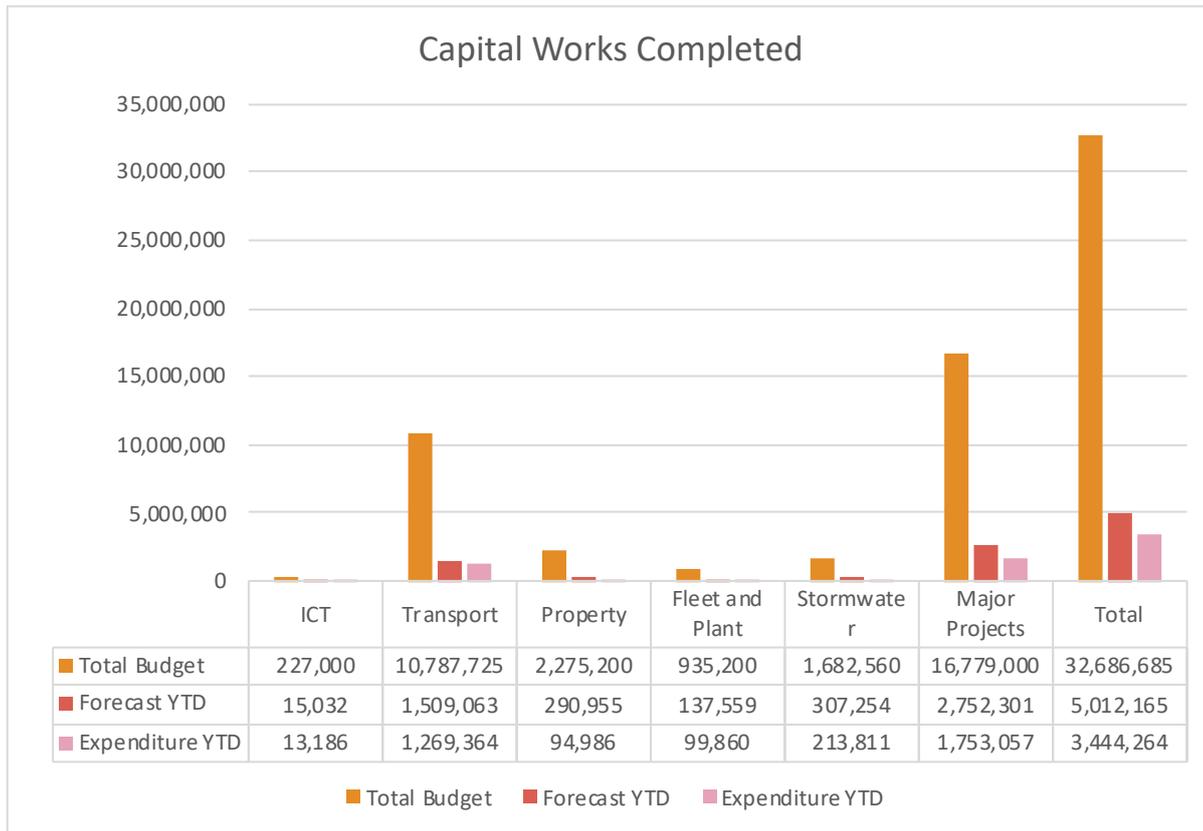
Program	Targeted Expenditure	Employee Effort	Total Expenditure	Percentage of Total Direct Expenditure	Annual Budget	Percentage of Program Annual Budget Spent
Bushfire Mitigation	\$2,232	\$42,385	\$44,617	1.64%	\$508,127	8.78%
Childcare	\$24,561	\$548,590	\$573,151	21.07%	\$2,677,737	21.40%
Community Development	\$64,818	\$124,879	\$189,697	6.97%	\$1,045,062	18.15%
Community Engagement	\$10,189	\$78,840	\$89,028	3.27%	\$507,820	17.53%
Environment	\$4,214	\$76,136	\$80,351	2.95%	\$773,370	10.39%
Glenorchy Jobs Hub	\$108,558	\$21,404	\$129,962	4.78%	\$649,770	20.00%
Moonah Arts Centre	\$23,088	\$104,536	\$127,624	4.69%	\$635,084	20.10%
Parks & Recreation	\$160,595	\$267,615	\$428,210	15.74%	\$2,121,059	20.19%
Roads & Stormwater	\$230,565	\$221,009	\$451,574	16.60%	\$2,811,021	16.06%
Urban Services	\$91,917	\$213,551	\$305,467	11.23%	\$1,841,314	16.59%
Vegetation Control	\$135,354	\$164,601	\$299,956	11.03%	\$1,291,190	23.23%
Total Direct Expenditure	\$856,892	\$1,863,544	\$2,720,436		\$14,867,555	

Percentage of capital works expenditure actual to budget.

Council's Capital Works program has an annual budget for this year of \$32.686 million. Council's expenditure on its normal body of capital works is slightly behind forecast, however spending always ramps up as the financial year progresses. It is anticipated that Council will complete the majority of all roads, footpath, bridge, stormwater and property renewal and upgrade works that have been planned for this financial year.

Council is undertaking a large program of grant funded major projects, which involves some major sporting facility redevelopments. The scope and size of these projects is a resource intensive process.

Council is continuing to experience delays in the supply of materials and contract services due to market constraints, increases in construction costs and the availability of contractors, due to a buoyant and heated construction market. Around 70% of expenditure has been spent against original forecasts. However, the majority of expenditure wasn't forecast until later in the year due to these factors.



Number of customers receiving services through Council partners

During the quarter Council has developed and maintained a number of key partnerships to deliver services to the community.

These partnerships include:

- Police Citizens Youth Club (PCYC) - the PCYC report that services are provided to a core group of 30 individuals with occasional support provided to an additional 33 others.
- 26TEN Foundation - for the 26TEN project "Building a 26TEN Community" 220 people have participated in programmes/workshops/events during the July - Sept period.
- Australia Drug Foundation funding for the Youth Mentor program at Montrose Bay Secondary School is working with 20 individuals.
- MCoT at the Multicultural Hub - 5755 individuals have used the Multicultural Hub during the quarter.
- Mission Australia Youth Beat program - The Youth Beat program has had 408 engagements with young people aged between 8 and 18 years during the last quarter.

*Amount of advocacy undertaken on community priorities*

- *Number of mayoral advocacy letters and deputations*

During the quarter the following advocacy correspondence was sent:

July 2023

1. Premier Jeremy Rockliff – FUNDING OUTCOME – GLENORCH PCYC PROGRAM
2. Minister Nic Street – HOBART WOMENS SHELTER, GLENORCHY WAR MEMORIAL POOL
3. MLC Josh Willie – GLENORCHY WAR MEMORIAL POOL

August 2023

1. Deputy Premier Michael Ferguson – DERWENT FERRY EXPANSION PROJECT STEERING COMMITTEE MEMBERSHIP
2. Lord Mayor Anna Reynolds – FUTUER FOR LOACL GOVERNMENT REVIEW INVITIATION
3. Minister Catherine King – GLENORCHY WAR MEMORIAL POOL
4. Andrew Wilkie – HOBART HELP CAR
5. Premier Jeremy Rockliff – PCYC FUNDING
6. Nyrstar – NYRSTAR ECONOMIC CONTRIBUTION TO Glenorchy City Council

September 2023

1. Deputy Premier Michael Ferguson – MAJOR PROJECT PROPOSAL – KANGAROO BAY HOTEL
2. Premier Jeremy Rockliff – REGIOINAL CABINET GLENORCHY 2023
3. Minister Jo Palmer – MULTICULTURAL HUB MOONAH

In addition, the following activities were undertaken:

- Members of HWG and General Manager meeting with Peter White, Consultant for the National Housing Finance and Investment Corporation
- Deputy Mayor and Coordinator Community Development attended the Greater Hobart Homelessness Alliance meeting in September. Action plan being reviewed by members.
- *Number of Council submissions on policy and legislation reviews*

During the quarter Council made one submission on the Local Government Review – the submission was provided to the Local Government Review Board.

Council land released for housing development and social housing projects.

The process for the disposal approval for 23A Norman Circle (1.26-hectare, General Residential zoned) has been completed and the site is being prepared for sale.

The proceeds of Property Disposal for the previous 12 month period (1 July 2022 – 30 June 2023) was reported to the August 2023 Council Meeting, detailing amounts and locations.



Number of rezoning amendments prepared to increase capacity for housing.

Two planning scheme amendments to promote housing within the municipality (PLAM-22/04 to revitalise the Glenorchy CBD and PLAM-22/10 to allow residential apartments in the Commercial Zone along Main Road) progressed to panel hearings with the Tasmanian Planning Commission in September.

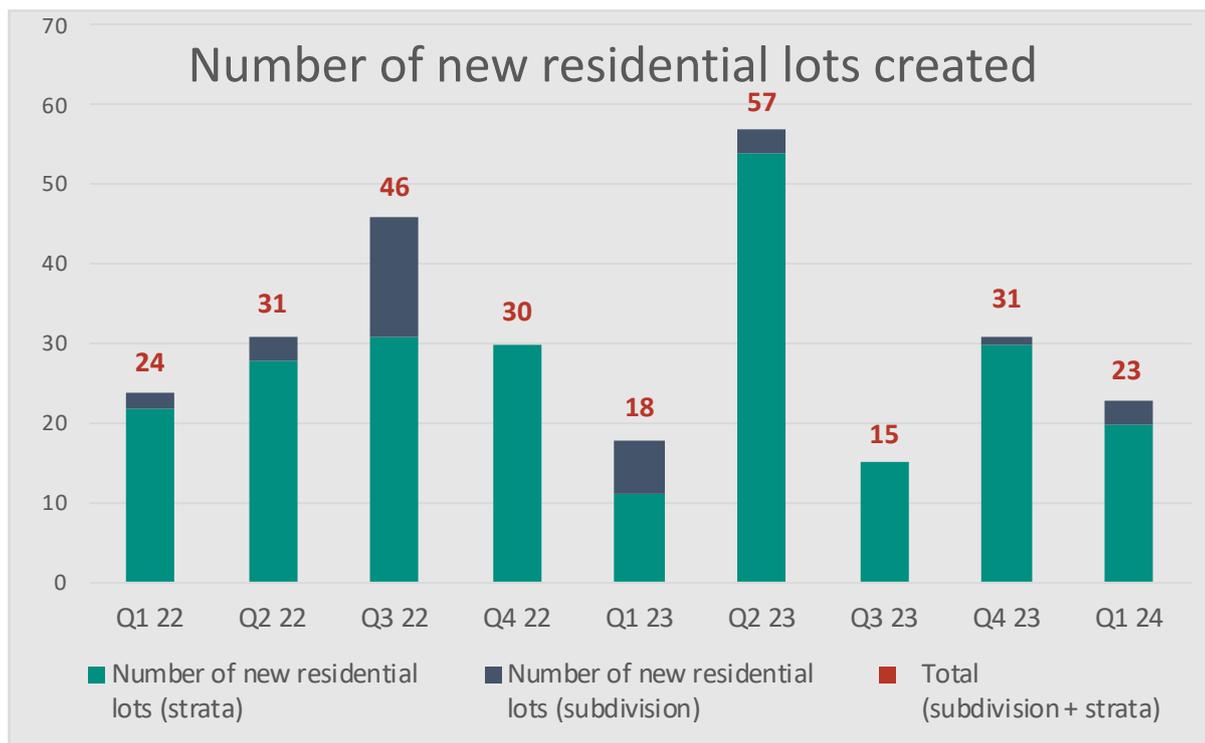
A third planning scheme amendment for the Mill Lane Precinct has undergone informal consultation. The proposed amendment aims to rezone the land to a more suitable zoning and to provide opportunities for medium density housing close to the CBD.

Number of new residential lots created.

The number of new lots created is highly variable over each quarter, however, is more consistent over a 12 month period. The number of new lots created for FY22 was 131 and for FY23 was 121.

The number of lots created by strata far outweigh the number of lots created by subdivision which is indicative of infill development and the desire for developers to increase yield from available land.

*Note, strata numbers include original lot and is therefore slightly elevated. The way data is captured at the application stage has now been amended so that future data will be more indicative of only new lots.

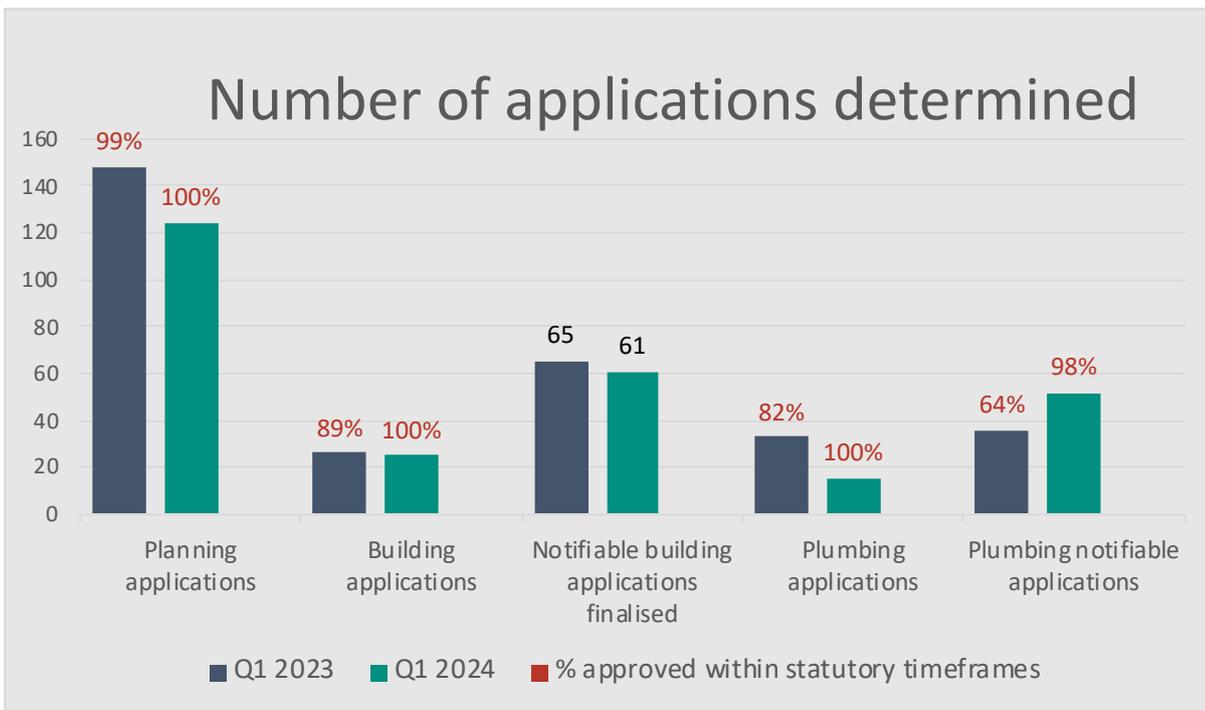
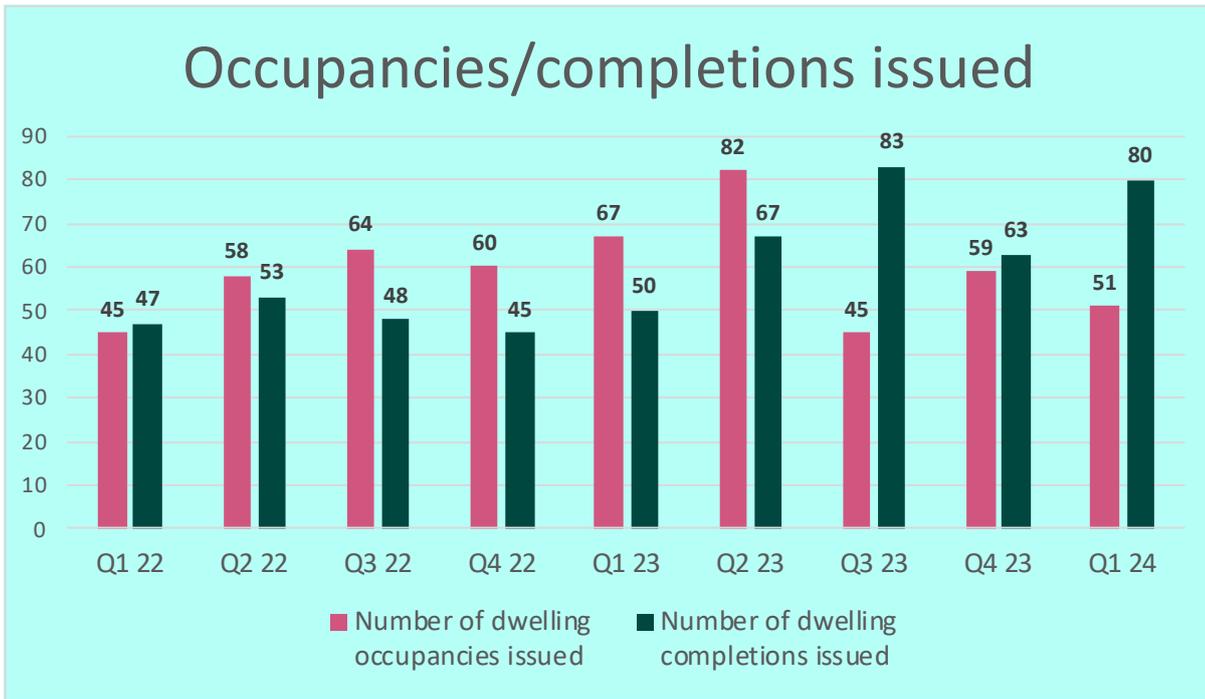


Number of dwelling completions.

Completion numbers have increased over recent months for two main reasons:

1. Ongoing effort by building staff to finalise old permits (permit expiry project): and
2. Implementation of new procedures to follow up on current applications as they approach 12 month and 24 month time frames.

*Note, completions include buildings other than dwellings so the better indicator for housing numbers is occupancy.



Status of the Northern Suburbs Transit Corridor project

Council officers and the General Manager, continue to work with the City of Hobart and State Government through the Northern Suburbs Transit Corridor Masterplan Steering Committee to advance the planning for the corridor, including consideration of a Growth Strategy for the Corridor and development of a brief for an Employment Lands Study



BUILDING IMAGE AND PRIDE

Person hours of security patrolling as engaged by Council.

650 hours of security patrolling Glenorchy CBD were recorded during the quarter.

Number and type of Police and Community Youth Club (PCYC) contacts

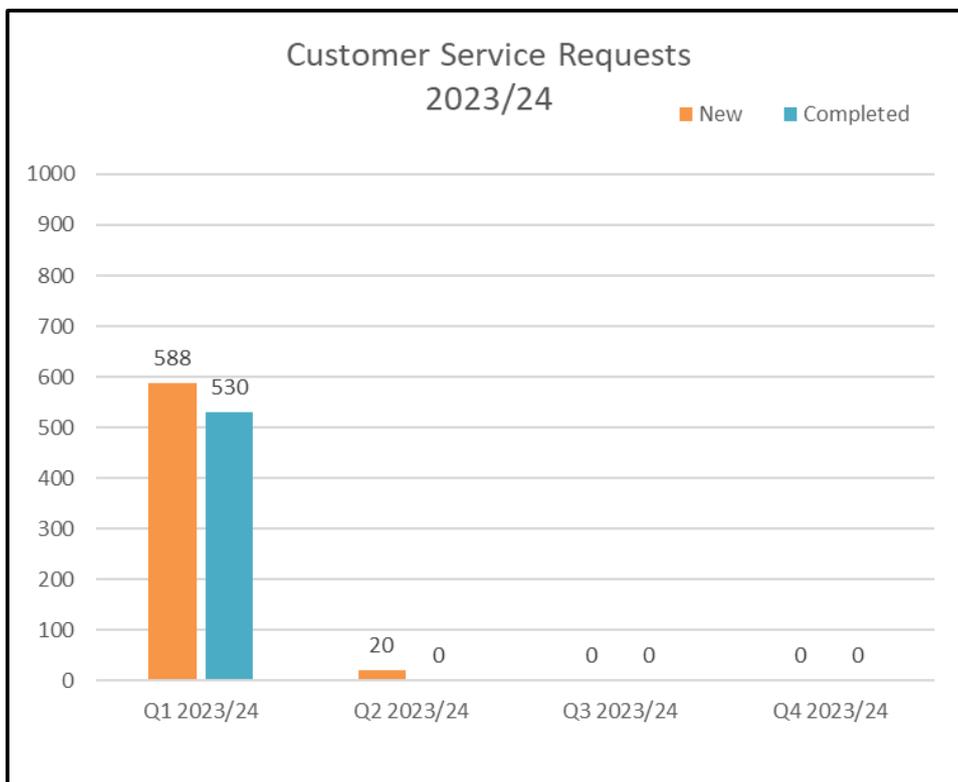
The PCYC has provided intensive support for 30 at risk young people in Glenorchy of the last quarter. Support has been provided and connect made with an additional 33 young people in the Glenorchy CBD.

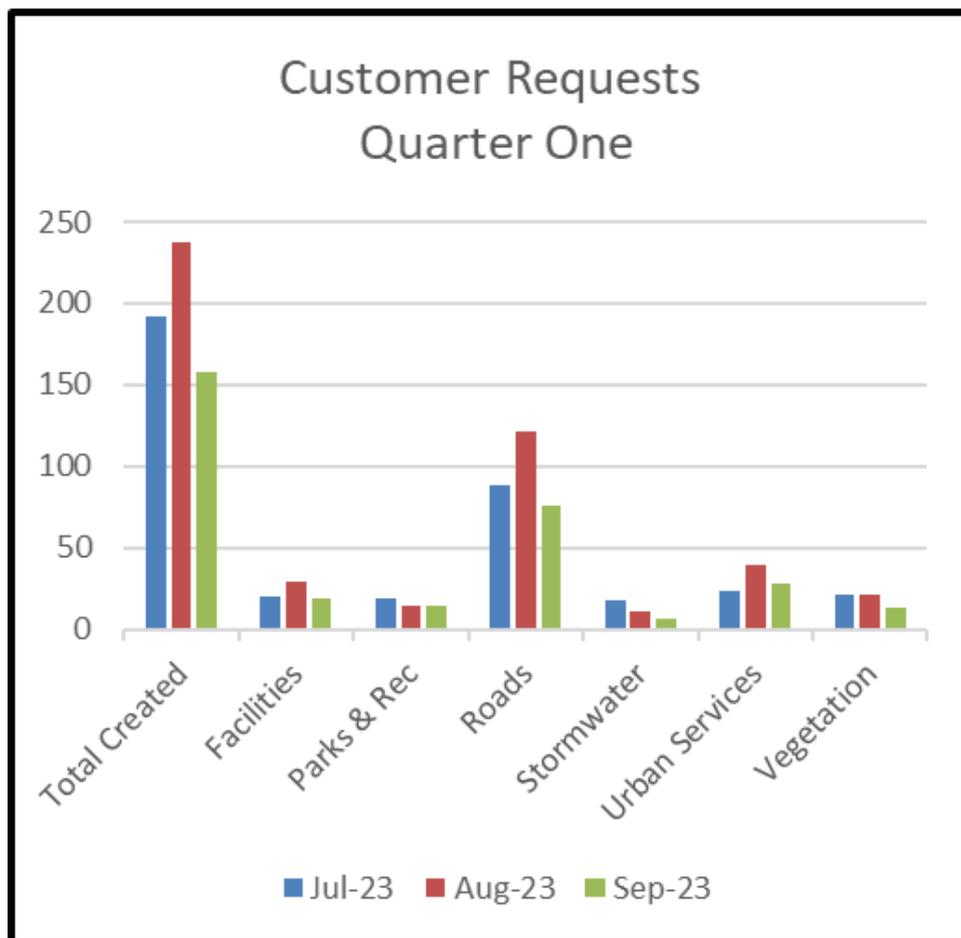
Number of meetings with Glenorchy Police Inspector with Mayor / GM

During the period July to Sept 2023 the Glenorchy Police Inspector has:

- Attended one Council Workshop for discussions, and
- One meeting has been held between the Glenorchy Police Inspector, the Mayor, the General Manager and Coordinator Community Development.

Number of completed maintenance activities (service requests) for different asset classes:





Frequency of principal activity centre cleaning activities and municipal street sweeping.

The CBD areas are subject to daily litter collections and Council's vacuum sweeper truck has been active with both the street sweeping program and other reactive work such as oil spill clean ups and debris on roads.

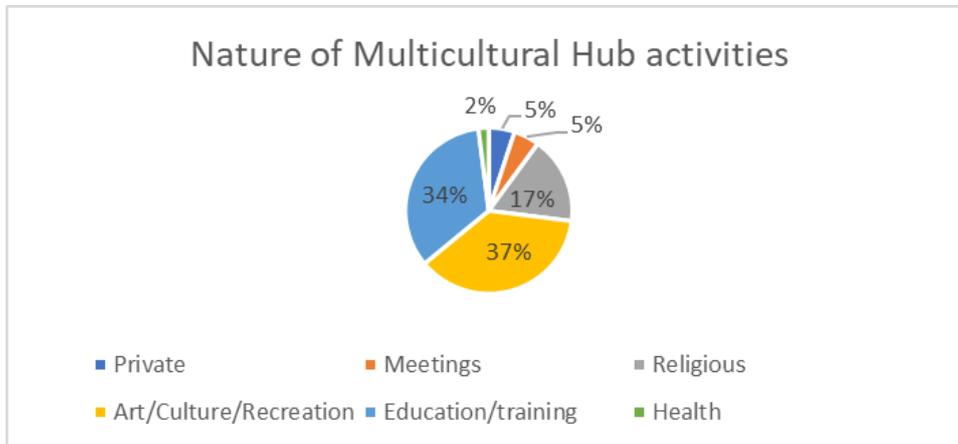
Visitation at the Moonah Arts Centre and attendance at other Council-run Arts events.

Moonah Arts Centre July to September 2023 total attendance 5065 which included presenting 11 Exhibitions, with four unique opening events as well as 5 unique ticketed Events, and 5 Workshops. MAC received 432 new subscribers to its social media channels. MAC's Instagram saw 28.8% increase in engagement while Facebook saw a 6.4% decrease in engagement since last quarter. MAC received 145 new subscribers to the MAC E-newsletter for a total reach of 2,966 subscribers.



Visitation at the Multicultural Hub.

There was an estimated 5,755 people who attended the Multicultural Hub July to September 2023, with an average of 27 different cultural groups and organisations booking the space each month.



Overall estimated attendance at civic events (Citizenship Ceremonies, ANZAC Day Memorial, Community and Volunteer Awards).

During the quarter there have been two Australian Citizenship ceremonies held on Wednesday 5 July and Tuesday 19 September at KGV Oval, 1A Anfield Street, Glenorchy. Each ceremony commenced at 5:00pm and ran for approximately one hour.

The events were attended as per below:

July

- 53 attending conferees
- 48 guests
- 18 special invited guests

September

- 51 attending conferees / new Australian citizens
- 86 conferees guests
- 18 special invited guests

Overall estimated attendance at, International Day for People with Disability.

Planning is currently underway for the annual event to be held 1 December 2024.

Number of Reflect Reconciliation Action Plan actions implemented.

Council's Reflect Reconciliation Action Plan was launched in September 2023 at the Moonah Arts Centre.

The Action Plan will now be implemented over the coming quarters.



OPEN FOR BUSINESS

Number and types of engagement with Glenorchy businesses.

During the quarter the Glenorchy Jobs Hub was transferred to Council for full delivery of the project, inclusive of staffing and funding from the State Government. A structure for the function of Council Economic Development has been agreed and advertised during September. Council also continues to make progress on significant infrastructure projects including Giblins Playspace, Benjafield Park, Tolosa Park and the federally funded football package at KGV and North Chigwell.

Council Customer Service Satisfaction Rating (> 75%) - Contact and Guidance.

Council's Customer Satisfaction (CSAT) Score for the first quarter of 2023/24 is 83.9%. This score was calculated from 567 responses received from customers via after-call, e-mail signature and tablet surveys.

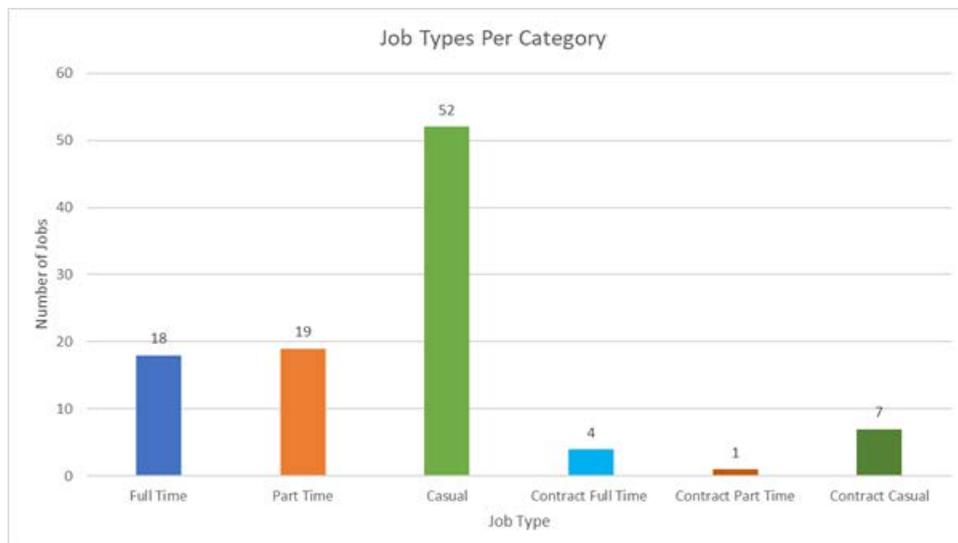
Number of Breaches or formal complaints received.

For quarter 1, the Customer Service Centre has answered 82% of the 9,989 calls received within 1 minute and completed 96% of the 5,852 enquiries, under 5 minutes on front counter. Council has responded to the 2 complaints received within 10 days. Unfortunately, according to our data, only 54% of the 1,320 call back requests were returned by the end of the next business day. This is an area we can improve upon, however we are somewhat restricted by our core system in both completing the requests and reporting on them, so accuracy of this statistic can vary.

Number of job placements through the Glenorchy Jobs Hub by type (casual, permanent etc.).

There was a total of 101 jobs filled between 1 July 2023 - 30 September 2023.

- 18x Full Time
- 19x Part Time
- 52x Casual
- 4x Contract - Full Time
- 1x Contract - Part Time
- 7x Contract - Casual





Status of structure plans for northern suburbs growth areas.

A planning scheme amendment request to implement a Structure Plan for the Granton greenfield development precinct area has been lodged by the landowner group. Further information was requested by Council on 20 July 2023 which has not yet been satisfied.

Preparation of a Structure Plan for the Hilton Hill area by Council officers has significantly progressed and is ready to be informally advertised with the Granton structure Plan.

Number of actions delivered from the Glenorchy Parking Strategy

During the quarter progress on the Glenorchy Parking Strategy is as follows:

- Develop Parking Plan – 10% complete. Survey and assessments of Council's currently available car parking allotments has commenced.
- Develop Cash -in-lieu Policy – 10% complete. Development of a cash-in-lieu policy has commenced with investigations of other similar policies and bench marking comparisons.



LEADING OUR COMMUNITY

Number of community engagements completed by type.

We are pleased to announce that Council were selected at the *Local Government Professional Tasmanian Awards* during the quarter for the Community Engagement Review – winning an *Organisational Excellence Award*, honouring local governments who are making a difference in their communities.

Council's Community Engagement Review began in October 2022, with the first round of consultation encompassing over 55 hours of community events and meeting. In total, during the Review's two consultation periods, Council heard from over 1,000 community members. The review confirmed that the community of Glenorchy value both face-to-face and online engagement opportunities to have their say. Following this process, the Community Engagement Framework was updated and has now officially been endorsed by the Council.



Focus has been on implementing the recommendations from the Community Engagement Review held in 2022-2023. A 12-month roster has been created to provide a minimum of 4 Community Yarns and 6 Community Pop-Ups this financial year. Training sessions for staff are being developed, the Glenorchy Matters Panel has been discontinued and work on developing Council's internal engagement reporting continues. Council teams are doing a great job adapting to updated Community Engagement Framework.

There were 3 external engagement projects during Q1:

- Disposal of Council Land at 12 Rothesay Circle, Goodwood
- Mill Lane Precinct Review
- Speed Limit Changes

Two consultations were at the "Consult" level on the Spectrum of Public Participation and one was at the "Involve" level.

One engagement was at Level of Impact 2 (Higher impact Local), one was at Level of Impact 3 (Lower impact on Glenorchy LGA) and one was at Level 4 (Lower impact Local).



There was 1 internal engagement project during Q1:

- Health and Wellbeing Committee

Non-GCC engagements shared via Council's online engagement platform included:

- Local Government Review
- Have your say on suicide prevention in Tasmania
- Wellington Park Management Plan Review
- The Voice Referendum
- Community Protection Flood Guidelines
- The Wellbeing Framework
- LGBTQIA+ Youth Workshops
- CCYP (YEP!) Program

Ongoing projects include Council Land Disposals, Community Yarns and Pop-Ups and What's On at the Glenorchy Library.

During Q1 Council's online engagement platform site (Let's Talk, Glenorchy) had a total of 2,600 visitors which included:

- 2,000 aware participants (visited at least one page)
- 624 informed participants (viewed a video or photo, downloaded a document, visited multiple project pages, contributed to a tool)
- 181 engaged participants (participated in surveys or quick polls, contributed to ideas)

There are 1,437 people registered on the site, with 38 new registrations during Q1.

Number of Council initiatives being undertaken on community safety, access, housing and electronic gaming machines.

During the quarter the following actions were undertaken:

- 2 sharps training workshops in partnership with the Tasmanian Council on Aids, Hepatitis and Related Diseases (TasCahrd)
- 1 Service agreement with PCYC developed
- 1 x 8 week Full Gear Motorbike Safety program, including marketing campaign for young people delivered.

Number of resolutions made by Council / Proportion of Council decisions made in open meetings

During the quarter Council has received 30 reports in the open section of Council meetings with 3 being received in the closed section of the agenda.

There have been 66 resolutions made relating to those reports in the open section of meetings with another 20 resolutions being made in the closed section.



Number of engagements with strategic partners and peak bodies

During the quarter the following engagements with Strategic Partners were held:

July

- LGAT workshop
- Labor Member for Clark and Shadow Housing Minister, Ella Haddad and Labor Member for Pembroke and Shadow Local Government Minister, Luke Edmunds
- Met with Senator Jonno Duniam
- TasWater Board Selection Committee meeting
- Glenorchy Jobs Hub steering committee
- Minister Nic Street to discuss Glenorchy War Memorial Pool
- Greater Hobart Mayors forum

August

- TasWater Board Director interviews
- 26TEN Networking Breakfast at KGV
- Southern Tasmanian Regional Waste Authority meeting
- Senator Carol Brown in relation to the Glenorchy Memorial Pool
- Southern Region Council introduction to the regional drought resilience planning program





September

- Andrew Wilkie, MP to discuss the Glenorchy Memorial Pool
- Adriana Taylor, Glenorchy Community Fund
- Southern Tasmanian Regional Waste Authority meeting
- Donna Woodleigh, Assistant Director Community Engagement TAS Immigration Group, Department of Home Affairs
- 26TEN Sector Plan engagement meeting
- Joint Regional Cabinet Meeting with Premier and Cabinet
- 26TEN Coalition meeting
- Greater Hobart Mayors Forum
- Local Government Board Western Shore Catchment Hearing
- Josh Willie MLC about Glenorchy pool
- Youth Forum hosted by the Glenorchy Jobs Hub
- Greater Hobart Mayors Forum meeting
- Regional Jobs Hub Community of Policy and Practice meeting
- Regional Jobs Hub Chairs meeting with Minister Felix Ellis

During the period Council received workshops from strategic partners on;

- Tasmanian Police - Inspector Jim Semmens
- Department State Growth - Bridgewater Bridge update
- Department of State Growth - AFL High Performance Centre
- State Emergency Service - Flood and Storm Ready Program
- Sparking Conversations Igniting Action
- Wellington Park Trust - Management Plan Review

Completed fuel reduction burns (hectares).

There have been no fuel reduction burns undertaken during the quarter due to unfavourable conditions. TFS have a number planned in the forward quarter.

Metres of fire tracks maintained.

Approximately 10,000m of fire trails have been assessed, and actioned over the last quarter. This includes vegetation control, trail maintenance and culvert clearing.



Number of storm water pits installed.

During the period there have been 13 storm water pits / manhole / headwalls installed.

Metres of pipe and drains installed.

During the period there has been 180 meters of pipe and drains installed.

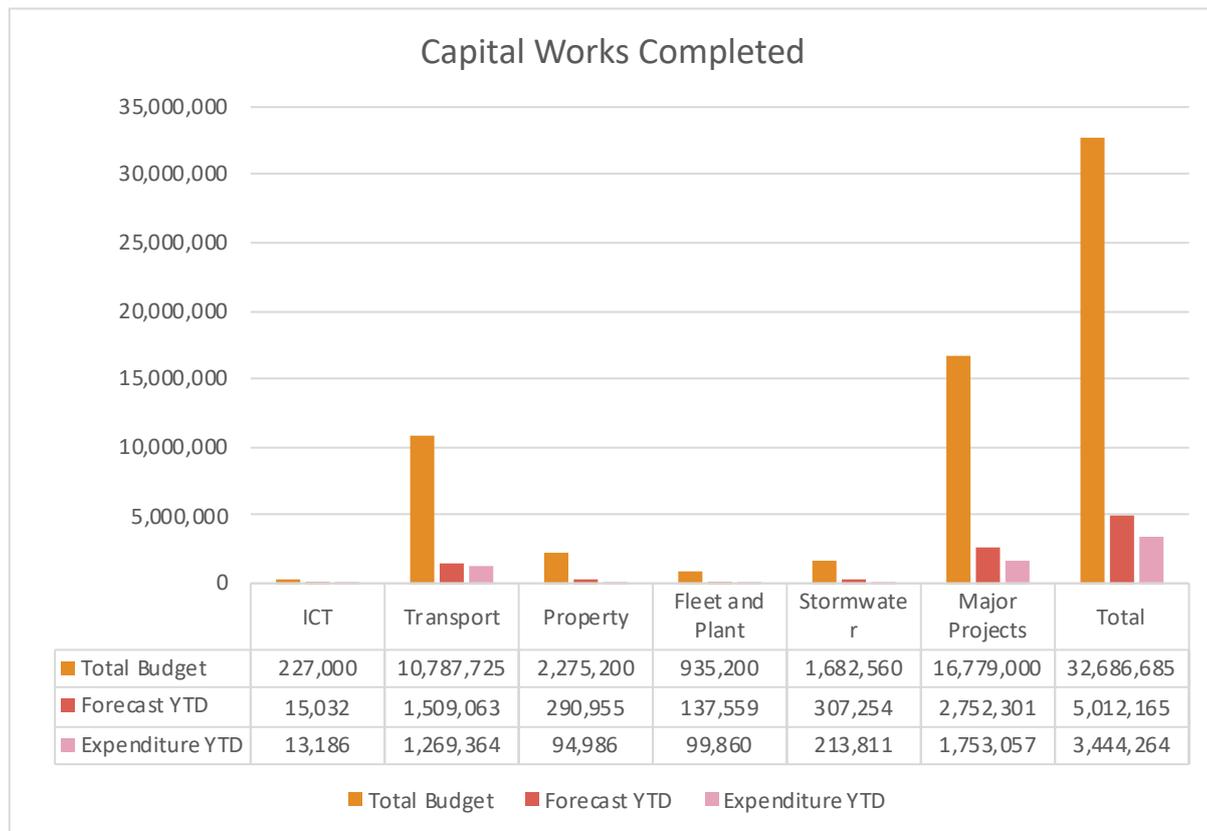
Emergency Management organisation preparedness.

During the quarter the Municipal Coordinator (MC) has attended all Southern Regional Emergency Management meetings on a range of topics, the Municipal Coordinators forum including hosting the August gathering, hosted the launch of the Disaster Resilience week on Council’s front lawns, has contributed to the review work on the Municipal Emergency Management Plan state template, attended the Annual SES Volunteers thank you dinner and conducted the annual stand up of the Emergency Coordination Centre in Council Chambers.

The MC has also met and been a contributor to the Federal Government funded “Disaster Smart Tasmanian Communities” project and the “Greater Hobart Bushfire Exposure Index” project both focused on the Glenorchy Local Government Area.

Finally, during the quarter Council were briefed on Council’s annual bushfire management activities and the greater Hobart Council’s (Hobart, Clarence, Kingborough and Glenorchy) “Sparking Conversations, Igniting Action” project.

Percentage of recurrent capital works program delivered against asset management plans.



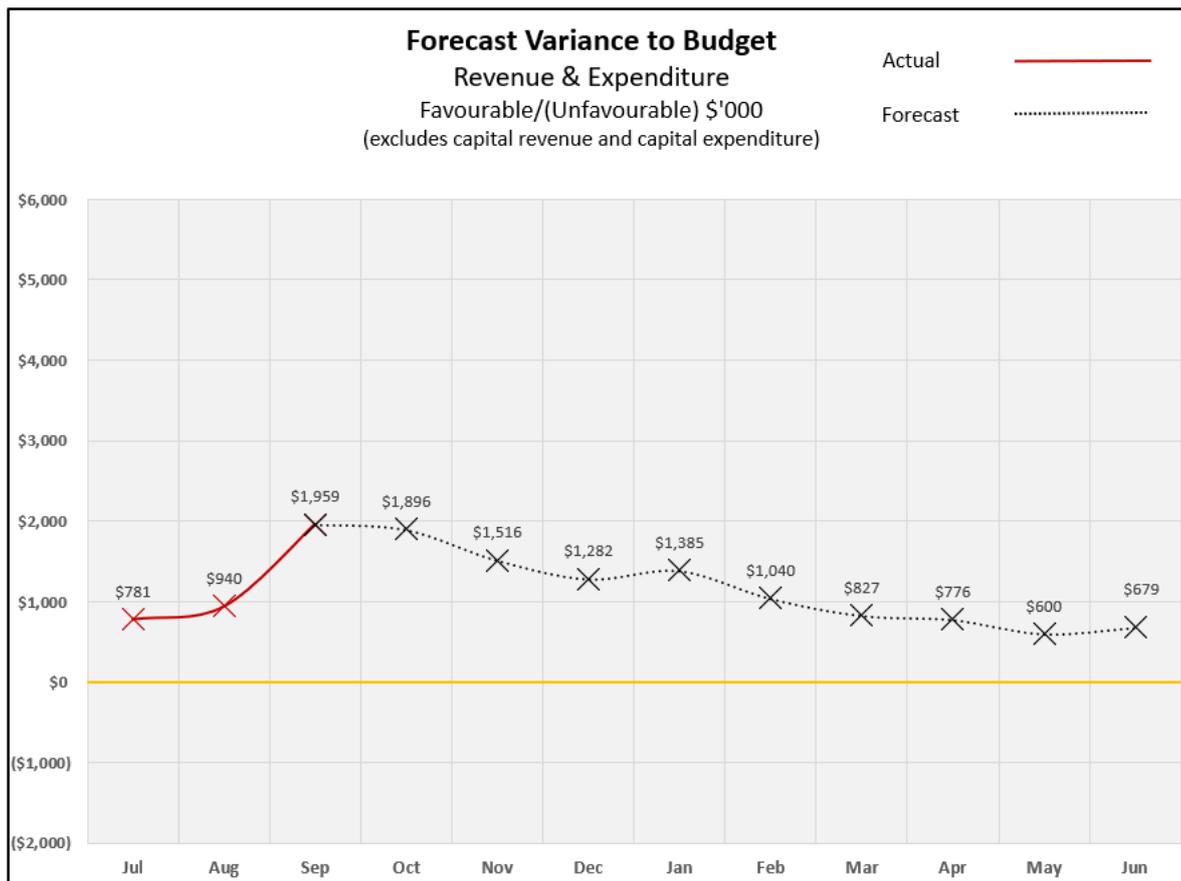


Number of Improvement Plan actions delivered from Council’s Strategic Asset Management Plan.

Actions due this FY:

1. Develop Condition/revaluation specifications for four major asset classes, ensuring alignment to Council policies and relevant IPWEA practice notes. Condition assessment and asset revaluation will follow 4-year cycle. – 25% complete
2. Promote the awareness of asset management principals across the organisation, including Alderman, and highlight the importance of funding asset renewals – 0% - to occur during budget process.

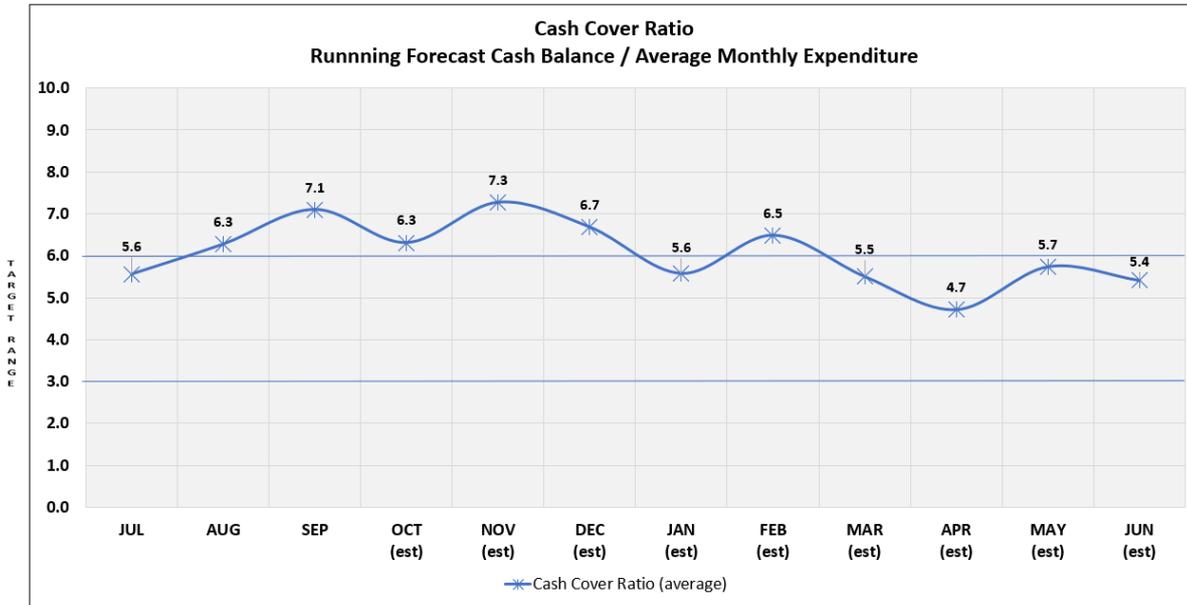
Financial performance against budget reported monthly, quarterly and annually.



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



Cash cover ratio in months.



PEAK FINANCIAL MONTHS

Rate Instalment Due	Fire Levy Instalment Due	Three Pay Periods
August	October	October
November	January	March
February	April	
May	June	



*Percentage of strategic risks within agreed risk appetite.*

The Risk Register 1 July to 30 September 2023 lists the following strategic risks:

RISK AREA	TOTAL RISKS	NO. WITHIN COUNCIL RISK APPETITE	PERCENTAGE RISKS WITH OPEN TREATMENTS WITHIN AGREED RISK APPETITE
Stakeholder Engagement & Relationships	4 (3 treatments closed)	4	100%
Governance Risks	24 (7 treatments closed)	24	100%
Efficient & Effective Service Delivery	23 (3 treatments closed)	23	100%
Financial Sustainability & Budget Control	11	11	100%
Workforce	10 (4 treatments closed)	9	100%
Environmental Management	1 (treatment closed)	0	100%
IT Security & Data	8 (5 treatment closed)	8	100%
Management of Councils Assets	6 (5 treatment closed)	6	100%
Advocacy and Role of Council in Social Outcomes	1	1	100%
TOTALS	90	90	100%

Percentage of internal audit recommendations completed.

ACTION ITEM	PERCENTAGE COMPLETED	% CHANGE
Business Continuity Planning 12 actions Majority Not Due until Dec 2024	1 completed (0.833%)	Nil
Financial Sustainability and Long-Term Strategic Planning - 1 action	50%	15%
Customer Service - Complaints Management - 3 actions	10-65%	10-50%
Asset Management - 2 actions One recommended for closure	30%	10%
ICT Operating Controls - 10 actions Majority Not Due until 2024, 1 On hold for Project Hudson	40-90%	10-50%
Gifts & Benefits & Conflicts of Interest - 1 Action	85%	
Infringements & Lease / Licence - 2 actions	80%	On hold for Project Hudson
Payroll Process	0	On hold for Project Hudson



Number of staff participating in training.

The following table outlines the numbers of staff and details of learning and development undertaken during the last quarter:

ACTION	DETAILS	NO. EMPLOYEES
Training booked	First Aid CPR Mental Health First Aid Speak up, Be Heard (confidence training) Building a Positive Culture Plain English Workshop Contract management for superintendents Leadership Program HR Workplace Investigations Sharps Training Traffic Management Forklift Confined Space and GTA Spotter training Dozer Licence Wader Infection Prevention and Control Skill Set Test and Tag Fire Warden Backhoe loader Envisage Operate and recover 4WD Redefining performance management	53 34 6 18 4 5 16 All leadership staff 5 40 22 2 13 9 2 2 3 3 16 8 8 2 1
Qualifications currently in progress:	Diploma in Local Government Certificate IV Government Investigations Cert IV in leadership and Management Cert II in Workplace Skills Cert III in Plumbing Cert III in Arboriculture Cert III in Civil Construction Certificate IV in Human Resources Certificate IV in Business Certificate III in business Cert IV in Project Management Diploma in Project Management Cert III in Supply Chain Operations Cert IV in Supply Chain Operations	1 6 4 2 1 1 3 2 1 2 4 1 1 1
Work Experience Participants	Montrose Bay High Elizabeth College Boots On- Keystone	1 2 2



VALUING OUR ENVIRONMENT

Number of natural environment engagement events.

During the quarter there were 17 environmental engagement group activities (e.g. Landcare) supported by Council as outlined below:

DATE	GROUP	LOCATION	PARTICIPANTS
July	Claremont Coast Care	Windermere Bay	7
	Brent St Landcare	Brent St Reserve	7
	Lutana Woodlands Group	Lutana Woodlands	6
	Friends of Wellington Park	Kalang	17
	Friends of Collinsvale	Collinsvale Rec Reserve	4
	UTAS Landcare	Catherine St	3
	Lutana Wednesday Weeders	Lutana Woodlands	4
	Special Event	Windermere Bay	39
Aug	Friends of Wellington Park	Chapel Fire Trail	6
	Brent St Landcare	Brent St Reserve	3
	Lutana Woodlands Group	Lutana Woodlands	20
	Lutana Wednesday Weeders	Lutana Woodlands	5
	Lutana Wednesday Weeders	Lutana Woodlands	2
Sept	Claremont Coast Care	Windermere Bay	10
	Brent St Landcare	Brent St Reserve	2
	Collinsvale Landcare	Collinsvale Rec Reserve	7
	Lutana Wednesday Weeders	Lutana Woodlands	2

Number of water samples provided to the Derwent Estuary Program.

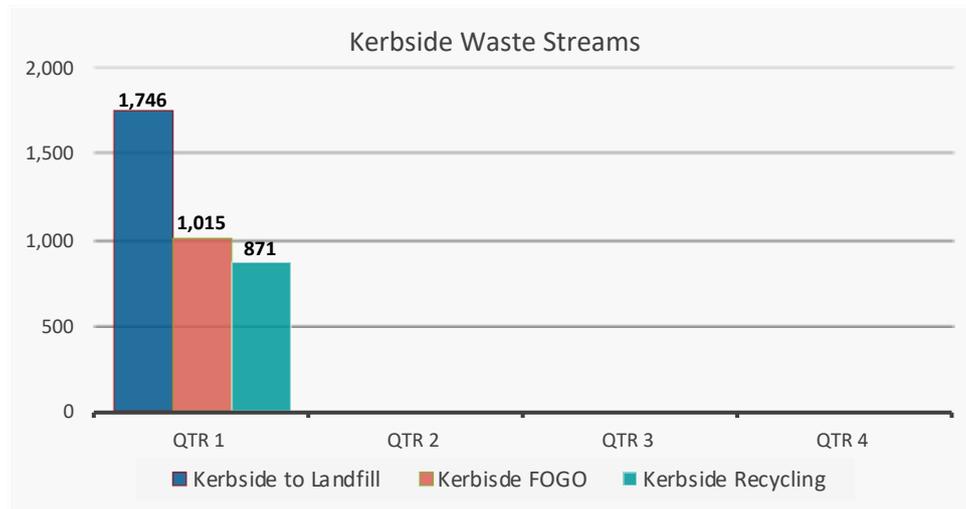
Water sampling for the Derwent Estuary Program commences on 1 December each year.



Percentage of waste diverted from landfill.

406 tonnes of waste diverted from the Jackson Street Landfill in Q1 through recovery of materials such as metals and recovery shop salvaging.

1,015 tonnes of kerbside waste diverted through FOGO kerbside collection, and 871 tonnes through recycling kerbside collections in Q1.



Council's Climate Change Mitigation Action Plan developed.

The first draft of Council's Climate Change Mitigation Action Plan has been prepared and circulated internally with the teams that have proposed actions against them for comment.

Windermere Reserve Public Toilet delivered as an action under the Public Toilet Strategy.

The designs and survey are completed for the Windermere Public Toilet. Once Council has engineering sign off the project will be put out the market to Tender.

Percentage of major recreation projects at KGV, North Chigwell & Giblyns Reserve delivered.

KGV – The pitch and lighting upgrades to the venue were completed in the previous financial year. New fencing at the venue was completed during Q1. In addition, a contract has been awarded for changerooms and toilets with works now well underway.

North Chigwell – The pitch and lighting upgrades to this venue were completed during the last financial year. New Changerooms/clubhouse designs are now have been completed. Planning permission is expected shortly which will then be tendered for construction.

Giblyns Reserve regional playspace project is progressing well and aiming to complete by the end of Q2.

Percentage of Tolosa Park Redevelopment Project Stage A completed.

TasWater has awarded the construction contract to Gradco and works are underway. The current program has works expected to be completed by the end of current financial year.



Number of Playspaces upgraded.

Benjafield district playspace project is progressing well and aiming to complete by the end of Q2.

The final grant deed with the Australian Government for the 10 local playspaces was received in Q1. Designs finalised for seven playspaces and have been put out for procurement (three waiting on survey data to finalise). The 10 local playspaces are:

- Alroy Court, Rosetta
- Cooina Park, West Moonah
- Roseneath Reserve, Austins Ferry
- Chandos Drive Reserve, Berriedale
- Pitcairn Street Reserve, Montrose
- Battersby Drive, Claremont
- Collinsvale Reserve, Collinsvale (completed)
- Lutana Woodlands, Lutana
- Barossa Road, Glenorchy
- International Peace Park, Berriedale

Percentage of Federal Government Funded Black Spot program delivered.

Each year Council applies for funding under the Federally Funded Blackspot program which is used for road improvements where there is a potential road incident at risk of occurring. Council was successful in funding the two projects below.

PR22-30 Butler / Central Ave Intersection - 0% (not yet started)

PR22-40 Collins Cap Road Guardrail Extension - 0% (not yet started)

Percentage of Vulnerable Road Users program delivered.

The Vulnerable Road User Program is a grant program that aims to improve road safety outcomes in Tasmanian urban areas. Council was successful in funding the projects below

PR20-02 Main Road Austins Ferry Crossing - 0% (not yet started)

PR22-02 Main Road Granton Shared Path - 0% (not yet started)

PR22-03 Intercity Cycleway Sunderland Street Crossing - 0% (not yet started)

PR20-03 Main Road 706 Berridale Footpath Improvement - 50% (commenced)





