

Quarterly Report

Quarter 1, 2020-21

Contents

Strategic and Operational Highlights 3

August 2020 Budget Revision.....	3
Economic Recovery Program.....	3
Glenorchy Arts and Culture Strategy.....	5
Final Designs for Montrose Foreshore and Giblins RESERVE Destination Playgrounds.....	5
Removal of Registration Charge for Assistance Dogs...	5
Hobart City Deal.....	6
Footpaths policy.....	6
Draft Glenorchy Local Provisions Schedule - Glenorchy's new Planning Scheme.....	7
Statement of Commitment on Housing.....	7
Statement of Commitment on Gambling.....	7
Policy on Revenue from Land Sales.....	8

Financial Performance..... 9

Operating Summary.....	9
Operational Revenue.....	10
Operational Expenditure.....	11
Capital Works.....	12
Cash and Investments.....	13
Rates Collections.....	13
FTE (full time equivalent) Positions.....	13
COVID-19.....	14

Financial Reports..... 15

Statement of Comprehensive Income to 30 September 2020.....	15
---	----

Statement of Financial Position.....	17
Explanatory Notes.....	18

Key Performance Indicators 22

Making Lives Better..... 23	
Number of Engagements.....	23
Community Participation.....	23
Making Lives Better..... 24	
Capital Works Completed (\$m).....	24
Service Delivery - Childcare.....	24
Open for Business..... 25	
Full Time Equivalent.....	25
All Employees - Unplanned Leave (Personal Leave)..	25
Labour Turnover - 12 Month Moving Average.....	25
Open for Business..... 26	
Outstanding Rates Debt Percentage.....	26
Work Centre Customer Service Requests.....	26
Valuing our Environment..... 27	
Waste Received By Council By Quarter (Tonnes).....	27
Leading our Community..... 28	
Media Mentions.....	28
Outstanding Audit Items - Percentage Complete.....	29
Dogs, parking and food business inspections.....	30
Development, Building and Plumbing Applications Assessed on Time.....	30

Strategic and Operational Highlights

I am pleased to present Glenorchy City Council's first quarterly report for the 2020-21 financial year, for the quarter ending 30 September 2020.

The start of the new financial year saw Council begin to return to normal operations after the disruptions caused by the the COVID-19 restrictions and initiate a program of actions and projects aimed at helping our City's economy recover from the associated economic downturn.

The first quarter of the financial year has been focused on putting the building blocks of our recovery in place, with the commencement of a range stimulus projects under Council's Economic Recovery Program. Council has also commenced an ambitious capital works program with a total budget of \$21.1 million (a \$7.1 million increase over last year) to kickstart the economy

AUGUST 2020 BUDGET REVISION

Council passed its budget for the 2020/21 year on 19 June, forecasting a deficit of \$9.6 million caused primarily by a range of measures to support our community doing it tough from the economic impacts of the COVID pandemic. Council committed to formally reviewing the budget in August 2020 and January 2021, once the full effects of the COVID restrictions had emerged the impacts on our community and Council's finances were better understood.

Pleasingly, the August budget review showed that the forecast deficit had reduced from \$9.6m to \$8.73m. The improved position predominantly resulted from an improved revenue outlook, with a number of commercial arrangements and user charges not being as heavily affected by the COVID downturn as had been feared at the time the budget was set. Council also received an additional \$579k in Federal Government funding for the Local Roads and Community Infrastructure Program (LRCI) which has been allocated to road resurfacing within the municipality.

Council will carry out a mid-year budget review in January 2021 which may lead to further revisions to the budget for the remainder of the financial year.

ECONOMIC RECOVERY PROGRAM

As was reported in the last quarterly report, Council accessed \$5 million from the Tasmanian Government's interest free loan program to fund our Economic Recovery Program with the funds being allocated to a range of projects. Brief updates on the status of each project are provided below.

Activity City

Activity City (www.activitycity.com.au) is an online directory to showcase local Glenorchy businesses. The site includes information about accessing business grants, free advice and programs, as well as links to sources of government funding. At the end of the quarter, 105 local businesses had signed up to Activity City with recruitment of further businesses continuing. Council has also continued to actively promote the platform, including producing weekly videos profiling exceptional local businesses.

Berriedale Peninsula Masterplan

Council is working work closely with MONA and other key stakeholders to develop a masterplan for the Berriedale Peninsula. The Berriedale Peninsula is an important strategic site, and the Masterplan will seek to preserve large parts of it for public open space, while striking a balance between recreational and commercial uses (including MONA's) and foreshore access.

During the quarter, a consultant was engaged and extensive public consultation undertaken with a range of stakeholders. This included a public workshop at the Berriedale Workshop in September, as well as a survey to local residents.

The draft Masterplan was advanced at the end of the quarter and will be released for public exhibition and comment before the end of October 2020.

Greater Glenorchy Plan and Beyond the Curtain campaign

The Greater Glenorchy Plan seeks to deliver visionary precinct plans for Moonah, Glenorchy and Claremont CBDs that are based on their identities, roles and functions which will guide future development of Greater Glenorchy to the year 2040.

The first stage in developing the plan was 'identity development', which sought to define the different identities for Moonah, Glenorchy and Claremont CBD's. This was done through Council's 'Beyond the Curtain' campaign, which interviewed 100 residents of the Glenorchy Municipality to find out more about the true identity of Glenorchy and provided insight into living and working here. The 'Beyond the Curtain Master Story that was produced from these interviews then informed the development of the plans for each CBD precinct.

Stage 2, the development of the precinct plans and a draft Greater Glenorchy plan, was significantly advanced at the end of the quarter, with preliminary plans prepared. It is expected that a draft Greater Glenorchy Plan will be presented to Council early in quarter 2 and released for public feedback soon after.

Other Projects

Preliminary planning and project scoping is also continuing on the following projects under the Economic Recovery Program:

- City Scape - creating a vibrant city centre for Glenorchy
- Green-shoots in Glenorchy – a small business and start-up incubator
- Showcase – delivering an Arts and Culture Strategy and creative workforce hub
- Corridor of Modern Art – leveraging Glenorchy's arts and culture reputation through a public art trail and tourism asset
- Marine and Defence precinct and innovation – leveraging the marine and defence precinct
- Regional Sport and Recreation Hub
- Cycling Hub at Tolosa Park
- Making the Berriedale Peninsula Caravan Park development ready

GLENORCHY ARTS AND CULTURE STRATEGY

The City of Glenorchy Community Plan 2015 2040 sets the following vision for our city by 2040:

“We are a proud city; a city of arts; of opportunity; of partnerships; a city that makes exciting things happen”

This quarter, Council began developing its Arts and Culture Strategy, which will give us a path to make our community’s vision of being a city of the arts come to life. By listening to our community, we will find out what being a City of the Arts means and show how we will get there. During the quarter, Council undertook project planning and engaged external consultants, Inkhorn, to work with our Arts and Culture team to develop the strategy. This began with extensive consultation with stakeholders including community members, the arts and culture community, and Council’s Aldermen. Further consultation will continue during quarter 2 with the strategy expected to be finalised before the end of 2020.

FINAL DESIGNS FOR MONTROSE FORESHORE AND GIBLINS RESERVE DESTINATION PLAYGROUNDS

Consultation and design work for Glenorchy’s new ‘destination’ regional playspaces on the Montrose Bay foreshore and at Giblins Reserve ramped up during the quarter, with Council approving the final designs for both playspaces at its meeting on 28 September 2020.

Draft plans were released for public comment and input in May 2020. The project team and the designers heard many things from stakeholders and the general community. The most critical observation was the need for a fully Inclusive playspace at Giblins Reserve. The recommended final plan for the Giblins playspace is for a Tasmania-first ‘Inclusive Playspace’.

Feedback also determined which specific play elements the community wanted. The community told us that it wanted tactile play elements, such as water and sand play, at both sites. These have been included, with the Montrose, which provides for the largest sand and water play zone in Tasmania.

Tenders will now be conducted to build both playspaces, with construction of the Giblins Playspace expected to start in March next year.

REMOVAL OF REGISTRATION CHARGE FOR ASSISTANCE DOGS

At its August 2020 meeting, Council voted to remove the requirement that Assistance Dogs pay an annual Dog Registration Fee.

The recommendation to grant Council Assistance Dog exemption came on behalf of people with whose assistance dogs are essential to helping them do everyday things that most of us take for granted.

Removing the registration fee will help some of the more vulnerable members of our community and demonstrates our Council’s commitment to improving accessibility and the lives of people with disabilities. It is also a fantastic example of local government and the community working together to solve a problem and achieve an outcome that benefits everyone.



HOBART CITY DEAL

The Hobart City Deal is a ten-year agreement between the State and Federal governments and the four inner Hobart councils to deliver a range of initiatives to benefit Greater Hobart. Council signed the deal on 24 February 2019 and adopted the City Deal Implementation Plan on 30 September 2019.

City Deal working groups continued to meet regularly to progress key projects and programs.

Significantly, the Northern Suburbs Transit Corridor Mode Analysis Report (by Consultants PWC) was finalised in September 2020. Reactivating the corridor was one of the significant projects targeted in the City Deal.

The Report analysed and presented key findings of public transport options for the Northern Suburbs Transit Corridor. The report analysed light rail, bus rapid transit and trackless trams for their congestion busting impact on land use change and overall cost. Council has long advocated for the reactivation of the disused Northern Suburbs rail corridor as best public transport option to optimise land use along the corridor and tackle traffic congestion in Greater Hobart.

A preliminary concept design for the new Bridgewater Bridge was also released, which provided for four lanes of traffic but no railway crossing of the Derwent River. The next steps are for the State Government to seek approval for the project and select the preferred contractor.

INTRODUCTION OF A 'NO-SPRAY REGISTER' FOR GLENORCHY CITY

At the August Council Meeting, Alderman Jan Dunsby put a motion before Council that Council receive a report into the feasibility of introducing a 'no-spray register'. This is a register of properties and areas where Council will not spray herbicides as part of its seasonal spraying programs to control weeds.

At the September Council meeting, Council voted to introduce a no spray register, and adopted a policy which set out the framework for how the register will be implemented and operate. Under the policy, property owners will be required to agree to maintain parts of land that Council agrees not to spray with herbicides

Council staff will now begin the task of setting up the register and associated systems and processes to ensure it is properly implemented. It is expected that the register will be fully operational by 1 July 2021.

FOOTPATHS POLICY

Council updated its Footpaths Policy in August 2020. The updated policy incorporates considerable changes aimed at improving the footpath network across the city that will better meet the needs of the community while introducing significant cost savings on maintenance and renewal.

The policy introduces a footpath hierarchy which sets target widths for footpaths in different areas and groups them into four categories, based on factors such as use and accessibility requirements. It also nominates asphalt as the preferred surface treatment for footpaths outside CBD areas, which reduces costs and is easier and cheaper to maintain.

It is forecast that the implementation of the updated policy will reduce the annual footpath renewal demand from approximately \$4.0 million/year to approximately \$2.5 million/year, while aiming to maintain a similar level of service for the next 10 years. Reducing the annual renewal demand by approximately \$1.5 million/year will significantly reduce the future infrastructure renewal backlog and enable Council to maintain its footpath network in an effective and efficient manner.

More broadly, the new policy is part of our program to improve its asset management practices across Council, to ensure that Council can deliver appropriate levels of service to the community while remaining financially sustainable over the long-term.

DRAFT GLENORCHY LOCAL PROVISIONS SCHEDULE - GLENORCHY'S NEW PLANNING SCHEME

In late July, Council released the Draft Glenorchy Local Provisions Schedule (LPS) for public exhibition and comment. The LPS, if and when it is formally adopted, will be part of the new planning scheme that applies to Glenorchy City, and will control how land in our city can be used and developed.

Glenorchy City Council endorsed the contents of the draft LPS at a Council meeting in November 2018. Between then and July 2020, the LPS was under review by the Tasmanian Planning Commission to make sure it met all the requirements set out in the relevant legislation.

The LPS was exhibited for two months between 20 July and 21 September 2020. A total of 33 submissions were received during the exhibition period. Council has until late November 2020 to consider the representations and will then submit a report to the Tasmanian Planning Commission on them. The Commission will then hold public hearings to consider Council's report and the representations before deciding whether to recommend to the Minister whether to approve the LPS.

If the Minister for Planning approves the Draft Glenorchy LPS, the new scheme will come into operation and will replace the current Glenorchy Interim Planning Scheme 2015.

STATEMENT OF COMMITMENT ON HOUSING

Council formally adopted a Statement of Commitment on Housing at its meeting in August 2020. The Statement is a formal acknowledgment of Council's commitment to be proactive in attempting to address the challenges of housing in Glenorchy. It also recognises that housing is a basic human right.

The commitment in the Statement will underpin future actions from Council to address housing stress, advocating for the development of affordable housing including investment from State and Federal levels of government in housing initiatives.

Council will now develop a Housing Action Plan to identify Council's role in address the challenge of Housing.

The Statement of Commitment on Housing is available to view on Council's website.

STATEMENT OF COMMITMENT ON GAMBLING

Glenorchy City Council's has a long-held position opposing gambling, and particularly electronic gaming machines (pokies), due to the harmful impact that they have on our community.

In September 2020, Council reaffirmed that view, voting unanimously to adopt a Statement of



Commitment on Gambling. The Statement seeks the removal of all electronic gaming machines from pubs and clubs due to their devastating impacts on our communities.

Council will also make formal submissions to the following investigations into gambling in Tasmania, raising concerns and providing data about the impacts that EGMs cause in Glenorchy and the wider Tasmanian community:

- The Future of Gaming in Tasmania inquiry, and
- The Fifth Social and Economic Impact Study of Gambling in Tasmania.

The Statement of Commitment on Gambling is available to view on Council's website.

POLICY ON REVENUE FROM LAND SALES

In 2018, Council commenced a program to dispose of (sell) various parcels of underutilised Council land. The land sales program was in response to a recommendation in Council's Glenorchy Open Space Strategy 2015 which found that reducing the number of these surplus sites in favour of developing others would improve the diversity, sustainability and affordability of the open space network. A key direction of the strategy, therefore, was to dispose of redundant Council land, but only to expand or upgrade others.

At its September meeting, Council adopted its Proceeds of Property Disposals Policy. The Policy aims to improve the quality of open space that Council provides across in the municipality by redirecting the money made from selling underperforming sites into new, improved or more accessible open spaces that provide more benefits to the community.

The policy establishes two dedicated reserve funds for sale proceeds that meet specified criteria:

- the Property Disposals Reserve Fund - to be used exclusively for the acquisition, development, improvement and/or accessibility of open space, and
- the Special Projects Reserve Fund - to be used exclusively for special projects approved by Council.

All funds from the sale of surplus land will be required to be dedicated to one or both of these funds, or, where the sale is for greater than \$1m, for specific projects, programs or uses with community benefit, to be decided by a resolution of Council.

The land sales program and the new policy demonstrate Council's commitment to providing quality open space in our City by realising funds from surplus and underutilised land. Having this policy in place provides assurance to the community that Council will responsibly manage any revenue from land sales and that it will be put directly back into projects which provide a direct benefit to our residents and visitors.

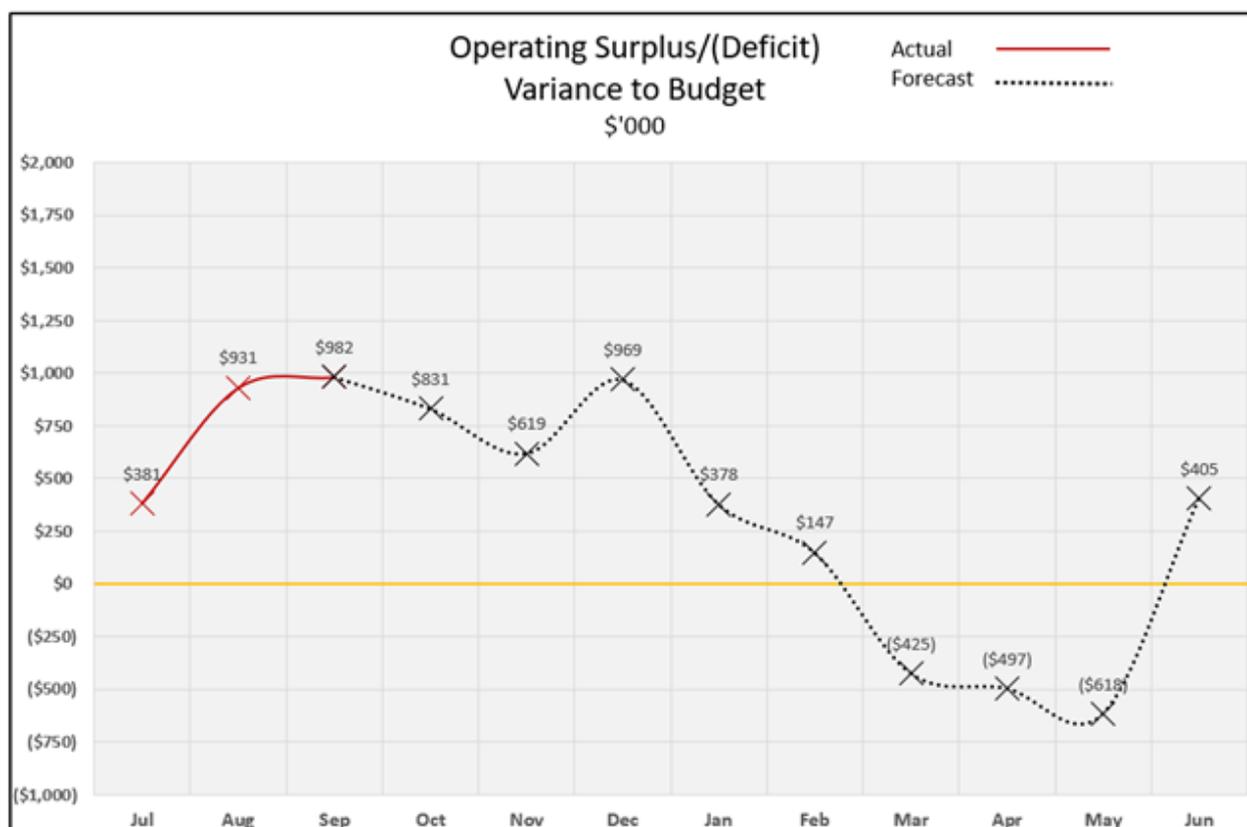
Tony McMullen
General Manager

21 October 2020

Financial Performance

OPERATING SUMMARY

Council's operating surplus for the year ending 30 September 2020 is currently showing a favourable result of \$982,000 against budget. This comprises \$427,000 more in revenue and \$555,000 less in expenditure.



Note: 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 Council's financial position which may result in differences to previously reported charts.

The 2020/21 budget includes a number of measures to address the financial impacts of COVID-19 including to fund Council's community assistance package, to fund Council's Economic Recovery Program and to address the forecast decline in revenue and increased expenditure as a result of the Pandemic.

As the financial impacts, both within and outside of Council's control, crystallise during the financial year, the final projected financial result will become much clearer. To this end, Council have earmarked a Mid-Year Budget Review to be presented to the January Council meeting, addressing any revised forecasts and expectations.

Currently, before any end of year finalisations, the total comprehensive result is likely to be in line with current budget forecasts, except for additional capital grant funding from both State and Federal Government Agencies.



OPERATIONAL REVENUE

Year to date operational revenue is \$48.564m compared to budgeted operational revenue of \$48.137m. This represents a favourable result of \$427k or 0.89% of budget.

Revenue

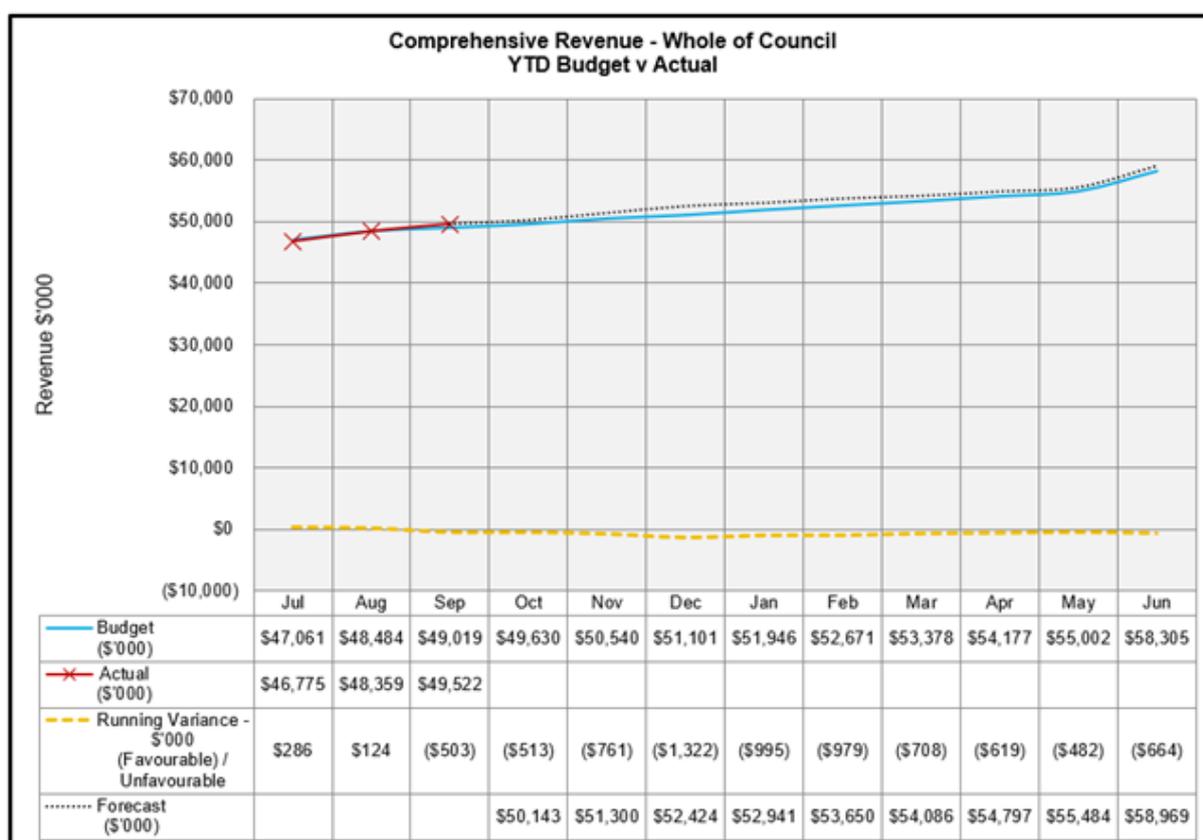
\$411,545	Operating Grants
\$100,384	User Charges and Licences
(\$51,462)	Other Income
(\$14,076)	Contributions - Cash
(\$53,118)	Rates
(\$69,030)	Investment Interest
(\$427,167)	TOTAL

Some variation at the program level worthy of particular note:

Planning applications continue to be received at very high levels resulting in substantial fee revenue of almost 100% above budget. A consequence of this high level of activity is the workload placed on available planning resources, so there is partial offsetting expenditure in engaging additional planning resources.

Property leases, licences and hire fees were allocated a conservative budget of almost zero revenue due to the closure of all public facilities and the uncertainty of commercial rents because of COVID-19 restrictions. These facilities are now generating revenue, albeit at reduced levels.

Operating grant revenue contributes a large proportion of the above budget revenue result as State and Federal governments stimulate an economic recovery. Of particular note is the Glenorchy Jobs Hub which has received State Government support and funding.



OPERATIONAL EXPENDITURE

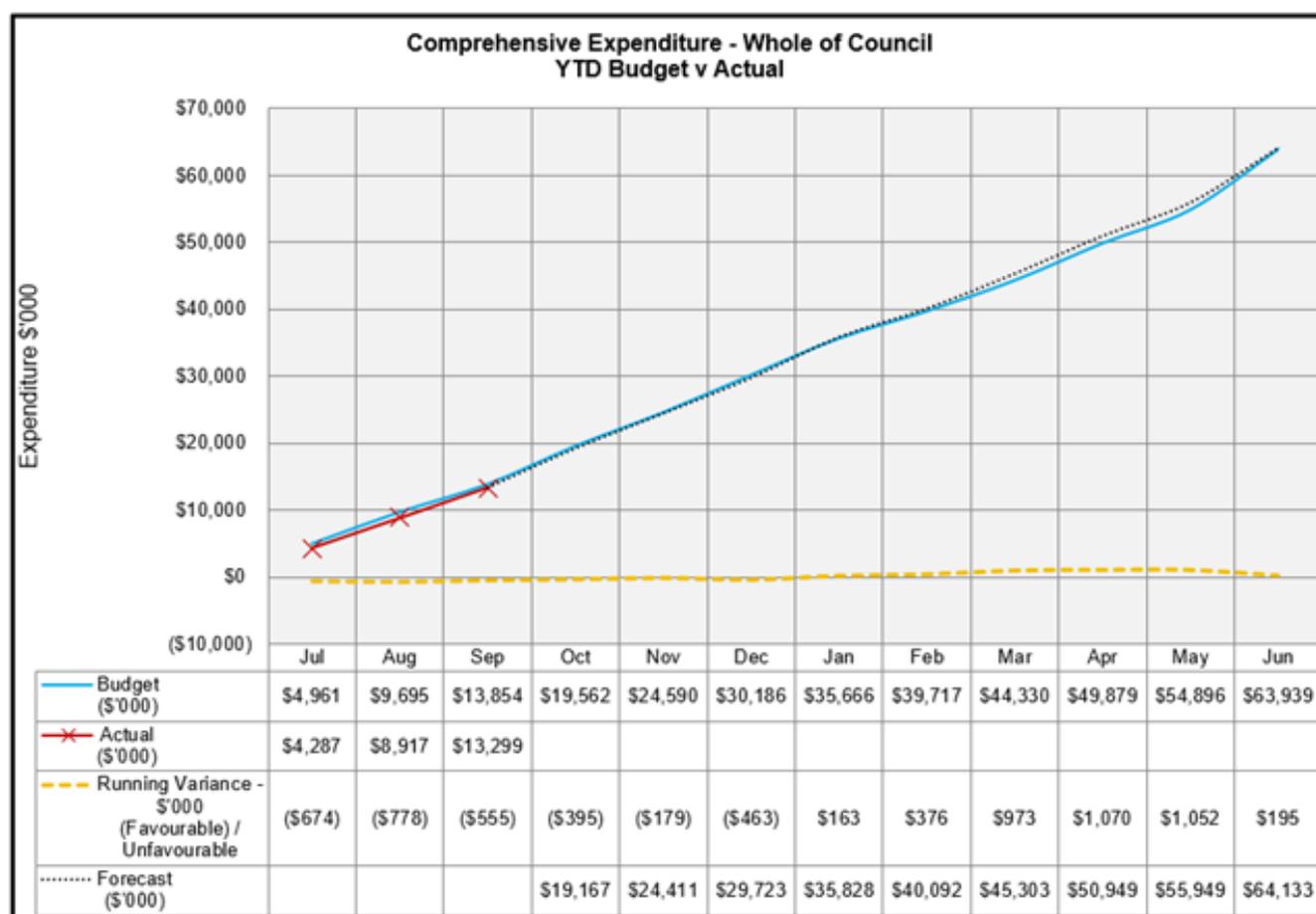
Actual year-to-date expenditure is \$13.299 million compared to budgeted expenditure of \$13.854 million. This represents a favourable result of \$555,000 or 4.0% compared to budget:

Expenditure

(\$519,648)	Materials and Services
(\$121,455)	Employee Costs
(\$480)	Bad and Doubtful Debts
\$2,413	Internal Income/Expenses (net)
\$12,041	Other Expenses
\$72,178	Depreciation
(\$554,951)	TOTAL

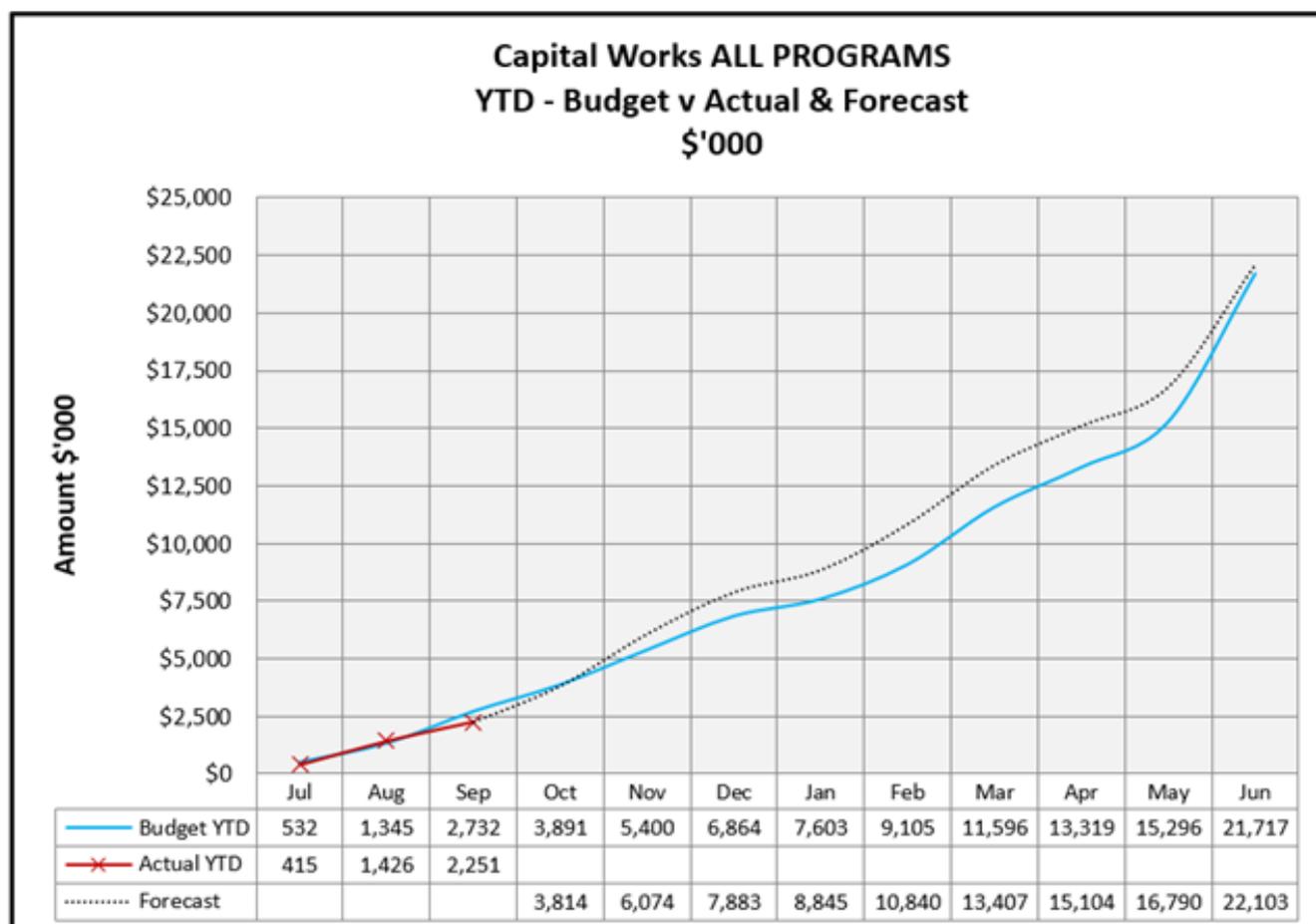
Expenditure at the end of September is currently under budget, as it was for July and August as well. Materials and Services are the main contributor to the underspend and this may indicate suppliers are presently unable to fully service our requirements due to COVID-19. As a result, it is timing differences between budget and actual spend that is the primary reason for the variance.

Programs of particular timing relevance are waste management, software licences, public lighting, insurance premiums, derwent estuary contribution, urban services and land sales.



CAPITAL WORKS

The capital works program at 30 September 2020 shows actual expenditure of \$2.251 million against a budget of \$2.732 million. The annual budget is \$21.717 million representing the largest program for several years.



Council has been allocated substantial recreation and economic recovery capital grants. The 2020/21 budget for these include:

\$3,420,000 Economic Recovery

\$2,173,000 KGV

\$1,075,000 Giblin's Reserve

\$1,000,000 Eady Street

\$578,903 Local Roads & Community Infrastructure

\$250,000 Montrose Park

\$210,000 North Chigwell



In addition, Council funded capital works projects include:

\$1,000,000 Jackson Street Landfill Extension

\$1,000,000 CBD Revitalisation Stage 3C

There is a substantial body of works to complete in 2020/21 and Council will be kept up to date by separate agenda reports throughout the year in relation to the recreation and economic stimulus grants projects.

CASH AND INVESTMENTS

At 30 September 2020, actual funds available in cash and investments totalled \$26.618 million representing an improvement on \$26.277 million for the same period last year. The primary contributors are those detailed in this report being higher revenue, lower expenditure and stable rate payments.

RATES COLLECTIONS

At 30 September 2020, the total rates collected was 45.53% marginally better than the collection rate at the same time last year of 45.20%. The year-to-date result provides encouragement there is no widespread difficulty in paying rates, but rather there are isolated cases where Council officers have discussed with the ratepayer what options are available.

FTE (FULL TIME EQUIVALENT) POSITIONS

For the quarter ending 30 September 2020, there is an increase of approximately thirteen full-time FTE positions and a decrease of three part-time FTE positions.

The increase is in line with positions allowed for in the budget and is predominately the filling of Works Centre long-term vacancies previously undertaken by labour hire.

Employment Class	Q4 FTE (30/6/20)	Q1 FTE (30/9/20)
Full time	197	210
Part time	51	48

NOTE: Rounded up to nearest whole number



COVID-19

Finance have been recording expenses incurred in implementing COVID-19 restrictions and identified \$273k in expenditure in 2020/21 as follows:

CATEGORY	EXPENDITURE	PURCHASE ORDERS
Communication	\$40	
Contractors	\$20,039	\$10,517
Employee Costs	\$239,497	\$1,049
Equipment	\$702	\$468
Information Technology	\$23	
Labour Hire	\$1,316	
Materials	\$9,222	\$267
Plant and Equipment	\$1,264	
Public Relations	\$157	
Safety Equipment	\$609	
TOTALS	\$272,869	\$12,301

YEAR	EXPENDITURE
2019-20	\$351,745
2020-21	\$272,869

Financial Reports

STATEMENT OF COMPREHENSIVE INCOME TO 30 SEPTEMBER 2020

Year to date (YTD)	Notes	2021 Budget \$'000	2021 Actual \$'000	2020 Actual \$'000	2020 Variance Actual to Budget \$'000
Income					
Recurrent Income					
Rates	1	39,970	39,917	40,753	▼ 0.1%
User charges and licences	2	7,326	7,426	6,875	▲ 1.4%
Interest	3	50	(19)	91	▼ >100%
Grants	4	762	1,173	1,233	▲ 54.0%
Contributions - cash		15	2	83	▼ 87.3%
Investment income from TasWater		-	-	-	0.0%
Other income		11	62	68	▲ 100.0%
		48,133	48,562	49,093	▼ 0.9%
Capital Income					
Contributions – monetary		4	2	-	0.0%
Contributions – non-monetary assets		-	-	-	0.0%
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	5	592	668	37	▲ 12.8%
Capital grants received specifically for new or upgraded assets	6	289	289	217	0.0%
Fair value recognition of land under roads		-	-	-	
		886	960	254	▲ 8.4%
Total Income		49,019	49,552	49,348	▲ 1.0%
Expenses					
Employment costs	7	5,705	5,583	5,355	▼ 2.1%
Materials and services	8	4,289	3,772	4,025	▼ 12.1%
Depreciation and amortisation		3,373	3,446	3,443	▼ 2.1%
State Fire Commission contribution		-	-	-	0.0%
Finance costs		-	-	-	0.0%
Assets written off		-	-	-	0.0%
Bad and doubtful debts		1	-	-	0.0%
Other expenses		487	499	367	▼ 2.5%
Total expenses		13,854	13,229	13,190	▼ 4.0%
Surplus/(deficit)		35,164	36,223	36,158	▲ 3.0%



STATEMENT OF COMPREHENSIVE INCOME TO 30 SEPTEMBER 2020 (CONT'D)

Year to date (YTD)	Notes	2021 Budget \$'000	2021 Actual \$'000	2020 Actual \$'000	2020 Variance Actual to Budget \$'000
Other Comprehensive income					
Items that will not be reclassified to surplus or deficit					
Net gain/(loss) on revaluation of property, plant and equipment		-	-	-	
		-	-	-	
Items that may be reclassified subsequently to surplus or deficit					
Financial assets available for sale reserve					
- Fair value adjustment on available for sale assets		-	-	-	
Total other comprehensive income		-	-	-	
Total comprehensive result		35,164	36,223	36,158	▲ 3.0%

STATEMENT OF FINANCIAL POSITION

	2020 YTD	2019 YTD
	\$'000	\$'000
Asset		
Current assets		
Cash and cash equivalents	4,229	3,440
Trade and other receivables	26,209	26,766
Inventories	88	112
Non-current assets classified as held for sale	14,263	741
Contract assets current	2	57
Current Investments	21,052	21,500
Other assets current	0	0
Total current assets	65,842	52,615
Non-current assets		
Property, infrastructure, plant and equipment	696,172	693,827
Investment properties	146,905	191,317
Right of use assets Non Current	2,850	1,659
Other non-current assets	6,426	7,002
Total non-current assets	852,352	893,805
Total assets	918,193	946,420
Liabilities		
Current Liabilities		
Trade and other payables	636	1,173
Provisions - current	5,013	4,513
Borrowings - current	1,005	963
Trust funds and deposits current	391	330
Lease liabilities current	2,403	1,377
Contract liabilities current	0	59
Other current liabilities	246	207
Total current liabilities	9,693	8,622
Non-current liabilities		
Provisions - non current	3,859	3,952
Borrowings - non current	1,155	2,159
Non-current lease liabilities	477	0
Total non-current liabilities	5,491	6,111
Total Liabilities	15,184	14,733
Net assets	903,009	931,687

Note: The 2020-21 figures are subject to finalisation of the 2019/20 annual accounts audit

EXPLANATORY NOTES

These notes are provided where a single or collective variance within the Statement of Comprehensive Revenue requires explanation. To enable \$ variances to be contextualised, they are also expressed as a % variance (rounded to a whole number).

Notes:

1. The threshold for variance reporting only details those areas deemed to be significant
2. Arrow indicators represent:

Revenue higher than budget	▲	Revenue lower than budget	▼
Expense higher than budget	▲	Expense lower than budget	▼

Note	Revenue / Expenditure Item		
1	Rates		
		Variance (\$)	Variance (%)
	General Rates, Fire Levy, COVID-19 Rebates, Charitable Rebates	▼ (53,118)	0%
	The variation is minor and will be recovered by supplementary valuations in coming months.		
2	User Charges and Licences:		
		Variance (\$)	Variance (%)
		▲ 114,249	98%
		▲ 80,323	100%
		▲ 13,415	100%
		▲ 11,789	3%
		▼ (24,189)	100%
		▼ (32,100)	53%
	▼ (60,306)	12%	
	<ol style="list-style-type: none"> 1. Budget timing difference 2. Ongoing variance 3. Variance is dependent on monthly activity 		
3	Interest on Investments		
		Variance (\$)	Variance (%)
	▼ Interest ¹	(19,033)	100%
	<ol style="list-style-type: none"> 1. Ongoing variance 		
	The average interest rate across all current investments is 0.91%.		

Note	Revenue / Expenditure Item		Variance (\$)	Variance (%)
4	Grants:			
	Glenorchy Jobs Hub – progress payment ²	▲	231,000	100%
	Berriedale Childcare Centre – subsidies ³	▲	75,017	42%
	Works Centre – 26TEN training ²	▲	48,607	100%
	Community Development Program – c/f unspent grants 2019/20 ²	▲	48,136	96%
	Benjafield Childcare Centre – subsidies ³	▲	30,182	27%
	Arts and Cultural Development - c/f unspent grants 2019/20 ²	▲	28,993	100%
	Waste Management Services – education sponsorship ²	▲	10,909	100%
Accounting Services – financial assistance grant ² and loan interest rebate ¹	▼	(64,983)	18%	
	1. Budget timing difference 2. Ongoing variance 3. Variance is dependent on monthly activity			
5	Other Income:			
	Landfill Operations – gas royalty and fuel tax credit ¹	▲	23,304	100%
	1. Budget timing difference			
6	Gain/(Loss) on Disposal of Assets:			
	Depreciation and Loss on Retirement ¹	▲	24,834	35%
	Land Sales ¹	▲	51,227	10%
	1. Ongoing variance			
	Two land sales have settled to date, 3 Delwood Dve, Lutana and 36 Elwick Road, Glenorchy			
7	Employee Costs			
	Salaries and on-costs ¹	▼	125,897	2%
	1. Variance is dependent on monthly activity			
	This is a combination of minor variations to workers compensation on-costs, superannuation, after hours callouts, overtime and casual placements.			

Note	Revenue / Expenditure Item		Variance (\$)	Variance (%)	
8	Materials and services				
			Variance (\$)	Variance (%)	
		Information, Communication and Technology – software licences ¹	▼	248,479	23%
		Waste Services – supplier invoices ¹	▼	214,479	27%
		Infrastructure, Engineering and Design – public lighting ¹	▼	71,295	31%
		Corporate Governance – insurances ¹	▼	66,326	9%
		Community Development – community events ¹	▼	51,544	33%
		Customer Services ¹	▼	30,383	31%
		People and Safety ²	▼	14,518	30%
		City Strategy and Economic Development – subscription ²	▲	(12,953)	100%
		Executive Support – city deal ²	▲	(13,249)	7%
		Derwent Entertainment Centre ²	▲	(15,813)	0%
		Works – training levy ²	▲	(30,208)	4%
	Property Assets	▲	(42,370)	22%	
	Development Services – contribution ¹	▲	(62,280)	100%	
	^{1.} Budget timing difference ^{2.} Ongoing variance ^{3.} Variance is dependent on monthly activity				
	Depreciation				
			Variance (\$)	Variance (%)	
	Depreciation Stormwater and Drainage ¹	▼	22,632	4	
	Depreciation Transport Assets ¹	▼	18,828	1	
	Depreciation Restoration Costs (Landfill) ¹	▼	16,720	55	
	Depreciation Plant & Vehicles ¹	▼	16,571	15	
	Depreciation Buildings & Other Land ¹	▲	(13,225)	(8)	
	Depreciation ICT Equipment ¹	▲	(46,318)	(35)	
	Depreciation Office Furniture ¹	▲	(81,369)	(393)	
	^{1.} Ongoing variance The extent of these asset categories has changed subsequent to the depreciation budget being calculated.				

Note	Revenue / Expenditure Item		Variance (\$)	Variance (%)
	Other Expenses			
	Internal Plant Hire ³	▼	50,126	23
	Risk & Assurance ²	▲	(12,495)	0
	Aldermanic ¹	▲	(12,951)	(17)
	Property Services –Terry St Building ¹	▲	(49,557)	(114)
	1. Budget timing difference			
	2. Ongoing variance			
	3. Variance is dependent on monthly activity			

In most instances, variances are 'year specific' and are not an indicator of potential budget indicators or actual outcomes in subsequent years.

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 current versus previous “Whole of Council Revenue and Expenditure” reports.



Key Performance Indicators



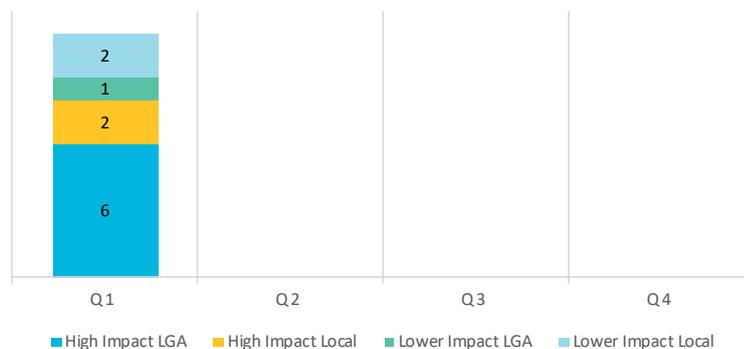


Making Lives Better

NUMBER OF ENGAGEMENTS

There were 11 community engagements during the first quarter, 9 at the “consult” level and 2 at the “consult/involve” level.

- 6 x level 1 engagements (high impact LGA),
- 2 x level 2 engagement (high impact local),
- 1 x level 3 engagement (lower impact LGA) and
- 2 x level 4 engagement (lower impact local).

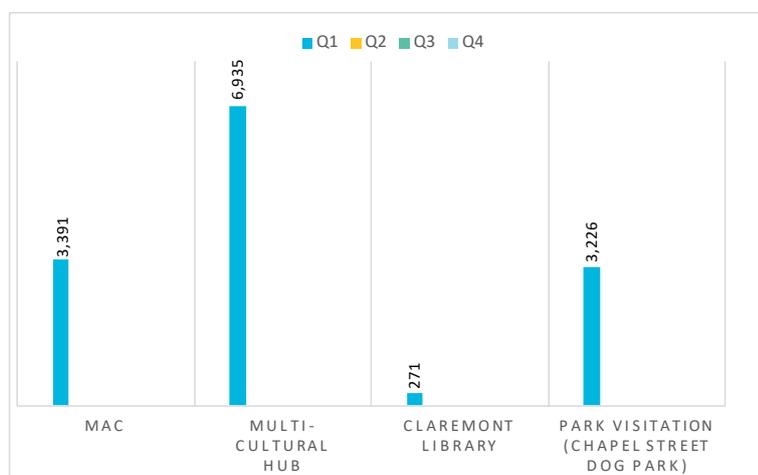


Engagements were: Beyond the Curtain, land sales, Berriedale Peninsula Masterplan, Your Story, Arts and Culture Strategy, Customer Service Strategy stage two, Mountain Bike Masterplan stage two, Planning Review Scheme, Open for Business, Thrive to 25 and Glenorchy Youth Taskforce.

COMMUNITY PARTICIPATION

Due to COVID-19, the Moonah Arts Centre (**MAC**) was closed to the public during the first month of this quarter. 3,391 people have visited the Moonah Arts Centre since activity commenced after the COVID-19 lockdown. There were 259 days of activity in the MAC. During this quarter 16 films were produced for online release which have been watched by 1,486 people.

The Claremont Community Library was open for 32 days for two hours between 11am-1pm. 271 people visited the library during this time - 222 borrowers and 29 visitors. The library currently has 26 volunteers.



6,935 people attended the Multicultural Hub between July and September 2020.

The re-opening of the Hub following the easing of COVID-19 restrictions led to cultural groups seeking opportunities to re-connect and gather for activities, including women’s groups, music rehearsals, traditional dance classes, English classes, Tai Chi, meetings, information sessions, forums, wedding ceremonies and prayers.

The dog park usage data provided in for quarter 1 is from the period between 5 August and 10 September 2020. This due to technical problems that occurred in in July with Council’s datalogging hardware. On average, the park is seeing 89 visitors per day, which is back to pre-COVID levels.

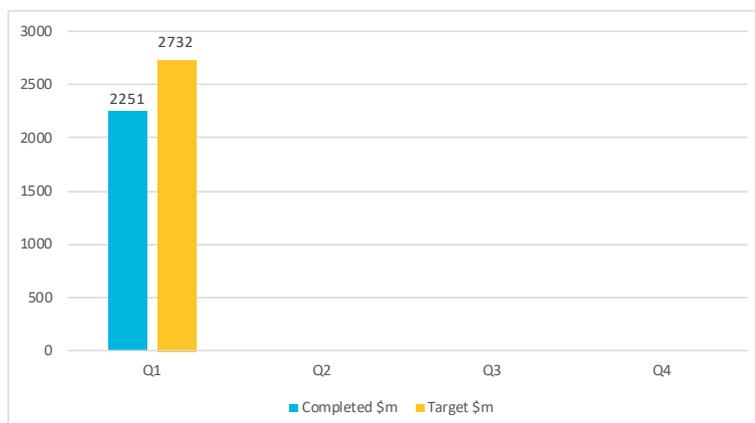


Making Lives Better

CAPITAL WORKS COMPLETED (\$M)

This year Council has a budget for capital works of \$21.7m as compared with \$14m last financial year. This target is made up of our business as usual new and renewal projects, sport and recreation grant projects funded by the Australian Government, and stimulus projects.

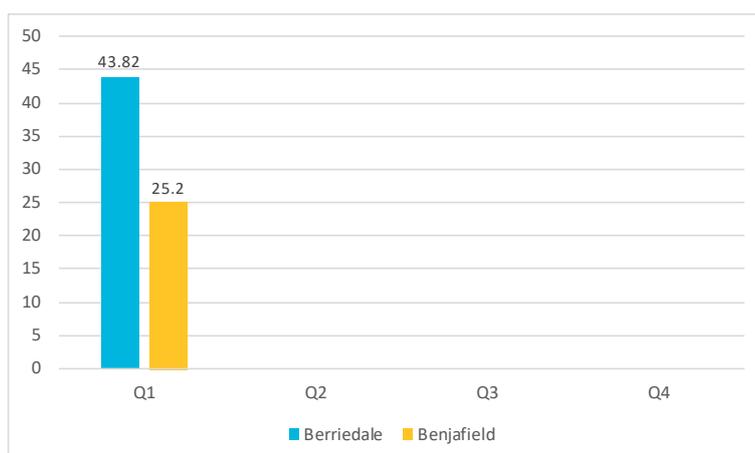
In the first quarter Council is \$500k behind budget. This variation is largely due to the timing of payments with Council's business as usual projects on track. Both the sport and recreation grant projects and stimulus projects are well advanced in terms of the project planning and detailed design. These projects are moving into delivery phase including planning applications and procurement.



SERVICE DELIVERY - CHILDCARE

Both Berriedale and Benjafield Child Care Centres have been operating at capacity for the available child to staff ratios requirements during this quarter.

Benjafield Children and educators returned to the Benjafield site after a combined service operation during the peak of the COVID-19 period where utilisation at both services was significantly low. Utilisation at Benjafield had an Equivalent Full Time (EFT) places of 25.2 and utilisation at Berriedale had an Equivalent Full Time (EFT) place of 43.82.



Both Services have waiting lists for immediate care requirements and requests for care in 2021. The demand for care is currently high.

Both services continued to maintain a 'meeting' rating under the National Quality Standard and remained compliant with the Education and Care Services National Law and Regulations. The Education and Care Unit has recommenced Assessment & Rating visits under a revised system due to COVID-19, at this time the Services have not been scheduled to receive a visit.

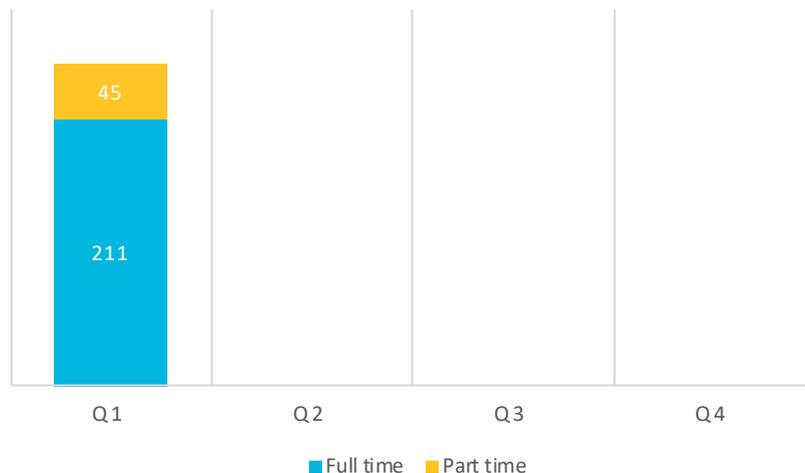
The Working Together program is being fully utilised at both Services with each Service accepting 5 family placements. The children enrolled in this program attend the Services for up to 15 hours per week these are fully funded places by the Department of Education Tasmania. The program continues to support families overcome complex barriers to engage in quality early learning in the year prior to Kindergarten.



Open for Business

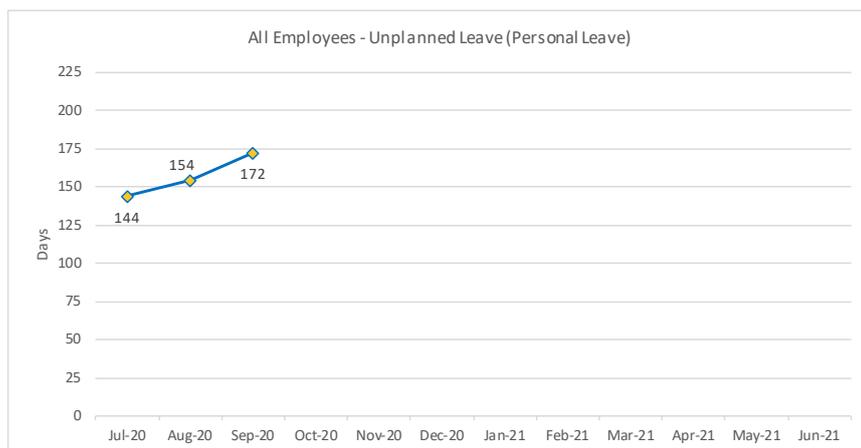
FULL TIME EQUIVALENT

The data shows there is an increase of approximately thirteen full-time FTE positions and a decrease of three part-time FTE positions. This is predominantly the result of the filling of long-term vacancies at the Works Centre which were previously undertaken by labour hire.



ALL EMPLOYEES - UNPLANNED LEAVE (PERSONAL LEAVE)

There has been an increase in unplanned leave, which is typical of the later winter months of any year and is not unexpected.



LABOUR TURNOVER - 12 MONTH MOVING AVERAGE

Turnover is remaining steady with an average of 3 to 4 resignations per month.

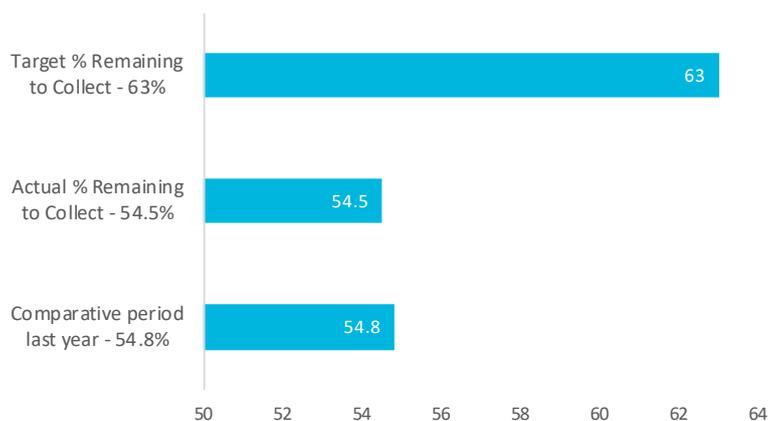




Open for Business

OUTSTANDING RATES DEBT PERCENTAGE

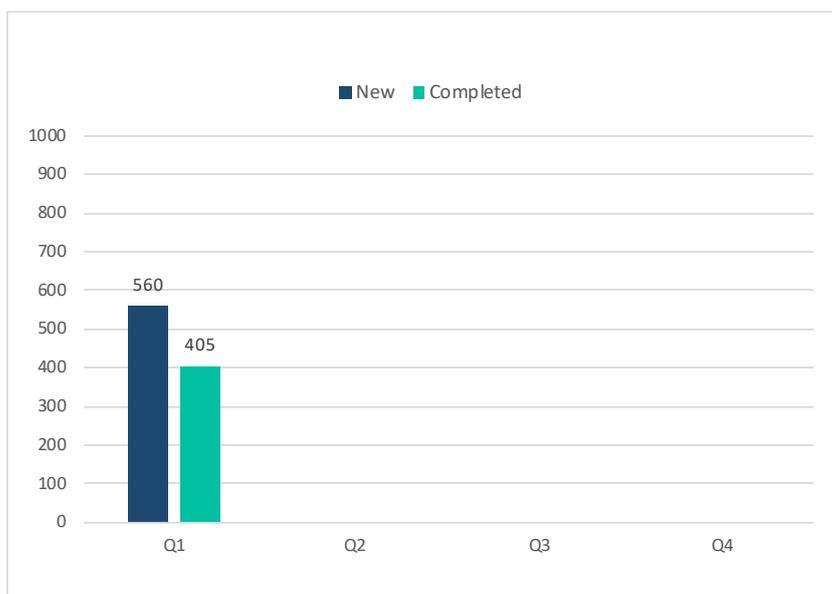
At 30 September 2020, 54.5% of rates remained uncollected (compared to 54.8% at the same time last year) against a target of 63%. The COVID-19 impact on rates collection for the quarter was less had been expected.



WORK CENTRE CUSTOMER SERVICE REQUESTS

The Work Centre is keeping on top of customer service requests while moving towards more proactive maintenance systems.

The focus for the First Quarter was on the footpath and road network. Figures may be indicative of a more pro-active approach, which has resulted in a decrease in the number of customer requests being received.





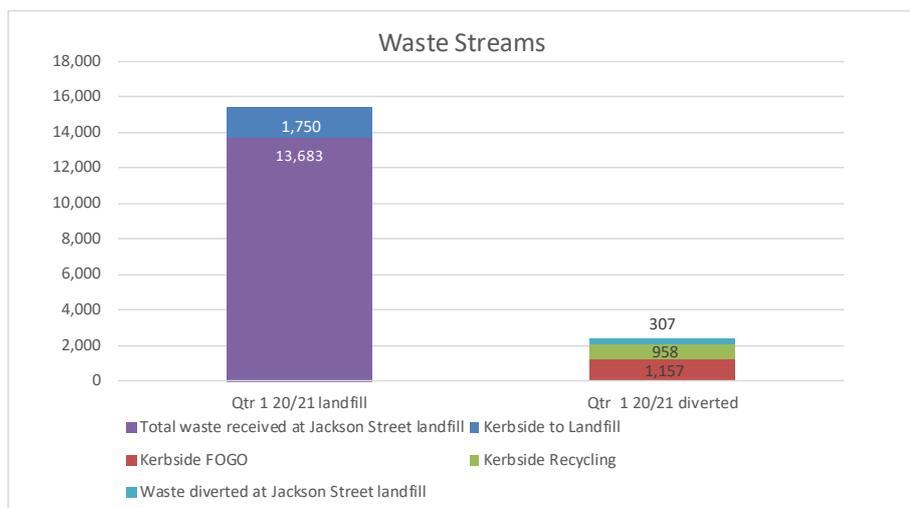
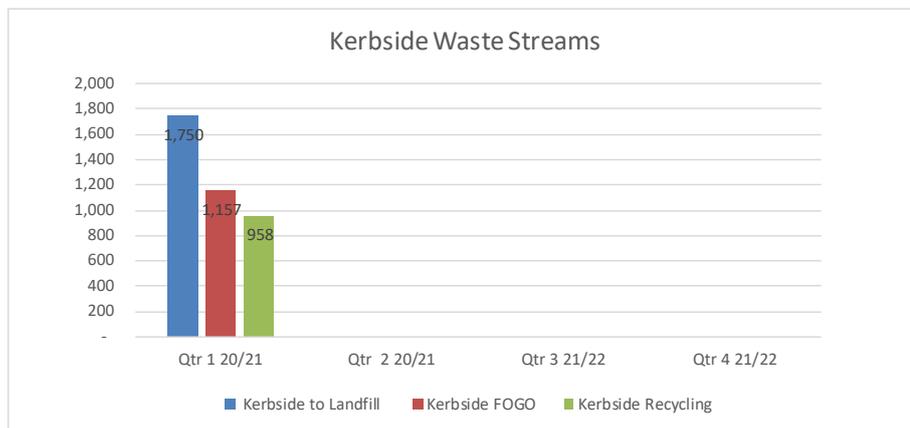
Valuing our Environment

WASTE RECEIVED BY COUNCIL BY QUARTER (TONNES)

Uptake of Council’s FOGO service has continued to increase with 1,157 tonnes diverted from landfill for the quarter. The quantity of FOGO has now overtaken the amount collected for kerbside recycling and continues to grow.

A key focus for this quarter was education with 1,819 letters were sent to households which were identified to have contamination in FOGO and recycling bins. These letters have resulted in an decrease in contamination of bins which helps reduce penalties for Council.

In addition to the letters, Council recommenced our school education program with 5 schools visited and 1,075 students participating.



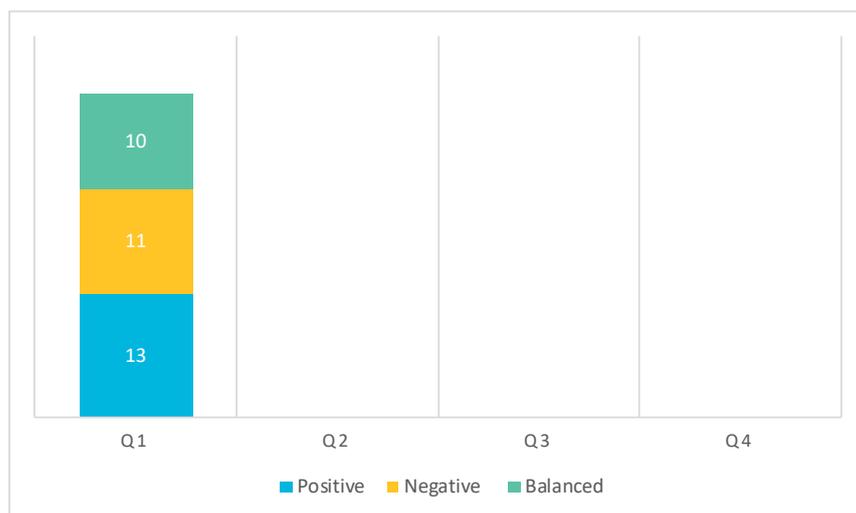


Leading our Community

MEDIA MENTIONS

Quarter one, 2020 has generally been smooth sailing in terms of media attention and commentary.

Council has continued to persevere the COVID storm through focusing on its core function: providing essential services to the community. As a result, the negative comments that have surfaced have primarily been in response to the difficult but necessary decisions by the Council to effectively manage its finances as it emerges from the intense grip of the pandemic.



In August, a controversial article about the Glenorchy pool deal being offered to an interstate tender resulted in negative comments about Council's suspected frontrunner. While the article was negative in tone, with considerable negative responses, Council was granted the right to respond, which provided balance and clarification on the decision-making process.

During this quarter we successfully launched the identity campaign 'Beyond the Curtain' intentionally sparking important debate about Glenorchy and setting a challenge of discovery about our city and who its people really are. We were delighted to receive mixed comments from the community fulfilling our aim to create a rich debate from the inside out. Some discussion surrounded the use of the term 'flannelette curtain' many also embraced the idea and mentioned how much Glenorchy has on offer.

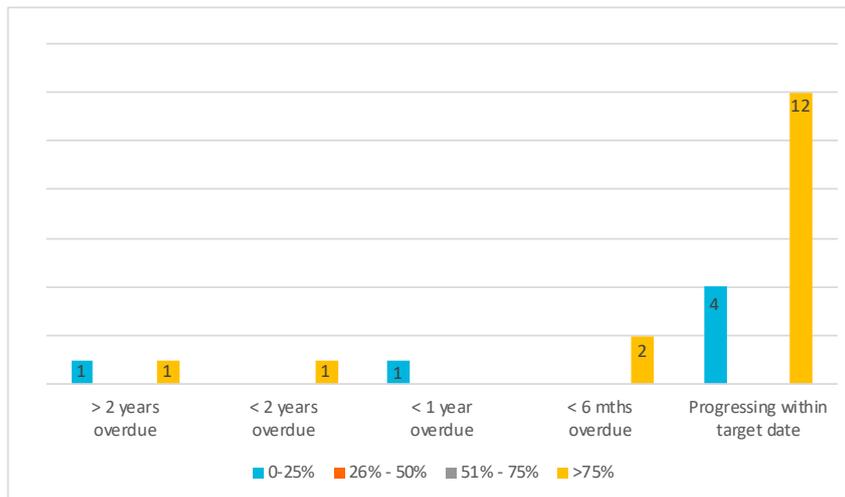
Overall, there were more positive media mentions this quarter indicating that the Council remains in a favorable position with the media. Council is able to proactively highlight the important work Council is doing in supporting the community through the pandemic and in return are seeing balanced and open conversations about our progress.



Leading our Community

OUTSTANDING AUDIT ITEMS - PERCENTAGE COMPLETE

The number of outstanding and overdue audit actions has fallen substantially over the last quarter, with the majority of findings and recommendations being addressed within agreed time frames.

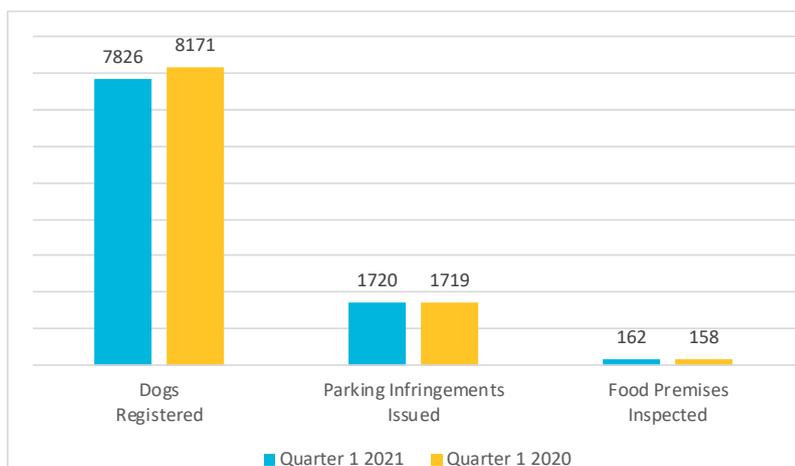




Leading our Community

DOGS, PARKING AND FOOD BUSINESS INSPECTIONS

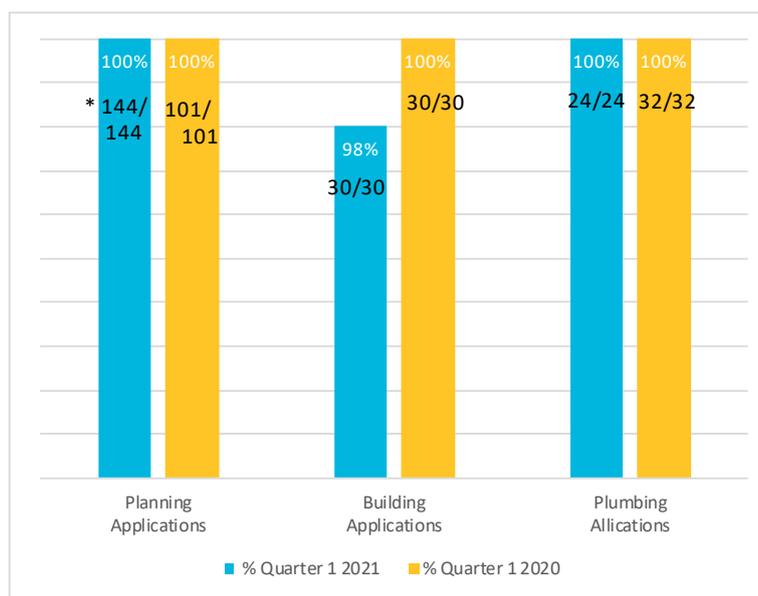
The number of registered dogs for Q1 20/21 shows a strong amount of dogs which were voluntarily registered by, or shortly after the due date of 31 July. This shows an encouraging trend towards responsible dog ownership in the municipality with approximately 80% of the anticipated number of dogs to be registered, registered without further prompting. The figure however is down from last year, most likely due to the later than preferred commencement for the dog registration audit for 20/21.



The number of parking infringements issued for Q1 19/20 to that of Q1 20/21 are nearly exact. This demonstrates a consistent trend of Parking enforcement activity as well as a similar number of parking related offences which were identified.

DEVELOPMENT, BUILDING AND PLUMBING APPLICATIONS ASSESSED ON TIME

Council's Development Department delivers a timely and efficient assessment of planning, building and plumbing applications in order to grow our City. In Q1, the number of applications has continued to exceed expectations, with no signs of this slowing. Greater Hobart statistics show that the annual growth of planning applications alone for the year to September 2020, exceeded 40% for Glenorchy, which was more than double the growth experienced in Clarence, Hobart or Kingborough.



* as of Q1 2021 the number of planning applications will include section 56 applications, previously not counted. They are included now as impending legislation change will impose a statutory time frame on these. For comparison

