



# Glenorchy City Council

QUARTERLY REPORT

SECOND QUARTER, 2019-20

Quarter  
ending  
31 December  
2019



**GLENORCHY CITY**  
Where ideas happen.

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# Strategic and Operational Highlights

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I am pleased to present the Quarterly Report for Glenorchy City Council for quarter 2 of the 2019-20 financial year, ending on 31 December 2019.

## FOGO Kerbside Service

Preparations for Council's FOGO kerbside collection service ramped up during the quarter in preparation for the commencement of the roll-out of bins in January and FOGO collections in mid-February 2020.

During the quarter, Council successfully negotiated contracts for:

- the purchase of FOGO bins and kitchen caddies
- kerbside service to pick up FOGO bins and drop material at a transfer station (through a renegotiation of our existing waste collection contract with Veolia), and
- transport and disposal of organic material to a composting facility (which was a collaboration with the City of Hobart and resulted in a more competitive price).

All contracts were negotiated at rates in-line, or more favourable than had originally been forecast.

Council also finalised the criteria for exemptions from the FOGO service and rolled out information to residents. A micro-website and FOGO exemption form were developed to make the process as user-friendly as possible, with applications to be available from 31 January 2020. Waste services staff also held a series of 3 public FOGO information sessions to help educate residents on how to use and get the most out of the new FOGO service.

The roll-out of FOGO bins and the beginning of FOGO collections will commence early in the next quarter.

## Community Yarns


At its May 2019 meeting, Council voted to trial a series of 'Community Yarns' over a 24-month period.

The first Community Yarn was held at the Claremont Hall on 4 November 2019 and the second at the Glenorchy Library on 20 November 2019. Evaluation was conducted and positive feedback has been received. Four more Community Yarns are planned for 2020.

## CBD Revitalisation Project

Work on Stage 3B of the Project, from Tolosa Street to Regina Street, has now commenced, beginning near the Northgate entrance commenced and advanced. Stage 3B will include:

- repaved, wider footpaths
- a new central median strip with new trees
- a new large rain-garden bed and seating with power and USB outlets, and
- a significant upgrade to the Tolosa St/Main Rd intersection in the form of a raised-table, pedestrian-friendly footpaths and parking bays.



Artist Matt Calvert has provided concept designs for public art to be installed in the Council forecourt as part of the project, and preparations are underway for the temporary closure of the Tolosa Street bus mall while works on the intersection are carried out in the first weeks of 2020.

## Hobart City Deal

The Hobart City Deal is a 10 year agreement between the governments and the councils to deliver a range of initiatives to benefit Greater Hobart. Council signed the deal on 24 February 2019.

Council adopted the City Deal Implementation Plan on 30 September 2019 after considering a report from the General Manager and receiving briefings from the Minister for State Growth.

Implementation of the City Deal has now commenced, with the General Manager sitting on the Implementation Board for the project. Working Groups have also been established, with Council participating in those relating to Transport and Housing; and Smart Cities.

Along with a range of general benefits, including investments in the focus areas associated with the City Deal, there were specific initiatives of direct benefit to the City:

### Northern Suburbs Transit Corridor Activation

The City Deal contains a commitment to activate the Northern Suburbs Transit Corridor on the existing rail corridor. The first step in this process is to undertake an assessment to determine the most cost-effective public transport solution. The identified solution will be delivered within 5-10 years.

During the review period, Council officers provided comments on the draft brief for the transit corridor mode analysis to identify the preferred mode along the corridor and agreed to participate in selection of the preferred consultant.

### Northern Suburbs Transit Corridor Growth Strategy

The Tasmanian Government and the Hobart and Glenorchy Councils have committed to develop a strategy for urban renewal and activation of the Northern Suburbs Transit Corridor along the existing rail corridor. This action is pending work on precinct planning being undertaken in the Hobart City Council area.

### Affordable housing investment

A \$30M investment in affordable housing is available under the City Deal. Developments by Centacare on the former Abbotsfield Primary site and by Housing Choices at Mary's Hope Road are funded under the Deal.

### Northern Suburbs Investment

There is a commitment for the Tasmanian Government to work with Council to support investment opportunities in the Northern Suburbs. This will include investment opportunities that contribute to the visitor economy and that are informed by the Tasmanian Government's Cultural Facilities Development Vision. The development of the DEC/Wilkinsons Point area is a major initiative named up in the Implementation Plan.

## Greater Hobart Act

The Greater Hobart Act came into effect on 25 December 2019.

The Act offers the potential to improve collaboration between the 4 neighbouring councils and the State Government on improving infrastructure and planning outcomes across the metropolitan area.

## Engagement of an Executive Officer to support City Deal Implementation by Councils

The 4 Greater Hobart councils have agreed to jointly employ a shared Executive Officer to assist them with implementation of the City Deal. At the end of the reporting period, a preferred candidate had been appointed with commencement due in February 2020.

## Derwent Entertainment Centre and Wilkinsons Point

Negotiations between Council and LK Group and subsequently with the Tasmanian Government progressed during the quarter. On 16 October 2019, LK Group lodged a request for an amendment to the Specific Area Plan for Wilkinsons Point to facilitate its proposed development amendment on behalf of LK Group. On 28 October 2019, Council resolved to extend the exclusive negotiation period with LK Group in relation to the disposal of the DEC and Wilkinsons Point until 30 December 2019.

Following further extensive negotiations between the parties, the Tasmanian Government advised that it would only invest in the redevelopment of the DEC and establishment of a Tasmanian NBL team if the DEC remained in public ownership. The Tasmanian Government subsequently proposed to Council that it would purchase the DEC from Council and would negotiate with LK Group to undertake the DEC upgrade, establish the Tasmanian NBL team and develop the remainder of Wilkinsons Point. On 23 December 2019, Council voted to negotiate a sale agreement to sell the DEC and Wilkinsons Point to the Tasmanian Government. Such an agreement would provide considerable benefits to Council and the Glenorchy community while preserving the original objectives of the proposed sale.

Since that time, negotiations have progressed significantly between Council and the Tasmanian Government, and between the Tasmanian Government and LK Group, with a final decision on the potential sale expected some time in February 2020. In the meantime, Council's independent planning consultants have continued to assess LK Group's proposed planning scheme amendment, which is expected to come back before the Glenorchy Planning Authority for approval to commence public exhibition early in 2020.

## KGV Sports and Community Hub Project

Having achieved a Certificate of Completion for the KGV complex during the last quarter, Council has focussed on negotiating with major tenants to agree permanent solutions to issues that remain in dispute and finalise lease agreements.

Negotiations between Council and the Glenorchy District Football Club have continued during the quarter, with both sides continuing to work cooperatively to try and resolve all outstanding matters and enter into a final lease agreement.

## Ministerial Directions

On 5 December 2020, Council received formal notification from the Minister for Local Government, Honourable Mark Shelton MP, that it had successfully completed the Ministerial Directions (other than retaining a requirement that Council report annual on their ongoing implementation).

The Minister acknowledged and thanked Council for demonstrating a clear commitment towards implementing the Ministerial Directions and improving governance practices.

The completion of the Ministerial Directions is a significant achievement and marks the end of an unfortunate chapter in Council's history, and sees Council as one of the leading local governments in Tasmania in-terms of its governance systems and processes.

## Federally funded community projects

Council has secured \$15.8m in in-principle Federal Government funding (with some State Government funding) to deliver three significant community projects:

- the construction of a junior soccer hub at the North Chigwell soccer grounds
- the upgrade of soccer facilities at KGV
- the construction of 'destination' regional playgrounds on the Montrose Bay foreshore and at Giblins Reserve, and
- the upgrade of the clubhouse and facilities at the Eady Street Cricket Ground in Glenorchy

All grants have now been formally approved, except for the North Chigwell grant which is still in consultation between Council and the Department of Infrastructure, Transport, Cities and Regional Development. The original commitment for this grant was for the North Chigwell oval only and involved a more comprehensive project scope. It was later amended to also include much needed investment into KGV, with more modest facilities at North Chigwell than were originally proposed.

A Project Management Governance Structure has been developed to ensure the efficient and economically responsible management of the projects. This structure sets a hierarchy of Council and community representatives who will provide selected and specialist project governance in accordance with their respective project roles and responsibilities.


The status of each of the projects is as follows:

### Montrose and Giblins Playspaces

A total of \$3.4m in funding has been negotiated, with \$2.0m in of that fomrally approved, with an agreement executed in December 2019. Tendering for site master plans and detailed playspace designs is underway. The design phase will include extensive community consultation in the first half of 2020, and will target completion in the second half of 2020.

### Eady St Cricket Ground

\$1.08m in funding has been approved in-principle to construct a new amenities building, with \$80,000



of that coming from a Tasmanian Government Major Facilities grant. Funding agreements are expected to be executed in January 2020. A tender process for the design of building through architectural services has also commenced. The design phase will include stakeholder input into design, including one-on-one meetings with resident sports clubs and an amenity building design workshop with Glenorchy sports clubs. The intent is to develop a standard amenity building design through this project that can then be used on other projects.

#### KGV Soccer Facilities

This project will upgrade facilities at KGV including amenities building, resurfacing of synthetic field, and sports lighting. A total of \$4.1m in grant funding has been allocated with final approval pending at the end of the reporting period. The development of a Masterplan for the KGV precinct has commenced, which will aim to identify future outcomes for the facility, prioritise works and identity management options. Design works are expected to commence in early 2020 with commencement of works targeted for the 2020/21 summer soccer off-season.

#### North Chigwell Oval

Council is continuing to work with the Federal Department of Infrastructure, Transport, Cities and Regional Development, and is currently seeking approval for the re-scoping of the originally proposed \$12.8m grant to instead allocate \$8.7m for North Chigwell and \$4.1m to KGV (see above). Once the grant funding is formally, detailed planning will commence in 2020.

### Potential Land Disposal at Berriedale Peninsula

On 23 December 2019, following the completion of an initial investigation and community consultation, Council voted to commence the process for the potential disposal (sale) of part of the Berriedale Foreshore Reserve which is currently being used as a BMX Track and MONA's overflow car park.

Council will begin formal community consultation and notification in accordance with the process set out in the Local Government Act in early 2020 and will continue to proactively engage with key stakeholders, including MONA and the Southern City BMX club during this process.

### Glenorchy Mountain Bike Park Masterplan

Council has received a grant for the development of a masterplan for the Glenorchy Mountain Bike Park at Tolosa Park. Council gave its approval to start work on the masterplan at its September meeting.

During the quarter, Council engaged renowned mountain bike park designers and consultants, Dirt Art, to develop the Masterplan. As part of the community engagement process for the Masterplan, Dirt Art designed a user survey to gauge how mountain bike riders use and view the current facility. The survey opened in December 2019 and will close early in the next reporting period. A Project Expert Panel (PEP) was also engaged to provide expertise and insights into the technical and cultural aspects of mountain bike riding.

A draft Masterplan is targeted for early 2020 with further community consultation on the draft to take place to ensure that all stakeholders, including the wider community and other users of the facility and nearby Tolosa Park, have an opportunity to provide feedback.



## Public Toilet Strategy

Council made significant progress towards the development of a new Public Toilet Strategy for the City during the quarter. A draft strategy has been prepared which identifies the public toilets that will be developed, closed, replaced or upgraded within five years. It also identifies other where toilets may be added, rationalised or upgraded in the second half of the 10-year period. These are to be considered when the strategy is reviewed in three years.

The draft Strategy was developed partially based on the results of a public survey of community views on the City's public toilets. The survey results were presented to Council at its 28 October 2019 meeting. The draft Strategy was released for public comment in early November, with public submissions sought through several channels including Council's website and Facebook page, an advertisement in the Mercury, notices in all Council public toilet blocks, a display in the Council foyer and a slide on the front of house TV screen. Staff also met with Council's Access Committee, the Healthy Communities Advisory Committee and the Linkages network.

A final version of the strategy is targeted for adoption at Council's January 2020 meeting.

## Economic Development Strategy

Council is nearing completion of its Economic Development Strategy for Glenorchy, which will help guide employment and economic growth in the City. Two phases of community engagement activities have guided the development of a draft Strategy, and have involved extensive consultation with over 40 members of Council's Economic Participation and Implementation Collaborator (EPIC) Group (which is comprised of representatives from across public, private and not for profit sectors and serves as an advisory group for the development of the strategy) as well as 20 one-on-one interviews.

The consultation resulted in the identification of five strategic objectives, which were then incorporated into a draft Strategy which was released for further consultation between December 2019 and January 2020.

Initial feedback from businesses suggests that the community is generally satisfied with the objectives and actions. A final version of the Economic Development Strategy is targeted for adoption at Council's February 2020 meeting.

## Risk Management


Council has continued to make significant progress in the risk management space during the quarter.

A formal review of Council's key operational and strategic risks was completed in the second half of 2019, with Council formally adopting an updated Strategic and Key operational Risk Register on 30 September 2019 and adopting a Risk Appetite Statement at the same meeting. Both documents were prepared following detailed workshops with Aldermen and management.

Council has also made progress towards establishing detailed operational risk registers. Workshops have been held with most Council departments to develop operational risk registers for each which will soon be actively monitored and reported on. All risks that have been identified and assessed during the workshops are now being developed for dashboard reporting to ELT, and, eventually to Council and the Audit Panel.

The result of the above actions is that Council will have an up-to-date snapshot of its risk profile, and will be able to monitor and report on all assessed operational risks. This represents a significant step in increasing Council's organisational maturity.





Council has also made steps towards implementing the 'Skytrust' cloud-based reporting system for all incidents, hazards, inspections and audits. This software platform is a valuable tool to assist teams to continuously improve their work methods and mitigate risks. It will also allow accurate and instant reporting of key work health and safety statistics. The system has been installed and training of all staff is underway.

Tony McMullen  
General Manager

# Financial Performance

## Summary

Council's net operating year-to-date position for the quarter ending 31 December 2019 is currently showing a positive result of \$1.853 million against budget, comprising \$404,000 more in income and \$1.449 million less in expenditure.

Contributors to the quarterly result are as follows [(Favourable) / Unfavourable variances from budgeted amounts]:

### Income

(\$266,000)	Capital grants
(\$175,000)	Investment income from TasWater
(\$168,000)	Contributions - monetary
(\$158,000)	Operating Grants
(\$125,000)	Net gain/(loss) on disposal of assets
(\$16,000)	Contributions - cash
(\$14,000)	Other income
\$7,000	Rates
\$56,000	Interest
\$458,000	User charges and licences

### Expenses

(\$954,485)	Employment costs
(\$420,354)	Materials and services
(\$82,080)	Depreciation
(\$6,380)	Finance costs
(\$888)	Bad and doubtful debts
(\$1)	State Fire Commission contribution
\$15,426	Other expenses

## Operational Income

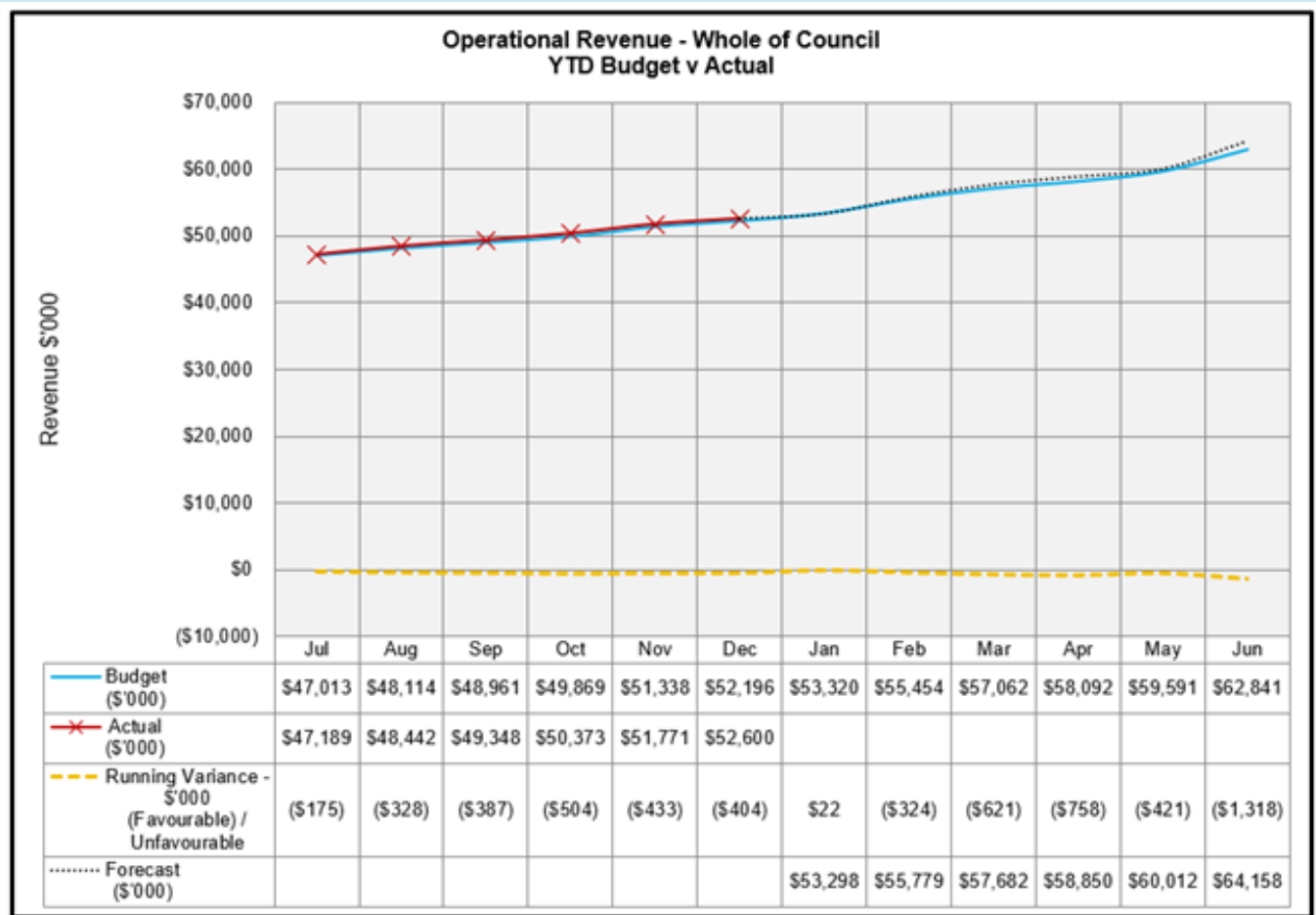
Total actual income is \$52.600 million compared to budgeted income of \$52.196 million. This represents a favourable result of \$404,000 or 0.80% ahead of budget.

For capital grants, Roads to Recovery has been part paid in advance of the January 2020 budget allocation (\$200,000) and Council has also received unbudgeted Blackspot funding for the Kalang Ave Guard Rail (\$33,000) and Albert Rd Pedestrian Refuge (\$27,000). For operational grants, childcare subsidies received from the Federal Government are tracking ahead of budget (\$136,000).

Recent interest rate cuts by the Reserve Bank since the budget was prepared has resulted in reduced interest on investments (\$57,000).

Other Income records an above budget result primarily due to recovered legal costs (\$11,000) and donations/sponsorships received for community events (\$25,000) offset by delayed receipt of the Fuel Tax Rebate (\$25,000).

Rate income is currently very close to budget (\$7,000).



## Operational Expenditure

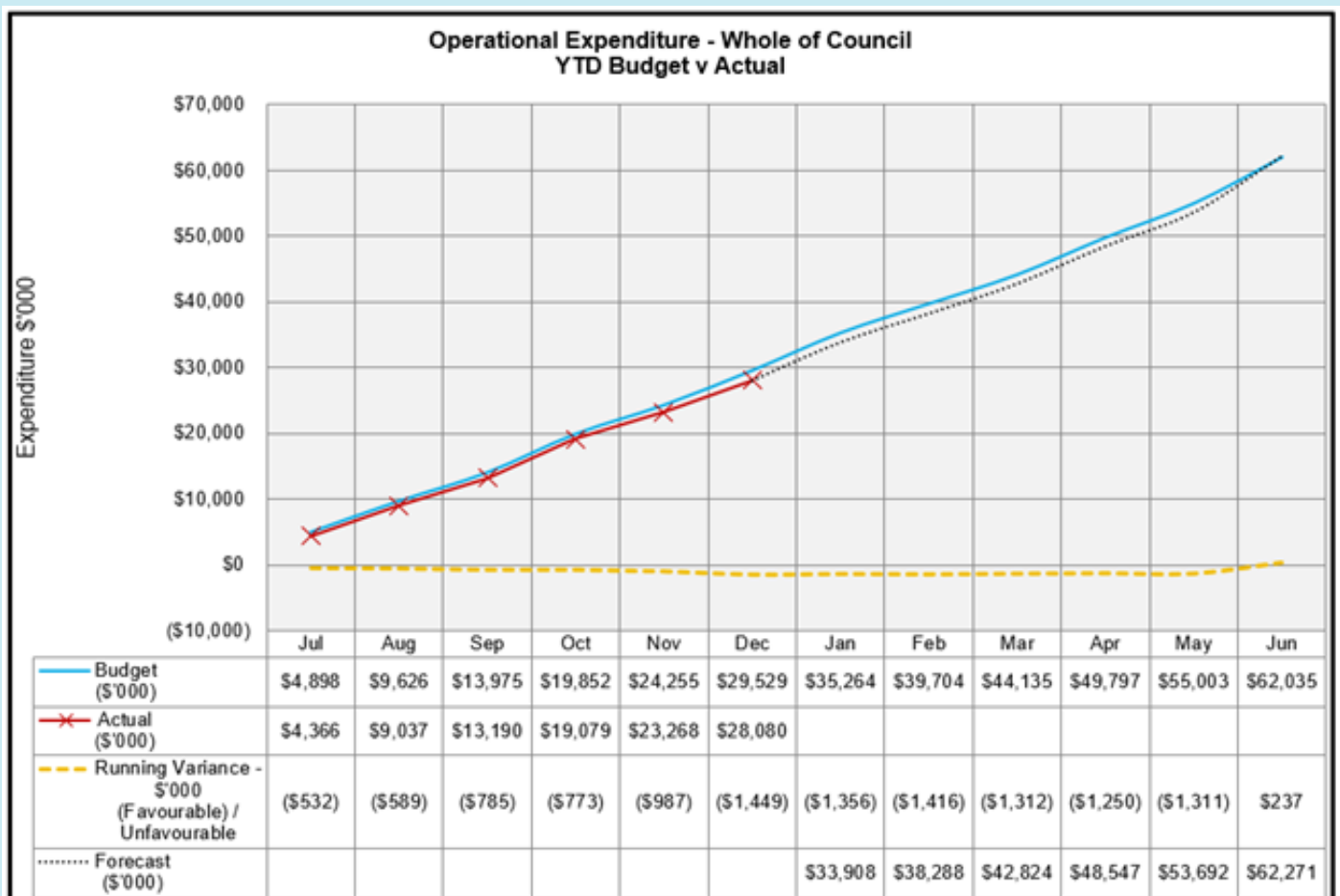
Total actual expenditure is \$28.080 million compared to budgeted expenditure of \$29.529 million. This represents a favourable result of \$1.449 million compared to budget.

Materials and services record an underspend of primarily due to reduced waste management (\$459,000), landfill operations (\$225,000) and derwent entertainment centre events (\$191,000) offset by software licences paid in advance (\$370,000) and additional contract labour hire (\$295,000).

Employment costs are under budget by 8% primarily represented by a large number of vacancies in the year-to-date along with savings through the payment of leave from provision accounts instead of the budget.

Depreciation expense is under budget primarily due to the re-calculation of the landfill rehabilitation provision (\$100,000) in accordance with audit guidelines.

Finally, there are minor variations across land tax and community events in the above budget expenditure of Other Expenses (\$15,000).



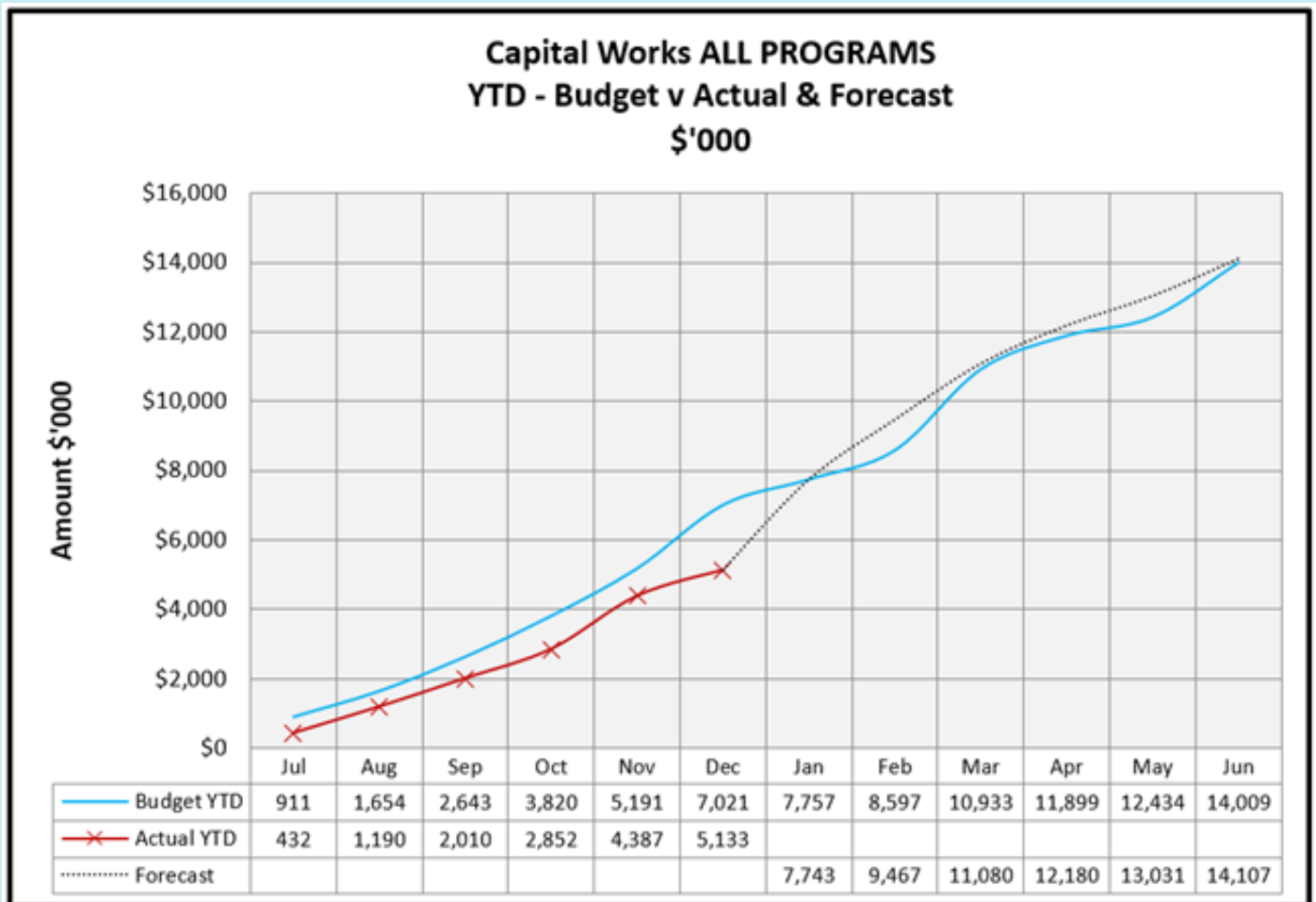
## Cash and Investments

At 31 December 2019, actual funds available in cash and investments totalled \$24.607 million, representing an improvement on \$20.627 million for the same period last year.

## Capital Works

The capital works program at 31 December 2019 shows actual expenditure of \$5.133 million against a budget of \$14.009 million, delivering approximately 37% of the program to date.

Program managers are actively monitoring each project and where necessary, reporting to the Infrastructure Management Group with recommendations for reallocation of budgets, changes to scope and bringing forward / moving back particular projects. This process is proving successful in that twenty reports have been considered by IMG to date, resulting in the reallocation of around \$1.5 million from deferred or underspent capital works projects to projects that will be undertaken by 30 June



## Rates Collections

At 31 December 2019, the total rates collected under the new four instalment method was 66.9% against a target of 58.5%. In comparison, a total of 63.5% was collected this time last year under the former two instalment method. As collections continue to trend ahead of target, the move to four instalments appears to have been readily accepted by ratepayers as a positive change.

## FTE (full time equivalent) Positions

At 31 December 2019, the figures indicate a reasonably stable employee entry/exit situation for full-time numbers combined with a nett increase of approximately three for part-time.

Employment Class	FTEs at 31 Dec 2019	FTEs at 30 Sept 2019
Full Time	194.71	195.54
Part Time	55.38	52.18

# Financial Reports

## Statement of Comprehensive Income to 31 December 2019

Year to date (YTD)	Notes	2020 Budget \$'000	2020 Actual \$'000	2019 Actual \$'000	2019 Budget \$'000
<b>Income</b>					
<b>Recurrent Income</b>					
Rates		40,898	40,891	39,733	0.0%
User charges and licences		8,894	8,435	8,635	▼ 5.2%
Interest		231	174	252	▼ 24.6%
Grants		1,688	1,847	1,212	▲ 9.4%
Contributions - cash		111	128	21	▲ 15.1%
Investment income from TasWater		-	176	645	▲ 100.0%
Other income		152	166	524	▲ 9.5%
		<b>51,975</b>	<b>51,818</b>	<b>51,022</b>	▼ 0.3%
<b>Capital Income</b>					
Contributions – monetary		-	168	-	▲ 100
Contributions – non-monetary assets		-	-	-	0.0%
Net gain/(loss) on disposal of property, infrastructure, plant and equipment		(79)	47	(30)	▲ >100%
Capital grants received specifically for new or upgraded assets		300	567	514	▲ 89.0%
Fair value recognition of land under roads		-	-	-	
		<b>221</b>	<b>782</b>	<b>484</b>	▲ >100%
<b>Total Income</b>		<b>52,196</b>	<b>52,600</b>	<b>51,506</b>	▲ 0.8%
<b>Expenses</b>					
Employment costs		12,548	11,594	11,223	▼ 7.6%
Materials and services		8,346	7,925	8,053	▼ 5.0%
Depreciation and amortisation		6,862	6,779	6,845	▼ 1.2%
State Fire Commission contribution		1,475	1,475	2,821	0.0%
Finance costs		70	63	91	▼ 9.1%
Assets written off		-	-	-	0.0%
Bad and doubtful debts		1	-	-	0.0%
Other expenses		228	244	203	▲ 6.8%

## Statement of Financial Position to 31 December 2019 (con't)

Year to date (YTD)	Notes	2020 Budget \$'000	2020 Actual \$'000	2019 Actual \$'000	2019 Budget \$'000
<b>Total expenses</b>		29,529	28,080	29,236	▼ 4.9%
<b>Surplus/(deficit)</b>		22,667	24,520	22,270	▲ 8.2%
<b>Other Comprehensive income</b>					
<b>Items that will not be reclassified to surplus or deficit</b>					
Net gain/(loss) on revaluation of property, plant and equipment		-	-	-	
		-	-	-	
<b>Items that may be reclassified subsequently to surplus or deficit</b>					
Financial assets available for sale reserve					
-Fair value adjustment on available for sale assets		-	-	-	
<b>Total other comprehensive income</b>		-	-	-	
<b>Total comprehensive result</b>		22,667	24,520	22,270	▲ 8.2%



## Statement of Comprehensive Income to 31 December 2019 (con't)

	2020 YTD \$'000	2019 YTD \$'000
<b>Asset</b>		
<b>Current assets</b>		
Cash and cash equivalents	24,607	20,627
Trade and other receivables	16,424	17,738
Inventories	114	116
Non-current assets classified as held for sale	741	-
Other current assets	120	150
<b>Total current assets</b>	<b>42,006</b>	<b>38,631</b>
<b>Non-current assets</b>		
Investment in TasWater	191,317	167,145
Property, infrastructure, plant and equipment	693,445	668,881
Investment properties	-	-
Other non-current assets	10,125	20,853
<b>Total non-current assets</b>	<b>894,888</b>	<b>856,878</b>
<b>Total assets</b>	<b>936,893</b>	<b>895,510</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade and other payables	1,283	2,730
Provisions	4,644	5,090
Borrowings	486	481
Other current liabilities	1,647	2,136
<b>Total current liabilities</b>	<b>8,061</b>	<b>10,438</b>
<b>Non-current liabilities</b>		
Provisions	3,952	4,888
Borrowings	2,159	3,105
<b>Total non-current liabilities</b>	<b>6,111</b>	<b>7,992</b>
<b>Total Liabilities</b>	<b>14,172</b>	<b>18,430</b>
<b>Net assets</b>	<b>922,722</b>	<b>877,080</b>

## Explanatory Notes



These notes are provided where a single or collective variance within the Statement of Comprehensive Income requires explanation because (a) it has materially affected the financial position across multiple prior reporting periods or (b) it will continue to materially affect the financial position in future reporting periods or (c) is of particular relevance to require further explanation.

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	<b>User Fees &amp; Charges:</b>		
		<b>Variance \$'000</b>	<b>Variance %</b>
	Various	 459	5%
	Primary contributors are lower than budgeted landfill fees (\$268k), building applications (\$127k) and fines (\$94k) which are offset by higher revenue from property leases & licences (\$200k).		
2	<b>Interest:</b>		
		<b>Variance \$'000</b>	<b>Variance %</b>
	Interest on Investments	 57	25%
	Lower than budgeted interest rates have resulted in reduced returns for Council investments.		

Note	Revenue / Expenditure Item			
3	<b>Grants:</b>			
			<b>Variance \$'000</b>	<b>Variance %</b>
	Commonwealth Childcare Subsidies – Berriedale	▲	81	31%
	Commonwealth Childcare Subsidies – Benjafield	▲	55	31%
	Unexpended Grants from 2019/20 - Various	▲	140	100%
	Flood Response 2018 – State Govt Contribution	▼	79	16%
	<p>Childcare subsidies continue to track ahead of budget due to higher centre utilisations.</p> <p>Various unexpended grants (thus unbudgeted) were carried forward from last year.</p> <p>The first instalment of State Government funding for flood damage was \$79k lower than expected which may possibly be recovered in the second instalment due in March 2020.</p>			
4	<b>Capital Grants:</b>			
			<b>Variance \$'000</b>	<b>Variance %</b>
	Roads to Recovery	▲	200	67%
	Roads to Recovery funding of \$200k has been received in advance of the February budget			
5	<b>Contributions - Monetary:</b>			
			<b>Variance \$'000</b>	<b>Variance %</b>
	Future Capital Works	▲	168	100%
	Revenue for future capital works has been received as part of planning permits and agreements			
6	<b>Investment in TasWater:</b>			
			<b>Variance \$'000</b>	<b>Variance %</b>
	Tax Equivalent	▲	176	100%
	TasWater has calculated and paid a final tax equivalent payment for 2018/19.			
7	<b>Employee Costs:</b>			
			<b>Variance \$'000</b>	<b>Variance %</b>
	Salaries & OnCosts	▼	954	8%
	December annual leave paid from provisions has subsidised a favourable increase to the employee costs variance.			

Note	Revenue / Expenditure Item						
8	<b>Materials &amp; Services and Internal Plant/Fleet Chargeout:</b>						
	<table border="1"> <thead> <tr> <th></th> <th>Variance \$'000</th> <th>Variance %</th> </tr> </thead> <tbody> <tr> <td>Various</td> <td>346</td> <td>4%</td> </tr> </tbody> </table>		Variance \$'000	Variance %	Various	346	4%
		Variance \$'000	Variance %				
Various	346	4%					
The variance of \$346k compared to the budget of \$8.414m represents an acceptable 4% variance across all of the programs.							

#### Adjustments to amounts previously reported

There are instances where ledger adjustments are required in respect of amounts reported in prior periods. Any adjustments will be visible when comparing current versus previous "Whole of Council Revenue and Expenditure" reports. Changes to the bottom-line variances reported in last month's Financial Performance Report compared those reported this month are:

#### Revenue - Whole of Council \$'000

Variance	Jul	Aug	Sep	Oct	Nov
Last Month	125	(28)	(87)	(204)	(133)
This Month	(175)	(328)	(387)	(504)	(433)
Change	(300)	(300)	(300)	(300)	(300)

A review of the Rates budget has been undertaken in preparation for the mid-year review. It has been identified the budget for July was overstated by \$300k due to an incorrect timing allocation of growth from supplementary valuations. It is considered that growth is more likely to be realised later in the financial year so \$300k of rates budget has been moved from July to the following June. This has resulted in a consistent change of \$300k across all months reported to date.

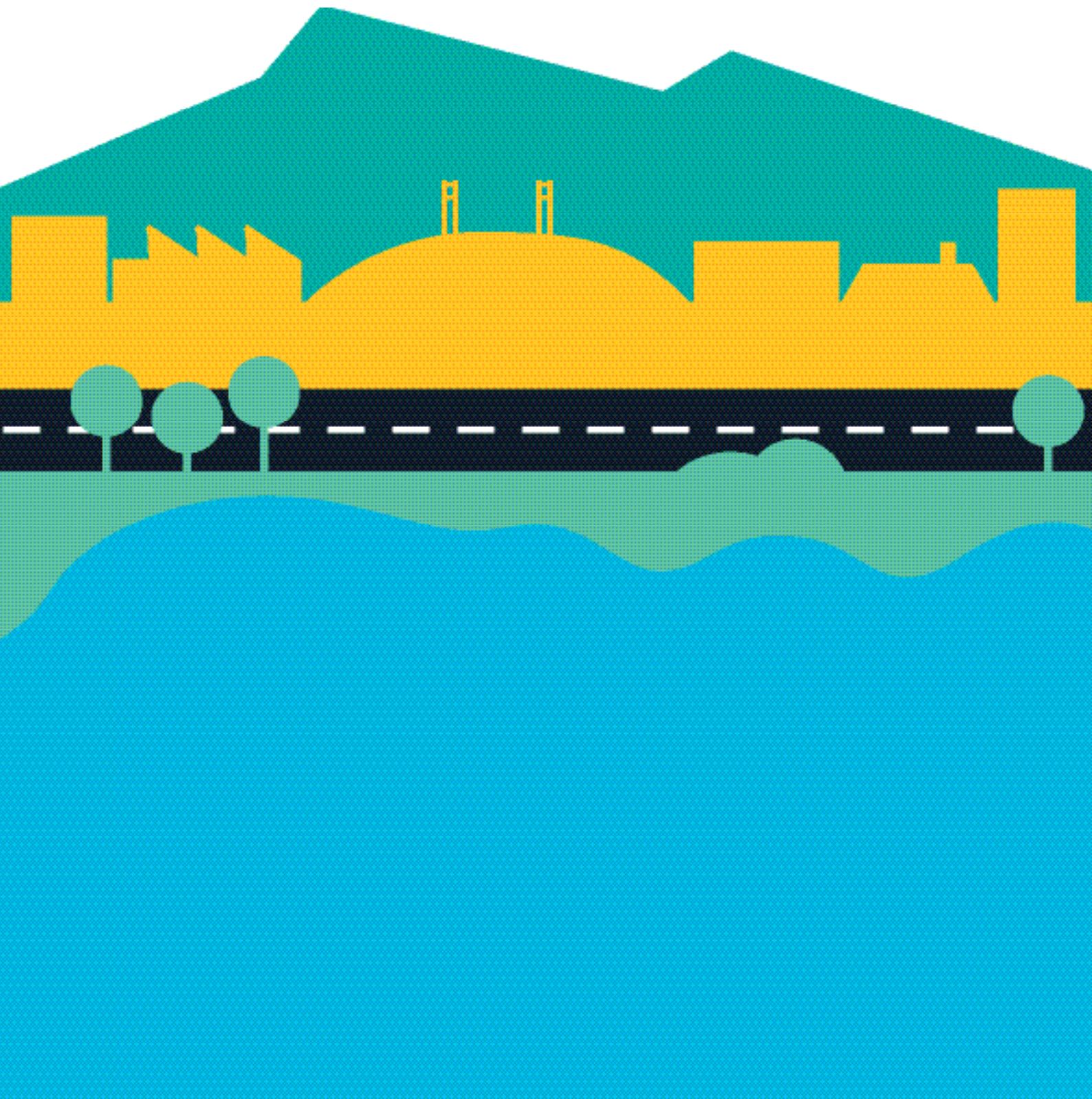
#### Expenditure – Whole of Council \$'000

Variance	Jul	Aug	Sep	Oct	Nov
Last Month	(532)	(589)	(785)	(773)	(986)
This Month	(532)	(589)	(785)	(773)	(987)
Change	0	0	0	0	(1)

This month, the change to expenditure amounts previously reported are minor.

# Key Performance Indicators

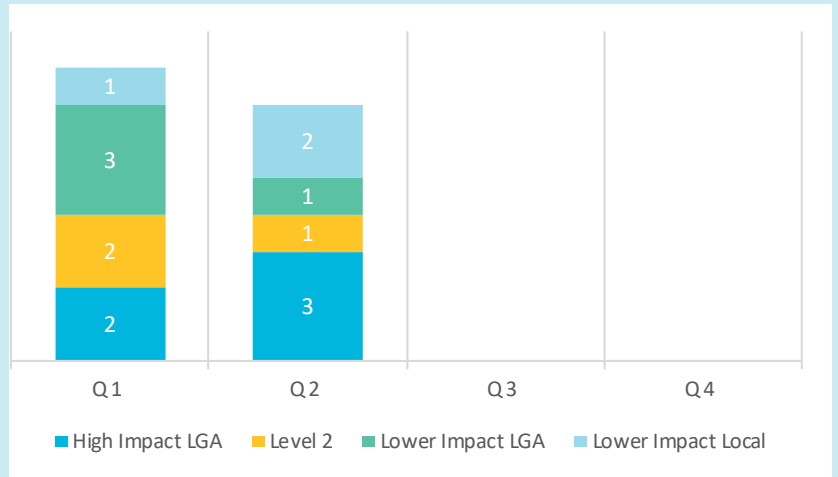
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# Making Lives Better

## Number of Engagements

There were 7 community engagements during the second quarter. Six at the 'consult' level of engagement and one at the 'involve' level. In terms of impact, there were three level 1 engagements (high impact LGA), one a level 2 (high impact local), one level 3 engagement (lower impact LGA) and two at level 4 (lower impact local)

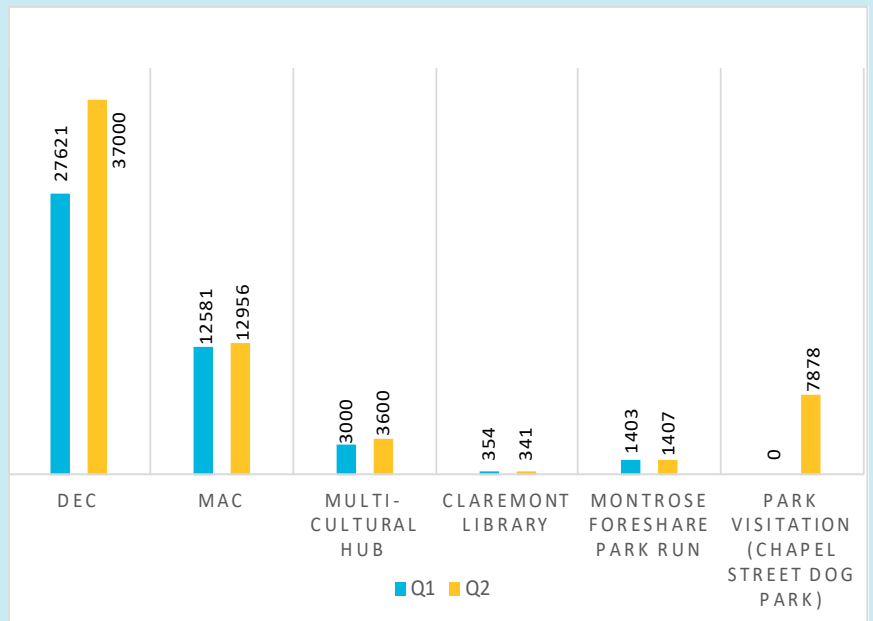


## Community Participation

During the quarter there were 341 borrowers at the Claremont Community Library and 72 social visitors. 14 Parkrun events were held at the Montrose foreshore, with 1,407 participants. 3600 people attended the Multicultural Hub and 12,956 people visited the Moonah Arts Centre during this quarter, participating or attending arts and cultural events and activities.

In September 2019 Council installed counters on the main entrance at Chapel Street Dog Park to better understand visitation to this park. This showed on average 86 people visit the park every day. The information demonstrated that visitation to the park is quite consistent across the week and during the day.

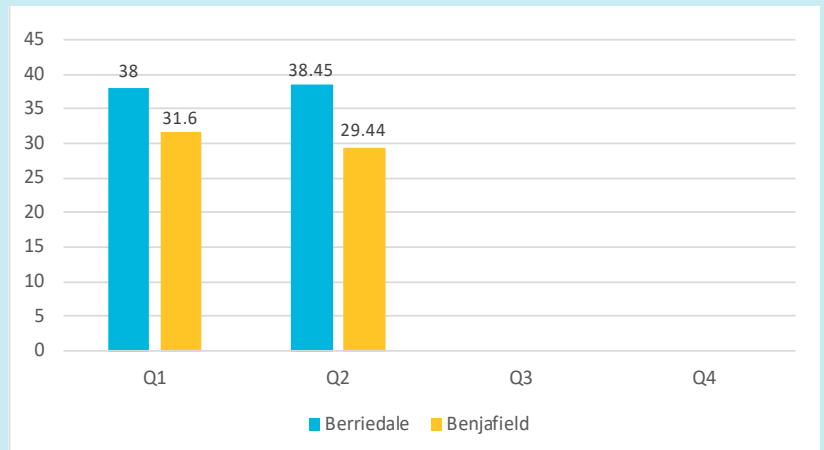
The DEC saw over 37,000 people through the doors for various events, conference and meetings in Q2. This was an increase of approximately 3,000 people. Q2 usage is strong with regular bookings from schools for graduations. The conference market and use of the Astley room continues to be strong with several return clients



# Making Lives Better

## Service Delivery – Childcare

Benjafield and Berriedale Child Care Centre's continue to receive a medium to high volume of ongoing enquiries for care and the services have re-established a waitlist for care. Benjafield's utilisation Equivalent Full Time (EFT) places is 29.44 and Berriedale's is 38.45. Both services continue to maintain a 'Meeting' rating in accordance with the National Quality Standard.

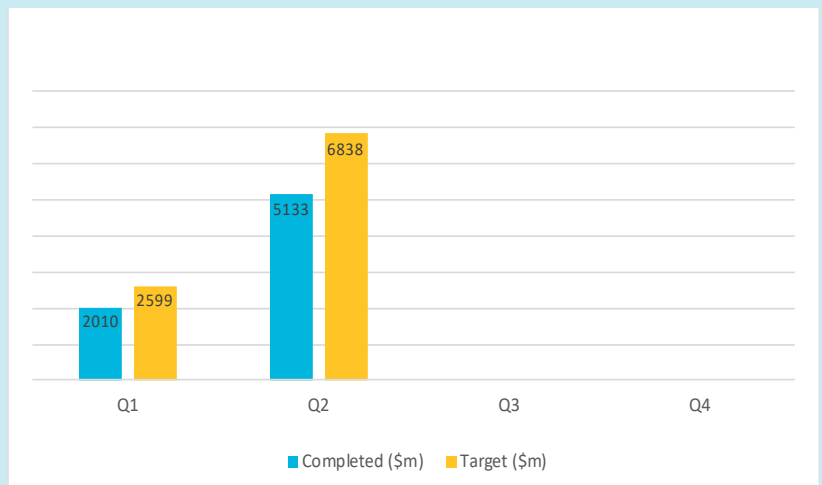


## Capital Works Completed (\$m)

Works on Moss Park Drive Bridge were completed during the period.

Council entered into contracts for the procurement and roll out of wheelie bins for FOGO.

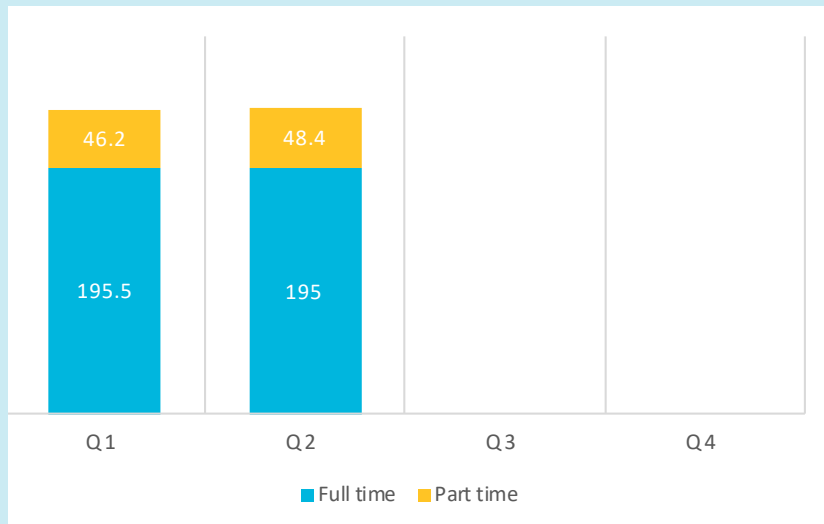
Council is \$2m behind the budget target. Significant expenditure is planned for early 2020 in respect to the FOGO roll out, major work on the CBD Revitalisation Project, and bituminous surfacing of some arterial roads around Glenorchy. Council is forecasting to be back on budget within the third quarter.



# Open for Business

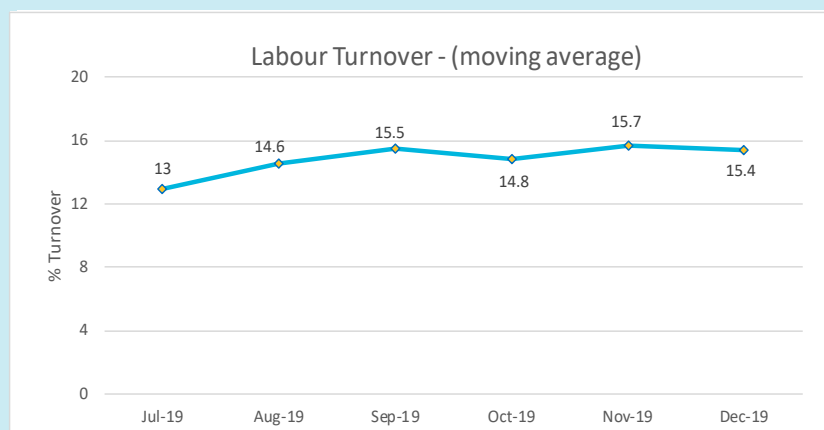
## Full Time Equivalent

Tight controls are in place to ensure recruiting for positions that are planned and budgeted as new positions now require a Point of Entry form to justify their approval by the ELT.



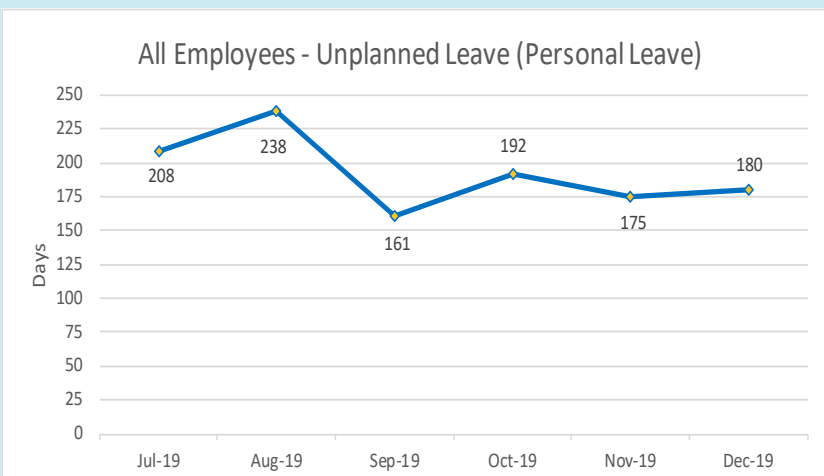
## Labour Turnover – 12 Month Moving Average

This figure remains relatively high with recruitment activity taking up considerable resources. It is anticipated that the figure will reduce over the next 3 – 4 months.



## All Employees – Unplanned Leave (Personal Leave)

Leave taken is hovering around the same mark for approximately 12 months. The wording in our Enterprise Agreement is quite loose on the requirement to produce a certificate to justify the absence. It is recommended that in the upcoming EA negotiations the wording is tightened up

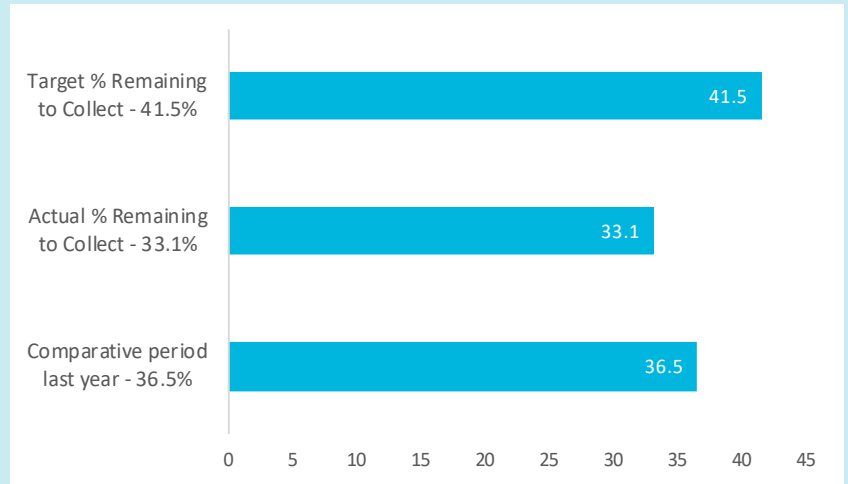




# Open for Business

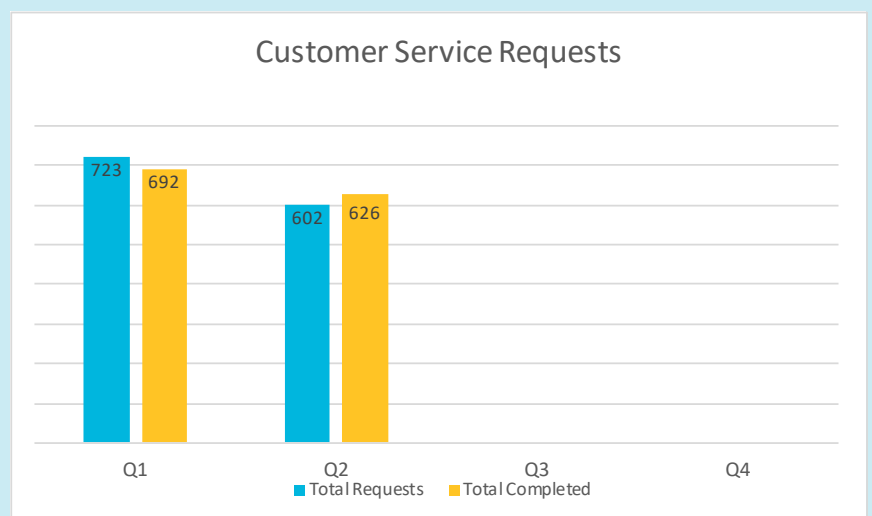
## Outstanding Rates Debt Percentage

At 31 December 2019, the total rates remaining to be collected is 33.1%, well ahead of the 41.5% target. After two instalments to date, this demonstrates a positive ratepayer response to the new four instalment payment method.



## 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 Second Quarter was on Vegetation Management.



# Valuing our Environment

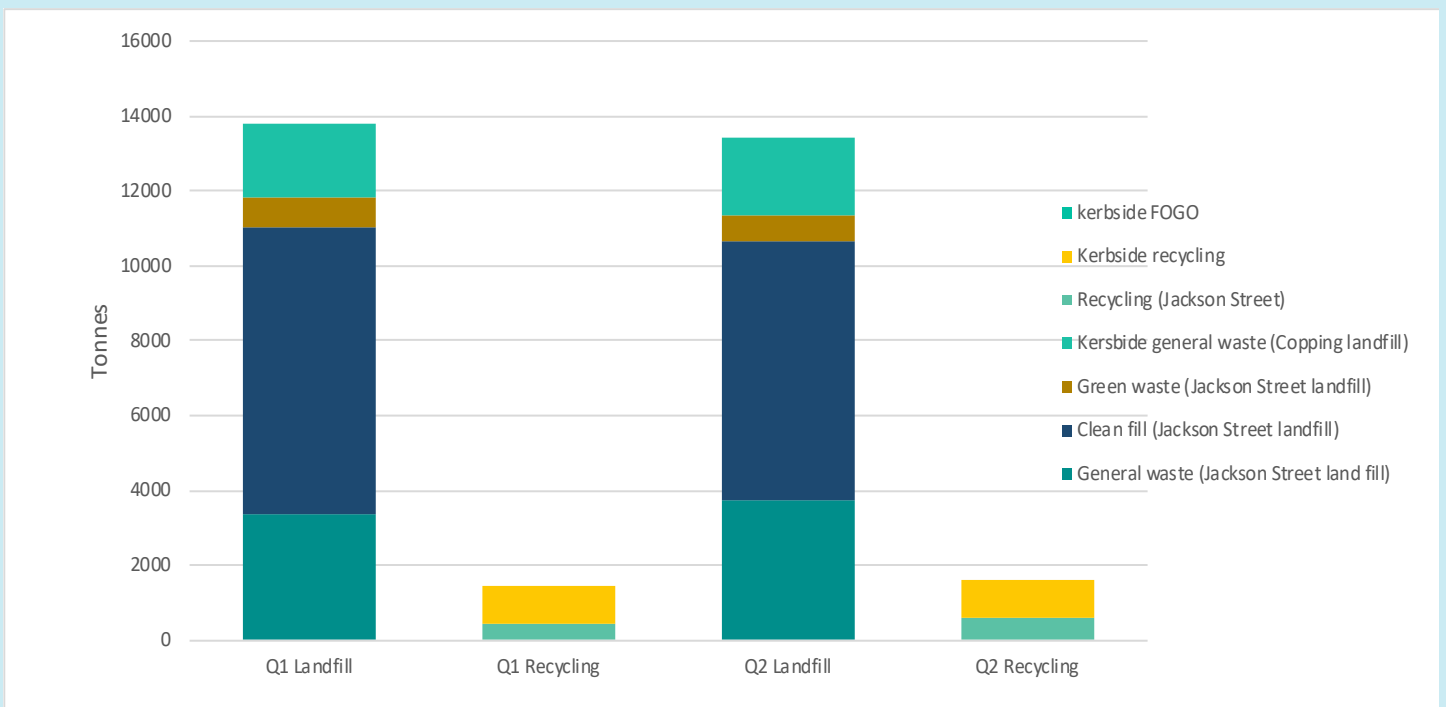
## Waste Received By Council By Quarter (Tonnes)

Waste to landfill has remained consistent during the second quarter.

The use of cover material to general waste has improved with more efficient operations. The ratio has changed Q1 (2.5 tonnes) to Q2 (2.1 tonnes) per tonne of waste.

Recycling has also remained consistent during the period with around 10% of waste generated being recycled either at the landfill or through kerbside services.

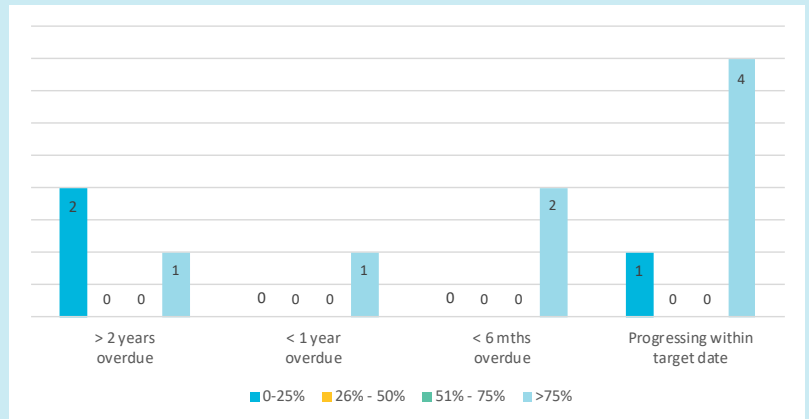
In February 2020 the introduction of FOGO (Food Organics and Garden Organics) will see this percentage increase.



# Leading our Community

## Outstanding Audit Items - Percentage Complete

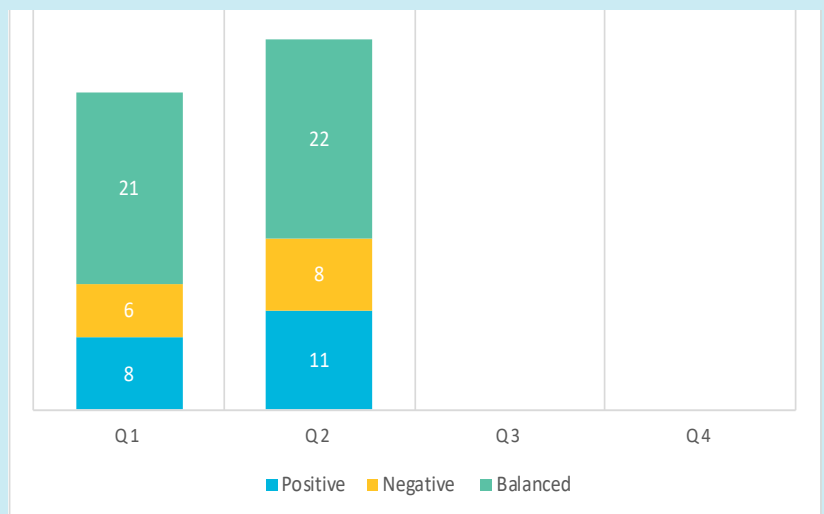
Over the quarter to 31 December 2019 a further 10 outstanding audit items were completed and approved by the Audit Panel. This leaves a total of 12 audit items currently under active management. Significantly, many of the outstanding items completed were noted as overdue. This has resulted in many outstanding items either progressing either within their due date or being less than 6 months overdue.



## Media Mentions

Council had a positive quarter in the media, with extensive coverage of the potential purchase of the DEC by LK Group and positive stories around the potential development at the Claremont Primary School site, upgrades to the sports facilities at Prince of Wales Bay and Council's FOGO service.

There was a noticeable drop in negative commentary around Council's FOGO service, with only 1 negative mention in the form of a letter to the Editor of the Mercury. All negative mentions of Council in the press were from Letters to the Editor with all editorial coverage being either neutral or positive. Effective media management was also demonstrated through the effective diffusing of stories which had the potential to generate negative coverage, including the collapse of SKM Recycling and Council's decision not to declare a Climate Emergency at its September meeting.



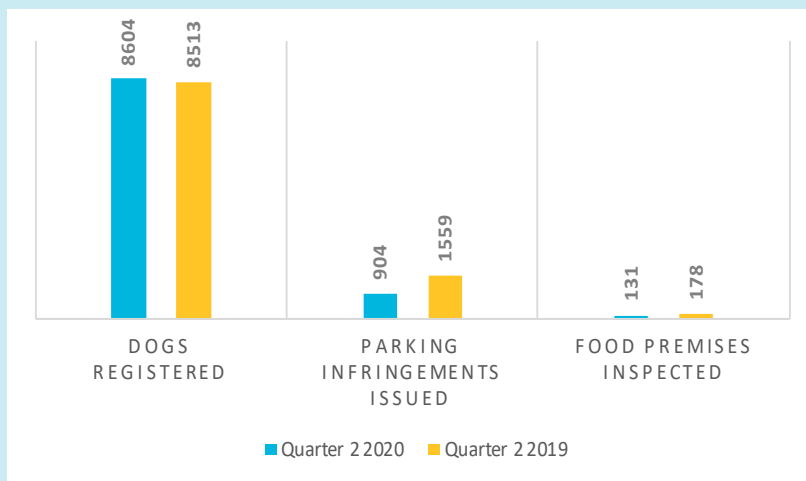
# Leading our Community

## Delivering Services for our Community

The number of dogs registered is currently at 8604. This, again, shows a positive level of dog owner responsibility that has continued over the last few years. There has also been a slight increase in dog infringements for this quarter, in comparison to the previous three years, as we look to sustain an expected level of compliance within the municipality.

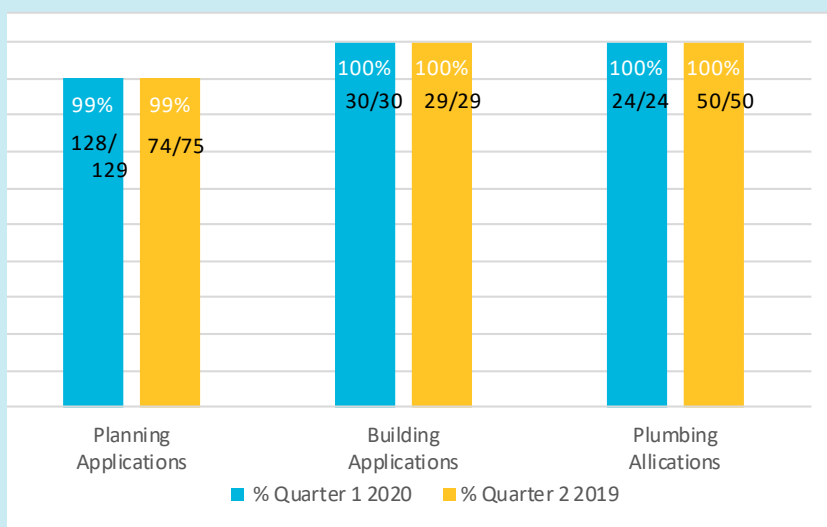
The total number of parking infringements is lower than last year due to staff shortages, however infringements per officer on patrol is comparable.

Ninety-eight (98%) percent of registered permanent food businesses received their minimum number of food safety inspections based on their risk classification



## Development, Building and Plumbing Applications Assessed on Time

Glenorchy is open for Business. To help grow our City, Council's Development Department works hard to assess applications for development, building and plumbing works in a timely and efficient manner. This quarter, 99.5% of planning, building and plumbing applications were assessed within statutory timeframes. Only one (1) application fell outside of the statutory period by a small number of days.





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**GLENORCHY CITY**  
Where ideas happen.