



Glenorchy City Council Ordinary Council Meeting Monday, 29 September 2025

AGENDA

Notice is hereby given of a Meeting of the Glenorchy City Council to be held at the Council Chambers commencing at 3:30pm.



GLENORCHY CITY COUNCIL

QUALIFIED PERSON CERTIFICATION

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

A handwritten signature in blue ink, appearing to read 'Emilio Reale'.

Emilio Reale

Chief Executive Officer

Monday, 29 September 2025

**Workshops held
since last Council
meeting:**

Date: Monday, 1 September 2025

Purpose: To present and discuss:

- Draft Waste and Resource Recovery Strategy 2025
- Waste Management Operational Update

Date: Monday, 8 September 2025

Purpose: To present and discuss at an Open Workshop:

- Hobart Women's Shelter
- Shelter Tasmania (homelessness)

Date: Monday, 15 September 2025

Purpose: To present and discuss:

- TasWater Price and Services Plan 5 (PSP5)
- Overview of the apartment housing proposal at 448-450 Main Road, Glenorchy

Date: Monday, 22 September 2025

Purpose: To present and discuss:

- Safety Procedures at Glenorchy City Council Chambers



ELECTED MEMBER STATEMENT OF INTENT
November 2022

We will...	By...
Be curious, open to change and difference	Being progressive, proactive, and innovative Taking calculated risks Asking questions before offering opinions or solutions Debating ideas without getting personal Remembering everyone is equal Always having an open mind
Be authentic and act with integrity	Being accessible Being honest and trustworthy Demonstrating transparency and accountability
Be respectful to each other	Going to the source, in person, early Assuming good intent, always Acting with good intent, always Actively listening, seeking to understand Valuing other's opinions Being prepared
Own and right our wrongs	Self-reflecting Being open to feedback Being brave enough to be vulnerable
Show strong leadership	Challenging the status quo Continually learning and practicing good governance Striving for financial sustainability and strength Having clarity on role and purpose
Consider the impact we have on others	Practicing emotional intelligence Hearing both sides before making judgement Remembering our behaviour and words matter to staff



ELECTED MEMBER LEGACY

November 2022

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

We deliver

We're active and present

We put people first

We are inclusive

We are future focussed and brave

We improved communication and community engagement

We empowered our community

We rebuilt pride

We were accountable

We created a safe, clean, equitable city

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1 APOLOGIES

Councillor Molly Kendall

2 CONFIRMATION OF MINUTES (OPEN MEETING)

That the minutes of the Council meeting held on Monday, 25 August 2025, be confirmed.

3 ANNOUNCEMENTS BY THE CHAIR

4 PECUNIARY INTEREST NOTIFICATION

5 RESPONSE TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE

None.

6 PUBLIC QUESTION TIME (15 MINUTES)

Please note:

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

In accordance with regulation 31(2) and (3) (Public question time) Local Government (Meeting Procedures) Regulations 2025, Council will allocate 15 minutes during each Council Meeting to invite members of the public to ask questions relating to the activities of Council.

The following rules and procedures apply to Public Question Time:

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

Question with notice – Angela Strk, Rosetta**Received Thursday, 4 September 2025**

Q1: In what way is GCC partnering with Working It Out Inc Tasmania and Pulse Youth Health South on a monthly after-school group for 12-18 year olds who are LGBTIQA+, questioning or allies? If GCC is partnering financially with Working It Out Inc Tasmania and Pulse Youth Health South, can the Glenorchy community know the contribution sum GCC supports this activity with?

Response:

- This after-school drop-in group is a six-month pilot project with in-kind commitments from all three organisations.
- This pilot is modelled on similar programs in other municipalities such as OutSpace (Hobart), Freedom Centre (Perth WA), Alphabet Crew (Wodonga), Bellarine Gasp (Geelong) and many more around the country – visit <https://www.minus18.org.au/youth-directory/> for more examples.
- Need and interest was identified through consultations with young people in local high schools and college Pride groups, which showed that LGBTIQA+ young people were not safe to take the bus to similar services in other areas due to bullying on public transport.
- The purpose of this group is to provide young people who are LGBTIQA+, questioning or allies with a shared space to build connection with each other and personal confidence, in collaboration with specialised mental health support services, acknowledging that LGBTIQA+ young people experience higher rates of bullying and abuse, higher rates of mental ill-health and often do not feel safe expressing their identity in public or mainstream youth programs.
- Glenorchy City Council's contribution includes staff time (approx. 3 hours/month) and use of shared equipment from Council's Community Development Team.
- This activity aligns with council's priority actions (2025-26):
 - o 2.1.1.1 *Deliver programs to improve opportunities for our young people*
 - o 2.1.1.2 *Partner with government and community organisations to deliver programs that improve community safety and inclusion*
- And Glenorchy City Council's Community Strategy (2021-2030):
 - o *"promote pride and inclusion of the LGBTI community" (p18).*

Q2: Is it appropriate from a child safeguarding perspective, i.e the National Child Safety Guidelines for Organisations (see attachment) particularly principles 2,3 and 8 - <https://www.childsafety.gov.au/system/files/2024-04/national-principles-forchild-safe-organisations.PDF> that these specific principles might be brought into question, given this is a group which pivots on young people as young as 12, up to 18 attending together, in one space, existing on the basis of a common denominator , - that being supporting young people around their sexual orientation and identity rather than chess or cards? Further to principles 2,3 and 8 of the National guidelines I'm asking specifically is it okay for :

A. adults who run the program and are essentially strangers/unknown to the attendees (as young as 12 year olds) , would be advising young people about their sexual orientation, given such conversations (with people who are essentially strangers), would constitute a breach of a child's personal boundaries and national safeguarding guidelines? Version: 1, Version Date: 04/09/2025 Document Set ID: 3530979 .

Response:

- This program is a facilitated drop-in activity similar to the other youth activities held by the Council's youth engagement team or any sporting group. The program is located at Pulse to support young people's familiarity with and confidence to access this service, which is part of the Tasmanian Health Service.
- This group takes a strengths-based and capacity-building approach, providing opportunities for social connection and participation in facilitated activities such as art and craft or karaoke, similar to other youth drop-in activities offered by Glenorchy City Council.
- If a young person requires individual support, they are referred to Pulse Youth Health Service or other appropriate services.
- All Tasmanian organisations interacting with young people are required to comply with the *Child and Youth Safe Organisations Act (2023)*. All organisations involved in this pilot have policies on safeguarding children and young people.
- For more information about safeguarding at Glenorchy City Council, visit <https://www.gcc.tas.gov.au/safeguarding-children-and-young-people-in-the-city-of-glenorchy/>
- For information about child and youth safety at the Department of Health, visit <https://www.health.tas.gov.au/health-topics/child-and-youth-health/child-safety-and-wellbeing>
- Project partners will involve participants in evaluation and quality improvement

B. Is it appropriate developmentally, (given the basis on which the group exists) 12 year olds would be mingling with 18 year olds, in one group, discussing issues around sexuality and identity upon which topic the group exists ?

Response:

- See above.
- The program focuses on activities such as art and craft or board games.
- People who are 18 and no longer attending college will be referred to other programs.

C. How does this program seek parental involvement or permission as this isn't mentioned on the poster found in GCC or Pulse youth Health? How are parents/caregivers informed of their child's attendance if they are 12 years old and in walk in after school after seeing the poster online?

Response:

- See above.
- This is a drop-in program hosted at a Tasmanian Government Health Service venue and, like other GCC drop-in youth activities, does not require parental permission.
- For more information contact Pulse Youth Health Service on 6166 1421.

D. If a student as young as 12 or 13 walks into the group after school, will they need to get consent from a parent/guardian to attend or to be accompanied by a parent given the group exists around sexuality and identity? For instance, will they be 'signed in' just like at any other after school programs? Can this be clarified on the poster please?

Response:

- See above.
- The program requires participants to sign an attendance sheet. Participation records are kept by Pulse Youth Health Service under their privacy and information management policies.

E. Given the nature of the group and safeguarding necessities, why is this legal requirement for permission not advertised on the poster on the group's Facebook site for Working it Out, GCC or Pulse Youth Health South for parents and caregivers to know about and consent to?

Response:

- As above, parental permission is not required for drop-in youth programs.
-

F. Can parents know the full content of what resources are available to children who attend the after school group?

Response:

- Resources provided include things like art and craft materials, board games and snacks, varying from week-to-week and in response to consultation with young people.
- Information about relevant services may be provided on an as-need basis.

G. If a student as young as 12 or 13 walks into the group after school, what safeguards are in place in relations to 17 or 18 year olds -discussing in groups with 12 year olds, their experiences and sexual orientations - given the safeguarding issues that would follow given the vast difference in thinking, physicality and legal consent implications and given the group exists for the very purpose of supporting youth on the basis of sexual and gender identity and that this would inevitably be a topic of discussion ?

Response:

- See sections above.
- This group is supervised.

Question with notice – Eddy Steenbergen, Rosetta

Received Sunday, 7 September 2025

I noticed in the Government Gazette dated 16 April 2025 https://www.gazette.tas.gov.au/editions/2025/april-2025/22479_-_Gazette_16_April_2025.pdf a notice starting with this:

PURSUANT to Section 16 of the Land Acquisition Act 1993, I Michael Jacques, Legal Practitioner of Glenorchy City Council, an Acquiring Authority for the purposes of the Land Acquisition Act 1993, do hereby declare that the land in the Schedule hereto is taken and vested in Glenorchy City Council absolutely under the said Act for Highway purposes pursuant to Section 176 of the Local Government Act 1993.

In relation to a pathway between Culloden Avenue and Lennox Avenue in Lutana.

I'd like to understand the process leading to that announcement.

Q1. What triggered the process?

Response:

The current acquisition notice is being gazetted mainly to make minor technical corrections and clarify the wording of a right of way. The laneway land was acquired several years ago.

Q2. What steps comprised the process (including any consultation or advertising)?

Response:

Mandatory advertising was carried out, including the gazettal of the notice.

Q3. Did money change hands?

Response:

Compensation was paid some years ago when the land was acquired, but this current process did not involve acquiring new land or rights. No money exchanged hands in this case.

Q4. Will the land's status become two separate titles or something else?

Response:

The laneway is now mostly on a separate title with the Council as the registered owner, with a smaller section of public access protected by a right of way over the adjoining land.

**Question with notice – Natalie Larter, President
Friends of the Glenorchy Pool (FoGP)
Received Sunday, 12 September 2025**

The Friends of the Glenorchy Pool are pleased to learn of the granting of a contract for the pool repair/renovation. We do, however, believe that the residents of Glenorchy should know more about the timeline between now and the opening of the renovated pool. We therefore ask:

Q1. Has the scope of the pool renovation project been changed in the signed contract? Items added, deleted, or specs changed in anyway?

Response:

The only significant change from what was put out to Tender is that there will now only be basic upgrades to the toddler pool due to budget. There was originally consideration of a major upgrade of the toddler pool (with beach entry and water features). This work was deemed optional as it was not raised as a safety issue but was rather explored as a potential improvement.

Q2. Has council set aside any funds for contingencies? If so, how much? If not, will it consider changing the scope of the project to accommodate cost blowouts?

Response:

Yes, Council has set aside approximately \$500,000 for unplanned contingencies if required.

Q3. The FoGP Inc accepts that circumstances may change for many possible reasons as the contract progresses but we ask for the following information from the council's current project timeline.

- a) the date when the council plans to call for tenders for an operator of the renovated pool,**
- b) when the council hopes to sign a contract with the successful tenderer for the operator, and**
- c) If circumstances change in these respects, will the council duly keep all stakeholders informed?**

Response:

Council is still working through its planning for a pool operator and will keep stakeholders informed. At this stage it is hoped to bring an operator on board early in 2026 so as to provide plenty of time for operational planning and pool staff recruitment prior to the reopening in late 2026.

7 PETITIONS/ADDRESSING COUNCIL MEETING

COMMUNITY

Community Goal – Making Lives Better

8.1 ACTIVITIES OF THE MAYOR

Author: Mayor (Sue Hickey)
Qualified Person: Chief Executive Officer (Emilio Reale)
File Reference: Activity of Mayor Report

Executive Summary

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

These are the events and external meetings attended by Mayor Hickey during the period from Monday, 18 August 2025 to Sunday, 31 August 2025.

From the period Monday 1 September 2025 to Sunday 21 September 2025, Deputy Mayor Russell Yaxley was delegated as Acting Mayor while the Mayor was on leave. When the Mayor is on approved leave, the Deputy Mayor is the designated Acting Mayor and is therefore responsible for chairing meetings and formally representing Council.

The Mayor returned from leave Monday 22 September 2025.

Recommendation

That Council:

1. RECEIVE the report about the activities of Mayor Hickey during the period from Monday, 18 August 2025 to Sunday, 31 August 2025.
2. RECEIVE the report about the activities of Acting Mayor Yaxley during the period from Monday, 1 September 2025 to Sunday 21 September 2025.

Monday, 18 August 2025

- Participated in a meeting with the CEO of Glenorchy City Council with Her Excellency, the Honourable Barbara Baker AC, Governor of Tasmania. This presented opportunity to provide an overview of Council's current work in the strategic areas of youth engagement, community safety and housing.
- Chaired the Council Workshop.
- Participated in the multicultural business leaders' roundtable at the West Moonah Neighbourhood House.

Tuesday, 19 August 2025

- Participated in the Glenorchy Jobs Hub Steering Committee Strategic Planning Meeting.

Wednesday, 20 August 2025

- Participated in Springfield Gardens Primary School's celebration activities for Book Week 2025, including school tour, classroom visits and guest reader segment.
-

Thursday, 21 August 2025

- Participated in a media event with Senator Carol Brown at Montrose Bay Foreshore regarding safety upgrades at the intersection of Montrose Foreshore and Brooker Highway.
- Participated in Her Excellency, the Honourable Barbara Baker AC, Governor of Tasmania's visit to Glenorchy City Council.
- Participated in a Civic Reception at Parliament House to welcome the visit of His Excellency Bailiff Paul Borg OSJ Lieutenant Grand Master, on the occasion of his visit to Tasmania in recognition of his leadership and ongoing service to the Order of Saint John of Jerusalem.

Friday, 22 August 2025

- Participated in a phone meeting with Andrew Wilkie.
- Participated in the Australian Local Government Women's Association General Meeting.

Monday, 25 August 2025

- Chaired the Council Meeting.

Wednesday, 27 August 2025

- Participated in the 'State of the City' event with the CEO of Glenorchy City Council.
- Participated in a meeting with a constituent regarding the Glenorchy War Memorial Pool.
- Participated in a meeting with a constituent and the CEO of Glenorchy City Council regarding Mt Hull Road, Collinsvale.

Friday, 29 August 2025

- Participated in ABC Radio's Friday Forum.

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

These are the events and external meetings attended by Acting Mayor Alderman Russell Yaxley during the period from Monday, 1 September 2025 to Sunday, 21 September 2025.

Monday, 1 September 2025

- Chaired the Council Workshop.

Thursday, 4 September 2025

- Participated in the meeting of the Glenorchy City Garden Club, recognising lifetime member Rhyll Cashion and providing the Club with a general update as to what is happening in Glenorchy.

Sunday, 7 September 2025

- Participated in the launch of the Claremont Spring Flower Show 40th Anniversary and afternoon tea at the Claremont Memorial Hall.

Monday, 8 September 2025

- Participated in the investiture for recipient of the 2025 Kings Birthday Honours at Government House.
- Chaired the Council Workshop.
- Attended the Claremont Spring Flower Show 40th Anniversary reception at Government House.

Wednesday, 10 September 2025

- Acting Mayor Russell Yaxley and CEO of Glenorchy City Council attended the Rotary Club of Claremont as guest speakers and presenters.

Sunday, 14 September 2025

- Participated in the National Battle of Britain Anniversary 2025 at the Hobart Cenotaph.

Monday, 15 September 2025

- Chaired the Glenorchy Planning Authority meeting.
- Chaired the Council Workshop.

Wednesday, 17 September 2025

- Officiated at the citizenship ceremony at MyState Bank Arena.

Sunday, 21 September 2025

- Attended the 2025 SFL Premier League Grand Final Luncheon, North Hobart Oval.
- Participated in the Glenorchy Knights Football Club 2025 Trophy Presentation Dinner at MyState Bank Arena.

Attachments

Nil

8.2 CUSTOMER SERVICE REPORT 2024/25

Author: Manager Contact and Guidance (Robbie Shafe)

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

File Reference: CS Report 2024/25

Executive Summary – Customer Service Report 2024/25

Council's Customer Service Report 2024/25 provides a comprehensive overview of how Council has performed in meeting its service obligations, handling complaints, and progressing the implementation of its Customer Service Strategy 2020–25.

Customer Complaints. During the 2024/25 financial year, 48 formal complaints were recorded in Council's Complaints Register. All complaints (100%) were acknowledged within five working days and responded to within the target of 15 working days, demonstrating strong compliance with Council's service level commitments.

Customer Satisfaction (CSAT). Council achieved an overall CSAT score of **88.4%**, an improvement on the previous year's result (86.7%) and significantly higher than the industry benchmark of 75%. Monthly CSAT scores did not fall below 82.2%, reflecting consistent and high levels of customer satisfaction. Council also received over 300 comments through its feedback channels, providing valuable insights into customer experience.

Customer Service Strategy 2020–25. Council has successfully delivered **96% of the 38 actions** identified for completion under the five-year Customer Service Strategy. Of the remaining actions, nine are on hold pending the Core Systems Review Project (Project Hudson) and one remains in progress. The Strategy has resulted in substantial improvements in service delivery and established a strong foundation for Council's next phase of work.

As the Strategy concludes in 2025, Council will transition to a **Customer Experience Framework**, which will consolidate key policies, service commitments, and guiding principles into a flexible, annually reviewed framework. This will ensure that community expectations and feedback continue to drive service improvements and that customer experience remains central to Council's operations.

Unreasonable Customer Conduct Policy. Council took action under this policy on one occasion in 2024/25, extending an existing restriction for a further 12 months due to continued unreasonable conduct.

Conclusion

Overall, 2024/25 has been a year of strong performance for Council in customer service, with high satisfaction scores, full compliance with complaints management timeframes, and substantial progress made under the Customer Service Strategy. The upcoming shift to a Customer Experience Framework represents an important step in embedding customer-focused service into Council's long-term operations.

Recommendation

That Council:

1. RECEIVE and NOTE the attached Glenorchy City Council Customer Service Report 2024/25.

Community Plan Reference	<p>Making Lives Better We deliver services to meet our community's needs.</p> <p>Open for Business We value our community by delivering positive experiences.</p> <p>Leading Our Community We are a leader and partner that acts with integrity and upholds our community's best interests.</p>
Strategic Plan Reference	<p>Deliver services to our community at defined levels.</p> <p>Provide a high standard of customer service and continuous improvement by investing in our people, systems and processes.</p> <p>Listen to our community to understand their needs and priorities.</p> <p>Communicate effectively with our community and stakeholders about what Council is doing.</p>
Consultation/ Engagement	<ul style="list-style-type: none"> • Executive Leadership Team • Coordinator Customer Service • Manager Development • Operations and Maintenance Supervisor <p>There was no community consultation undertaken in relation to the report itself. However, extensive community consultation is continuously being undertaken following customer interactions. This forms the report's content and has already had a considerable impact on the way services are delivered, resulting in improvements.</p>
Resources	<p>There are no material financial or human resources implications.</p>
Risk/Legal/ Legislative/ Reputational	<p>The report is for noting only. There are no material risk management implications. However, public perception may be that Council provides poor customer service. Community perception of Council customer service may be positively influenced by reporting against service level commitments, publishing the CSAT score, informing the community of feedback received, and updating the community on the Customer Service Strategy's actions.</p>
25/26 Budget Allocation	<p>Not applicable</p>

Life of Project, Service, Initiative or (Expectancy of) Asset	Not applicable
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	Not applicable
Other Funding Sources	Not applicable

Proposal in Detail

1. Since 2020, Council has expanded the contents of the annual report for customer complaints received during the previous financial year, adhering to the requirements of the Local Government Act 1993. To provide a better idea of how the level of customer service is tracking, in addition to the complaints, the annual report includes:
 - Customer Satisfaction (CSAT) Score.
 - Customer Service Strategy 2020-25 actions progress updates.
 - Actions taken under the Dealing with Unreasonable Customer Conduct Policy.
 - Commentary feedback.
 - Service level highlights from across Council's many departments.
2. The full Customer Service Report 2024/25 can be found in the attachments. This report provides a summary of the highlights.

Customer Complaints

3. For Council to monitor its performance against the Charter and meet its service level requirements, it has established and maintains a complaints register (Register). The information in this report is extracted from the Register.
4. It is important to note that the 'complaints' documented in this report refer to formal complaints that have been made and subsequently investigated. It does not report on every item of negative feedback that Council receives falling below that threshold. This is impractical to track and would not provide an accurate measure of overall satisfaction with services. Initially, when a customer contacts Council, a 'service request' is lodged to report an issue with part of Council's infrastructure or services provided (for example, a pothole, damage to playground equipment, or a missed kerbside bin collection).

5. Under Council's Customer Service Charter (Charter), a 'complaint' is recorded on the Register when a 'service request' has been made but has not been actioned or where there is dissatisfaction with the outcome of the request.
6. From 1 July 2024 to 30 June 2025, there were 48 complaints recorded on the Register. Council's service level commitment for complaints is for acknowledgement to be made within five working days, with a target of a response within 15 days. All 48 (100%) of 2024/25 complaints met the service level commitment.

Customer Satisfaction (CSAT) Score

7. The CSAT score is calculated by identifying the percentage of 'satisfied' customers from the total number of customers who have completed the survey following an interaction with Council.
8. Council provides the option for customers to leave a score via the following methods:
 - Tablets in the Council Chambers' foyer and at the Moonah Arts Centre.
 - After phone calls to the Customer Service Centre using an automated service.
 - Auto-response to emails sent through to the corporate email address (gccmail@gcc.tas.gov.au).
 - Council Officers' email signature when responding to enquiries.
9. From the 3,264 responses received during the 2024-25 financial year, Council received a CSAT Score of 88.4%, which is a slight improvement on the previous year's score of 86.7%. Council's monthly CSAT score didn't drop below 82.2% during this year, a very pleasing result overall, and much higher than the industry benchmark of 75%. Council also received 300 comments through this feedback method.

Customer Service Strategy

10. In September 2020, Council approved the Customer Service Strategy 2020-25. Based on the feedback received throughout the project, the strategy outlines the four pillars of customer service that our community values. From these four pillars, 48 actions were identified to be completed throughout the five-year life of the strategy.
 11. Overall progress is as follows:
 - Overall, progress is at 87% of the Strategy's action plan (including progress of actions at the time they went on hold).
 - 37 actions (77%) are complete.
 - 1 action (2%) is still in progress.
 - 9 actions (19%) are on hold.
 12. One action (3.3.2 - Implement improvements to the Customer Service Centre) will not be completed as Council decided not to progress stage one of the City Scape project.
-

13. Overall, progress and completion have been a success over the last five years, with 75% of the actions complete. Nine of the actions that are 'on hold' are directly linked to the Core Systems Review Project (Project Hudson), that has been placed on hold whilst the project's direction is decided. These, plus the action that is still in progress will continue to be worked on after the life of the Strategy.
14. Out of the 38 actions that are able to be completed, 37 (96%) have been finalised.
15. Since Council's Customer Service Strategy is coming to an end in 2025, and most of the action plan has been completed, it's time to determine the next steps for Council in the Customer Service space.
16. Rather than rolling over to another Strategy, we will now transition to a Customer Experience Framework, that will be an overarching document outlining Council's vision, service principles and commitments for how we serve our community. This framework will also incorporate a number of our current policies, such as our Customer Service Charter, Service Level Agreement, Dealing with Unreasonable Customer Conduct Policy, and Complaints Management Policy, bringing them together to paint a vivid picture of what our community can expect when dealing with Council, and the level of service we provide.
17. This document will be reviewed annually, it will be a far more flexible, evergreen framework that guides decisions following the big step-change work that has been done under the Strategy, will help us set the foundations for what we now consider 'business-as-usual', and will largely be guided by the feedback that we have received over the last five years of the Strategy, via the feedback surveys.

Unreasonable Customer Conduct Policy

18. As per the Dealing with Unreasonable Customer Conduct Policy, Council has committed to report annually on the occasions that actions were taken under the policy.
19. During the 2024/25 financial year, Council acted under this policy on one occasion. On this occasion, it was to extend an existing restriction (accessing Council Chambers) for a further 12 months due to continued unreasonable conduct.

Attachments

1. Glenorchy City Council Customer Service Report 2024-25 [**8.2.1** - 39 pages]



Customer Service Report 2024/25

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Introduction

Council, like all local government authorities, provides a range of services and functions to its local community. Key to the delivery of those services is how Council serves its community.

Council is committed to providing its 50,000+ residents with outstanding service across all areas of Council's operations. To achieve this, Council must understand the needs and expectations of our community and deliver in line with this commitment. Through the development of the Customer Service Strategy 2020-25, surveys, Customer Satisfaction (CSAT) Score, requesting feedback, complaints and community engagement, Council has sought to identify what excellent customer service looks like in Glenorchy, and how to provide it.

This report covers a number of these areas, providing insight and reflection on how well Glenorchy City Council is providing its community the level of customer service that we are aiming for. This is now the fifth consecutive year that the Customer Service Report has been produced.

Customer Satisfaction (CSAT) Score

Council is committed to providing our customers with outstanding service. To be able to listen to our customers, their needs and expectations, we needed to make it possible for them to leave feedback on their interactions with us. Together with the comments, we needed to evaluate our performance against a score, deciding on a target to aim for. We identified the Customer Service Satisfaction (CSAT) Score as the ideal mechanism to calculate this, and overall how satisfied our customers are with our service.

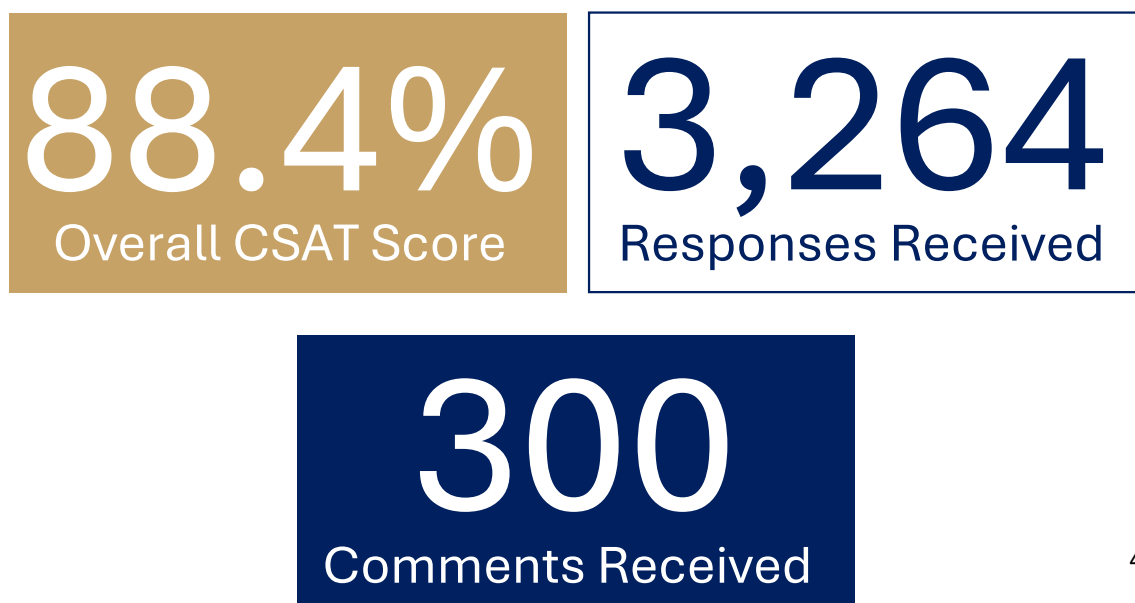
The CSAT Score is calculated by identifying the percentage of 'satisfied' customers from the total number of customers completing the survey. For Glenorchy City Council, the customer is offered a 4 option scale of satisfaction depending on how the survey is taken. For example, if asked 'how did we do today?' the scale may be 1-4, with 1 being extremely poor and 4 being excellent. The customers that responded with 3s and 4s would be calculated as a percentage. If the scale is 'poor', 'just ok', 'good' or 'excellent', then the 'good' and 'excellent' responses would be calculated as a percentage.

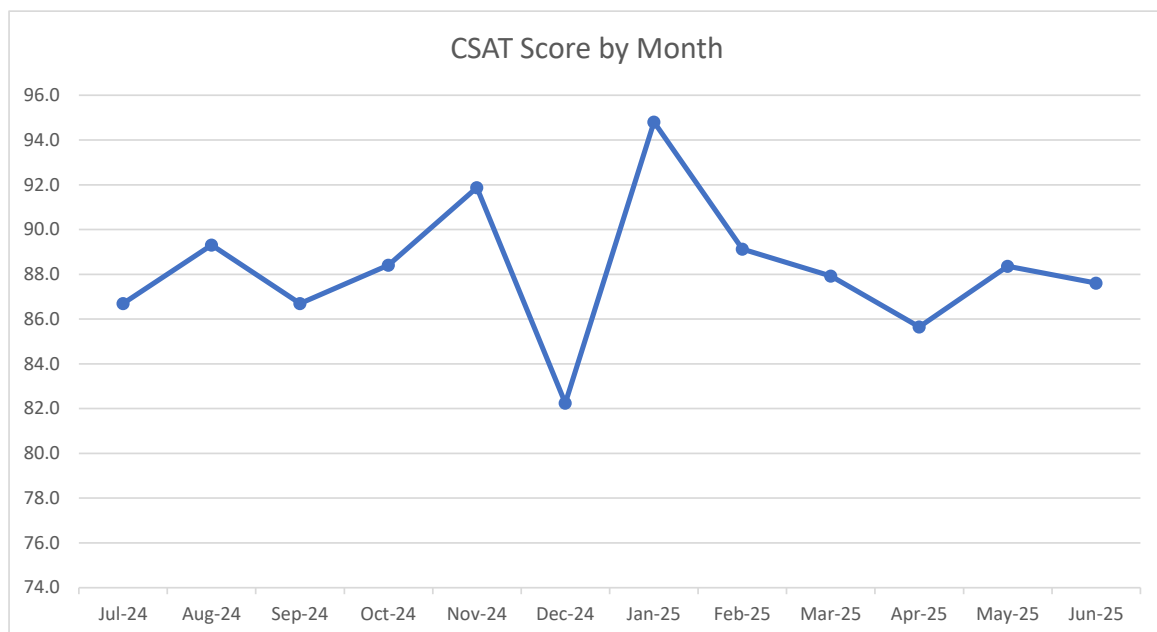
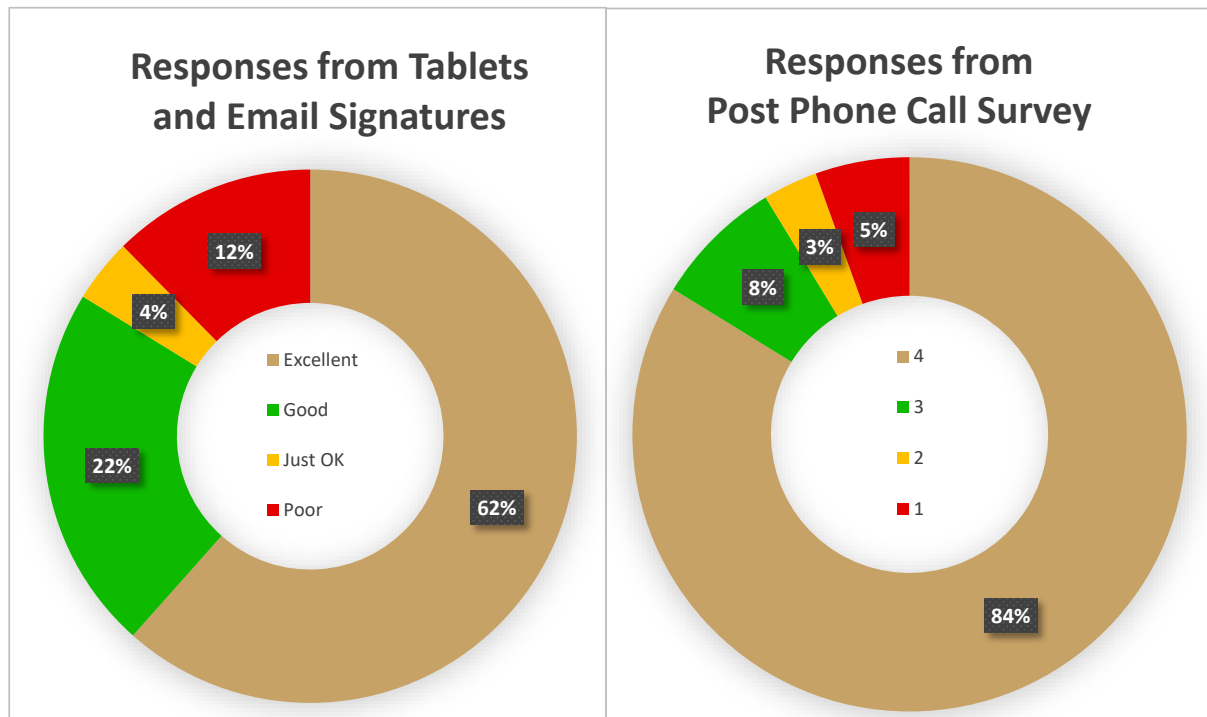
Bearing in mind the responsibility of Local Government and its requirements when completing its functions, the industry standard for an organisation such as Glenorchy City Council is a target CSAT Score of 75%.

Currently, Council provides the option for customers to leave a score via tablets in the Chambers' foyer and at the Moonah Arts Centre, after phone calls to the Customer Service Centre using an automated service, as an auto-response to emails sent through to the corporate email address (gccmail@gcc.tas.gov.au) and via various Council Officers' email signatures when they respond to enquiries. Currently, the teams that have the CSAT survey on their individual signatures are Customer Service, Public Compliance (Parking, Animals and Fire Risk Abatement), Building, Planning, Plumbing, Environmental Health and Development Admin.

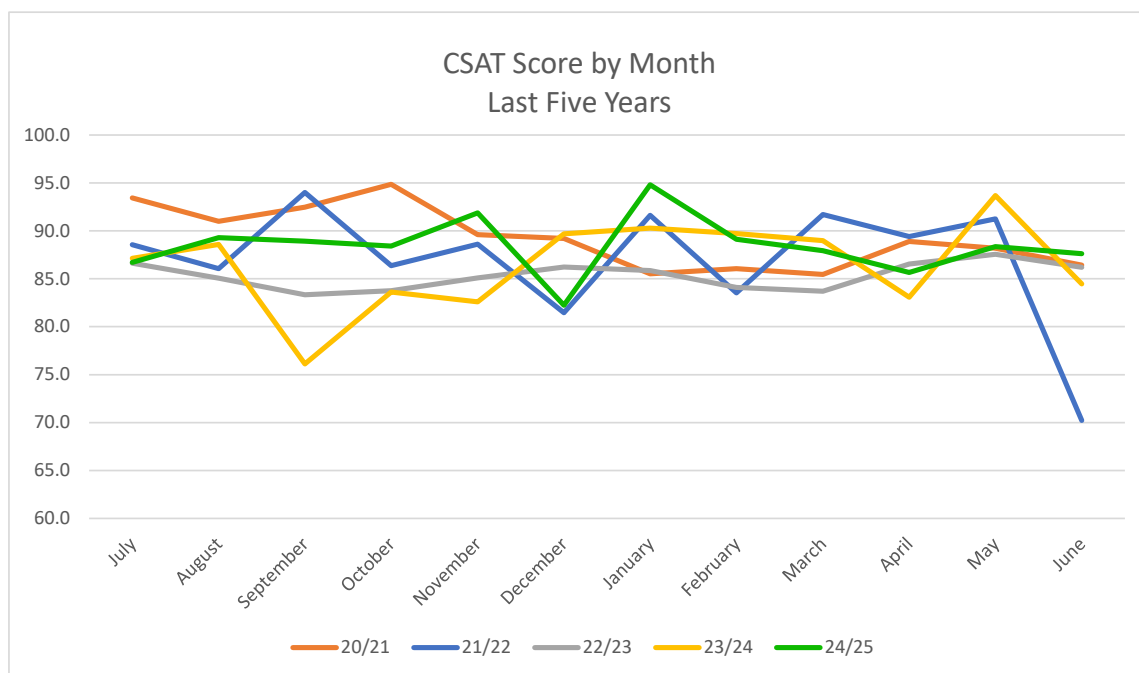
Customers are also able to leave a comment when completing the survey via the tablets, the auto-response to corporate email, and the Council Officers' email signature.

Scores left by customers are anonymous. The response system also allows the comments received to be left anonymously too, if preferred.

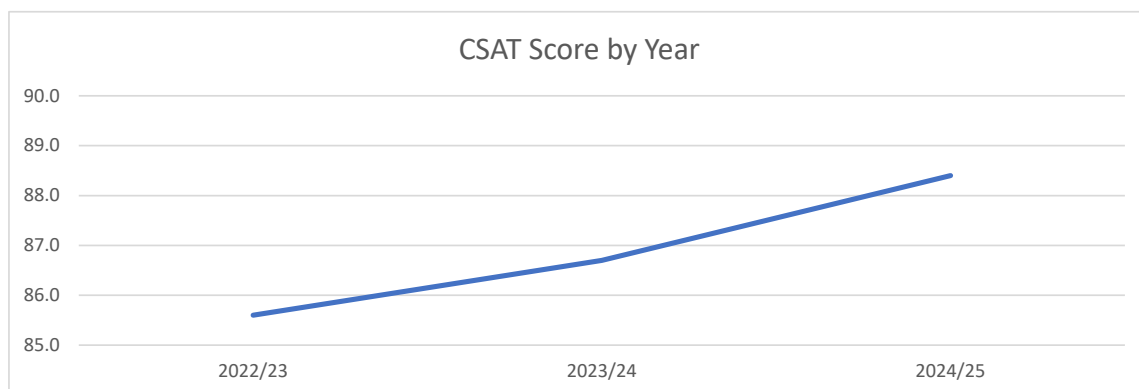




The CSAT scores across the financial year demonstrate a generally high level of customer satisfaction. Although the graph shows a small dip in December, followed by a rise in January, the CSAT score didn't drop below 82.2%, a very pleasing result overall, and much higher than the industry benchmark of 75%.



Scores across the last five years have been consistently high, other than the previously reported dip during June 2022. This is most likely due to the fact that we were experiencing a very difficult period of COVID-related low staffing levels across Council, but most significantly in the Customer Service Centre. During this period, staffing levels were so low that we were forced to close Council Chambers to continue to be able to serve customers in the call centre. As you can see in the graph, this had improved by July 2022, and remained fairly constant throughout the year, even through the notoriously busy periods of rates and dog registration due dates, buoyed by the fact we were able to resource adequately.



Overall annual scores across the last three years, since we rolled out the survey to more teams' email signatures within Council, have steadily increased as indicated in the above graph.

Through the CSAT Score responses, we also received 300 comments from customers. These are largely positive, however there were many that prompted process and procedural changes within Council. Every red light is also investigated, and responded to if they were not left anonymously. A full list of these comments and the survey response they are linked to can be found in **Appendix A**.

Council-wide Highlights

It has once again been an exceptionally busy year for Council staff, who have been working hard to investigate and respond to customer enquiries, process applications, and maintain community assets. Customer service is not the sole responsibility of the Customer Service Team—it is a shared responsibility of every Council staff member. Regardless of department, every employee plays a role in delivering services to the community, whether or not they have direct contact with customers. Collecting statistics from across the organisation provides a more accurate picture of how well we are serving our community as a whole, rather than relying solely on call centre data, which does not tell the full story. Below are some key highlights drawn from across the organisation, which will continue to expand over time as more information is identified and captured through ongoing system improvements.

46,711
Customers served via phone
and front counter

84%
Service Level

The 'Service Level' is the percentage of customers that are answered within 60 seconds when calling Council's call centre. Council's commitment is 80%, which was delivered, whilst also improving slightly on last year's service level of 82%.

39 SECONDS

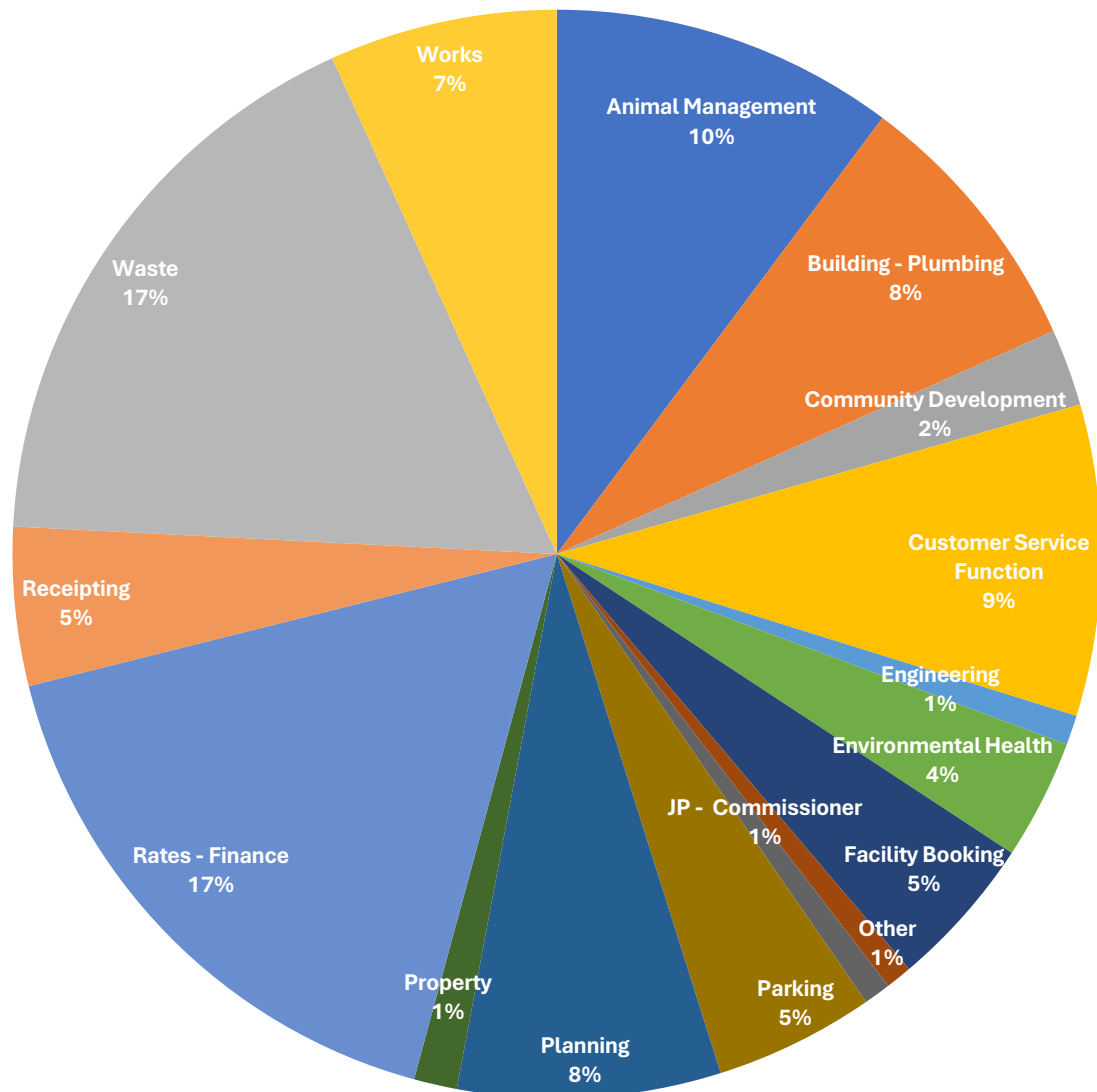
Average call centre wait time

4 MINS **16** SECONDS

Average call centre service time

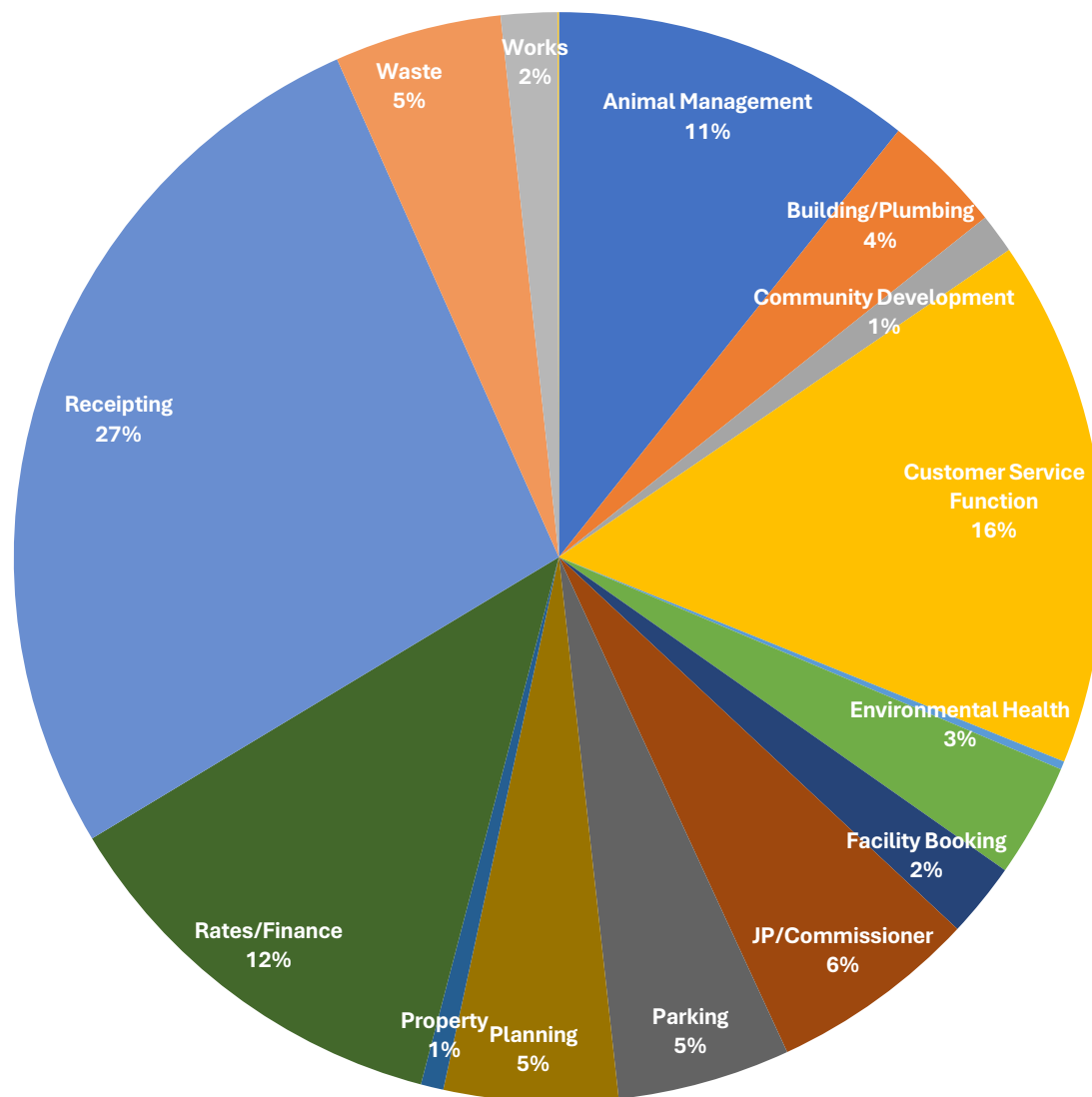
The 'Service Level' across the twelve months stayed pretty consistent, with a slight improvement from 82% last year, and still above Council's commitment in the Customer Service Charter. We have seen a slight increase in average call centre wait time and average call centre service time too, which is partly a continuation of the number of new Customer Service Officers (CSOs) we have recruited in the previous financial year, as well as the commitment to completing the customers' enquiry first time, rather than requiring further, follow-up contact.

Types of enquiries received in the call centre



Customer Service Officers receive calls about all sorts of Council's functions. This shows the breadth of enquiries we receive, with Planning, Rates, Building/Plumbing, Animals and Waste the most frequent. "Other Customer Service Function" is essentially anything that doesn't fit into the other categories, and are largely around providing the customer information on a subject. These are sometimes not Council related, but the Officers will assist in any way they can.

Types of enquiries received at the front counter



Customer Service Officers also deal with all sorts of enquiries regarding Council's functions at the front counter. This paints a similar picture to the call centre, with Planning, Rates, Building/Plumbing, Animals also the most frequent, but also includes a large portion of receipting enquiries.

Both of these charts are comparative to previous years, with the portion of enquiries for each almost identical, showing the consistency of Council's services and provisions.

11,723

Total Customer Service
Requests Created

Customer Service Requests are created when an action is required by Council following a customer enquiry. This might be a pothole repair, a call back, a stray dog or other Council functions.

20,838

Articles of correspondence received

Council receives a lot of emails, letters, and website submissions. During the 2024/25 financial year, Council received, registered and distributed 20,838 articles of incoming correspondence to the relevant departments to respond to.

1.1 days

Average time to respond to
incoming correspondence

98.5%

Incoming correspondence responded
to within Council's commitment

As per Council's Customer Service Charter, we commit to providing a response to all incoming correspondence within 15 working days. This has been the case for 98.5% of the correspondence received last year, with an average time to respond of just over 1 day.

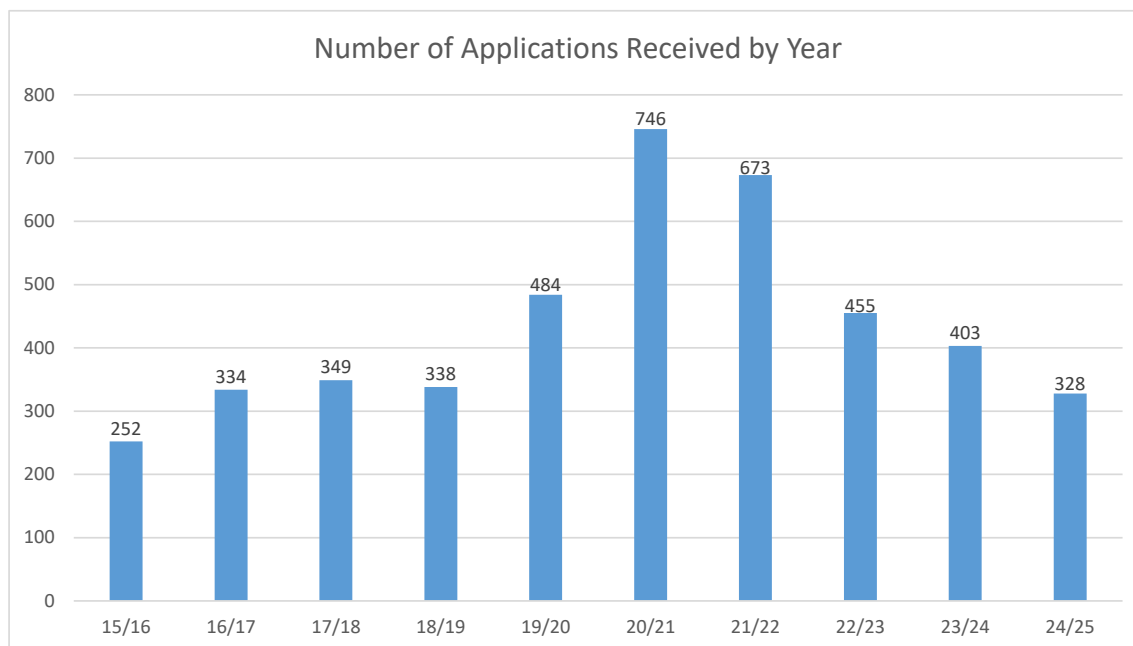
3,254

Number of call back
requests received

Council received 3,254 call back requests. These are requests created when a customer calls to speak to a staff member, but they are unavailable. A call back request is then submitted to the staff member to call the customer back. Council's commitment in the Charter is to return these calls by the end of the next business day. 43.7% of call back requests were completed within this timeframe, and 54.2% within three days. 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 the statistics are not accurate at all.

328

Number of Development
Applications Received



Council's Development Department have been busy again, processing 328 applications this year. This year sees a continued slide in number of applications, but still a considerable amount to process. 96% of applications were processed within the statutory timeframes.

468

Food premises inspections

Council regularly inspects food premises in the Glenorchy area to ensure businesses are serving food safely and in line with the *Food Act 2003*.

291

Environmental Health nuisances
investigated

2,911

Works requests created

Works requests are created when a customer brings to our attention an issue with our assets. A works request is created for our staff to head out and complete the work, such as fill potholes, remove fallen trees, clear dumped rubbish, community hall maintenance etc. A huge 94.5% of these were also closed within the same month during the financial year. About 43% of these related to roads.

Although unpopular with those who receive them, issuing parking infringements is essential to keep the community safe, and to ensure the intended turnover of vehicles to assist local businesses. Concentrating on the Moonah and Glenorchy CBDs, schools and car parks, Council Officers conducted 4,087 patrols across last financial year, racking up over 2.5million steps between them.

5,989

Parking infringements issued

4,087

Parking patrols

2.5

million

Steps by Parking Officers

6,966

Dogs registered

402

Roaming dog notifications

245

Barking dog requests

Glenorchy has one of the highest number of dogs per capita in the State, requiring constant resourcing to ensure the community is complying to the *Dog Control Act 2000* and Council's Animal By-Law. Council actioned 240 barking dog requests from the community, with 8 of them escalating to requiring sound recording equipment set up to monitor noise levels and frequency of the nuisance.

Customer Complaints

The *Local Government Act 1993 (the Act)* requires that the General Manager provides an annual report on customer complaints to Council. Specifically, section 339F(5) of the Act provides:

“The general manager is to provide the council with a report at least once a year of the number and nature of complaints received”

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

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

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

From 1 July 2024 to 30 June 2025, there were 48 items identified as ‘complaints’ recorded on the register. Council’s service level commitment for complaints is for them to be actioned or acknowledged within 10 working days.

A summary is provided in the tables below. Complaints have been reported against the team in which the relevant function sits, to allow for a more informative report, while also allowing for more accurate reporting for future comparisons if functions within the Directorates change.

24/25 Performance

Total Complaints against Council	Response sent within Service Level
48	48

Summary & Comparison

	2024/25	2023/24	2022/23
Total Registered	48	40	47
Response sent within Service Level (10 working days)	48	37	46
Service Level %	100%	93%	98%

By Source	2024/25	2023/24	2022/23
Phone	4	1	2
Written/Email	11	25	11
In Person	0	0	0
Internet	33	14	34
By Directorate			
Community & Corporate Services	19	21	19
Infrastructure & Works	29	17	28
Executive Support	0	2	0
By Area			
Planning	8	6	0
Animal Management	3	6	8
Asset, Engineering & Design	4	1	10
Building & Plumbing	1	0	5
Communication/Events	0	2	0
Customer Service	1	2	3
Environment	1	0	0
Environmental Health	3	1	2
Finance	1	0	0
Legal	1	1	0
Parking/Compliance	13	10	4
Property	1	0	1
Rates	0	1	3
Waste	6	4	3
Works Centre	5	5	7
Complaints escalated to Ombudsman	1	1	6

The previous data indicates there has been a consistent trend across the last three years. A review of Council's Customer Service Charter, with its clearer definition of a complaint, along with additional training for Council Officers has resulted in this consistency, as previous years' statistics were unreliable. 100% of these complaints were actioned and responded to within Council's commitment of 10 working days, and there are therefore no open complaints.

Teams that are not listed did not receive any complaints in any of the last three years.

Unreasonable Customer Conduct

Glenorchy City Council is committed to our community and to giving customers outstanding service in accordance with Council's Customer Service Charter. However, at times, Council's obligation to provide services or outcomes may be inconsistent with customers' requests or expectations. This may result in unpleasant dealings or interactions.

In 2018, Council adopted the *Dealing with Unreasonable Customer Conduct Policy*, to provide guidance to staff on how to deal with unreasonable conduct by customers, and set out the actions that Council will take in response to unreasonable customer conduct. This policy was reviewed and readopted in 2022.

As per the policy, unreasonable customer conduct is identified as any behaviour by a current or former customer which, because of its nature or frequency, adversely impacts the health or safety of Council's staff, other service users and customers or the customer himself/herself, or the ability of Council to equitably utilise its resources to provide services to the community.

Unreasonable customer conduct includes the following, as defined in the policy:

- unreasonable demands
- unreasonable persistence
- unreasonable arguments
- unreasonable lack of cooperation, and
- unreasonable behaviour.

Council maintains a register which documents each time the policy is applied. Each entry into the relevant database outlines the nature of the restrictions imposed, their duration and any other relevant information.

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

During the **2024/25** financial year, Council acted under this policy on **one** occasion. On this occasion, it was to extend an existing restriction (accessing Council Chambers) for a further 12 months due to continued unreasonable conduct.

Customer Service Strategy Update

In September 2020, Council approved the Customer Service Strategy 2020-25. Based on the feedback received throughout the project, the Strategy outlines the four pillars of customer service that our community value. From these four pillars, 48 actions were identified to be completed throughout the five-year life of the Strategy. The report that went to Council to approve the Strategy also committed to an annual update report on the progress of these actions.

In **Appendix B**, you will find the snapshot report of the Customer Service Strategy 2020-25's progress. Overall progress is as follows:

- Overall, progress is at 87% of the Strategy's action plan (including progress of actions at the time they went on hold).
- 37 actions (77%) are complete.
- 1 action (2%) is still in progress.
- 9 actions (19%) are on hold.

One action (3.3.2 - Implement improvements to the Customer Service Centre) will not be completed as Council voted to cease stage one of the City Scape project.

Overall, progress and completion has been a success over the last five years, with 75% of the actions complete. 9 of the actions that are 'on hold' are directly linked to the Core Systems Review Project (Project Hudson), that has had to be placed on hold whilst the project's direction is decided. These, plus the action that is still in progress will continue to be worked on after the life of the Strategy.

Out of the 38 actions that are able to be completed, 37 (96%) have been.

Appendix A – CSAT comments

Response	Response Date	Comment
★ Gold Star	3 Jul 2024 10:43	Very happy anytime we contact GCC :) Efficient service & always a Happy outcome. Cheers Lyn #####
★ Gold Star	4 Jul 2024 10:13	Very Responsive
★ Gold Star	4 Jul 2024 13:13	Very polite quick and officiant
★ Gold Star	5 Jul 2024 10:02	Your working is awesome 🤝 I love the service it's 🤝 From Fatima the great
★ Gold Star	5 Jul 2024 16:26	Efficient and friendly thank you
⚠️ Red Light	8 Jul 2024 12:21	Someone standing behind the counter, hands in the pocket and condescending when I didn't understand what was behind explained to me. I hope my feedback doesn't impact on my application. I've been in the service industry a long time, I've lived in the community a long time. Hopefully my next enquire is a yellow star of excellence!!!
★ Gold Star	8 Jul 2024 14:58	Such lovely staff
★ Gold Star	8 Jul 2024 16:41	Thank you for your quick response. it is appreciated.
★ Gold Star	10 Jul 2024 09:42	Very prompt and efficient service.
★ Gold Star	10 Jul 2024 11:32	Quick response
★ Gold Star	10 Jul 2024 13:36	thank you very relieved that my forgetfulness has been so kindly forgiven this time.
★ Gold Star	11 Jul 2024 15:04	Lovely receptionist
⚠️ Red Light	12 Jul 2024 08:33	I have to continually contact Glenorchy council which has occurred on a number of occasions regarding pickup of waste at the said address and every time been told to ring council at 4:00pm on a Friday which is a inconvenient time as it's end of the working week.
★ Gold Star	12 Jul 2024 12:32	Good communication and understanding
★ Gold Star	15 Jul 2024 13:12	Used jp service. Fabulous
★ Gold Star	16 Jul 2024 09:40	Prompt processing of the dog rego application. Thank you
⚠️ Red Light	16 Jul 2024 14:37	As a Building Surveyor I received an email to say that a job is expiring but did not say when it expires (so no specific information) I am away overseas until mid-September and checked all outstanding jobs and before I went to ensure none would expire whilst away including this one (##### Granton) I then spoke to the owner who said nearly would be finalised by the time I got back and before it expired) The lack of a date makes it difficult for me to get sorted but I will contact my colleague who is handling any issues that arise to sort Thanks
★ Gold Star	16 Jul 2024 15:48	No need t email me back...but the assistance I received from Chelsea was great. The issue I raised was fixed first time, and quickly too. Many thanks
★ Gold Star	17 Jul 2024 09:49	Very satisfied with the customer service today :)
★ Gold Star	17 Jul 2024 23:16	The male staff member who spoke to me was very perlte & understanding to my mistake on my form. So please pass it on to that staff member that I appreciate his quick respond to my email. Thank you C A #####
★ Gold Star	18 Jul 2024 10:50	Unfortunately the drain has a deeper blockage. Thanks
★ Gold Star	18 Jul 2024 13:35	Very prompt and helpful, thank you very much :)
⚠️ Red Light	18 Jul 2024 14:35	The issues in the original email have not been addressed, still waiting for the roads to be brought up to a basic standard, i have just sent another email asking again
★ Gold Star	18 Jul 2024 17:44	Excellent hassle-free outcome and quick response. Thank you
★ Gold Star	19 Jul 2024 10:33	Great operator
⚠️ Red Light	19 Jul 2024 13:49	I'm,Mann Nnjkkkm NbnmmnmjnytfvbnmMJgthjji

[illegible]

☹️ Red Light	14 Aug 2024 15:01	Receiving RFI's from Engineering Department and then response times dragging out to internal capacity.
★ Gold Star	20 Aug 2024 16:15	I am so pleasantly surprised at the prompt response and resolution to my difficult query. Fantastic customer service! Thank you so very much!
☹️ Red Light	22 Aug 2024 09:44	No response from area
★ Gold Star	22 Aug 2024 16:06	Thank you for your kindness:)
★ Gold Star	24 Aug 2024 12:33	all good...
★ Gold Star	26 Aug 2024 18:01	Very fast and helpful with information regarding property information. Well done.
★ Gold Star	26 Aug 2024 18:03	Uvika is a great employee. Respectful and helpful. Thanks.
★ Gold Star	26 Aug 2024 18:56	Happy with the very prompt response!
★ Gold Star	27 Aug 2024 10:23	Timely and brilliant!
★ Gold Star	27 Aug 2024 18:10	My query was answered by personal phone call the same day it was submitted. The outcome was great for me. But more importantly Aron was so courteous and pleasant in his conversation. Thank You Aron.
★ Gold Star	29 Aug 2024 11:40	Very prompt courteous and timely response from Aron
☹️ Red Light	29 Aug 2024 14:41	20 minutes to answer the council phone, to complain the the Garbo had NOT picked up and Emptied our Yellow Bin, There are workman in our street who will verify our bins were placed out the night before ,Green bin was emptied , NOT Yellow bin
★ Gold Star	29 Aug 2024 15:56	Thanks very much for following up on my email and issuing the car in question a ticket.
★ Gold Star	29 Aug 2024 17:14	Very quick and helpful response to my enquiry.
★ Gold Star	1 Sep 2024 20:34	friendly staff, easy to talk to
☹️ Red Light	4 Sep 2024 12:37	I am very disappointed with the response from council, we understand there are issues with staff shortages in the planning department, however the response was very dismissive and does not assist us in moving our project forward. We are now in a position where there may be too much risk for our client to proceed with lodging a DA which provides much needed housing.
☹️ Red Light	6 Sep 2024 12:35	I spoke with a woman who chose to ignore everything I said or simply did not listen to my request and continually offered to send me a copy of an invoice that I expressly said four time I already had. Receptionists are supposed to listen aren't they????
★ Gold Star	6 Sep 2024 15:14	Please update me once Shane ####, the Facilities Officer, has received the email you'll be forwarding. Kindly ask him to reply directly to me at ####. Additionally, please keep me informed about his response to you. Thank you!
☹️ Red Light	8 Sep 2024 18:19	I haven't had a reply one week after submitting my request
★ Gold Star	9 Sep 2024 11:56	Grateful for the clear communication in seeking the withdrawal of a parking infringement and for the kind and favourable consideration shown by GCC Senior Parking Officer Aaron ####.
★ Gold Star	10 Sep 2024 11:09	Thank you.
☹️ Red Light	12 Sep 2024 18:30	The planning officer refuses to answer emails I have submitted plans for planning approval and the officer #### is delaying the process with invalid excuses It shouldn't take 9 months to gain planning approval

★ Gold Star	13 Sep 2024 19:38	Thank you
★ Gold Star	14 Sep 2024 15:06	Thanks so much to the work gang and team who followed up the dumped rubbish on Nielson Drive Montrose. Much appreciated.
⚠ Red Light	16 Sep 2024 21:03	Lack of empathy
★ Gold Star	18 Sep 2024 11:30	Aaron was very helpful, I received a swift response! Thank you
★ Gold Star	18 Sep 2024 14:50	Fast and efficient though out of all of the utility providers GCC was the only one who required me to fill in a form. All other providers allowed me to make the change over the phone.
⚠ Red Light	24 Sep 2024 18:15	Planning matter not dealt with in a timely manner.
★ Gold Star	25 Sep 2024 14:27	Super prompt response from your planning officer (within a few hours of original query). Thanks, Naman.
★ Gold Star	26 Sep 2024 13:13	fast reply and helpful response
★ Gold Star	26 Sep 2024 17:19	Awesome
🟢 Green Light	26 Sep 2024 17:19	Awesome
🟢 Green Light	26 Sep 2024 18:45	Thanks for fixing the pot hole, it will most likely need doing again after the next lot of rain, so many trucks up and down the road to Cadbury every day, the whole road really needs doing properly from the old school upwards. Our house shakes and rumbles every time trucks come bouncing up the road.
★ Gold Star	30 Sep 2024 12:02	Information & clip for recycle bin Very helpful & friendly Lady
★ Gold Star	1 Oct 2024 16:37	Very reasonable result I won't make the mistake again.
★ Gold Star	3 Oct 2024 12:44	Awesome
★ Gold Star	3 Oct 2024 13:05	Jade was amazing
★ Gold Star	3 Oct 2024 16:09	Mel was really great and provided the info I needed promptly .
★ Gold Star	4 Oct 2024 12:42	Excellent customer service
★ Gold Star	4 Oct 2024 16:32	Great service:)
⚠ Red Light	6 Oct 2024 12:47	Very disappointed that on this one off occasion while helping an elderly, Glenorchy rate payer the parking fine could not be withdrawn. I hope more half hour parking spots can be located close to the easy access entrance of Northgate.
★ Gold Star	7 Oct 2024 11:25	Quick and patient reply from clerk
⚠ Red Light	7 Oct 2024 15:27	never heard back
🟢 Green Light	8 Oct 2024 20:02	Communication at the Council office and by email was prompt and helpful.
🟢 Green Light	9 Oct 2024 16:27	Thank u so much pooks xxx
⚠ Red Light	9 Oct 2024 16:28	Not sigma
★ Gold Star	10 Oct 2024 13:11	Thanks Mandy
★ Gold Star	14 Oct 2024 12:59	Great friendly helpful service thanks
★ Gold Star	14 Oct 2024 21:54	I submitted a request for replacement bins due to damage from the strong winds. I had a very quick response and they were very helpful regarding a request to collect loose rubbish from a reserve. Thanks GCC.
★ Gold Star	15 Oct 2024 12:49	Deceased estate. As daughter of deceased I was helped with my enquiry and given help to resolve.
★ Gold Star	15 Oct 2024 17:17	David #####s answer to my question was concise and he responded same day which was a surprise. Thankyou
⚠ Red Light	16 Oct 2024 13:06	GCC should look at their signage! Signage very unfair not many people would not look up at a stair rail way above the usual Hight



























★ Gold Star	17 Oct 2024 12:39	Done well
☹ Red Light	17 Oct 2024 15:51	No one gets back to you Poor
★ Gold Star	21 Oct 2024 10:26	Usual first class attention and appropriate assistance
☹ Red Light	25 Oct 2024 11:28	The signage for the outside parking at Northgate is not clear and an opportunistic way to collect fines
☹ Red Light	28 Oct 2024 07:40	You're an absolutely abysmal council and I truly wish I could choose not to have to deal with you ever again. Unfortunately I live where I live.
★ Gold Star	29 Oct 2024 13:15	Speedy turn around on invoice is always valuable when getting projects to happen.
★ Gold Star	29 Oct 2024 16:02	Yorta yorta palawa Koori koorrie
★ Gold Star	31 Oct 2024 13:36	Customer service representative was very friendly and took all my details for Andrea #### to contact me when back in the office. Thank you Dionne ####
☹ Red Light	7 Nov 2024 21:57	You did not read my email. My dogs did not get out, it was 2 German Shepard's... They could've attacked my dogs and me if I wasn't helped by a passerby. They came from upper Montrose area.
☹ Red Light	10 Nov 2024 11:24	I have not recieved any response to a request made originally 1 month ago, and a follow up made 2 weeks ago.
☺ Yellow Light	11 Nov 2024 13:28	great customer service, and caring.
★ Gold Star	12 Nov 2024 14:40	Quick response!
★ Gold Star	14 Nov 2024 15:03	Cass at reception is extremely helpful
★ Gold Star	14 Nov 2024 18:18	Excellent
★ Gold Star	15 Nov 2024 13:13	All OK
🟢 Green Light	18 Nov 2024 11:21	Wonderful happy customer service officer. Very helpful
★ Gold Star	18 Nov 2024 11:53	Very supportive staff
★ Gold Star	18 Nov 2024 14:03	Great service jp
★ Gold Star	18 Nov 2024 14:13	I found your organisation to be very helpful and friendly. 10 out of 10
★ Gold Star	21 Nov 2024 14:36	I appreciate receiving the changes.
★ Gold Star	28 Nov 2024 06:51	Very good receptionist and a good outcome.
★ Gold Star	28 Nov 2024 13:33	I am happy with the quick response to my problem that has been resolved. Will definitely make sure my parking ID is secured as it had fallen down to the floor.
★ Gold Star	29 Nov 2024 10:58	Very efficient team with prompt response to requests. well done
☹ Red Light	3 Dec 2024 06:12	There was no follow up from the council reply to my second complaint about a cat coming onto my property and the issue is ongoing.

⚠️ Red Light	3 Dec 2024 09:56	Thank you for dismissing my parking fine. I don't think that the email I recieved from you showed much understanding, compassion or empathy for seniors and older people especially people like myself with poor memory, cognitive decline, PTSD and other mental and physical health disabilities . We do the very best best we can in trying to remember many things including remembering to place the card on revision mirror. i and everyone else most certainly don't want or ask to be given a fine intentionally. Recieving an email saying that future parking fines may mean I may not be let off. The Councils need to perhaps have older people with disabilities on the Council who can speak on behalf of those on a Disability pension. and make aware of our struggles. I will be bringing this up to the Lord Mayor because something really needs to be done and changes to be made so that those of us on DSP are treated more fairly.
★ Gold Star	3 Dec 2024 11:04	Uvika, was right onto it. It was a simple issue, but they are usually the ones that overlooked ***** (5 Stars)
🟢 Green Light	3 Dec 2024 12:25	Good
★ Gold Star	4 Dec 2024 13:05	The Staff I interact with are invariable pleasant, patient, respectful and helpful!
★ Gold Star	5 Dec 2024 15:15	Amazing space
★ Gold Star	7 Dec 2024 15:18	My wheelie bin was fixed when promised. Thanks GCC
★ Gold Star	9 Dec 2024 08:51	Very quick response!
🟡 Yellow Light	10 Dec 2024 08:47	I was responding to a letter advising me of some changes to an application that may affect me, where there is a 14 day window of appeal. I could not contact anyone from planning via phone, could not be emailed any detail from the admin staff and have not received a reply from my email to planning that I sent yesterday.
⚠️ Red Light	11 Dec 2024 15:20	I rang and emailed on Monday and followed up this morning on a letter that was sent by GCC planning. Without the details I cannot gain legal advice if required to respond to the changes to the neighbouring development. Poor communication by GCC planning department.
★ Gold Star	11 Dec 2024 16:51	Many thanks. Have a wonderful Xmas. Faye
🟢 Green Light	12 Dec 2024 15:48	Re rubbish everywhere in our Cul-de-sac... I'll pop in to get bin clips as soon as I can..., BUT, will be getting clips for everyone while I'm there so there is no excuses..... Thank you Sally for your prompt reply
★ Gold Star	12 Dec 2024 15:51	Very fast turn around for responding to queries. Thank you Glenorchy Council and your planning department :)
★ Gold Star	13 Dec 2024 22:12	Excellent
★ Gold Star	16 Dec 2024 14:42	Great team, friendly and were able to help me find what I was after. Thanks again
★ Gold Star	16 Dec 2024 14:43	Great team, very helpful and was able to find what i was after. thanks again. (existing dwellings, drainage plans)
⚠️ Red Light	17 Dec 2024 23:44	I was disappointed by how long it took to respond to my enquiry, especially since I was genuinely trying to pay my infringement notice promptly. Additionally, paying online with a credit card is quite difficult.
★ Gold Star	19 Dec 2024 16:59	Prompt response and excellent work as per usual 🙏
★ Gold Star	20 Dec 2024 08:28	Thank you for your quick response
⚠️ Red Light	23 Dec 2024 08:06	A week later no response to my concerns re parking in Blair Street. Appears big white truck be there till building completed perhaps and van accross the street must have a permanet standing parking spot. Been a ratepayer for 51 years and not worthy of a reply - so disappointed with the Council Staff. Marg ####

★ Gold Star	23 Dec 2024 16:17	Thanks so much to Lynn ##### who responded to my email enquiry within a few hours, and two days before Christmas to boot. I accidentally overpaid some rates (automatic payments) and Lynn helped me realise that I was \$500 ahead. She's absolutely made my Christmas. Thanks Lynn!
⚡ Red Light	24 Dec 2024 12:11	Hi. I missed the changes to our regular bin collections on Sunday 22nd and now have an almost full FOGO bin. ##### said that I could raise a missed FOGO bin request with waste management but now says it's not possible and I need to wait till the 8th of January 2025. Why didn't you communicate the bin changes better? And why offer that and then say it's not possible? It's not the end of the world but it's pretty frustrating and pretty average service.
⚡ Red Light	27 Dec 2024 09:19	No change to "permanent parking spots" in street. How inconvenient over the holiday period. Unfair when unable to park outside one's house.
⚡ Red Light	29 Dec 2024 08:54	Email sent 9th December but no response
★ Gold Star	3 Jan 2025 11:49	Fast and efficient delivery. They even put the bin in the right spot. I'm very happy with the service. Thank you.
★ Gold Star	3 Jan 2025 16:02	Fantastic - Sylvia ##### responded so quickly and answered my queries raised with clear and concise information. Thanks!!
★ Gold Star	6 Jan 2025 13:06	Great JP THANK YOU Alan
🟢 Green Light	8 Jan 2025 16:58	Cassie was very friendly and very helpful with my queries
⚡ Red Light	9 Jan 2025 13:14	They are useless
★ Gold Star	9 Jan 2025 15:31	Great team
★ Gold Star	16 Jan 2025 10:54	Thank you for responding so quickly to our roadside maintenance request.
⚡ Red Light	17 Jan 2025 20:00	Generic comments mean nothing to anyone. What a waste of time allowing normal people/not robots answering these emails.
★ Gold Star	19 Jan 2025 15:09	I was replied to promptly and given links to resources to help address my need.
★ Gold Star	20 Jan 2025 17:36	GCC customer service staff are quick to respond to calls and they gave me the information that I needed. The rates team updated my details in a prompt manner, thank you.
★ Gold Star	21 Jan 2025 17:24	Good
★ Gold Star	23 Jan 2025 21:00	Quick response
🟢 Green Light	29 Jan 2025 10:37	Thank you for getting back to me . 😊
⚡ Red Light	29 Jan 2025 12:02	.
★ Gold Star	30 Jan 2025 14:03	Prompt friendly reply, good result (bin will be replaced shortly)
★ Gold Star	31 Jan 2025 09:16	More than happy with response and solution to my enquiry, thank you.
★ Gold Star	31 Jan 2025 10:30	The lady at reception was pleasant and helpful and the result of my request was swift
★ Gold Star	31 Jan 2025 20:09	Prompt and detailed advice provided. I am most impressed by the service provided
★ Gold Star	3 Feb 2025 15:36	Response to my update of personal info was fast, polite and helpful! Thanks, Milly
⚡ Red Light	4 Feb 2025 16:54	Thank you Regards Aileen #####
89	5 Feb 2025 13:27	Thank you Tori Regards Aileen #####
🟡 Yellow Light	8 Feb 2025 11:08	Thanks
⚡ Red Light	10 Feb 2025 18:52	In regards to the issue it has not been resolved. The neighbour has partially cleaned up but nowhere near to a satisfactory resolution. Not sure what my options are moving forward legal action possibly??





● Green Light	11 Feb 2025 09:41	Quick Response
● Green Light	11 Feb 2025 12:57	Prompt and informative response
⊗ Red Light	14 Feb 2025 10:54	nil response regarding matter
★ Gold Star	14 Feb 2025 11:57	Thanks
● Green Light	14 Feb 2025 15:59	Great
★ Gold Star	14 Feb 2025 19:20	Really helpful and delightful person who made the process very easy. I got the feeling she really liked her job and to help.
● Green Light	17 Feb 2025 09:36	Great
⊗ Red Light	18 Feb 2025 15:45	that car has been parked outside COOLEYS HOTEL all day again & he hasnt been booked ! its annoying because every spot needs to be reguarly emptied .
★ Gold Star	19 Feb 2025 16:35	I really appreciate the response, not knowing if anything is actually happening behind the scenes is very frustrating. A short note meant a lot, thank you.
★ Gold Star	19 Feb 2025 16:56	No comment. Everyone is helpful
● Green Light	19 Feb 2025 18:19	Well the purple car moved into a side street today pm so maybe they got a ticket ! We move on !
★ Gold Star	21 Feb 2025 12:10	excellent
⊗ Red Light	25 Feb 2025 11:31	PLN-#### (####) We keep getting same RFI issued for this project as we feel that the information we provide in our responses is not being passed on to the relevant departments looking at the application. This RFI, has fully been responded to and al aspects answered. the process that this has gone through is completely frustrating.
⊗ Red Light	28 Feb 2025 14:05	Parks and rec should have just been direct and said that they can't give a timeframe that maintenance will be completed because they are starting maintenance on the rivulet as far away as Newtown tas. So the issue of overgrown area that is a fire hazard to the community won't be deal with promptly, it will likely remain that way for months maybe longer. Just be honest don't say maintenance is starting next week, but fail to mention that the maintenance will be starting in new town area and then be worked towards Claremont. You should just say you probably won't do it and it will remain an overgrown hazard. Thanks
★ Gold Star	28 Feb 2025 14:11	Everyone you speak to is always very friendly and helpful!
★ Gold Star	28 Feb 2025 14:13	Friendly and very helpful service
● Green Light	28 Feb 2025 16:17	good communications
★ Gold Star	4 Mar 2025 06:58	Good service
★ Gold Star	4 Mar 2025 09:38	All good
★ Gold Star	5 Mar 2025 06:50	Quick and prompt response from Simmone n dealing with Environmental Health related queries.
★ Gold Star	6 Mar 2025 05:49	Prompt response and excellent service
★ Gold Star	6 Mar 2025 08:55	All good
● Yellow Light	6 Mar 2025 09:58	All good
★ Gold Star	6 Mar 2025 19:45	Thank you, very happy it was resolved so quickly :)
⊗ Red Light	7 Mar 2025 04:45	I had sent the email one week ago and still waiting on response from council. I am wandering what's to be done. It would be great help if you would respond to the emails. Thank you

★ Gold Star	7 Mar 2025 08:27	All good
★ Gold Star	7 Mar 2025 08:33	All good
⚡ Red Light	7 Mar 2025 15:00	It would have been kinder to check on our status before sending out that demand.
⚡ Red Light	10 Mar 2025 18:09	I reported a hole in the fence at a park opposite a quarry that is so steep a child would fall and break their neck. GCC sent someone to the park 11/2 but they didn't fix the fence. Two months later I'm now reporting a second hole in the fence - along with the original hole - where children are now parking their bike outside the hole, showing that there is a real risk that they are at the quarry and fall and break their neck. The council must be liable for this.
★ Gold Star	10 Mar 2025 19:44	Thank you.
★ Gold Star	12 Mar 2025 06:34	Thank you
★ Gold Star	12 Mar 2025 07:09	All good
★ Gold Star	12 Mar 2025 10:39	very good communication --- did very well chasing us up --- friendly and very easy to understand
★ Gold Star	13 Mar 2025 06:58	All good
★ Gold Star	13 Mar 2025 11:43	All good
★ Gold Star	14 Mar 2025 09:35	Great service, friendly staff. Oorroo Russell ####.
🟢 Green Light	14 Mar 2025 10:20	Great service, friendly staff. Oorroo Russell ####.
★ Gold Star	14 Mar 2025 14:33	Gaye #### as excellent customer service! Goes over and beyond!! keep it up
🟢 Green Light	18 Mar 2025 07:33	Everyone trying to help me with this dog in my yard
⚡ Red Light	18 Mar 2025 13:56	I called council on the 4th March 2025 and spoke to Tory. She told me the best way to apply for an exemption (as council does not have a form or way to submit such) is to go onto your website: • Go to CONTACT US • Fill out form at bottom of page • Go to yellow bar to Upload drawings I did all this as instructed. I called council one week later as I did not receive any notice that the 'application' had been received. Another lady confirmed that the documents/ application was in with the planning section and that I would receive notification in a few days. Unfortunately, I did not get the name of this lady. I called council today and find that the application has not been received and that I should apply via email! This all very frustrating (the builder is ready to start next week). I feel your system for planning exemptions should be made easier.
★ Gold Star	18 Mar 2025 14:03	Hamish animal control was excellent in his manner and was very professional in his ability to solve an ongoing problem with a roaming dog he solved my problem and I was very impressed with how he handled this
★ Gold Star	19 Mar 2025 13:45	Response to query received within the day. Concise information provided. Thank you.
★ Gold Star	20 Mar 2025 07:30	Great service, friendly staff. Oorroo Russell ####.
★ Gold Star	20 Mar 2025 08:06	Thank you for your decision. Our holiday in Tas was perfect but one thing we didn't have was a Watch which made things pleasant but now realise there were other things to consider. Cheers Daryl.
🟢 Green Light	20 Mar 2025 08:30	Unfortunately, my residence is over 100 years old and our driveway is only 3.5 meters wide. It would be impossible to erect a carport that would fit the dimensions supplied. I do find it hard to understand how an Aluminum structure could be a fire hazard which I believe is the reason for the distance required from the boundary fence.
★ Gold Star	21 Mar 2025 07:34	Great service, friendly staff. Oorroo Russell ####.

 Green Light	21 Mar 2025 09:23	good service
 Gold Star	21 Mar 2025 11:37	Grace, your customer service team member was very helpful and knowledgeable! When ever I call GCC, never wait for too long for a call to be answered!
 Red Light	21 Mar 2025 17:02	I reported a vehicle that was parked illegally, obstructing the footpath. Nobody acknowledged my concern. I don't normally give feedback, however, a number of my colleagues have made the council aware of the illegal parking recently and none of us have received a response. We look after people with special needs and require set routines and footpath access for their mobility aids. We find this really frustrating not to be acknowledged. We know immediate action may not always be possible but something like this that effects the neighbourhood daily, does deserve your attention.
 Gold Star	25 Mar 2025 20:03	Received reply email promptly and the issue was resolved that day .
 Green Light	26 Mar 2025 12:17	could we have any vehicle registration and company attached to invoices for easier payments to be made or a Job number thanks
 Gold Star	27 Mar 2025 07:20	Helped me when in need
 Gold Star	27 Mar 2025 08:57	Fast response and meeting was scheduled. Thank you GCC
 Red Light	27 Mar 2025 19:08	Poor communications
 Gold Star	28 Mar 2025 08:34	Further to my enquiry in regards to my neighbours property they still have not tidied up their property. I am becoming more frustrated by the day. Can you please either contact them and ask for immediate action or is there another avenue I can take (legal action??) Regards #####
 Red Light	31 Mar 2025 10:11	I've emailed twice now asking for a follow up on the dangers and improvements to be made on the corner at the bottom of Battersby Drive with no response. Is the council waiting until somebody is actually killed or seriously injured to act?
 Red Light	31 Mar 2025 14:53	Nkhfdvd
 Green Light	31 Mar 2025 14:59	Great service, friendly staff. Oorroo Russell #####.
 Red Light	1 Apr 2025 04:11	Never received a response to the email I sent 11 days ago.
 Gold Star	2 Apr 2025 08:18	Great service, friendly staff. Oorroo Russell #####.
 Gold Star	2 Apr 2025 11:16	Friendly, accurate and prompt service. Thank you
 Gold Star	4 Apr 2025 12:38	Great communication & a timely response to my email, pity more businesses weren't more like The GCC
 Gold Star	5 Apr 2025 06:47	Many thanks for the prompt response
 Red Light	8 Apr 2025 09:14	Bullying communication behaviour by the Council, incorrectly referring residents for legal action is no way to treat people.
 Red Light	8 Apr 2025 10:30	Great service, friendly staff. Oorroo Russell #####.
 Yellow Light	8 Apr 2025 10:36	Great service, friendly staff. Oorroo Russell #####.
 Gold Star	8 Apr 2025 17:29	Quick response to query.
 Gold Star	9 Apr 2025 15:41	Quick and prompt reply.
 Gold Star	11 Apr 2025 12:01	Great service, friendly staff. Oorroo Russell #####.
 Green Light	11 Apr 2025 15:19	Blue and green should never be seen unless pink is in-between red steals and black and white are shades
 Gold Star	14 Apr 2025 11:07	Wonderful
 Gold Star	15 Apr 2025 17:12	I spoke to Sylvia ##### in planning who was prompt, extremely helpful and pleasant to deal with.

★ Gold Star	17 Apr 2025 11:40	Thanks, Ash ##### Nice seeing Natural Areas on the screen in the reception area
★ Gold Star	24 Apr 2025 10:35	Community event
★ Gold Star	24 Apr 2025 14:56	Navman is such an absolute legend, thanks for the help today.
⚠ Red Light	27 Apr 2025 14:28	Move the trucks off my street. It's a residential area, not a business area. The road is busy. Someone is going to have an accident because of the blocked road and poor visibility. You've been told, it's on record.
★ Gold Star	29 Apr 2025 12:54	sked a question and received a reply. Though council couldn't assist me the lady gave very supportive advice. Many thanks Mike #####
⚠ Yellow Light	30 Apr 2025 13:51	What is the use of supplying bin clips that don't fit the bins you provide?
★ Gold Star	30 Apr 2025 16:50	Today I made a booking for the Cadbury Tennis Club for next week and Tania was excellent. She was patient, kind, explained the process and efficiently emailed through the booking form and receipt. Thank you.
⚠ Red Light	1 May 2025 10:31	I have not received a response to my email.
🟢 Green Light	1 May 2025 14:59	vg to date
★ Gold Star	2 May 2025 09:00	Ally processed my immunisation request quickly including updating the national register. Thanks for the help!
★ Gold Star	2 May 2025 11:03	Very helpful at the counter! Thanks.
★ Gold Star	6 May 2025 13:22	Thanks for looking after my request. Kind regards Edmund #####
⚠ Red Light	7 May 2025 18:22	My request is yet to be actioned as the remains of the dead animal eg feathers and other stuff is still on the road regardless of the rain and wind, opposite 56 Tolosa Street Glenorchy 7010.
★ Gold Star	7 May 2025 18:59	Everyone I spoke to was exceptionally pleasant and helpful. I had approval for my skip bin being placed on the road very promptly. Thank you :)
★ Gold Star	8 May 2025 11:23	Job well done. Thanks Kind Regards Edmund #####
⚠ Red Light	8 May 2025 21:03	This is a residential area and you don't even issue parking permits. this is so stupid and really unfair.
★ Gold Star	9 May 2025 18:49	Very prompt response and a good outcome :)
⚠ Red Light	10 May 2025 05:14	All complaints should be addressed and if further complaints are lodged after an anonymous complaint then that means the nature of the issue has obviously not been addressed by the Council proactively. It means the matter is ongoing and the builder obviously ignored Council's contact. Very poor service and weak action because the gate continued to make noise during the week with the latest weather so more disruption and lack of sleep for the residents and the Council do nothing
⚠ Yellow Light	12 May 2025 09:57	Time to respond to email for negligence is not good enough
🟢 Green Light	12 May 2025 10:52	JP is very helpful and kindly.
★ Gold Star	12 May 2025 16:48	Aaron ##### gives excellent service, very professional. Takes every issue into consideration and follows procedures
★ Gold Star	13 May 2025 15:37	very happy with the staff
🟢 Green Light	14 May 2025 08:31	1
🟢 Green Light	16 May 2025 12:10	goid
★ Gold Star	20 May 2025 11:42	Good and reasonable staffs

★ Gold Star	20 May 2025 14:28	thank you for your automatic conformation that my email has reached its destination
☹ Red Light	20 May 2025 16:32	Bad
🟢 Green Light	23 May 2025 16:49	Aaron was very helpful, thank you
★ Gold Star	23 May 2025 17:13	So very helpful
★ Gold Star	29 May 2025 09:37	Both employees were friendly and helpful in regards to my dog registration.
★ Gold Star	30 May 2025 10:49	Thank you Grace
🟢 Green Light	2 Jun 2025 11:46	Excellent service
☹ Red Light	2 Jun 2025 15:47	Feedback as provided via email: I just wanted to express my disappointment in your handling of this matter. I have not heard from you since more than two months ago. I also note that in the intervening time, the by-laws in question have actually been updated, including in relation to keeping backyard chickens. It would have been helpful if you had told me, especially given that the consultation on the by-laws occurred before my initial email, so was known to the Council (I checked the minutes of the 31 March Council meeting).
★ Gold Star	6 Jun 2025 16:25	I wrote an email and it was answered the next day. I queried something in that email and again it was answered the following day.
☹ Red Light	11 Jun 2025 11:33	It's resolved nothing, I've had ATLEAST 20 letters of demand regarding various issues all of which were complaints by my old next door neighbour & council has no hesitation acting , even without finding out if the allegations were true, but now that I want a letter sent to a neighbour you tell me that council can't interfere in civil matters. It's not a civil matter as there is no dispute- it's plain n simple fact that overgrowth from their tree is pushing our boundary inwards, it's land that we pay rates for in your municipality, we don't pay the state govt we pay local govt, so why would a state govt service have to deal with it
★ Gold Star	12 Jun 2025 10:44	As long as the water problem is fixed regardless of who has to do it. Thank you for you response.
★ Gold Star	12 Jun 2025 12:36	Prompt response
☹ Red Light	17 Jun 2025 13:56	I never received a response. The homeless person why I contacted you in the first place was sleeping on my workplace entrance, I ended up calling the police.
★ Gold Star	18 Jun 2025 10:44	I spoke with Grant ##### who was quick to respond and very helpful :)
★ Gold Star	19 Jun 2025 09:08	Excellent service
★ Gold Star	19 Jun 2025 13:14	Prompt reply.
★ Gold Star	19 Jun 2025 17:14	Fast response
★ Gold Star	20 Jun 2025 10:14	GCC admin are the fastest in the state. the time to get permits to applicants is as critical as the time it takes to assess them. thank you GCC admin
🟢 Green Light	20 Jun 2025 14:08	quick response and sent on to the mayor (best thing to happen)
★ Gold Star	23 Jun 2025 14:03	Ruby in Customer Service was very efficient in responding to my queries, thank you :)
★ Gold Star	24 Jun 2025 14:34	Thanks for being nice and for resolving the issue
🟢 Green Light	25 Jun 2025 14:47	Nice one Aaron. Thanks :-)
☹ Red Light	26 Jun 2025 08:43	Remove the illegal surveillance camera

 Red Light	27 Jun 2025 01:12	I have sent a number of emails asking multiple questions. Unfortunately I generally only get one or two sentence responses where only one of my questions is responded to. If some of my questions are not relevant it would be nice to at least know...
 Green Light	27 Jun 2025 14:17	Happy with GCC Service Provision.
 Gold Star	27 Jun 2025 16:16	Loved this exhibition. Staff were very helpful
 Gold Star	30 Jun 2025 12:52	The team members showed empathy for my situation, thank you

[sic]

Denotes redacted content.



2024/25 comments word map

Appendix B – Customer Service Strategy Progress Snapshot

Actions	Comments	Status	% Completion
1. We are open, transparent and responsive to our community			
1.1 - Close the loop with our customers			
1.1.1 - Develop and implement a new procedure for closing the loop with customers, including acknowledgement of request and completion of action	Currently closing the loop with all enquiries apart from Works requests. More work to be done once a direction is known with core technology.	On Hold	50
1.1.2 - Investigate technologies to automate closing the loop with customers	Currently unavailable within our technology. Function identified as a requirement during scoping of core system review project. Awaiting outcome of project to implement.	On Hold	50
1.1.3 - Develop and implement a Council-wide Correspondence Management Framework	Complaints Management Policy adopted by Council in November 2023.	Complete	100
1.2 - Increase community engagement			
1.2.1 - Publish a Council-wide calendar of upcoming community engagement activities	Internal intranet created and updated regularly with events in a calendar, as well as continued communications via email from the Comms team to advertise events.	Complete	100
1.2.2 - For all community engagement activities, develop a plan in consultation with Customer Service Department, clearly outlining objectives, audiences and methods and publish to intranet	Plan between Customer Service and Community Engagement developed. The two teams meet monthly to discuss current and upcoming engagements.	Complete	100
1.2.3 - Roll out Council's new online engagement tool for community engagement	New online engagement tool went live November 2020.	Complete	100
1.3 - Extend knowledge management system Council wide			
1.3.1 - Implement a new centrally-managed knowledge management system across Council	Livepro (internally named GLENDIA) went live 12/10/22. The rest of the Council is	Complete	100

	using Sharepoint for a knowledgebase, and the Records Team are using MS Lists.		
1.3.2 - Provide training to content owners across services	Sharepoint training complete for key staff. Livepro training complete for CS staff.	Complete	100
1.3.3 - Develop processes to ensure content is regularly updated	Sharepoint content to be updated by key staff in departments. Livepro to be updated through internal process within Customer Service team, as part as BAU functions.	Complete	100
1.4 - Increase communication across channels			
1.4.1 - Regularly communicate with the community using a range of formats in line with the Communications Strategy, including newsletters, public information sessions, website and radio	Continue to refine reporting mechanism - Annual Review of Comms Strategy	Complete	100
1.4.2 - Align social media usage with Social Media Strategy and Communications Strategy	Social Media aligns with Comms Strategy. Continually develop.	Complete	100
1.4.3 - Publish regular updates on Council's activities, such as implementation of Council's Annual Plan, Capital Works Program, Future Glenorchy and Economic Recovery Plan	Published through quarterly and annual reports, available on website, updates via social media.	Complete	100
1.4.4 - Publish a page on the website that lists services of Council and links to further information	Completed with the new website project. Went live October 2020.	Complete	100
2. We make it simple and seamless for our customers			
2.1 - Improve self-serve options			
2.1.1 - Identify processes that can be offered as part of online self-service	Processes identified as part of the core systems review and ICT tender process for new systems.	Complete	100
2.1.2 - Explore technology to enable self-serve. This includes consideration of the broader PlanBuild capabilities (a portal for the electronic lodgement and	Self serve customer portal was to be rolled out as part of Council's new core system project. Awaiting new direction for project.	On Hold	75

processing of planning, building and plumbing applications) planned for public release by the State Government			
2.1.3 - Implement self-serve options Council-wide, including lodging requests online	A lot of requests etc. can be completed online, but is not true self-serve. The customer portal will allow for this, which is part of Project Hudson. Awaiting new direction for this project.	On Hold	60
2.2 - Modernise payment options			
2.2.1 - Review current payment methods across our services and explore the degree to which they meet customer expectations	Available payment methods identified. GCC currently provides the option of a wide array of options. Other than more contemporary, risky options, Council offers all available.	Complete	100
2.2.2 - Design a future payments framework and roadmap to streamline payments processes	Other than more contemporary, risky options, Council offers all available. No future planning required, other than investigating new options as they become available.	Complete	100
2.2.3 - Consider technology requirements and implement modernised payment options where possible	GCC currently provides the option of a wide array of options. Other than more contemporary, risky options, Council offers all currently available. Technology currently delivers options.	Complete	100
2.3 - Improve forms			
2.3.1 - Implement Council's Style Guide, to be released 1 July 2020, to ensure consistent branding, tone, style and use of Easy English on forms and digital content	Style guide implemented. New website adheres to the guide, as do all corporate templates, letterheads, business cards, new uniforms etc. Most frequently used forms redesigned with style guide.	Complete	100

2.3.2 - Provide staff with training and implement a review process for all new forms and digital content	Annual review in place for all forms. Comms to review new forms. Digital content authorised by Comms.	Complete	100
2.3.3 - Update existing forms in line with the Style Guide, ensuring an interpretation service reference is also available on forms where appropriate	Forms updated in line with style guide. Communications Team to continue to monitor and update as required.	Complete	100
2.4 - Improve usability of website			
2.4.1 - Redevelop website as planned to improve information architecture and useability, adhering to the Web Content Accessibility Guidelines 2.1 (WCAG 2.1), with the aim of improved customer service	Website designed, developed and created. Website went live October 2020.	Complete	100
2.4.2 - Review and develop website content in alignment with the Communications Strategy so that it is clear, concise and consistent	Content reviewed and updated as part of the new website development. Website went live in October 2020.	Complete	100
2.4.3 - For ongoing website management, assign content owners who are trained and accountable for updating information regarding their departments	Comms team assessed possible frameworks for website management and have decided on a hybrid method of Comms completing the bulk of the website updates, with specific functions being updated by selected staff in selected departments. Content owners assigned and trained and process is in action.	Complete	100
3. We understand our customers and personalise our customer service			
3.1 - Personalise our Customer Service			
3.1.1 - Allow customers to choose how they communicate with Council and how they are updated on their request	Awaiting implementation of Project Hudson. Currently customers are able to choose to a certain extent, but further work needs to be done on closing the loop automatically, something that isn't available with current system.	On Hold	50

3.1.2 - Improve accessibility of communications by providing information in different languages (where appropriate) and continuing to promote interpreter services	<p>Interpreter service continually offered and promoted.</p> <p>Translation function included in new website specifications.</p>	Complete	100
3.1.3 - Target new residents with a tailored information pack that focuses on informing new residents of Council's activities and services	Initial discussions have been held regarding the logistics of developing a welcome pack, and what would trigger one to be sent.	In Progress	20
3.2 - Seek regular, service-specific feedback from customers			
3.2.1 - Proactively invite customers to provide feedback during their interaction with Council	<p>Feedback is requested via:</p> <ul style="list-style-type: none"> • Tablets in the foyer of Council Chambers. • The auto-reply email once a customer sends an email to the corporate email address. • In the signatures of Customer Service staff when replying to enquiries. • An after-call phone survey, offered after every call. 	Complete	100
3.2.2 - Undertake an annual survey of our customers to capture feedback on our customer service	Conducted annual survey a year after the CS Strategy survey. Unfortunately the response rate was disappointing and therefore unusable for statistics. Identified that transactional feedback is far more relevant and fruitful, and will continue with this in the future, and not conduct any further annual surveys.	Complete	100
3.2.3 - Analyse results and re-assess service level commitments annually	Council-wide engagement is complete for service levels. Document updated and adopted by Council at November 2023 meeting. Reviewed annually.	Complete	100

3.2.4 - Report on the implementation of Customer Service actions and service levels annually	24/25 Annual Customer Service Report (final report) due to be presented to Council.	Complete	100
3.3 - Improve Customer Service Area			
3.3.1 - Engage a specialist to review the Customer Service Centre, including an accessibility review to better meet the needs for customers with all abilities	Area reviewed and designed as part of the City Scope Project.	Complete	100
3.3.2 - Implement improvements to the Customer Service Centre	Aldermen made decision to cease Stage 1 of the City Scope project, meaning the accessibility alterations to the Customer Service area will not be completed.	Not Commenced	0
4. We are customer-driven and deliver on our word			
4.1 - Ensure alignment of Customer Service Strategy with ICT Strategy			
4.1.1 - Document the customer service technology needs in the ICT strategy development	Customer Service's technology needs documented as part of the scoping and requirements collated for the core systems review and tender process.	Complete	100
4.1.2 - Develop a business case to understand the costs and benefits of refreshing core systems	Business case, scoping and individual departments' needs investigated and developed by consultant, with recommendation made to refresh core systems as part of core system project.	Complete	100
4.1.3 - Plan and implement a refresh of systems in line with the ICT strategy and the Customer Service Strategy	Configuration workshops complete for new core system as part of Project Hudson, ensuring they are in line with both strategies. Awaiting Project Hudson.	On Hold	70
4.2 - Maximise usage of current Customer Relationship Management			
4.2.1 - Ensure the Customer Relationship Management System enables staff to see customer requests, which actions toward the completion of their request have been taken and when their request is likely to be completed	Currently, staff are able to see the updates for any request, although much of it is manual. This action will be left open until the new system is implemented, to ensure	On Hold	50

	the same is available for the new system. Awaiting Project Hudson.		
4.2.2 - Use the system to facilitate acknowledgement of customer requests and updates on progress or finalisation	Current system does not allow for this. Awaiting new system to go-live through Project Hudson, which does. Awaiting Project Hudson.	On Hold	0
4.2.3 - Model customer data to ensure more meaningful information is captured and maintained, enabling a single source of truth for customer information	Identified during core system review. Currently, our system is property-centric. Relationships are created to the customer where they have links to functions with Council (dogs, properties, development applications etc.), allowing for us to collect relevant data for the customer, dependent on their interaction with Council. Currently one database that holds the "single source of truth" that connects all modules of our core systems. This will continue with any new system we move to, however it may be a customer-centric system, allowing us to record more customers rather than solely property owners.	Complete	100
4.3 - Improve Key Performance Indicators and service standards			
4.3.1 - Develop Key Performance Indicators that have a greater emphasis on the customer and community, with accountability assigned to a specific team	KPIs and service levels reviewed and updated as part of Customer Service Charter review. These are reported against in both the Annual Report, and the Annual Customer Service Report. KPIs have also been included in the General Manager's KPIs in relation to Customer Service.	Complete	100
4.3.2 - Refine existing Service Levels in the Customer Service Charter	Service Levels reviewed and updated as part of the Customer Service Charter	Complete	100

	review. Adopted by Council at November 2023 Council Meeting.		
4.3.3 - Develop internal Service Level Agreements with Council's service providers to ensure delivery of timely and effective services	Partially complete, before commencing Project Hudson. Awaiting Project Hudson go-live to finalise these to ensure they work with the new system.	On Hold	25
4.3.4 - Create service-specific customer service standards and share these with our community	Customer Service Charter. Will be reviewed as per legislation.	Complete	100
4.4 - Reinforce importance of customer service organisation wide			
4.4.1 - Design and implement a Customer Service Training Framework, tailored to specific teams to improve the understanding and expectations of customer service	Council's organisation-wide Customer Service Training has been created and is currently being rolled out to Council staff. This has been created by Council's Customer Service Officers, and is also being delivered by them, as the experts in the field.	Complete	100
4.4.2 - Ensure all staff undertake all key trainings, including Customer Service Training, Disability Awareness Training, Cultural Awareness Training and Diversity and Inclusion Training	All training being implemented and/or delivered by Customer Service, People & Culture and Community teams.	Complete	100
4.4.3 - Introduce customer service as a component of the staff induction process, including an opportunity for inductees to shadow staff in the call centre	Call centre shadowing program commenced, working through Directors, then Managers, Coordinators and Officers. Once complete, new staff will be added as they start with Council.	Complete	100
4.4.4 - Continue to include customer service criteria in staff position descriptions and performance reviews	CS is a criteria in both Position Descriptions and Performance Reviews. Completed but to continue.	Complete	100

8.3 FEEDBACK FROM THE INVESTIGATION INTO THE POTENTIAL DISPOSAL OF 314, 316 AND 322 MAIN ROAD, GLENORCHY

Author: Property Coordinator (Renee Kapitzke)
Qualified Person: Acting Director Infrastructure and Development (Luke Chiu)
File Reference: 314, 316 and 322 Main Road, Glenorchy

Executive Summary

At its meeting of 28 July 2025, Council resolved to investigate the potential disposal of 314, 316 and 322 Main Road, Glenorchy, by way of exclusive dealing with the Salvation Army, conditional upon a successful property swap or sale for 1/370 Main Road, and to undertake community consultation prior to commencing the statutory disposal process under Section 178 of the Local Government Act 1993.

Community engagement was undertaken between 11 and 25 August 2025, consistent with Council's Community Engagement Framework. Nine formal submissions were received, with the key themes including concerns about the loss of community facilities, transparency of valuations, and a preference to retain the land for community purposes. Officers have considered these matters and are satisfied that the proposal remains consistent with Council's strategic objectives, particularly securing a Youth Hub and maintaining the Salvation Army's services in Glenorchy.

The disposal of 314 Main Road is only proposed on the condition of a successful property swap/sale agreement with the Salvation Army for 1/370 Main Road and will not be pursued for disposal otherwise.

The proposed property swap/sale for 1/370 Main Road, includes the Salvation Army building that directly adjoins the Council forecourt which Council has identified as an ideal location to develop into a Youth Hub, and for the office space upstairs that is connected to the Council Chambers via the airbridge.

This report recommends that Council commence the Section 178 public land disposal process for 314, 316 and 322 Main Road, providing a further statutory opportunity for public submissions prior to any final decision being made by Council

Recommendation

That Council:

1. FORM an intention under section 178 of the *Local Government Act 1993* to dispose of 314 Main Road Glenorchy (CT 69434/2 and part of CT 226145/1) by way of exclusive dealing with the Salvation Army, conditional on a successful property swap/sale agreement with the Salvation Army for 1/370 Main Road, that will not be pursued for disposal otherwise.
2. FORM an intention under section 178 of the *Local Government Act 1993* to dispose of 316 and 322 Main Road Glenorchy (part of CT 179404/1 and part of CT 226145/1) by way of exclusive dealing with the Salvation Army, conditional on a successful property swap/sale agreement with the Salvation Army for 1/370 Main Road in the first instance, and if that negotiation fails, continue the disposal process for the open market.
3. AUTHORISE the Chief Executive Officer to take all actions necessary to complete the public notification of Council's intent to sell the land in accordance with section 178 of the *Local Government Act 1993* and Council's Disposal of Council Land Policy.
4. AUTHORISE the Chief Executive Officer to consider and acknowledge any objection received pursuant to section 178(6) of the *Local Government Act 1993* and report to a future Council meeting.

Community Plan Reference	<p>Making Lives Better We champion greater opportunities for our community.</p> <p>Open for Business We encourage responsible growth for our City.</p> <p>Leading Our Community We are a leader and partner that acts with integrity and upholds our community's best interests.</p>
Strategic Plan Reference	<p>Work proactively with other governments, service providers and the community to improve public safety in our City.</p> <p>Work with others to improve access to housing and transport choices for our community.</p> <p>Work constructively with the development sector and our community to enable acceptable development opportunities.</p> <p>Listen to our community to understand their needs and priorities.</p> <p>Communicate effectively with our community and stakeholders about what Council is doing.</p> <p>Champion and work together to address our community's needs and priorities.</p> <p>Make informed decisions that are open and transparent and in the best interests of our community.</p> <p>Build and maintain productive relationships with all levels of government, other councils and peak bodies to achieve community outcomes for Glenorchy and Greater Hobart.</p> <p>Manage the City's assets responsibly for the long-term benefit and growth of our community.</p>
Consultation/Engagement	<p>Community engagement has been conducted, as detailed in this report.</p> <p>If Council's decision is to commence the statutory process to dispose of the public land, then this will be communicated with key stakeholders of the land, along with any community members who responded to the initial community engagement process, as well as by public notice.</p> <p>Anyone who has responded, as well as anyone else in the community, will have the opportunity to make formal submissions during the section 178 notification and objection process (which is additional to the initial community consultation process already conducted).</p>

Resources	Council staff will facilitate the disposal process as part of their normal duties.
Risk/Legal/ Legislative/ Reputational	Currently there are no material public relations implications, and there doesn't appear there are any significant concerns about the potential disposal of the site that cannot be addressed. Any concerns raised during the section 178 process will be monitored to gauge whether further action is required to address them.
25/26 Budget Allocation	<p><u>Disposal Costs</u></p> <p>The cost of advertising the proposed new disposal investigations would be approximately \$1,800 (ex GST).</p> <p>To determine the cost differential as part of the disposal process and property swap/sale proposal from The Salvation Army, a valuation report will be required. The cost for an independent market valuation report is approximately \$10,000 (ex GST).</p> <p>As part of the disposal process, Council would also incur costs associated with the conveyancing fees for the disposal of the land and purchase of 1/370 Main Road, Glenorchy, which would be handled by Council's in house Legal team.</p> <p>As the Titles for the Property require adjustment to boundaries, there will also be costs related to the identification and aerial survey and plan of subdivision of the land if the disposal proceeds. The cost for the scope of these works is approximately \$12,000 (ex GST)</p> <p>Council's finance system identifies a value for the Council-owned land; therefore, the sale would result in a net reduction in Council's assets on its balance sheet but a correlating increase of revenue.</p> <p>Costs associated with the disposal process are funded by the proceeds of the sale.</p>
Life of Project, Service, Initiative or (Expectancy of) Asset	<p>If Council resolve to proceed with the section 178 process by absolute majority of Council, Council will:</p> <ul style="list-style-type: none"> • advertise the notice of intention on two (2) occasions in a daily newspaper circulating in the municipal area, and, • place a copy of the notice on any boundary of the public land that abuts a highway and notifies the public that objection to the proposal may be made to the General Manager/CEO within 21 days of the date of the first publication.

25/26 Budget Reconsideration	<p><u>Purchase Costs</u></p> <p>Sale proceeds from the subject properties could contribute to the purchase of The Salvation Army building at 1/370 Main Road, Glenorchy, with the purchase providing additional office space and supporting Council's strategic objectives of establishing a Youth Hub.</p>
Ongoing Costs (e.g. maintenance, operational)	<p>Should Council dispose of the Land, Council's maintenance and operational costs for this land will cease.</p>
Other Funding Sources	<p>Not applicable</p>

Proposal in Detail

1. At its meeting on 28 July 2025, Council made the following resolution:

That Council:

- 1. ENDORSE the commencement of investigations into the potential disposal of 314 Main Road Glenorchy (CT 69434/2 and part of CT 226145/1) by way of exclusive dealing with the Salvation Army, conditional on a successful property swap/sale agreement with the Salvation Army for 1/370 Main Road, and that it will not be pursued for disposal otherwise.*
- 2. ENDORSE the commencement of investigations into the potential disposal of 316 and 322 Main Road Glenorchy (part of CT 179404/1 and part of CT 226145/1) by way of exclusive dealing with the Salvation Army, conditional on a successful property swap/sale agreement with the Salvation Army for 1/370 Main Road in the first instance, and that if that negotiation fails continue the disposal process for the open market.*
- 3. AUTHORISE the Chief Executive Officer to undertake a community engagement process to identify any concerns about the potential disposal of the properties.*
- 4. REQUIRE a further report to Council summarising the feedback received (and identifying any concerns) and seeking approval to proceed or not proceed with the statutory processes for public land disposal.*

The motion was put.

FOR: Aldermen Alderton, Cockshutt, Hickey, Marks, Ridler, Slade, Stringer, Yaxley and Councillor Kendall

AGAINST: Nil

The motion was CARRIED.

Alderman King was not present for the voting on item 9 and returned to the meeting at 4.13pm.

2. Following the Council resolution, community consultation was undertaken with interested parties and residents surrounding the subject property. This report summarises the feedback received during the consultation and recommends that Council commences the statutory process for the disposal of public land under section 178 of the Act.
3. This process follows Council's Disposal of Council Land Policy and provides another community feedback opportunity, enabling the community to raise objections under section 178 of the Act.

Feedback from Community Consultation

4. Community consultation was undertaken from the 11 August 2025 and closed 5pm, Monday, 25 August 2025 and was in line with Council's Community Engagement Framework, consisting of:
 - (a) a survey for any interested parties to complete,
 - (b) a letter to approximately 70 surrounding properties providing background information and how to access the survey,
 - (c) email correspondence to the agreement holders (tenancies) over the Land,
 - (d) social media advertising on 11 August, the date the consultation was active, and a reminder was provided on 20 August, the week the consultation was closing,
 - (e) promotion of the survey in Council Chambers,
 - (f) email correspondence to the registered parties on Council's Engagement Platform, and
 - (g) answering any enquiries received by telephone, email or during face-to-face meetings.
5. There were 100 total visits to the project page with 25 visitors to the survey link. From the 25 visitors, there were a total of 9 engaged participants. A summary of the responses received in respect of each property is in **Attachment 1** to this report.
6. There were 9 respondents who completed the survey with their registration details and the full survey showed 1 respondent supporting the proposed disposal and 8 respondents who did not. A detailed assessment of the survey responses received in respect of each property is also included in **Attachment 2** to this report (identifying details redacted).
7. The quick poll showed 1 respondent who supported the proposal and 3 respondents who did not, anonymously. A copy of the submissions is in **Attachment 3** to this report, with identifying details redacted
8. The engagement process generated nine submissions, with feedback reflecting a mix of concerns regarding the proposed disposal of 314, 316 and 322 Main Road, Glenorchy. Some of the submissions are long and difficult to summarise, however they are provided in full in Attachment 2. The key themes raised are summarised below.

Issues raised	Officer comment
<u>Loss of community facilities and groups</u> Several submissions raised concern that existing community groups who currently occupy and utilise the	The contributions these groups make, and the importance of community facilities is acknowledged. Should the disposal proceed, Council will continue to work with affected groups to explore alternative accommodation options and transitional arrangements.

<p>facilities would be displaced, resulting in the loss of affordable, accessible spaces.</p>	<p>It is noted that all current users of these facilities are only on short term lease agreements that will cease/expire prior to any potential disposal.</p> <p>It is also noted that the proposed property swap/sale for 1/370 Main Road will provide additional community facilities.</p>
<p><u>Value of public land and transparency</u></p> <p>Concerns were raised about the comparative value of the land, transparency of valuations, and the long-term future use of the properties.</p>	<p>It is noted that any disposal will follow the statutory requirements of section 178 of the <i>Local Government Act 1993</i> along with strict adherence to Council's Disposal of Council Land Policy, where independent valuation reports will be undertaken by both parties to ensure that due diligence.</p>
<p><u>Preference for retaining the site for Community Use</u></p> <p>Some respondents expressed the view that the land should remain in Council ownership for future community use, with suggestions such as markets, elderly activities, and multipurpose facilities.</p>	<p>These perspectives are acknowledged however the previous long term tenants of the site closed due to very low membership numbers. Council undertook an EOI process to determine the best future use of this site, which resulted in the current proposal which secures the important services of the Salvation Army in Glenorchy.</p> <p>The proposed property swap/sale for 1/370 Main Road will provide additional community facilities, including the development of a Youth Hub.</p>
<p><u>Concerns about the proposed Youth Hub location</u></p> <p>While many recognised the importance of a Youth Hub, some questioned the suitability of the Youth Hub site near the shopping centre, citing potential safety and behavioural issues.</p>	<p>The chosen site offers direct access to the Council forecourt and civic precinct, ensuring visibility, accessibility, and integration with Council services and current youth activities that are successfully undertaken in this location currently. The design and operation of the Youth Hub is being guided by expert advice and will prioritise safety, inclusive activation, and youth support services, consistent with Council's Community Plan commitment to youth engagement.</p>

9. Whilst some concerns have been raised in the 9 submissions received, which suggests that the potential disposal of this property is unlikely to be controversial across the broader community. As detailed previously the benefits of securing the ongoing services of the Salvation Army at this location and securing the property at 1/370 Main Road (including for the development of a Youth Hub) as part of this proposal, are considered to offset any disbenefits.
10. Should Council approve proceeding with the disposal process, the people who have responded, along with the public, will be provided a further opportunity to object to the disposal of land through the statutory Section 178 process, as well as potentially appeal any decision by Council to dispose of the land.
11. Under the Local Government Act S178A (3) an appeal may only be made on the grounds that the decision is not in the public interest in that –
 - (a) the community may suffer undue hardship due to the loss of access to, and the use of, the public land; or
 - (b) there is no similar facility available to the users of that facility.
12. The risk of a successful appeal is considered low given the small number of objections, the underutilised use of the land, the community's support for the important services of the Salvation Army, and the desire for the establishment of a Youth Hub in the Glenorchy municipality.

Process for Disposal and Requirements under Section 178

13. Council Officers have developed and follow a 'Disposal of Council Land Workflow' (**Attachment 3**). The workflow outlines the process that Council officers will take when identifying, evaluating, and recommending the disposal of Council land in accordance with the Act.
14. As noted above, there have not been any community concerns noted about the potential disposal of the property that are considered unable to be addressed, or that outweigh the benefits of the proposal.
15. Accordingly, this report recommends the commencement of the Section 178 process for the disposal of public land for 314 Main Road, Glenorchy (formerly Golden Years Club), 316 and 322 Main Road, Glenorchy (formerly the bowls and croquet clubs).

Process under Section 178

16. Council's Disposal of *Council Land Policy* (the Policy) deems all land owned by Council to be 'public land' for the purposes of the Act.
17. A resolution of Council to dispose of public land is required to be passed by an absolute majority of Council. If such a resolution is passed:
 - (a) the intention must be advertised on two (2) occasions in a daily newspaper circulating in the municipal area, and
 - (b) a copy of the notice must be displayed on any boundary of the public land that abuts a highway and notifies the public that objection to the proposal may be made to the General Manager/CEO within 21 days of the date of the first publication.
18. The Policy also provides that, in addition to the notification requirements in Section 178, Council is required to:
 - (a) display a plan and relevant property information on the community notice board in the Council Chambers (near the rear public entrance), and,
 - (b) notify the owners of neighbouring and affected properties advising of the proposed disposal.
19. If Council resolves to commence the public notification and consultation process, officers will ensure that the requirements of Section 178 and the Policy are complied with.
20. Following the completion of the notification, Council is required to consider any objections lodged with objectors having an opportunity to appeal a decision to dispose of the land on the grounds set out above. This will be provided in a future report to Council.

The Land

21. The land at 314 Main Road, Glenorchy (formerly Golden Years Club), 316 and 322 Main Road, Glenorchy (formerly the bowls and croquet clubs), was approved for investigation for potential disposal by Council at its meeting on 28 July 2025, following receipt of a proposal from The Salvation Army during an Expression of Interest process that Council undertook to consider alternative uses for 314 Main Road, Glenorchy.
22. The proposal involved the sale of 314 Main Road Glenorchy (former Golden Years Club) via a proposed exclusive dealing with the Salvation Army for a property swap/sale for their property at 1/370 Main Road Glenorchy. The disposal of 314 Main Road is only proposed on the condition of a successful property swap/sale agreement with the Salvation Army for 1/370 Main Road and will not be pursued for disposal otherwise.

23. The land at 316 and 322 Main Road Glenorchy (former bowls and croquet club) is also via a proposed exclusive dealing with the Salvation Army for a property swap/sale for their property at 1/370 Main Road Glenorchy in the first instance. If a successful property swap/sale agreement cannot be reached with the Salvation Army, then these properties (316 and 322) are still proposed for disposal.
24. The land at 314 Main Road is in the heart of the Glenorchy CBD and is approximately 1,928 square meters. The land at 316 and 322 Main Road Glenorchy are large parcels of land that are also in the heart of the Glenorchy CBD and are 3,020 sqm and 5,541 sqm, respectively. The land at 314, 316 and 322 Main Road, Glenorchy is currently zoned as Community Purpose Zone. All three properties are shown in **Figure 1**, along with a summary table of the properties, their land size and zoning are included below:
25. Summary table of 314, 316 and 322 Main Road, Glenorchy

Property address	Land size (sqm)	Zoning
314 Main Road, Glenorchy	1,928 sqm	Community Purpose Zone
316 Main Road, Glenorchy	3,020 sqm	Community Purpose Zone
322 Main Road, Glenorchy	5,541 sqm	Community Purpose Zone



Figure 1: Aerial view of 314, 316 and 322 Main Road, Glenorchy

26. There is a building that straddles the boundary of 316, 322 and 320 Main Road Glenorchy, which was the former RSL Bowls Club, that is currently used by the Historical Arms and Military Society of Tasmania (HAMST). The HAMST lease of this building ended in 2023 and has remained in hold over since then (i.e. month by month), due to Council's desire to further consider the best long-term use of this underutilised land. HAMST provided a submission to this process thanking Council for their support and noting support for the proposed disposal to the Salvation Army, whilst also noting the significant impact of leaving this facility will have on the club. Council officers have been working with HAMST to investigate suitable alternative facilities for their use.
27. There is an existing Licence Agreement with Glenview Community Services for carparking in the area in front of 316 Main Road. This agreement ended in 2024 and had remained in hold over since then (i.e. month by month). Glenview are aware that this use be ceasing if Council proceeds with the disposal.
28. There are two groups (City North Church, and the Country Music Club of Southern Tasmania) who used to be sub-tenants of the Golden Years Club at 314 Main Road. Following the closure of the Golden Years Club Council has allowed these two groups to continue using the facility on short term agreements (i.e. month by month). These groups are aware these agreements with Council will cease if the property is disposed, or if a new head tenant is otherwise secured.
29. As all existing users are on short term agreements, there will be no groups with an active agreement with Council to use these sites at the time of disposal, if a disposal is approved.
30. As noted above, these properties are located in a prime position within the Glenorchy CBD and are underutilised. Using sale proceeds of these properties (if disposed) would help fund the purchase of 1/370 Main Road and would assist the Council to meet its strategic objectives of securing and developing a Youth Hub and provide additional office space that is directly connected to the Council Chambers.

Attachments

1. Attachment 1 - Summary Report Lets Talk Glenorchy - 11 August - 25 August 2025 [8.3.1 - 6 pages]
2. Attachment 2 - Survey - 314, 316 & 322 Main Road (Redacted) [8.3.2 - 15 pages]
3. Attachment 3 - Quick Poll [8.3.3 - 1 page]
4. Attachment 4 - Disposal of Council Land Flowchart [8.3.4 - 1 page]

Summary Report


11 August 2025 - 25 August 2025

Let's Talk, Glenorchy

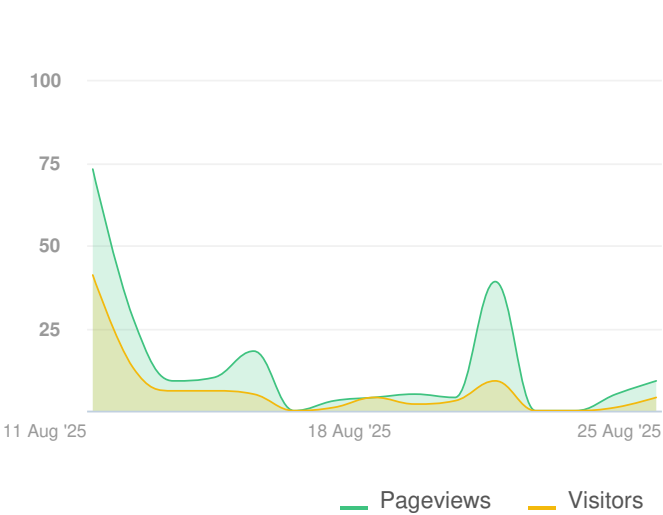
PROJECTS SELECTED: 1

314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Years Club, Croquet Club and Bowls Club)

FULL LIST AT THE END OF THE REPORT



Visitors Summary



Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
100	41	
NEW REGISTRATIONS		
9		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
10	31	88

PARTICIPANT SUMMARY

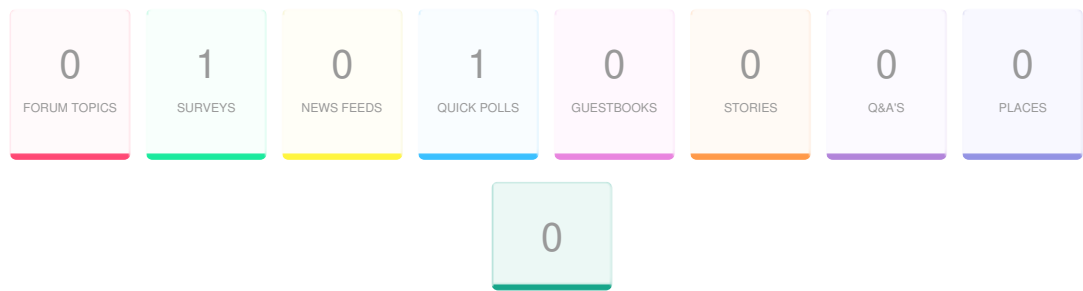
ENGAGED	10 ENGAGED PARTICIPANTS				TOP PROJECTS	
		Registered	Unverified	Anonymous		Participants (%)
		Contributed on Forums	0	0	0	
		Participated in Surveys	9	0	0	
		Contributed to Newsfeeds	0	0	0	
		Participated in Quick Polls	4	0	0	
		Posted on Guestbooks	0	0	0	
		Contributed to Stories	0	0	0	
		Asked Questions	0	0	0	
		Placed Pins on Places	0	0	0	
	Contributed to Ideas	0	0	0		
				* A single engaged participant can perform multiple actions		* Calculated as a percentage of total visits to the Project

ENGAGED	31 INFORMED PARTICIPANTS				TOP PROJECTS	
				Participants		Participants (%)
		Viewed a video		0		
		Viewed a photo		0		
		Downloaded a document		5		
		Visited the Key Dates page		0		
		Visited an FAQ list Page		2		
		Visited Instagram Page		0		
		Visited Multiple Project Pages		24		
		Contributed to a tool (engaged)		10		
				* A single informed participant can perform multiple actions		* Calculated as a percentage of total visits to the Project

ENGAGED	88 AWARE PARTICIPANTS				TOP PROJECTS	
				Participants		Participants
		Visited at least one Page		88		
				* Aware user could have also performed an Informed or Engaged Action		* Total list of unique visitors to the project

Let's Talk, Glenorchy : Summary Report for 11 August 2025 to 25 August 2025

ENGAGEMENT TOOLS SUMMARY



SURVEYS SUMMARY	
1	Surveys
9	Contributors
9	Submissions

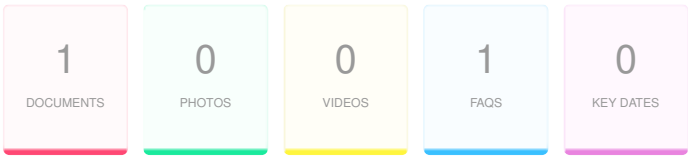
TOP 3 SURVEYS BASED ON CONTRIBUTORS	
9	Contributors to 314, 316 & 322 Main Road, Glenorchy - Survey

QUICK POLLS SUMMARY	
1	Quick Polls
4	Contributors
4	Responses

TOP 3 QUICK POLLS BASED ON CONTRIBUTORS	
4	Contributors to Do you support the proposed disposal of Council land at 314, 316 & 322 Main Rd to The

Let's Talk, Glenorchy : Summary Report for 11 August 2025 to 25 August 2025

INFORMATION WIDGET SUMMARY



DOCUMENTS	
1	Documents
5	Visitors
6	Downloads

TOP 3 DOCUMENTS BASED ON DOWNLOADS	
6	Downloads
314 316 and 322 Main Road Glenorchy - Council Report.pdf	

FAQS	
1	Faqs
2	Visitors
2	Views

TOP 3 FAQS BASED ON VIEWS	
2	Views
314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Years Club,	

Let's Talk, Glenorchy : Summary Report for 11 August 2025 to 25 August 2025

TRAFFIC SOURCES OVERVIEW

REFERRER URL	Visits
m.facebook.com	22
l.facebook.com	13
lm.facebook.com	12
www.google.com	7
www.gcc.tas.gov.au	4
android-app	1
auc-word-edit.officeapps.live.com	1
statics.teams.cdn.office.net	1
www.facebook.com	1

Let's Talk, Glenorchy : Summary Report for 11 August 2025 to 25 August 2025

SELECTED PROJECTS - FULL LIST

PROJECT TITLE	AWARE	INFORMED	ENGAGED
314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Yea...	88	31	10


Survey Responses

11 August 2025 - 25 August 2025

314, 316 & 322 Main Road, Glenorchy - Survey

Let's Talk, Glenorchy

Project: 314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Years Club, Croquet Club and Bowls Club)

 GRANICUS

VISITORS					
25					
CONTRIBUTORS			RESPONSES		
9			9		
9	0	0	9	0	0
Registered	Unverified	Anonymous	Registered	Unverified	Anonymous



Respondent No: 1

Login: [REDACTED]

Email: [REDACTED]

Responded At: Aug 11, 2025 17:48:29 pm

Last Seen: Aug 11, 2025 07:43:55 am

IP Address: [REDACTED]

Q1. Do you currently use this space?

No

Q2. How do you use the space?

not answered

Q3. Do you support the proposed disposal of Council Land at 314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Years Club, Croquet Club and Bowls Club) by way of exclusive dealing to The Salvation Army? Please note: This proposed disposal is for a property swap/sale of The Salvation Army property located at 1/370 Main Road Glenorchy. This proposed disposal would secure the Salvation Army premises that has direct access onto the Council forecourt, for Council to develop and operate a Youth Hub

No, I do not support it

Q4. Please provide further information as to why you do not support this proposal.

I think the space could be used better by not giving it to the salvation army they have enough different spots already i would like to see a market in this space for the whole community and something for the elderly like this land was intended for in the first intended for plus there is also other groups already occupying this space

Q5. Please provide further information as to why you do support this proposal.

not answered

Q6. Do you have any further information/comments you would like to provide?

council should not keep selling of land that can be occupied better than giving it to a charity they could still be getting rent for this space



Respondent No: 2

Login: [REDACTED]

Email: [REDACTED]

Responded At: Aug 12, 2025 08:26:39 am

Last Seen: Aug 11, 2025 07:03:51 am

IP Address: [REDACTED]

Q1. Do you currently use this space?

Yes

Q2. How do you use the space?

The Historical arms & Military society of Tasmania have been leasing the old bowls clubrooms at 322 Main Road since 2020. The property had been unused for approximately two years prior and with the assistance of the Glenorchy Council it has been transformed into a active community asset. The society subleases to several community groups and last year approximately 2200 people were able to use the clubrooms. Each year I provide a detailed review of the clubrooms for the councils information and have attached the below review for your information. I have also attached a calendar noting the groups and dates the building is used by the community. HISTORICAL ARMS and MILITARY SOCIETY of TASMANIA [REDACTED]

[REDACTED] - 13 January 2025 Patron – [REDACTED] RFD RETD Dear Tony On behalf of the Historical Arms and Military Society of Tasmania (HAMST) committee, I would like to wish you all an enjoyable and safe 2025. The Society have now been leasing the old Glenorchy Bowls Clubrooms for four years. I have once again prepared an update of our past activities and future programs for the Councils' information and planning. Clubroom Upgrades – I am pleased to advise the Society has continued to upgrade the facility. The Society has invested in additional security lights and a large flood light for illuminating the grounds. The toilet door and lock have been replaced, the toilets have had maintenance to repair leaks, and the hot water system has also been replaced. Additionally, the outside handrail has also been painted. For general upkeep members attend each Tuesday to empty bins, mow lawns and clean the clubrooms. This has once again been achieved by the members volunteering to ensure the clubrooms are well maintained for its members, sub-tenants and the general public. Member Sub-groups - The Society has been evolving rapidly over the past 12 months with our sub-groups, Military Vehicles, Military Model Making, Re-enacting Living History and Military Research, (who are now affiliated with the Tasmania Museum) and more recently our Women at War group. These sub-groups allow members to focus on their specific military interests at meetings and events. This, together with numerous guest speakers and mainland trips to military facilities, offers members many options to explore our military history. Public Usage - Over the past 12 months we have increased the overall visitation of the clubrooms from approximately 1800 in 2023 to approximately 2200 in 2024. This has been an increase of approximately 600 over the year. Since HAMST commenced management of the clubrooms in 2021, there has been a steady increase of visitors, tenants and club members from 900 in that year to the above-mentioned 2200 over this last year, which is encouraging. The utilisation of the clubrooms has been very beneficial for HAMST members and other community groups to host a variety of meetings, functions and information nights or daytime events. The facility has been an excellent affordable venue for these groups to enjoy. It is pleasing to note that we currently sub-leased to the Australian Cartridge Association, The Society for Creative Anachronism, (Medieval Re-enacting) North City Church, (who have recently created an additional group for teenagers in the community), Military Collectors, the Collectors Guild, Tango Dancing group with the addition of several single hire groups during the year. The clubrooms have been ideal for these community groups, who have limited finances, and we are pleased to offer the premises to any community group should it suit their purpose. Public Events – During 2024 the Society once again hosted the HAMST Military History Fair. The event was held in October with over 600 people attending. The theme this year was the "Redball Express" (transport of stores from Normandy to Berlin during WW2). Displays focused on living history and included Military Models, WW1 Nurses, WW2 Land Women's Army, War Animals, Trade Tables, Firearms, Artillery Living History, Ammunition Collectors, Medieval Displays, Legacy, Salvation Army, Military Vehicles from around the state, and military woodwork. The event is an excellent opportunity to connect with the community as we endeavour to share our military history. Plans are already underway for 2025, the theme being "The Bombing Of Darwin". The Society is also involved in ANZAC Day, Remembrance Day Commemorations and a number of Remembrance events around Tasmania. We have been privileged to have an area to house and care for our vehicles on the clubrooms grassed area. Social Media - The club has an active website with approximately 250 responses a month, and a Facebook page which highlights all coming events and news. I encourage you to visit the 'coming event page' to view planned activities during 2025. We would be pleased if you are able to be part of these events. In closing, on behalf of the committee I would like to sincerely thank Council for their support with this venture

over the past few years. Council staff have been instrumental in supporting our club's vision in practical ways. It is encouraging to see our clubrooms becoming an active progressive community asset. The committee are looking forward to working with the Glenorchy Council in the future as we all seek to preserve our military history for generations to come. Kind Regards [REDACTED] (HAMST President)

JANUARY 5th N Church 8.00am-12.00pm 5th SCA 1.30pm-6.30pm 6th N Church 5pm-7pm 12th N Church 8.00am-12.00pm 13th N Church 5pm – 7pm 16th Collect Guild 7.30pm-10pm 19th N Church 8.00am-12.00pm 19th SCA 1.30pm-6.30pm 20th Church 5pm – 7pm 20th HAMST Committee Meeting 7pm 27th N Church 5pm – 7pm 31st HAMST 5.00pm – 10.00pm

FEBRUARY 2nd N Church 8.00am-1.00pm 3rd N Church 5pm – 7pm 9th SCA 1.30pm-6.30pm 9th Church 8.00am-1.00pm 10th N Church 5pm – 7pm 11th Tango 7pm – 9pm 12th Milcolt 7.30-10pm 16th Church 8.00am-1.00pm 17th N Church 5pm – 7pm 18th Tango 7pm-9pm 20th Collect Guild 7.30pm-10pm 23th N Church 8.00am-1.00pm 23rd SCA 1.30pm-6.30pm 24th N Church 5pm – 7pm 25th Tango 7pm-9pm 28th HAMST 5.00pm – 10.00pm

MARCH 2nd N Church 8.00am-1.00pm 2nd SCA 1.30pm-6.30pm 3rd N Church 5.00pm – 7.00pm 9th N Church 8.00am-1.00pm 10th N Church 5.00pm – 7.00pm 12th Milcolt 7.30-10pm 16th N Church 8.00am-1.00pm 16th SCA 1.30pm-6.30pm 17th N Church 5.00pm – 7.00pm 20th Collect Guild 7.30pm-10pm 23rd HAMST Reenacting Practice 23rd SCA 1.30pm-6.30pm 23th N Church 8.00am-1.00pm 24th N Church 5.00pm – 7.00pm 28th HAMST 5.00pm – 10.00pm 30th N Church 8.00am – 12.00pm 31st N Church 5.00pm – 7.00pm

OCTOBER 5th N Church 8.00am-1.00pm 5th SCA 1.30pm-6.30pm 6th N Church 5.00pm – 7.00pm 8th Milcolt 7.30-10pm 11th HAMST Military Fair 8.00 – 4.00 12th HAMST Military Fair 8.00 – 4.00 13th N Church 5.00pm – 7.00pm 16th Collect Guild 7.30pm-10pm 19th SCA 1.30pm-6.30pm 19th N Church 8.00am-1.00pm 20th N Church 5.00pm – 7.00pm 26th N Church 8.00am-1.00pm 27th N Church 5.00pm – 7.00pm 31st HAMST 5.00pm – 10.00pm

NOVEMBER 2nd N Church 8.00am-12.00pm 2nd SCA 1.30pm-6.30pm 3rd N Church 5.00pm – 7.00pm 3rd HAMST Committee Meeting 7pm 9th N Church 8.00am-1.00pm 10th N Church 5.00pm – 7.00pm 12th Milcolt 7.30-10pm 16th N Church 8.00am-1.00pm 16th SCA 1.30pm-6.30pm 17th N Church 5.00pm – 7.00pm 17th SCA 1.30pm-6.30pm 20th Collect Guild 7.30pm-10pm 21st Collect Guild 7.30pm-10pm 24th N Church 5.00pm – 7.00pm 28th HAMST Dinner 12.00pm – 10.00pm 30th N Church 8.00am-1.00pm 30th SCA 1.30pm-6.30pm

DECEMBER 7th N Church 8.00am-1.00pm 10th Milcolt 7.30-10pm 14th N Church 8.00am-1.00pm 14th SCA 1.30pm-6.30pm 18th Collect Guild 7.30pm-10pm 21st N Church 8.00am-1.00pm 22nd N Church 5pm-7pm 7.30pm April 6th N Church 8.00am-1.00pm 6th SCA 1.30pm – 6.30pm 7th N Church 5pm – 7pm 7th HAMST Committee Meeting 7pm 9th Milcolt 7.30pm – 10pm 13th N Church 8.00am – 1.00pm 14th N Church 5.00pm – 7.00pm 17th Collect Guild 7.30pm-10.00pm 20th N Church 8.00am – 1.00pm 21st N Church 5.00pm – 7.00pm 25th HAMST 5pm – 10pm 26th N Church 8am – 4pm 27th N Church 8.00am – 1.00pm 27th SCA 1.30pm-6.30pm 28th N Church 5.00pm – 7.00pm

MAY 4th N Church 8.00am-1.00pm 4th SCA 1.30pm-6.30pm 5th N Church 5.00pm – 7.00pm 11th N Church 8.00am-1.00pm 12th N Church 5.00pm – 7.00pm 14th Milcolt 7.30-10pm 15th Collect Guild 7.30pm-10pm 18th N Church 8.00am-1.00pm 18th SCA 1.30pm-6.30pm 19th N Church 5.00pm – 7.00pm 25th N Church 8.00am-1.00pm 26th N Church 5.00pm – 7.00pm 30th HAMST 5.00pm – 10.00pm

JUNE 1st N Church 8.00am-1.00pm 1st SCA 1.30pm-6.30pm 2nd N Church 5.00pm – 7.00pm 8th N Church 8.00am-1.00pm 9th N Church 5.00pm – 7.00pm 11th Milcolt 7.30-10pm 15th N Church 8.00am-1.00pm 15th SCA 1.30pm-6.30pm 19th Collect Guild 7.30pm-10pm 16th N Church 5.00pm – 7.00pm 22nd N Church 8.00am-1.00pm 23th N Church 5.00pm – 7.00pm 27th HAMST 5.00pm – 10.00pm 29nd N Church 8.00am-1.00pm 30th N Church 5.00pm – 7.00pm

JULY 6th N Church 8.00am-1.00pm 6th SCA 1.30pm-6.30pm 7th N Church 5.00pm – 7.00pm 9th Milcolt 7.30-10pm 13th N Church 8.00am-1.00pm 14th N Church 5.00pm – 7.00pm 17th Collect Guild 7.30pm-10pm 20th N Church 8.00am-1.00pm 20th SCA 1.30pm-6.30pm 21st N Church 5.00pm – 7.00pm 25th HAMST 5.00pm – 10.00pm 27th N Church 8.00am-1.00pm 27nd HAMST Re-enacting Practice 28th N Church 5.00pm – 7.00pm

AUGUST 3th N Church 8.00am-1.00pm 3rd SCA 1.30pm-6.30pm 4th N Church 8.00am-1.00pm 4th HAMST Committee Meeting 7pm 10th N Church 8.00am-1.00pm 11th N Church 8.00am-1.00pm 17th N Church 8.00am-1.00pm 18th N Church 8.00am-1.00pm 24th N Church 8.00am-1.00pm 25th N Church 8.00am-1.00pm 30th HAMST 5.00pm – 10.00pm 31st N Church 8.00am – 1.00pm

SEPTEMBER 1st N Church 5.00pm – 7.00pm 3rd Police Pistol AGM 6pm 7th N Church 8.00am-1.00pm 7th SCA 1.30pm-6.30pm 8th N Church 5.00pm – 7.00pm 10th Milcolt 7.30-10pm 14th N Church 8.00am-1.00pm 15th N Church 5.00pm – 7.00pm 18th Collect Guild 7.30pm-10pm 21st N Church 8.00am-1.00pm 21st SCA 1.30pm-6.30pm 22nd N Church 5.00pm – 7.00pm 26th HAMST 5.00pm – 10.00pm 28th N Church 8.00am-1.00pm 29th N Church 5.00pm – 7.00pm

- Q3. Do you support the proposed disposal of Council Land at 314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Years Club, Croquet Club and Bowls Club) by way of exclusive dealing to The Salvation Army? Please note: This proposed disposal is for a property swap/sale of The Salvation Army property located at 1/370 Main Road Glenorchy. This proposed disposal would secure the Salvation Army premises that has direct access onto the Council forecourt, for Council to develop and operate a Youth Hub
- Yes, I support it

- Q4. Please provide further information as to why you do not support this proposal.

not answered

- Q5. Please provide further information as to why you do support this proposal.

Over the past few years the Society has endeavoured to connect with the community to ensure our military history is never forgotten. As the Salvation Army also are an essential part of community care we support all the incredible work they do. Three years ago we created a welfare member with our society. This member is also a Salvation Army member who supports our members in any way they can. We support any positive initiatives that are created by the Salvation Army.

- Q6. Do you have any further information/comments you would like to provide?

Although we support the Salvation Army proposals the impact of our clubrooms being demolished will be substantial. Not only for our Society but the number of subgroups that lease the building also. It is obvious that the building is also a vital community asset which small groups can afford where expensive rents prevent many initiatives within our community. As the society is one of the largest Military History Groups in Southern Tasmania we are very keen to establish a permanent building where Glenorchy and be viewed as a major support of military history and where where we can continue to preserve, with static and living history initiatives to ensure our military sacrifices are never forgotten. We are looking forward to working with the Glenorchy Council in the future. Kind regards [REDACTED] (HAMST President)



Respondent No: 3

Login: [REDACTED]

Email: [REDACTED]

Responded At: Aug 12, 2025 15:58:01 pm

Last Seen: Aug 12, 2025 05:49:22 am

IP Address: [REDACTED]

Q1. Do you currently use this space?

Yes

Q2. How do you use the space?

I hold a leadership position in a medieval re-enactment group that is dedicated to the recreation of pre 17th century history. The redevelopment of the Show Grounds displaced our community group, requiring us to move to the old stands/clubrooms. We use that grounds on a regular basis to hold demo's, teach medieval combat and hold archery.

Q3. Do you support the proposed disposal of Council Land at 314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Years Club, Croquet Club and Bowls Club) by way of exclusive dealing to The Salvation Army? Please note: This proposed disposal is for a property swap/sale of The Salvation Army property located at 1/370 Main Road Glenorchy. This proposed disposal would secure the Salvation Army premises that has direct access onto the Council forecourt, for Council to develop and operate a Youth Hub

No, I do not support it

Q4. Please provide further information as to why you do not support this proposal.

The demolition of this ground will directly impact our ability to continue operating in Glenorchy. Without access to these facilities, it will negatively impact our connection to community and limit the sustainability of our groups function.

Q5. Please provide further information as to why you do support this proposal.

not answered

Q6. Do you have any further information/comments you would like to provide?

not answered



Respondent No: 4

Login: [REDACTED]

Email: [REDACTED]

Responded At: Aug 12, 2025 17:06:37 pm

Last Seen: Aug 12, 2025 07:02:05 am

IP Address: [REDACTED]

Q1. Do you currently use this space?

Yes

Q2. How do you use the space?

I am part of a medieval reenactment group who used this space for social gatherings, and fortnightly sporting activities such as archery

Q3. Do you support the proposed disposal of Council Land at 314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Years Club, Croquet Club and Bowls Club) by way of exclusive dealing to The Salvation Army? Please note: This proposed disposal is for a property swap/sale of The Salvation Army property located at 1/370 Main Road Glenorchy. This proposed disposal would secure the Salvation Army premises that has direct access onto the Council forecourt, for Council to develop and operate a Youth Hub

No, I do not support it

Q4. Please provide further information as to why you do not support this proposal.

It's a good space and cheap. There isn't many spaces in the local area that meets requirements without being majorly expensive. We have also invested a lot of personal time and money into upgrading the outdoor area to make it safe and suitable for our needs sans help from anyone that actually owns the land. Yes we've had a decline of use in the last 7 months or so, but unfortunately people's lives have had to come first-such as having babies, medical issues etc.

Q5. Please provide further information as to why you do support this proposal.

not answered

Q6. Do you have any further information/comments you would like to provide?

not answered



Respondent No: 5

Login: [REDACTED]

Email: [REDACTED]

Responded At: Aug 15, 2025 21:09:16 pm

Last Seen: Aug 25, 2025 13:21:19 pm

IP Address: [REDACTED]

Q1. Do you currently use this space?

Yes

Q2. How do you use the space?

Society for Creative Anachronism SCA archery and for creativity projects, displays and community events

Q3. Do you support the proposed disposal of Council Land at 314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Years Club, Croquet Club and Bowls Club) by way of exclusive dealing to The Salvation Army? Please note: This proposed disposal is for a property swap/sale of The Salvation Army property located at 1/370 Main Road Glenorchy. This proposed disposal would secure the Salvation Army premises that has direct access onto the Council forecourt, for Council to develop and operate a Youth Hub

No, I do not support it

Q4. Please provide further information as to why you do not support this proposal.

SCA lost its home at the Royal Showgrounds due to renovations and buildings and land sell off ☹️ Now the Glenorchy Council are proposing to again throw a community inclusive of all disabilities and inclusive of minorities out again with this deal. The SCA is a large community group specialising in historical re-enactments. We share these spaces with HAMST another community organisation.

Q5. Please provide further information as to why you do support this proposal.

not answered

Q6. Do you have any further information/comments you would like to provide?

You will be displacing community groups for a large not for profit that can afford to relocate and to build. This is not fair to the groups that will be displaced through this deal.



Respondent No: 6

Login: [REDACTED]

Email: [REDACTED]

Responded At: Aug 21, 2025 08:44:47 am

Last Seen: Aug 20, 2025 21:24:55 pm

IP Address: [REDACTED]

Q1. Do you currently use this space?

No

Q2. How do you use the space?

not answered

Q3. Do you support the proposed disposal of Council Land at 314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Years Club, Croquet Club and Bowls Club) by way of exclusive dealing to The Salvation Army? Please note: This proposed disposal is for a property swap/sale of The Salvation Army property located at 1/370 Main Road Glenorchy. This proposed disposal would secure the Salvation Army premises that has direct access onto the Council forecourt, for Council to develop and operate a Youth Hub

No, I do not support it

Q4. Please provide further information as to why you do not support this proposal.

Why we are being betrayed again by this Council and Aldermen with the loss of the last remaining publicly owned facilities and open space needed for social gatherings and activities that contribute to our community welfare. There is no other guaranteed facility for older members of the community to use. This discrimination should not continue. The Golden Years Club should be a dual-purpose facility for both our young and elderly and properly managed by the Council. This appears to be a repeat of the unjustified pool disposal. The Youth Centre should be acquired and the Salvation Army should find an alternative site for their development plans. Why is it stated the council will dispose of the land even if the Salvation Army deal does not proceed? This does not make sense and what property developer is involved? All we see is community neglect and broken promises made - This loss of a large amount of valuable CBD public land as well as the loss of three much needed community owned buildings (Golden Years, Croquet Club and Bowls Club built in the late 60's) for a temporary youth club is unacceptable. The intended building in Terry St is to be demolished to relocate the bus mall there and was passed by Aldermen in April 2022. Also, there is mention of ratepayers contributing to this deal when the government should be responsible for providing community purpose buildings and funding the essential work of the Salvation Army without demolishing our facilities. This appears to be another pre-planned set-up just like Council and the Government planned to take our pool land for property developers. Council in partnership with the government closed the BMX Track(& broke the promise to rebuild it in Glenorchy) and took our Berriedale Reserve land without transparency with the Premium Property Report showing us as paying rent for the publicly used facilities on our land); demolished the previous Skatebowl, Youth Centre & Music Recording Studio at O'Brien's Bridge; cancelled the CBD Playground and used the grant elsewhere; demolished the Abbotsfield Skatepark near young people's homes to take the land; took the RSL socially enjoyed by many; closed the desperately needed YMCA and took it from the community; refused to save the Ice Skating Rink and the Barossa Hydrotherapy Pool. Aldermen voted to dispose of the valuable DEC & Wikinsons Point with no benefit for ratepayers, just liabilities. Aldermen voted to rezone all the CBD Car Parks for apartment development and deny this community equal rights for access to businesses and services required daily. There is also a plan to destroy the Model Makers Club built up over 20 years by the community and take the land for property developers. Government allowed the disabled workshop in Clydesdale Avenue to be demolished for property developers; closed the Showground Market with the promise of social and affordable housing but refused to honour their promise and so it continues. How can we trust the Government and Council to safeguard the welfare of this community against the favours given to property developers? The secretive Development Assessment Panels proposed by the Government is completely unjust and corrupted by taking control of planning decisions away from the Local Council and will deny the community knowledge of and input into what is approved. How can this be even proposed by a so-called democratic government? What ongoing guaranteed plans are there to staff and fund a Youth Centre that will provide supervised activities, support and development programs for our socially neglected and educationally failed young people? What physically driven and therapeutic diversionary programs and activities will provided for them? There has been no mention of this.

Q5. Please provide further information as to why you do support this proposal.

not answered

Q6. Do you have any further information/comments you would like to provide?

Text from Email sent to The GCC Mayor and Aldermen on 27th July 2025 Please find below some questions related to Agenda Item 9 for Council Meeting 28 July 2025. INVESTIGATIONS INTO THE POTENTIAL DISPOSAL OF 314 (FORMER GOLDEN YEARS CLUB), 316, AND 322 MAIN ROAD GLENORCHY 1. a) Could the Recommendation you are voting on please include the plan to establish a CBD Youth Centre at Unit 1 370 Main Road Glenorchy and b) For the Recommendation to require Council to provide transparency around the potential swap/sale/disposal investigations and valuations to Aldermen and the Community in an Open Council Meeting? The establishment of the Youth Centre is an integral component of the report and should be acknowledged in the Recommendation prior to your endorsement and vote to proceed with investigations into the potential disposal of diminishing public facilities and land. Additional Recommendation: That Council: ENDORSE the plan to establish a permanent CBD Youth Centre and provide appropriate activities, support, developmental programs including the literacy, numeracy, assessment and assistance to acquire skills required that lead to apprenticeship, technical & further education and opportunity for employment. REQUIRE a further report to Open Council of valuations and investigations of swap/sale/disposal of the Community's public land and facilities. 2. Also, could you please seek clarification on the resolution outlined in the CityScape Civic Heart Masterplan endorsed by Council at the GCC Meeting 26 April 2022 to demolish the Terry Street buildings into the future should a private investor/developer express interest. This cannot be acceptable when you expect the community to agree with the swap/sale of three of our other publicly owned buildings being 314 (Golden Years) 316 (Croquet Club) and 322 (Bowl's Club) and open space. 3. If a private investor wants this marketed as 'Open for Business' CBD land in Terry Street, the Community and importantly our Youth could be left with absolutely nothing once again due to these recommendations that will result in the disposal and demolition of existing publicly owned facilities and land. Refer Agenda Item 26 April 2022 and Dot Point 4 "Reporting Brief: To seek Council's approval of the Cityscape Civic Heart Masterplan (Attachment 1) to provide a framework for Glenorchy CBD's strategic urban development as the primary centre for economic activity in the municipality..... Financial: The development of the CityScape Civic Heart Masterplan is one of ten projects funded as part of the Economic Recovery Plan using a \$3.5 million, no-interest loan from the Tasmanian Government. The project has a budget of \$280,000. Significant investment would be required to implement the Masterplan. While current property owners and stakeholders have developed the Masterplan and would align their future investment and development with the Masterplan, there would need to be significant investment by State and Federal governments to see it realised in full. The Masterplan would be used to encourage and attract this investment from State or Federal Governments, as well as private developers." This property is a land size of only 1377m2 compared to 9593m2 comprising 3020m2 (Bowl's Club Public Land), 5541m2 (Croquet Club Public Land) and 1032m2 (Golden Years Club Public Land). 4. Why is there no mention in the Council Report and Recommendation of the significant and publicly owned Bowl's Club being disposed of and how is this possible when it is partly on two different titles of land being on both 320 Main Road (237743/1 – 5381877 Community Transport Services) and 322 Main Road (179404/1 -7765575 Bowls Club) Certificates of Title? 5. What happened to all the previously available services for Youth in Glenorchy outlined in the Partnership Agreement with the Government in 2000? (Extracts from Agreement) Is there a commitment to reinstate these important and crucial services under this agreement? "Pulse" Youth Health Centre (Year 2000) "Pulse is a responsive, accessible, integrated and co-located youth health service that aims to contribute to the improved health and wellbeing status of young people 12 to 24 years living in or accessing the City of Glenorchy. Service provision includes Counselling, Social worker, Youth Nurse, Alcohol and other Drugs worker, Youth worker, Doctor, open access, computer access, laundry and shower facilities, recreation and creative arts, purpose built and equipped music room, free Legal Aid line, life skills programs, mentoring programs, employment including Job Placement Employment and Training (JPET), housing/accommodation support and referral." "...crime prevention and community safety should be about providing people with half-decent things so that they don't have to commit crime. (Year 9 student, Cosgrove High School, Glenorchy, 2000)" (Reference – A Safer Community Strategy for the City of Glenorchy) Also, related to the long-term lack of facilities for our youth in this Municipality, and as Aldermen interested in the welfare of the community, could you please provide a timeframe of when activities and programs will recommence for our Youth and the wider Community at the YMCA?



Respondent No: 7

Login: [REDACTED]

Email: [REDACTED]

Responded At: Aug 21, 2025 16:13:43 pm

Last Seen: Aug 21, 2025 06:02:58 am

IP Address: [REDACTED]

Q1. Do you currently use this space?

Yes

Q2. How do you use the space?

I go to church in the golden years club

Q3. Do you support the proposed disposal of Council Land at 314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Years Club, Croquet Club and Bowls Club) by way of exclusive dealing to The Salvation Army? Please note: This proposed disposal is for a property swap/sale of The Salvation Army property located at 1/370 Main Road Glenorchy. This proposed disposal would secure the Salvation Army premises that has direct access onto the Council forecourt, for Council to develop and operate a Youth Hub

No, I do not support it

Q4. Please provide further information as to why you do not support this proposal.

A map was attached of this land and building at the Golden years club, but none of the space currently inhabited by the Salvos to see how big that building is in comparison. It would seem that what the Salvos currently inhabit near the council buildings is quite small compared to the council land (owned by rate payers) and building being 'swapped for'. Monetarily/value wise are they comparable? What are the figures? Where are the comparable government valuations? Has thus been published anywhere? Secondly I just wondered what 'exclusive dealing' legally means in this respect as you state the Golden years club and land isn't being 'sold' but that the Salvos are being given 'exclusive dealing' in relation to the property.

Q5. Please provide further information as to why you do support this proposal.

not answered

Q6. Do you have any further information/comments you would like to provide?

I don't disagree with the salvos using the Golden years building, however, what is to stop the salvos selling off the property and land for profit to a developer in the near future if they're given the title??? What guarantees are there for the community it will remain in community use? How will a swap of property guard against us being short changed? The Golden years club has prime land behind it, this should be for the community use. Creating a youth hub on Terry st where the salvos currently are and where Centrelink use to be will just consolidate anti social behaviour in this area. If council is going to create a youth hub where the salvos were, what are the salvos going to do in the golden years building and with all the land behind it? Why haven't they published their plan for all this land and building they're getting in return for a small office area in Glenorchy central . Why doesn't the GCC publish the office/land size of the current salvos spot?



Respondent No: 8

Login: [REDACTED]

Email: [REDACTED]

Responded At: Aug 24, 2025 15:22:03 pm

Last Seen: Aug 24, 2025 05:08:01 am

IP Address: [REDACTED]

Q1. Do you currently use this space?

No

Q2. How do you use the space?

not answered

Q3. Do you support the proposed disposal of Council Land at 314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Years Club, Croquet Club and Bowls Club) by way of exclusive dealing to The Salvation Army? Please note: This proposed disposal is for a property swap/sale of The Salvation Army property located at 1/370 Main Road Glenorchy. This proposed disposal would secure the Salvation Army premises that has direct access onto the Council forecourt, for Council to develop and operate a Youth Hub

No, I do not support it

Q4. Please provide further information as to why you do not support this proposal.

I think youth hubs/clubs or drop in venues should not be located close to shopping areas, where gangs or lone antisocial youth meeting at hub could resume troublesome behaviours at Northgate shopping centre. Better to establish it back at 314 Main Rd. where at least it's opposite police station for security.

Q5. Please provide further information as to why you do support this proposal.

not answered

Q6. Do you have any further information/comments you would like to provide?

not answered



Respondent No: 9

Login: [REDACTED]

Email: [REDACTED]

Responded At: Aug 25, 2025 17:00:10 pm

Last Seen: Aug 25, 2025 05:18:53 am

IP Address: [REDACTED]

Q1. Do you currently use this space?

No

Q2. How do you use the space?

not answered

Q3. Do you support the proposed disposal of Council Land at 314, 316 & 322 Main Road, Glenorchy (formerly known as the Golden Years Club, Croquet Club and Bowls Club) by way of exclusive dealing to The Salvation Army? Please note: This proposed disposal is for a property swap/sale of The Salvation Army property located at 1/370 Main Road Glenorchy. This proposed disposal would secure the Salvation Army premises that has direct access onto the Council forecourt, for Council to develop and operate a Youth Hub

No, I do not support it

Q4. Please provide further information as to why you do not support this proposal.

Council is prioritising the Youth Hub outcome, but this does not require the sale of all three properties. The land is zoned Community Purpose and should remain for future community needs. If disposed of it should become rateable property to realise ongoing revenue from this valuable land. "Underutilised" is not a sufficient justification for permanent disposal of valuable central land. Any disposal should be tied to guarantees of affordable community access and multipurpose use, not just one service provider.

Q5. Please provide further information as to why you do support this proposal.

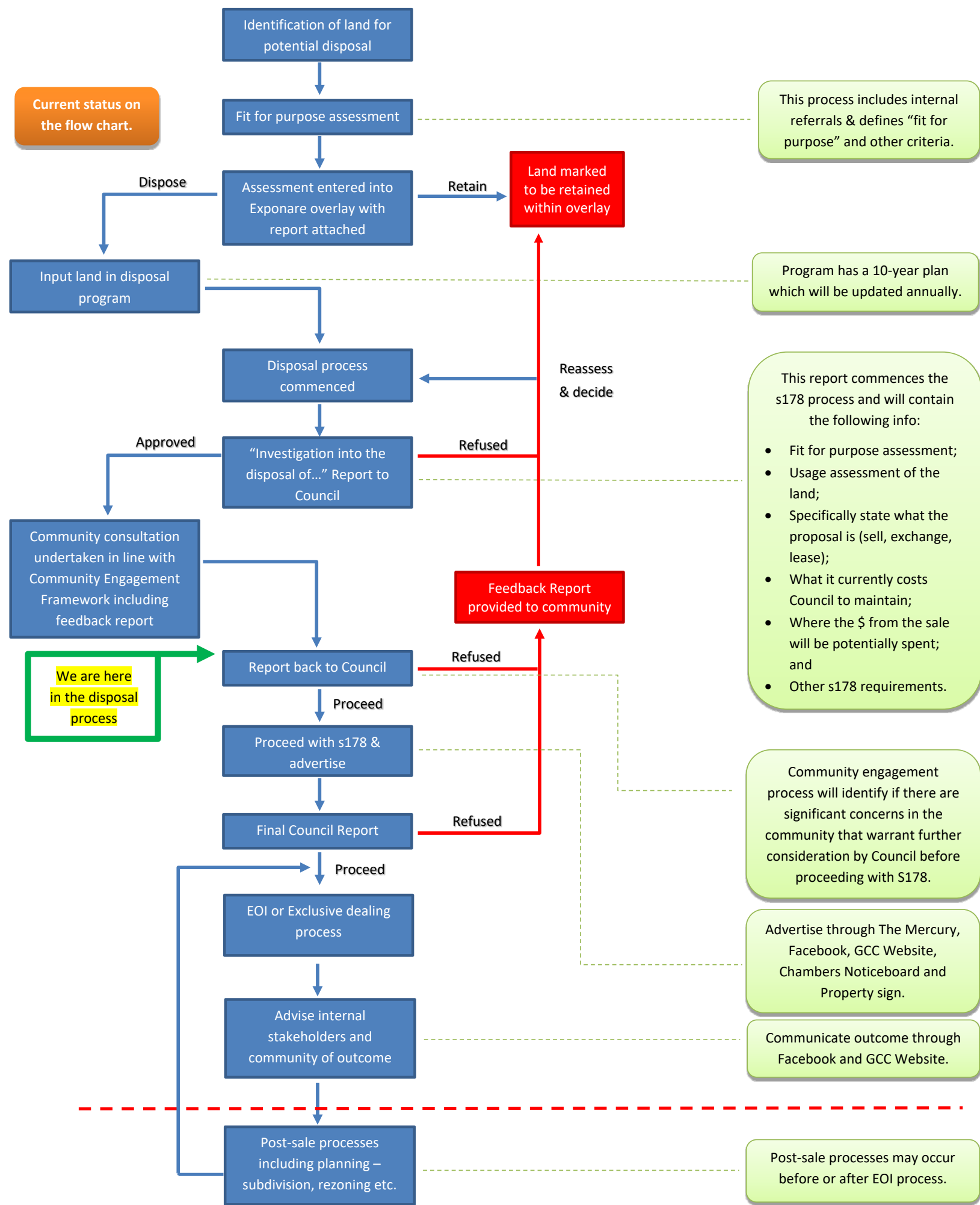
not answered

Q6. Do you have any further information/comments you would like to provide?

not answered

QuickPoll Topic:		Do you support the proposed disposal of Council land at 314, 316 & 322 Main Rd to The Salvation Army via exclusive dealing? This proposal would allow Council to acquire 1/370 Main Rd to develop a Youth Hub with direct access to the Council forecourt.	
Tool Status	Draft	Date of contribution	Do you support the proposed disposal of Council land at 314, 316 and 322 Main Rd to The Salvation Army via exclusive dealing? This proposal would allow Council to acquire 1/370 Main Rd to develop a Youth Hub with direct access to the Council forecourt.
Visitors	0		
Contributors	4	Aug 11 25 04:06:04 pm	Yes
Registered	4	Aug 15 25 09:10:03 pm	No
Unverified	0	Aug 21 25 04:03:37 pm	No
Anonymous	0	Aug 25 25 03:19:54 pm	No
Admin	0		
SUBMISSIONS	4		

Disposal of Council Land Workflow



8.4 DISPOSAL OF COUNCIL LAND AT PART OF 10 BUCAAN STREET, CHIGWELL

Author: Property Coordinator (Renee Kapitzke)
Qualified Person: Acting Director Infrastructure and Development (Luke Chiu)
File Reference: Council Land - Disposal and Sale, part of 10 Bucaan Street

Executive Summary

This report provides the results of the statutory public consultation and notification process carried out under section 178 of the *Local Government Act 1993* (the Act). During the public consultation period no public objections were lodged in opposition to the disposal of part of 10 Bucaan Street Chigwell for the expansion of the Community House Program.

Based on the results of the public consultation it is recommend that Council resolves to dispose of the identified part of land at 10 Bucaan Street, Chigwell (the land), by way of donation to Bucaan Community House or their nominee, subject to:

- Confirmation that the full funding for the project to expand/redevelop Bucaan Community House is secured; and
- The inclusion of a reversionary clause to ensure that the land continues to be used for community purposes, and for Council to reclaim the land if the use ceases.

Recommendation

That Council:

1. Having considered that no objections were lodged following the public notification of Council's intention to dispose of part of the land of 10 Bucaan Street, Chigwell (CT 250671/1), RESOLVE under section 178 of the *Local Government Act 1993* to proceed with the disposal of the land by way of donation to Bucaan Community House or their nominee, subject to:
 - (a) Confirmation that the full funding for the project to expand/redevelop Bucaan Community House is secured; and
 - (b) The inclusion of reversionary clause to ensure that the land continues to be used for community purposes, and for Council to reclaim the land if the use ceases.

Community Plan Reference	<p>Building Image and Pride We nurture and celebrate our proud and vibrant City with its strong sense of belonging.</p> <p>Making Lives Better We deliver services to meet our community's needs. We champion greater opportunities for our community.</p> <p>Open for Business We value our community by delivering positive experiences. We encourage responsible growth for our City.</p> <p>Leading Our Community We are a leader and partner that acts with integrity and upholds our community's best interests. We responsibly manage our community's resources to deliver what matters most.</p>
Strategic Plan Reference	<p>In partnership with others, facilitate and advocate for a welcoming, inclusive, healthy and learning community.</p> <p>Work constructively with the development sector and our community to enable acceptable development opportunities.</p> <p>Communicate effectively with our community and stakeholders about what Council is doing.</p> <p>Champion and work together to address our community's needs and priorities.</p> <p>Make informed decisions that are open and transparent and in the best interests of our community.</p> <p>Build and maintain productive relationships with all levels of government, other councils and peak bodies to achieve community outcomes for Glenorchy and Greater Hobart.</p> <p>Manage the City's assets responsibly for the long-term benefit and growth of our community.</p>
Consultation/ Engagement	<p>1. Two forms of public consultation have taken place:</p> <ul style="list-style-type: none"> • A two-week advertisement on Council's Let's Talk Glenorchy Web page as part of a preliminary investigation into whether there were any significant concerns about the proposed disposal. • The Statutory 21-day consultation period required under Section 178 of the Act.

Resources	Council staff would facilitate the disposal processes as part of their allocated duties.
Risk/Legal/ Legislative/ Reputational	<ol style="list-style-type: none"> 1. There is an opportunity to acknowledge that the disposal is supporting Council's 2025/26 Annual Plan Priority Action to: <i>Partner with government and community organisations to deliver programs that improve community safety and inclusion.</i> 2. Disposing of this land by donation will enable the expansion of the Bucaan Community House services and facilities, which will strengthen community partnerships, broaden access to essential services, and foster a safer, more inclusive environment for residents. 3. Reputational risks exist due to potential public reaction of Council's decision to dispose of land. This considered low risk, as reflected by the lack of objections submitted and the built in reversionary clause. 4. There were no representations submitted during the statutory advertising process, therefore there is no risk of an appeal made to TASCAT. 5. To safeguard Council's long-term interests and ensure the land continues to deliver community benefit, the land disposal will include a reversionary clause. This clause will provide that, should the land cease to be used for community purposes, ownership will revert to Council.
25/26 Budget Allocation	There will be some costs associated with the disposal of the property including a third-party valuation report (for reporting purposes), and subdivision costs. These costs are covered under the Property Department's land disposal budget allocation.
Life of Project, Service, Initiative or (Expectancy of) Asset	As no representations were submitted during the statutory advertising process, if Council resolve to proceed with the disposal, Council officers will prepare the property donation and transfer. As some of the funding for Bucaan Community House's proposed expansion is not yet secured, it is recommended that the finalisation of the donation and transfer does not occur until confirmation that the full funding is secured.
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	Should Council dispose of the land, Council's maintenance and operational costs will cease.

Other Funding Sources	Not applicable
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Proposal in Detail

- At its meeting on 28 July 2025, Council made the following resolution:

That Council:

1.ENDORSE the commencement of investigations into the potential disposal of part of 10 Bucaan Street, Chigwell (CT 250671/1) by donation to Bucaan Community House, on the basis that the Land be returned to Council if it is no longer used for an approved community purpose.

2.AUTHORISE the Chief Executive Officer to take all actions necessary to complete the public notification of Council's intent to dispose the Land in accordance with section 178 of the Local Government Act 1993 and Council's Disposal of Council Land Policy: and

3.AUTHORISE the Chief Executive Officer to consider and acknowledge any objection received pursuant to section 178(6) of the Local Government Act 1993 and report to a future Council meeting.

The motion was put.

FOR: Aldermen Alderton, Cockshutt, Hickey, King, Marks, Ridler, Slade, Stringer, Yaxley and Councillor Kendall

AGAINST: Nil

The motion was CARRIED.

- Section 178 of the Act sets out the process by which Council can sell, lease, donate, exchange or otherwise dispose of public land that Council owns.
- This report recommends that Council considers all representations received and approves the disposal, by way of donation, of Council owned land at part of 10 Bucaan Street, Chigwell in accordance with section 178 of the Act and Council's Disposal of Council Land Policy.

Process under section 178 of the Local Government Act 1993 (the Act)

- Section 178 of the Act sets out the process that must be followed by a Council which intends to dispose of public land. In addition, the Policy deems all land owned by Council to be 'public land' for the purposes of the Act.
- Council has completed the public notification of its intent to dispose of the parcel of land and the public's right to object, in accordance with the requirements of section 178 of the Act. Following the completion of the notification, Council is now required to consider any objections lodged and decide whether to take any action regarding the objection.

6. After making a decision, Council must then write to any objector within seven days to notify the objector of Council's decision and advise them of their right to appeal against the Council decision under section 178A.
7. A person's right to appeal a Council decision regarding an objection
 - a) Under section 178A of the Act, a person who lodged an objection regarding Council's intention to sell public land can appeal to the Tasmanian Civil and Administrative Tribunal (TASCAT) against Council's decision.
 - b) Appeals must be made to the TASCAT within 14 days after receiving written notification of the Council's decision and must be made in accordance with the *Tasmanian Civil and Administrative Tribunal Act 2020*.
 - c) An appeal under section 178A can only be made on the grounds that the decision of the Council is not in the public interest in that:
 - I. the community may suffer undue hardship due to the loss of access to, and the use of, the public land, or
 - II. there is no similar facility available to the users of that facility.
8. As no objections were lodged during the statutory advertising period there is no action for an appeal to be lodged.

Compliance with Council's Disposal of Public Land Policy

9. Council's Disposal of Public Land Policy requires that, following the completion of the statutory twenty-one (21) day advertising period, a report is to be presented to Council which is to contain the following information.

The current use and history of the Council Land

10. Part of 10 Bucaan Street, Chigwell is zoned Community Purpose under the planning scheme and the land requested is approximately 850 square metres in area. It is directly adjacent to the Bucaan Community House. The land contains a public shelter which would be relocated to the other side of the reserve, prior to any development. The land is largely underutilised other than when Bucaan Community House host events at their community house and activate the space.
11. The proximity of the land to the Bucaan Community House, and the Community Purpose zoned location provides scope for the expansion of the Community House (subject to the necessary planning and building approvals).

Details of the cultural heritage, environmental, recreation, landscape values of the Council Land.

12. The site is vacant, Community Purpose zoned land that is undeveloped that is underutilised. However, Council acknowledges that some people in the community still value this space and use the shelter.

13. It should be noted that the remainder of 10 Bucaan Street (also known as Chigwell Barn Reserve) will be retained by Council as open space for public use.

The results of the valuation of the Council Land (obtained under 4.3)

14. The valuation report for this property has been included as **Attachment 1** in this report. As the land is proposed for donation there is no commercial disadvantage to Council to release this information prior to a sale process. The valuation is obtained to meet Council's reporting requirements.

Any statutory or legal considerations

15. Any matters of a legal nature would be undertaken in-house by Council's legal services section. A review of the property title did not uncover any encumbrances that would interfere with Council's right to sell the land.

The consultation process undertaken and consideration and response to every objection lodged.

16. From 29 May 2025 through to close of business 13 June 2025, Council undertook initial informal consultation with the community regarding potential disposal by way of donation. The feedback was presented to Council at its open meeting on 28 July 2025. At that meeting, Council resolved to form an intention to dispose the land and to commence the community consultation process set out in section 178 of the Act, together with the additional requirements set out in Council's Policy.
17. Council's intention to dispose of the land was advertised on two occasions: first on 11 August 2025 and the second notice was published on 23 August 2025, in the Mercury newspaper and a copy of the notice was displayed on the property boundary notifying the public that objection to the proposal could be made to the Chief Executive Officer within 21 days from the date of the first publication.
18. In accordance with the Policy, a plan, along with relevant property information was displayed on the community noticeboard in the Council Chambers (near the Chambers' rear public entrance). A notice was also placed on Council's website and Let's Talk Glenorchy engagement platform, along with updating the public on Glenorchy City Council's Facebook page.
19. There were no objections received in response to the Section 178 public consultation.

The rationale for the recommended disposal, including details of any internal referrals

20. Council's Property, Recreation and Environment and Legal areas were consulted during the process. Those consultations did not identify any issues with the potential donation of the land.

21. Operational staff have noted there will be a minor financial benefit in no longer maintaining the space that is underutilised Community Purpose zoned land.
22. The proximity of the land to the Bucaan Community House, combined with its Community Purpose zoning, provide scope for expansion of the Community House (subject to the necessary planning and building approvals). The disposal supports Council's priority action to *partner with government and community organisations to deliver programs that improve community safety and inclusion*, enabling broader access to essential services and fostering a safer, more inclusive environment for residents.

Any encumbrances on the Council Land (easements, mortgages etc)

23. Council manages and maintains the entirety of 10 Bucaan Street, Chigwell, including the access road and carpark that supports the Chigwell Barn, as shown in **image 1** below:

Image 1



24. To safeguard Council's long-term interests and ensure the land continues to deliver community benefit, the disposal will include a reversionary clause. This clause will provide that, should the land cease to be used for community purposes, ownership will revert to Council.

Any other relevant matters in the circumstances

25. There are no other material matters for consideration by Council.

The estimated timeframe for the disposal

26. No representations were made therefore no appeals can be lodged against the disposal under Section 178 of the Act, so Council is able to progress the potential disposal as soon as it wishes, if approved. As noted earlier however as some of the funding for Bucaan Community House's proposed expansion is not yet secured, it is recommended that the finalisation of the donation and transfer does not occur until confirmation that the full funding is secured. There will also be a subdivision process to occur if the disposal does proceed.

The recommended course of action.

27. It is recommended that Council resolves to dispose of part of 10 Bucaan Street, Chigwell, by way of donation, to Bucaan Community House (or their nominee), as the existing tenant and the proponent actively seeking funding for an expansion of the community services and facilities.
28. The disposal would be subject to the inclusion of a reversionary clause to ensure that the land continues to be used for community benefit or otherwise reverts to Council. It is also recommended that the donation/transfer does not occur until confirmation that the full funding for the project to expand/redevelop Bucaan Community House is secured.

Attachments

1. Attachment 1 - Valuation Report [8.4.1 - 12 pages]



10th September 2025

Our Ref: 1318446

Ms Renee Kapitzke,
Property Coordinator,
Glenorchy City Council,
374 Main Rd,
Glenorchy, TAS 7010.
Renee.Kapitzke@gcc.tas.gov.au

Dear Renee,

Valuation of Part 10 Bucaan St, Chigwell, TAS 7011.

I refer to your request of 5th September 2025 for an assessment of a portion of the above address for reporting purposes – it is stated that the subject area is to be donated to the adjacent Community House.

I acknowledge having sighted a plan of the proposed parcel for transfer.

The land in question was inspected on **9th September 2025**.

Date of Valuation:

9th September 2025

Location:

The subject parcel is currently part of CT 250671 Folio 1 in the ownership of the Glenorchy Council, a regular allotment of 6,976 m² in the Chigwell locality.

Copies of the Title and Survey Plan are attached hereunder:



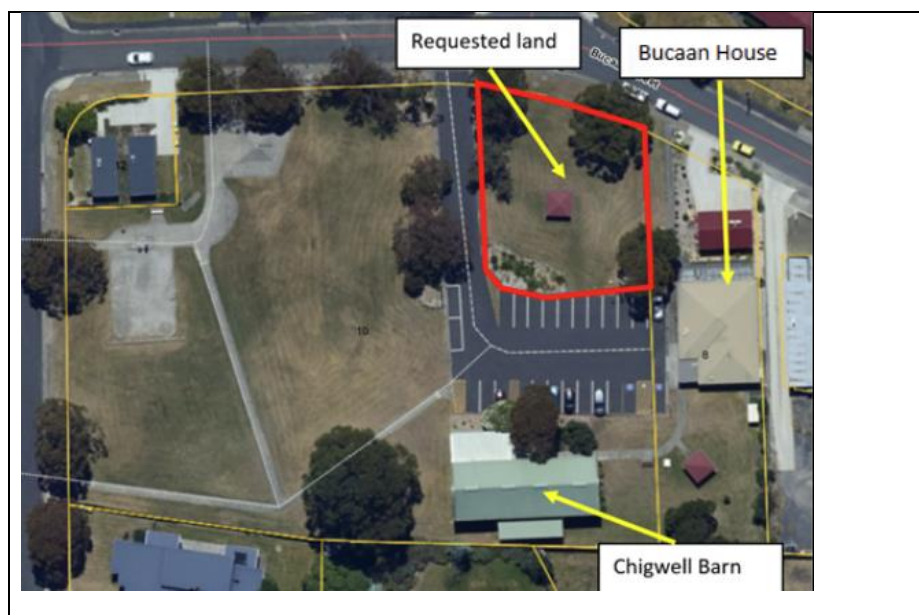
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<p>ADVANCE TO CERTIFICATE OF TITLE FOLIO OF REGISTER</p> <p>REGISTERED NUMBER 250671</p> <p>Lot 1 of this plan consists of all the land comprised in the above-mentioned cancelled title of the Register</p>	<p>the list RESULT OF SEARCH RECORDER OF TITLES Issued Pursuant to the Land Titles Act 1980</p> <p>SEARCH DATE : 05-Jun-2024 SEARCH TIME : 03:59 PM</p> <p>DESCRIPTION OF LAND City of GLENORCHY Lot 1 on Plan 250671 Derivation : Part of 526A-1R-20Pa. Gtd. to A. Morrison & Anor. Prior CT 4276/32</p> <p>SCHEDULE 1 A230737 GLENORCHY CITY COUNCIL</p> <p>SCHEDULE 2 Reservations and conditions in the Crown Grant if any BURDENING EASEMENT a right of drainage (appurtenant to Lots 14 to 24 and 26 in Section 5 on Plan No. 1578) over the Drainage Easement 1.83 wide passing through the said land within described BURDENING EASEMENT the full and free right and liberty for the Hobart Corporation to lay and maintain water mains through the strip of land marked "Lake Fenton Pipe Line Easement" passing through the said land within described</p> <p>UNREGISTERED DEALINGS AND NOTATIONS No unregistered dealings or other notations</p>
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Improvements comprise a Hall/Community Centre with associated parking area, set at the rear of the area.

The proposal involves the transfer of the parcel as shown in the diagram below, an area of $\pm 900 \text{ m}^2$, to the adjoining property in the ownership of the Director of Housing.

The diagram provided is attached hereunder:





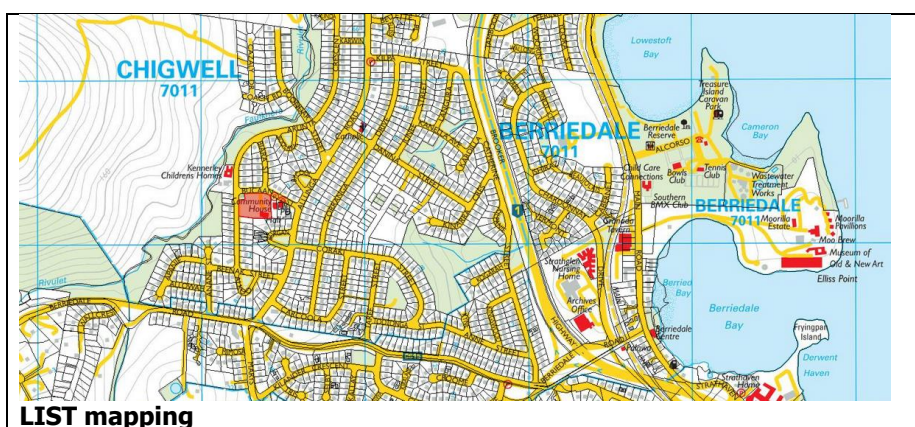
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The land is zoned "Community Purpose" under the Tasmanian Planning Scheme, Glenorchy Local Provisions Schedule. It is presumed that any development on the subject area would be subject to Glenorchy Council approval.

The property is located within the Chigwell locality, with frontage to Bucaan Rd and ready access to all facilities and services in the Glenorchy region.

All services are presumed connected to the site.



The subject area is a regular shaped parcel, gently sloping upwards from the road frontage. There are 5 mature eucalypt trees on the boundaries, and a 25 m² concrete pad in the centre of the site, with a shelter erected thereon.

The subject wet area is illustrated hereunder:



Land from SW corner

Land from SW corner



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Land from NW corner



Land from access drive

We note the Valuer-General's statutory assessment as at 1st July 2023 for the entire parcel is \$410,000; if this amount is applied on a pro-rata basis to the subject's 900 m² a figure of \$53,000 results.

There is a marked paucity of sales of comparable properties within the immediate and the extended localities. Note that the Valuer-General's record show only one sale of vacant land within the Chigwell locality since 2020 – a 1,193 m² sale in June 2021 for \$290,000. This property is noted as being on the market again, asking \$330,000.

The above indicates only minimal increase in values of residential vacant land – in this case 14% over four years, or ±3% per annum.

This suggests the subject as a residential lot has a value of \$250,000, and if discounted to allow for the risks and costs involved in rezoning, an amount of ±\$60,000 is considered market value for this lot.

For the purposes of this assignment, calculations of current market value are as follows:

1. Based on sale of vacant land	\$250,000	
Discounted for risk and costs		\$62,500
2. Land as zoned, VG's Land Value	\$53,000	
Increase in values @ 3% per year		\$56,250
Adopt	\$59,350	say \$60,000



Environmental Issues:

An environmental audit has not been sighted and we are not professionally qualified to comment on the issue of site contamination. Previous and existing use suggests that contamination is not an issue.

Market Evidence:

In preparing this valuation, market evidence from a variety of sources has been researched by the valuer. Whilst the information is believed to be accurate, not all details can be formally verified.

In the event additional information becomes available regarding these circumstances this may affect the opinion expressed by the valuer. Nevertheless the valuation is based on information and market evidence reasonably available to the valuer as of the date of the valuation in accordance with usual valuation practices.

Due to privacy laws and/or confidentiality agreements, the valuer may not have been able to access personal details of parties involved in transactions considered by the valuer in connection with the preparation of this report, and it is therefore not possible to confirm whether or not such dealings are arm's length transactions.

Valuation:

The current market value of the subject parcel, being part of CT 250671 Folio 1 and as defined on the provided diagram, for the purposes of transfer to the adjoining entity is assessed in the sum of

\$60,000
(Sixty Thousand Dollars)

as at the date of inspection.

This valuation is further subject to the definitions, qualifications and disclaimers contained in this report.

Yours sincerely,



Andy Bevin AAPI, CPV
Preston Rowe Paterson Tasmania
API Membership No: 63807

**Qualifications:**

1. This firm and the Valuers employed herein have no pecuniary interest in the subject property in a prospective, past or present capacity and our opinions expressed in this report are un-biased.
2. All actions and work pertaining to this valuation have been carried out in accordance with the Australian Property Institute's *Code of Professional Ethics and Conduct*.
3. This valuation has been undertaken based on our onsite inspection of the property, and from the conceptual layout plan provided. If any significant errors or adjustments to areas adopted in this report are revealed by a subsequent survey then *PRP Tasmania* should be consulted to assess the effect on the current market rental valuation (if any).
4. This valuation is made on the basis that there are no encroachments by or upon the property and this should be confirmed by a current survey report and/or advice from a Registered Surveyor. If any encroachments are revealed by survey, *PRP Tasmania* should be consulted to re-assess the effect on value, if any
5. Any restriction or encumbrances such as that caused by easements or similar, which we have not referred to in this report and may be revealed by subsequent appropriate Title searches should be brought to the attention of *PRP Tasmania* for further comment.
6. This report should not be reproduced in whole or in part without the express written authority of *PRP Tasmania*. This report has been prepared for the private and confidential use of the instructing party, and should not be relied upon by any other party for any purpose. Any party, other than those specifically named in the body of this report, should obtain their own valuation before acting in any way in respect of the subject property.
7. This valuation represents our opinion of compensation assessed as at the date of inspection. It should be recognised that the real estate market fluctuates with internal and external influences and should be reviewed at regular intervals.
8. We reserve the right to review, and if necessary amend the assessment, should any additional information be supplied which may impact on the assessment.
9. Our Valuation and or Valuation Services are current at the Date of Valuation only. The value assessed in Our Valuation or Valuation Services Report may change significantly and unexpectedly over a relatively short period of time (including as a result of general market movements or factors specific to the particular property). We do not accept liability for losses arising from such subsequent changes in value. Without limiting the generality of the above



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comment, We do not assume responsibility or accept any liability where the valuation is relied upon after the expiration of ninety (90) days from the date of the valuation, or such earlier date if you become aware of any factors that have any effect on the valuation. Notwithstanding the above You accept that our Valuation and or Valuation Services are current as at the Date of Valuation only and no representation or warranty is made as to the future value of the property.

Liability limited by a scheme approved under Professional Standards Legislation.

DISCLAIMER

EMAIL POLICY

From: Renee Kapitzke <Renee.Kapitzke@gcc.tas.gov.au>

Sent: Friday, 5 September 2025 14:21

To: Tasmania Admin <tasmania@prp.com.au>

Subject: Request for Urgent Valuation - Part of 10 Bucaan Street, Chigwell

Importance: High

Hi team,

Thanks for the chat today, as discussed Council are requiring an urgent valuation for approximately 850sqm of vacant land, being at Part of 10 Bucaan Street, Chigwell.

I have attached a copy of the Title and map showing the outline of the land that we are seeking a valuation for.

Details:

- The land is zoned as Community Purpose.
- The area of land requested is approximately 850 sqm.
- The valuation requested will be used for reporting purposes only (no sale) as the land may be donated to nearby Community House (adjacent)

To enable Council to present the report to the September Council Meeting, we are seeking a delivery prior to **COB Thursday, 18 September 2025**. If there are any concerns regarding the requested date or any of the above mentioned, please don't hesitate to contact me.

Kind regards,
Renee

RENEE KAPITZKE
Property Coordinator



(03) 6216 6800 | www.gcc.tas.gov.au
renee.kapitzke@gcc.tas.gov.au | 374 Main Road, Glenorchy

Letter of instruction



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Preston Rowe Paterson

Preston Rowe Paterson Tasmania Pty Ltd
 5 Audley Street
 North Hobart
 TAS 7000

146 George Street
 Launceston
 TAS 7250

E tasmania@prp.com.au

Dear Sir/Madam,

Re: Quotation Acceptance
 10 Buccan Street, Chigwell, TAS 7011

We refer to your quotation 1318446 and dated 5 September 2025, to undertake independent property advice for the above property.

We accept your quotation and agree to the Terms and Conditions outlined in the quotation.

Please proceed on this basis.

Yours faithfully
 RENEE KAPITZKE

Digitally signed with Livesign

05/09/2025 16:28



RENEE KAPITZKE
 Glenorchy City Council

Quote acceptance

Glossary

API	Abbreviation for "Australian Property Institute"
Arms Length	A concept that implies the parties involved do not have any special or other business relationship which may influence the concept of a willing but not anxious buyer/lessee and willing but not anxious seller/lessor



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As if complete

A valuation basis whereby the value of the property is assessed on the assumption that proposed improvements are complete. Assess having regard to the market at the date the assessment was made.

Body Corporate

A term used in the Strata Act to describe the body representing the building owners.

Caveat

Similar to a lien, claim or condition registered on a title by an alternate party thereby making legal that party's interest or claim on the subject title/property.

Certificate of title

A document issued by a title office under a Torrens System of Title, showing ownership and interest in a parcel of land. Replaced the old *deed* system.

Curtilage

The land surrounding a building

Due diligence

An investigation of the legal, financial and physical nature and characteristics, including the entitlements and liabilities attaching to and arising from a real estate asset or assets, usually for acquisition or compliance purposes.

Easement

A right of one party to use the land of another party. Most commonly used where Government authorities have the right to run, for example, electrical mains or drainage through private property.

En globo

Land which is suitable for subdivision into allotments either now or in the foreseeable future.

Encroachment

Occurs when a building extends beyond its surveyed boundary

Encumbrance

A charge of liability on a property; for example, a mortgage or a special condition on the property's use (e.g. easements, restrictions and reservations.)

Facade

External elevation of a building and usually referring to that fronting the street.

Forced sale value

Estimated sale price of an asset, assuming the vendor is obliged to sell without reservation.

Freehold

The highest form of interest in land, and the nearest the law allows a real property owner to approach property ownership. A freehold estate is one which is of unlimited duration, that is to say, it cannot be said of an estate of freehold at the time of its creations when it will come to an end.



<i>Guarantor</i>	A person who undertakes to fulfill a contract if the main party defaults
<i>Ha</i>	Abbreviation for "hectares"
<i>Highest and best use</i>	The permissible property use that at a given point of time is deemed likely to produce the greatest net return in the foreseeable future, whether or not such use is the current use of the property
<i>L.I.S.T.</i>	Abbreviation for Land Information Services Tasmania, the government office responsible for recording title and property sales particulars
<i>Lien</i>	A charge, security or encumbrance upon property for the payment of debt.
<i>m2</i>	Abbreviation for square metres - also written as sqm
<i>Market comparison</i>	A method of valuation whereby the evidence derived from the analysis of sales or leasing of similar assets is used to assess value.
<i>Mezzanine</i>	An intermediate floor within a room or building
<i>Mortgagee</i>	Financier who lends money against property as security
<i>Replacement cost</i>	The estimated cost at the date of valuation to replace the existing improvements to provide the same standard of utility and appointments, using the most comparable modern materials and construction methods.
<i>Rental Determination</i>	A valuation report by an independent valuer fixing a rent, in circumstances where a lessor and lessee have been unable to negotiate an agreement
<i>Replacement</i>	The estimated cost at the date of calculation to replace or build
<i>Cost</i>	the existing improvements to provide the same standard of utility and appointments, using the most comparable modern materials and construction methods
<i>Reproduction</i>	The cost to create a virtual replica of the existing structure, employing the
<i>Cost</i>	same design and similar building materials - the current cost of the item new - in the market for fine art,



reproduction cost is equivalent to the cost of creating a facsimile of the original item.

Restrictive covenant

An undertaking to adhere to a specified restriction on the use of real property or (loosely) the restriction itself.

Scope of Works

Pre-contractual drawings and specifications showing what and how an owner wants to build

Securitisation

The packaging of an income stream from selected assets and issuing of securities to investors backed by those assets. Securitisation enables relatively illiquid assets (e.g. mortgages) to be converted into tradable form, such as mortgage-backed securities.

STCA

Subject to Council approval

Strata plan

The registered plan of a strata title property showing the boundaries of lots and unit entitlements. Pursuant to legislation on strata or unit titles.

Strata title

The formal ownership of property held within a strata plan where property is defined within horizontal and vertical boundaries.

Subdivision

Divisions by a landowner, of all or part of a parcel of land, into separate allotments (or sections), each with a separate title, in accordance with a 'plan of subdivision' approved by the authority

Sub-lease

A contract whereby the whole or part of leased property is let to another person. The obligations of the head lessee are not, however, diminished.

Summation approach

Refers to the addition of the value of the parts of real-estate to obtain the value of the whole (ie. Land and buildings).

TBE

To Be Erected (constructed) - when valuing buildings under construction the valuer normally assesses site improvements from a set of plans with building specifications and provides ongoing updates to the bank who then release funds as needed

Tenancy

Often used as a description of any property that is tenanted particularly commercial units

Unencumbered Property

Property free and clear of mortgages restrictive covenants leases and orders of any kind



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Unit (Strata)

Each dedicated lot/unit within a strata plan

Vacancy

The area expressed in square metres (m²) which is physically empty but otherwise able to be occupied.

Valuation

A process of estimating the value of real property in financial terms at a particular point in time - can refer to market value, rental value, insurance value, forced sale value, value "as is" or "as if complete". Valuations are for the use of those instructing them and generally cannot be assigned for the reliance of third parties.

Valuation Date

The date as at which the Valuer's opinion applies - reports generally remain current for no longer than 3 months and in rapidly changing markets reports may specify shorter times.

Vendor

One who sells anything in real estate terms - may be a person or entity selling the property.

Wear and Tear

Often referred to as "Fair Wear and Tear" in which depreciation of an asset occurs due to ordinary usage

Yield

Derived % return of an income producing property assessed from net income and the market value (as determined by a valuation or selling price)

Zoning

The process of dividing land into zones conducted by local government authorities with the aim of controlling the mix and style of present and future development on land in accordance with planning departments e.g. rural, industrial, residential etc.

As a description zoning refers to the zone category under which a given piece of land belongs that determines what can and cannot be done on the said land.

Zoning can and does change over time for example city fringe rural zone land that eventually becomes zoned residential - such a process as controlled by local government may be referred to as "land release"

8.5 CULTURAL SUPPORT STATEMENT REPORT

Author: Manager Community (Warren Yates)
Qualified Person: Director Community and Corporate Services (Tracey Ehrlich)
File Reference: Cultural Support and Solidarity Statement

Executive Summary

Glenorchy City Council has a long-standing commitment to fostering a safe, inclusive, and respectful community. Recent global and local events have highlighted the importance of Council taking a proactive leadership role in supporting social cohesion, countering discrimination, and affirming the City's proud cultural diversity.

This report recommends adoption of a **Council Statement on Cultural Support and Solidarity** as a central expression of civic leadership. The statement will serve as a unifying foundation for Council's current and future cultural support activities, providing reassurance to community members affected by conflict, discrimination, or division.

The proposed statement aligns directly with the **Glenorchy Community Strategy 2021–2030**, particularly the outcomes of building an *Accessible, Inclusive and Diverse, Safe, Healthy, and Learning community*. It reinforces Glenorchy's positive civic identity as a welcoming and multicultural city, consistent with community expectations and stakeholder feedback.

Council has already delivered several initiatives in partnership with local organisations, including *Basketball Against Racism*, *We Stand Together Against Racism (WESTAR)*, multicultural and migrant business meetings, LGBTQIA+ youth programs, and community wellbeing projects. Formalising the Council Statement provides clarity, consistency, and a strong framework to guide and expand these efforts.

Adopting the statement will ensure Council continues to demonstrate leadership, reassure affected communities, and visibly uphold the values of inclusion, respect, and diversity that define Glenorchy.

Recommendation

That Council:

1. ADOPT the Cultural Support and Solidarity Statement as presented in this report.
2. ENDORSE the alignment of Cultural Support and Solidarity actions with the Glenorchy Community Strategy 2021–2030.

Community Plan Reference	<p>Building Image and Pride We work for a safe and clean City.</p> <p>We nurture and celebrate our proud and vibrant City with its strong sense of belonging.</p> <p>Making Lives Better We deliver services to meet our community's needs.</p> <p>We champion greater opportunities for our community.</p> <p>Valuing Our Environment We protect and manage our City's natural environment and special places now and for the future.</p> <p>We improve the quality of our urban and rural areas as places to live, work and play.</p> <p>Open for Business We value our community by delivering positive experiences.</p> <p>We encourage responsible growth for our City.</p> <p>Leading Our Community We are a leader and partner that acts with integrity and upholds our community's best interests.</p> <p>We responsibly manage our community's resources to deliver what matters most.</p> <p>Family friendly city and community.</p>
Strategic Plan Reference	<p>Work proactively with other governments, service providers and the community to improve public safety in our City.</p> <p>Encourage creative expression and participation in our community.</p> <p>Welcome diversity and inclusion in our community, creating connections that enable a sense of belonging and acceptance.</p> <p>Deliver or facilitate events to strengthen our community's sense of pride and belonging.</p>
Consultation/Engagement	<p>Cultural support activities delivered by Council and partners in 2024/25.</p> <p>Community feedback from Safer City Meetings, MCOT meetings, and youth programs.</p> <p>Migrant business owner meetings.</p> <p>Glenorchy Community Strategy 2021–2030 and related plans.</p>

	<p>Media and stakeholder expectations for Council leadership in promoting inclusion and anti-racism.</p> <p>Executive Leadership Team and Elected Members.</p>
Resources	Cultural support activities delivered by Council and partners are managed with allocated resources in the Community Development Department
Risk/Legal/ Legislative/ Reputational	<p>Adopting a cultural support and solidarity statement carries some risks. There is potential for perceived bias or politicisation, which could attract criticism or deepen community division if not framed inclusively. The statement may raise expectations for Council to comment on future events, creating pressure on resources and capacity. There is also a risk of negative media coverage, political scrutiny, or misinterpretation if the message is not communicated clearly.</p> <p>These risks can be mitigated through careful wording of the statement to ensure neutrality and inclusivity, clear communication about Council's role and limits, consistent messaging across platforms, and aligning future responses with the Community Strategy to provide a transparent decision-making framework.</p>
25/26 Budget Allocation	Whilst there is no specific budget allocation for this initiative it is a service within the allocated Community Development program.
Life of Project, Service, Initiative or (Expectancy of) Asset	Not applicable
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	Not applicable
Other Funding Sources	Not applicable

Proposal in Detail

Background

1. Glenorchy City Council has a long-standing commitment to fostering a safe, inclusive, and respectful community. Recent global and local events have highlighted the importance of Council taking a clear, proactive stance that demonstrates leadership, supports community cohesion, and provides reassurance to those affected by conflict, discrimination, or social division.
2. In partnership with community stakeholders, Council has delivered a range of cultural support activities over the past 12 months. This work aligns with the *Glenorchy Community Strategy 2021–2030*, which provides a framework for building a welcoming, safe, healthy, and learning community.

Discussion

Why a Council Statement is Needed

3. There is a strong case for Council to adopt a formal Cultural Support and Solidarity Statement at this time:
 - Responding to Global and Local Events: International conflicts and humanitarian crises are impacting members of our local community, creating grief, anxiety, and division. A statement provides reassurance that Glenorchy is a safe and supportive place.
 - Countering Division and Discrimination: Incidents of racism and intolerance, both nationally and locally, underline the need for visible civic leadership that reinforces inclusion and respect.
 - Reflecting Community Values: The Glenorchy community consistently expresses pride in its cultural diversity and expects Council to uphold and promote these values.
 - Aligning with Strategic Goals: The Glenorchy Community Strategy identifies “Accessible, Inclusive and Diverse” and “Safe” as key outcomes. A formal statement demonstrates commitment to these outcomes.
 - Providing a Foundation: The statement serves as a unifying centrepiece that links Council’s existing and future cultural support activities under a shared purpose.

Council Statement – A Centrepiece for Community Leadership**Proposed Statement:**

4. “As a Council, we are committed to fostering a safe, inclusive, and respectful community. We recognise that global events can deeply affect members of our community, and we stand in solidarity with those who are experiencing grief or distress. We affirm our support for peace, compassion, and respect for human dignity everywhere. Our role is to nurture understanding, celebrate cultural diversity, and ensure that every person feels valued and supported in our community.”

Rationale for Adoption

5. Adopting this statement provides Council with:
 - Clarity of Leadership – clearly articulating that Glenorchy rejects racism and embraces diversity.
 - Consistency with Strategy – directly reflecting the Community Strategy 2021–2030.
 - Community Reassurance – offering solidarity to those experiencing distress.
 - Alignment with Activities – providing context for Council’s cultural programs.
 - Positive Civic Identity – reinforcing Glenorchy’s image as a welcoming, multicultural city.

Recent Cultural Support Activities

6. Council has recently delivered and supported initiatives that align with this statement, including:
 - Basketball Against Racism (annual World Kindness Day event).
 - Safer City Meetings with a focus on multicultural safety.
 - Migrant business owner meetings.
 - Youth workshops with MRC youth group.
 - We Stand Together Against Racism (WESTAR) campaign.
 - MCOT Community meetings.
 - 1000 Hearts community sessions.
 - LGBTQIA+ Afterhours School Group @ Pulse.
 - The Big Tassie Walk.

Alignment with Community Strategy 2021–2030

7. The statement also frames Council’s future commitments under the four Strategy outcomes:
- Accessible, Inclusive and Diverse – equitable access to facilities, fostering Aboriginal cultural awareness, supporting celebrations, promoting LGBTQIA+ inclusion, expanding multilingual communications.
 - Safe – continuing community-led initiatives, enhancing safe design in public spaces, supporting anti-racism and safety initiatives, addressing housing stress and gambling harm.
 - Healthy – supporting affordable preventative health programs, reducing stigma around mental health, promoting volunteering, encouraging active lifestyles.
 - Education and Learning for Life – lifelong learning, literacy and skills pathways, youth engagement, migrant-focused learning opportunities.

Consultation

8. This report draws on:
- Cultural support activities delivered by Council and partners in 2024/25.
 - Community feedback from Safer City Meetings, MCOT meetings, and youth programs.
 - Glenorchy Community Strategy 2021–2030 and related plans.
 - Media and stakeholder expectations for Council leadership in promoting inclusion and anti-racism.
 - Executive Leadership Team.
 - Elected Members.

Attachments

Nil

ECONOMIC

Community Goal – Open for Business

ENVIRONMENT

Community Goal – Valuing our Environment

GOVERNANCE

Community Goal – Leading our Community

11.1 PROCEEDS OF PROPERTY DISPOSAL - SUMMARY REPORT

Author: Property Coordinator (Renee Kapitzke)
Qualified Person: Acting Director Infrastructure and Development (Luke Chiu)
File Reference: Council Properties - Disposal and Sale

Executive Summary

The Proceeds of Property Disposals Policy, adopted by Council in 2020 and reviewed in 2024, provides a transparent framework for the use of funds from the sale of Council land, directing proceeds towards new, improved, and accessible open space or other Council approved special projects.

During the 2024/25 financial year, three properties were sold, generating net proceeds of \$970,121. In accordance with the Policy, \$800,408 was allocated to the Property Disposals Reserve Fund and \$169,713 to the Special Projects Reserve Fund. No expenditure from either fund occurred during the reporting period, leaving total balances of \$1,821,380 (including interest).

In addition to the Policy reserves, Council continues to manage proceeds from the 2020 sale of the Derwent Entertainment Centre and Wilkinsons Point under the same principles. These proceeds have been fully committed to major projects, including the Tolosa Dam reintegration project and the Glenorchy War Memorial Pool refurbishment, with \$2.4 million retained for the potential future upgrade of Loyd Road.

The report provides Council with transparency regarding the management of land sale proceeds and enables consideration of future allocations, including projects under the Playspace Strategy – Planning for Play 2041.

This report provides a summary of land disposals from 1 July 2024 to 30 June 2025 under the Proceeds of Property Disposals Policy, including the status of reserves for the proceeds of disposal.

The current balances of the two reserves as of 30 June 2025 are:

- 1) Property Disposal Reserve - \$1,456,856
- 2) Special Projects Reserve - \$364,524

Recommendation

That Council:

1. RECEIVE and NOTE this report on the Proceeds of Property Disposals for the period from 1 July 2024 to 30 June 2025.

Community Plan Reference	<p>Leading Our Community</p> <p>We responsibly manage our community's resources to deliver what matters most.</p> <p>Transparent and accountable government.</p>
Strategic Plan Reference	<p>Communicate effectively with our community and stakeholders about what Council is doing.</p> <p>Make informed decisions that are open and transparent and in the best interests of our community.</p> <p>Manage the City's assets responsibly for the long-term benefit and growth of our community.</p> <p>Deploy the Council's resources effectively to deliver value while being financially responsible.</p>
Consultation/Engagement	<p>Since the Policy was endorsed, Council has undertaken extensive consultation and engagement around potential land disposals.</p> <p>The community has an interest in finding out how much has been kept in reserves, and where land sales revenue is spent.</p> <p>The Policy and this report are provided for this information.</p>
Resources	Not applicable
Risk/Legal/Legislative/Reputational	Council Land Disposal's follow a prescribed process that is outlined in the <i>Local Government Act 1993</i> . All land owned by Glenorchy City Council is classed as public land to provide an increased level of transparency for any land disposal proposal.
25/26 Budget Allocation	The report does not propose any financial expenditure or revenue but rather provides a summary of revenue and expenditure to date.
Life of Project, Service, Initiative or (Expectancy of) Asset	Not applicable
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	Not applicable

Other Funding Sources	Not applicable
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Proposal in Detail

1. The *Proceeds of Property Disposals Policy (the Policy)* was first adopted by Council on 31 August 2020, and again on 28 October 2024.
2. 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 or more accessible open space that are fit for purpose.
3. The Policy establishes two dedicated reserve funds for sale proceeds that meet specified criteria:
 - 1) The **Property Disposals Reserve Fund** - to be used exclusively for the acquisition, development, improvement and/or accessibility of Open Space, and
 - 2) The Special Projects Reserve Fund - to be used exclusively for special projects approved by Council.
4. The Policy requires annual reporting of the status of these reserves, which this report provides for the 2024/25 financial year.
5. Under the Policy, proceeds of Council land sales are to be apportioned as follows:

Land sold for less than \$1 million		
Land entirely zoned or designated for use as 'Open Space'	Land partially zoned or designated for use as 'Open Space'	Land with no Open Space zoning or designation for use as Open Space
<ul style="list-style-type: none"> • 100% of net proceeds to Property Disposals Reserve Fund. 	<ul style="list-style-type: none"> • Percentage of net proceeds that is equivalent to the percentage of Open Space, is to be apportioned to the Property Disposals Reserve Fund • Balance percentage to be apportioned to the Special Projects Reserve Fund. 	<ul style="list-style-type: none"> • 25% of net proceeds to Property Disposals Reserve Fund, and, • 75% to Special Projects Reserve Fund • Unless otherwise designated by Council.

Land sold for more than \$1 million

Council can:

(a) Apportion the proceeds between the Property Disposals Reserve Fund and/or the Special Projects Reserve Fund in percentages it deems appropriate, or	(b) Directly allocate the proceeds to specific Council projects, programs or uses (including capital works and maintenance) which provide a benefit to the community, or	(c) Allocate a combination of (a) and (b).
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6. A summary of the status of the reserve funds, including any disposal of land and expenditure of funds for the 2024/25 financial year is set out below. A breakdown table of the proceeds of these sales can be found in **Attachment 1**.

1 July 2024 – 30 June 2025

7. Three properties were sold during this period totalling net proceeds of **\$970,121**.
8. The three properties were:
- 23a Norman Circle, Glenorchy – net proceeds of \$743,837
 - 11 Nielson Drive, Montrose – net proceeds of \$113,992
 - 11a Nielson Drive, Montrose - net proceeds of \$112,362
9. **\$800,408** was allocated to the Property Disposals Reserve fund and **\$169,713** was allocated to the Special Projects Reserve fund. There was no expenditure from either Reserve fund during this period.
10. Expenditure from the Reserve funds in previous years included the purchase of 7 Peltro Street for \$475,000 (Ex GST), and a contribution of \$1,000,000 (ex GST) towards the development of the destination playspace at Benjafield Park.
11. Council can consider future expenditure from the Reserve funds in accordance with the policy, such as the continuation of the implementation of Council's Playspace Strategy – *Planning for Play 2041*.
12. The balance of the proceeds in the Reserve funds as of 30 June 2024 is **\$1,821,380*** **\$1,456,856*** remains in the Property Disposals Reserve fund, and **\$364,524*** in the Special Projects Reserve fund.

** These figures include interest earned on accounts.*

Pending Sales

13. There are no sale agreements that have been entered into. Any sales that occur this financial year will be reported on in the 2025/26 Proceeds of Property Disposal Report.

Derwent Entertainment Centre (DEC) and Proceeds of Property Disposal Policy

14. Council adopted the Proceeds of Property Disposal Policy after the agreement to sell the DEC and Wilkinsons Point had been reached. As such the funds from the sale of the DEC and Wilkinsons Point were not formally allocated to a Special Projects Reserve Fund or the Property Disposals Reserve Funds. Although, the funds have been deposited into a separate term deposit account which is currently earning interest.
15. Even though the funds have not been formally allocated to either Reserve Fund, the conditions for expenditure have been treated by Council the same as the Policy and require Council's express prior approval.
16. Council determined to sell the DEC and Wilkinsons Point to the Tasmanian Government at a special Council meeting in February 2020, ultimately achieving a sale price of \$8 million.
17. After deducting costs associated with the sale, the net proceeds to Council were \$7,933,699. As part of the sale negotiation, Council committed up to \$2.4 million of the proceeds as a financial contribution to the upgrade of Loyd Road as part of its future development, meaning the net proceeds from the sale are approximately \$5.53 million.
18. Having considered the intent and requirements of the Policy, at its December 2021 meeting Council resolved to allocate funds from the DEC sale proceeds to the Tolosa Dam reintegration project. Council's contribution to this project totalled \$3.58M.
19. At the Council Meeting of 28 April 2025, Council considered a report for awarding the tender for the Glenorchy War Memorial Pool refurbishment project. At that meeting Council resolved to approve the release of up to \$2M from the DEC sale reserve to contribute towards the project, which includes a special contingency for the project if required.
20. Collectively the above commitments will fully expend the DEC sale proceeds, with \$2.4M continuing to be held for the potential Loyd Road upgrade project if required.

Attachments

1. Attachment 1 - Summary [**11.1.1** - 1 page]

Proceeds from Property sales

Property Address	Date	Zoning/Designation	Sale Proceeds	GST	Sale Price excl GST	Expenditure from Property Disposal	Net Proceeds	Proceeds into Property Disposal Reserve	Special Projects Reserve
Sales									
36 Elwick Road, Glenorchy		General Residential	326,000	-	326,000	-	318,358	79,589	238,768
29 Stourton Street, Rosetta		Environmental Management	41,800	3,800	38,000	-	32,400	8,100	24,300
19A Clydesdale Avenue, Glenorchy		Residential	40,000	4,000	36,000	-	41,000	10,250	30,750
3 Delwood Drive, Lutana		General Residential	241,000	21,909	219,091	-	235,698	58,925	176,774
53 Springfield Avenue, West Moonah		General Residential	37,500	3,750	33,750	-	37,500	9,375	28,125
3 Edgar Street Claremont	28/09/2022	General Residential - VACANT LAND	190,000	17,272	172,728	1,621	171,107	171,107	-
5a Taree Street, Chigwell	23/03/2023	General Residential	1,375,000	125,000	1,250,000	30,357	1,219,643	1,219,643	-
1 Bellette Place, Chigwell	20/07/2023	General Residential	131,173	11,463	119,710	69,710	50,000	12,500	37,500
117A Pitcairn Street, Glenorchy	19/10/2023	General Residential	190,000	17,273	172,727	25,689	147,038	-	147,038
Total LTD FY 23-24			2,572,473	204,467	2,368,006	127,377	2,252,744	1,569,489	683,255
23a Norman Circle Glenorchy	19/08/2024	General Residential - VACANT LAND	850,000	77,273	772,727	28,891	743,837	743,837	-
11A Nielson Drive	11/09/2024	General Residential - VACANT LAND	193,600	17,600	176,000	63,838	112,362	-	112,362
11 Nielson Drive	26/08/2024	General Residential - VACANT LAND	194,700	17,700	177,000	63,078	113,922	-	113,922
Total FY 24-25			1,238,300	112,573	1,125,727	155,606	970,121	743,837	226,284
Life-to-Date							3,222,865	2,313,325	909,539
Property Address	Date	Zoning/Designation	Purchase Price	GST	Purchase Price excl GST	Expenditure from Property Purchase	Net Proceeds	Proceeds into Property Disposal Reserve	Special Projects Reserve Fund
Reserve Expenditure									
7 Peltro Street			522,500	47,500	475,000	-	475,000	-	475,000
Benjafield Playspace			1,100,000	100,000	1,000,000	-	1,000,000	-	-
Total LTD FY 23-24			1,622,500	147,500	1,475,000	-	1,475,000	-	475,000
Total FY 24-25			-	-	-	-	-	-	-
NET RESERVE BALANCE							1,747,865	1,313,325	434,539

Interest Earned on Reserves balance	Proceeds into Property Disposal Reserve	Special Projects Reserve
FY 21-22	19	3
FY 22-23	5,700	589
FY23-24	14,147	1,002
FY 24-25	30,334	21,721
Total Interest	50,200	23,315
Total - should balance to bank account	1,363,526	457,854
Bank Balance	Combined \$1,821,380	Property Disposal Reserve \$1,456,856
		Special Projects Reserve \$364,524

11.2 INFORMATION DISCLOSURE POLICY

Author: Governance Officer (Poorni Wanigasekara)

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

File Reference: Policies by Directorate

Executive Summary

This report is to present the updated Information Disclosure Policy for adoption.

Recommendation

That Council:

1. ADOPT the revised Information Disclosure Policy in **Attachment 2**.
2. Approve the CEO to make administrative and grammatical changes if required.

Community Plan Reference	Leading Our Community We are a leader and partner that acts with integrity and upholds our community's best interests. We responsibly manage our community's resources to deliver what matters most. Transparent and accountable government.
Strategic Plan Reference	Deliver services to our community at defined levels. Provide a high standard of customer service and continuous improvement by investing in our people, systems and processes. Communicate effectively with our community and stakeholders about what Council is doing. Make informed decisions that are open and transparent and in the best interests of our community.
Consultation/ Engagement	All Managers Legal Department
Resources	There are no material human resources implications
Risk/Legal/ Legislative/ Reputational	There are no high-level risks associated with the report outcomes
25/26 Budget Allocation	Not applicable
Life of Project, Service, Initiative or (Expectancy of) Asset	Not applicable
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	Not applicable
Other Funding Sources	Not applicable

Proposal in Detail

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

Information Disclosure Policy

2. The Information Disclosure Policy provides how Council will assess and disclose information in accordance with the *Right to Information Act 2009* (the Act).
3. The policy was last amended and adopted by Council at its meeting on 26 April 2021.
4. The policy has been reviewed and amended by the Council's Legal and Governance Department to ensure greater consistency with the terminology and procedures outlined in the Act, and to implement grammatical and formatting changes for improved clarity and readability.
5. The policy was circulated to all members for comment and subsequently received minor changes which are included in the final policy. The changes included:
6. updating the legislation to reflect the new applicable years; and
7. other minor changes made to formatting, definitions and grammatical structure.

Attachment 1 is a copy of the Policy with tracked changes, and

Attachment 2 is a copy of the updated Policy.

Attachments

1. Corporate Governance - Information Disclosure Policy 2025 Tracked Changes [11.2.1 - 10 pages]
2. Corporate Governance - Information Disclosure Policy 2025 Clean Version [11.2.2 - 7 pages]

COUNCIL POLICY

Information Disclosure



PURPOSE

This policy sets out how Council will manage and disclose its information in accordance with the *Right to Information Act 2009 (the Act)*.

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SCOPE

This policy has been prepared in accordance with section 23 of the *Right to Information Act 2009*, which requires the principal officer to develop policies and procedures for the disclosure of information held by or for Council and to outline the way in which people can exercise their rights under the Act to access this information. The policy also outlines the way in which people can exercise their rights under the Act to access this information. The policy also outlines the way in which people can exercise their rights under the Act to access this information.

STRATEGIC PLAN ALIGNMENT

Making Lives Better

Objective 1.1 Know our communities and what they value.

Strategy 1.1.1 Guide decision making through continued community engagement based on our community plan.

Leading Our Community

Objective 4.1 Govern in the best interests of our community.

Strategy 4.1.1 Manage Council for maximum efficiency, accountability and transparency.

Strategy 4.1.3 Maximise regulatory compliance in Council and the community through our systems and processes.

Objective 4.2 Prioritise our resources to achieve our community's goals.

Strategy 4.2.1 Deploy the Council's resources effectively to deliver value.

STATUTORY REQUIREMENTS

Acts	<i>Right to Information Act 2009</i> <i>Personal Information Protection Act 2004</i> <i>Archives Act 1983</i>
Regulations	<i>Right to Information Regulations 2010</i>
Australian/International Standards	N/A



26 April 202429 September 2025

DEFINITIONS

Active Disclosure means the disclosure of information by Council in response to a request from a person made otherwise than under Division 2 of Part 2 of the Act where the Principal Officer decides to release information outside of Division 2 of Part 2 of the Act (requiring a formal application for assessed disclosure) e. where an application for assessed disclosure is not required).

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Applicant means a person who has requested information from Council, including requests made informally, and applications for assessed disclosure.

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Assessed Disclosure means the a disclosure of information by Council in response to an application and following a decision by the Principal Officer, in accordance with section 13 of the Act.

Delegated Officer means a person specified in an instrument of delegation in accordance with section 24 of the Act.

Exempt information means is information that which is exempt by virtue of a provision of Part 3 of the Act.

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Information means:

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- Anything by which words, figures, letters or symbols are recorded and includes a map, plan, graph, drawing, painting, recording and photograph; and
- anything in which information is embodied saAnything in which information is embodied so as to be capable of being reproduced.

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Officer includesmeans a member of Council, a member of the staff of Council and any person employed by or for Council.

Ombudsman means the Ombudsman appointed under the Ombudsman Act 1978.

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Personal Information means any information or opinion in any recorded format about an individual:

- whose identity is apparent or is reasonably ascertainable from the information or opinion; and
- who is alive who is alive or has not been dead for more than 25 years.

Principal Officer means the Chief Executive Officer of Council or a Delegated Officer exercising the powers and functions of the Principal Officer.

principal administrative officer of Council under the RTI Act.

Required Disclosure means the disclosure of information by Council where the information disclosure is required to be published by the Act or any other Act, by to be published by a statute, regulation or where disclosure is otherwise required by law or enforceable under an agreement other enforceable contract entered into by the Council.



26 April 2024 29 September 2025

Routine Disclosure means the proactive disclosure of information whereby Council which it decides it may be of interest to the public, but which is not a required disclosure, an assessed disclosure, or an active disclosure, and where this disclosure is not an active, assessed or required disclosure under the Act.

Commented [PG2]: Should this be 'or'?

~~RTI~~ The Act means the *Right to Information Act 2009*.

POLICY STATEMENT

Right to Information Principles

The ~~Act~~ *Right to Information Act 2009* commenced on 1 July 2010 and provides for greater access to information held by government bodies by:

- Authorising and encouraging greater routine disclosure of information held by government bodies without the need for requests or applications;
- Authorising and encouraging greater active disclosure of information held by government bodies in response to informal requests without the need for applications;
- Giving members of the public an enforceable right to information held by government bodies; and
- Providing that access to information held by ~~government bodies~~ *public authorities* is restricted in only limited circumstances, ~~which are defined in the Act.~~

Our Information Holdings

~~The Council is a government body for the purposes of the Act.~~ The Council holds significant records related ~~ed~~ to its general functions under the *Local Government Act 1993* and ~~its regulatory roles fit also acts as a regulatory body under legislation~~ for other legislation such as the *Building Act 2016*, *Land Use Planning and Approval Act 1993* and the *Food Act 2003*. Some of this legislation restricts the information we ~~can~~ are allowed to release ~~for instance, for example,~~ building permits ~~are typically only available to the current property owner, can usually only be provided to the current owner of the affected property.~~

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Council manages infrastructure. ~~We~~ The Council also maintain records relating to infrastructure managed by Council across in the Glenorchy municipality, including ~~road~~ local highways, watercourses, the public stormwater system, landfill sites, dog pounds, parks, car parks, gardens, playgrounds, sports fields, community clubrooms and the Moonah Arts Centre. Information relating to Council ~~We also manage local government services like such as roadside waste collection and recycling collection,~~ community engagement, certain childcare services, immunisation programs, environmental health, ~~management of nuisance and,~~ animal management, ~~and arts programs~~ and cultural events, ~~is also available.~~

Further details of Council's services, functions and municipal boundaries are available at www.gcc.tas.gov.au.

~~We are subject to~~ In line with the *Archives Act 1983*, we archive and dispose of records according to the Archives Office of Tasmania's guidelines, meaning some historical records may no longer be available - ~~f the Archives Act 1983 and are permitted to destroy or archive certain records in accordance with Archives Office of Tasmania guidelines.~~ For example, operational financial records over seven years old may be destroyed, ~~this generally allows for destruction of operational financial records more than 7 years old.~~



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Most of Council's business records are stored electronically, but we also retain some paper files, especially for old building and planning permits.

The scope of Council's services, functions and powers are set out on our website www.gcc.tas.gov.au. Our website also shows the physical boundaries of the municipality.

How we disclose information

Council is required by the Act to make information available to the public through proactive disclosure.- This means we routinely make information available ~~which that~~ will assist the public in understanding what we do and how we do it. Applicants will be directed to our ~~on-line source~~[website](#) if the material requested is already published.

~~Most Council records are stored electronically, although some older building and planning documents remain in paper form. Information is usually released as an electronic copy, however Applicants may ask for alternative means of disclosure if preferred (charges for printing physical copies may apply).~~

~~Most of the information Council holds is stored as an electronic record, which is usually released as a set of paper printouts. Applicants can ask for alternative means of disclosure.~~

Ways of disclosing information

~~Routine Disclosure and Required Disclosure~~

Officers of Council are encouraged to routinely disclose information in the public domain that might reasonably be of public interest, especially where this will help to reduce the need for the community to ~~make further~~ approach ~~Councils~~ for copies of popular items. As recommended in the Ombudsman's Manual (July 2010), media communication officers within Council will endeavour to identify the types of information that should be routinely ~~or actively~~ disclosed and put measures in place to regularly publish this information.

~~This is may be~~ Information may be routinely disclosure ~~done~~ via our website (<https://www.gcc.tas.gov.au>/<https://www.gcc.tas.gov.au/>), through publications (e.g. fact sheets, By-Laws, or discussion papers), and via reports (e.g. our Annual Report, Strategic Plan, Community Plan, etc). ~~If the requested information cannot be found on Council's website or Facebook page, please contact the Council and we may be able to assist in finding it.~~

Required Disclosure

Council believes disclosing this information is in the public interest.

~~Sometimes~~Additionally, sometimes Council is required by legislation ~~aw~~ to make disclose certain information publicly available. For example, the ~~Local Government Act 1993~~ requires Council to publish an annual report detailing information such as financial and activity statements, any land sold or disposed of by Council, and allowances and expenses paid to elected members. ~~(e.g. Local Government Act 2009 Ministerial Directions)~~

Information that has been released through ~~R~~required ~~D~~disclosure can typically be accessed via Council's website or may be available in-person at Council Chambers located at 374 Main Road, Glenorchy in Tasmania.

~~If the requested information cannot be found on Council's website or Facebook page, contact the Council and we may be able to assist in finding it.~~

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26 April 2024 29 September 2025

Active Disclosure:

If a request for information that is not otherwise available through routine or required disclosure is received by Council, and an officer does not consider the requested information to be sensitive (see the dot points below) or otherwise prohibited from release under law, they at Officer may disclose the information without asking for an application for assessed disclosure formal RTI Act application.

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Active disclosure should always be considered for each request, in accordance with the objects of the Act contained in section 3, (4-3) which includes an aim to "...to facilitate and promote, promptly and at the lowest reasonable cost, the provision of the maximum amount of official information".

Information which that may contain Exempt information should not be released through Active Disclosure and is more appropriately managed as an application for assessed disclosure. Exempt information can include, but is not limited to, information that:

- contains Personal information;
- may cause harm to the interests of a person or business;
- was provided to Council with the intention that it remain confidential;
- contains legal advice;
- relates to a closed Council meeting;
- may compromise an official investigation; and
- may otherwise be contrary to the public interest.

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It may be possible to negotiate with the Applicant to remove items of exempt information from a document if it is not critical to a request. Doing so may speed up a response to a request.

When information is provided to the Applicant, the Officer should endeavour to identify in correspondence that the release is "an active disclosure under the Right to Information Act 2009."

Commented [PG3]: I'm not convinced any of these terms should be capitalised. They are not proper nouns or formal names. The principles of plain English would suggest the use of lower case.

Council officers should take care to ensure that active disclosure is not likely to:

- identify another person, especially a complainant;
- cause a commercial disadvantage to a business by disclosing itemised prices or trade secrets;
- release protected legal advice;
- release documents relating to a closed Council meeting;
- compromise an official investigation; or
- information that would do some other kind of harm to the public interest, breach confidentiality, or the rights of a third party. Council usually needs to protect the interests of the affected parties by notifying them of a possible future disclosure, in accordance with the provisions of the Act.



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If these situations appear likely to exist, an application for assessed disclosure will need to be undertaken.

It may be possible to negotiate with the applicant to remove items of sensitive information from a document if it is not critical to a request. Doing so may speed up a response to a request.

Assessed Disclosure:

Some information can only needs to be released after careful and formal examination/assessment. This may be is because the information it is not suitable for routine, required or -or active disclosure, and ne- The information needs to be assessed against the exemptions in the *Act Right to Information Act 2009* prior to disclosure.

This is to be used as a last resort, Assessed Ddisclosure should be used as a last resort, -as formal applications for assessed disclosure can be a costly and time-consuming process for all the parties involved.- Where an application for assessed disclosure is needed in the circumstances, Officers will provide assistance to members of the public throughout this process.

Council officers will assist persons wishing to make an application for an assessed disclosure.

Negotiation

Council Upon receipt of a request for information, Officers will contact Aaapplicants to discuss the request talk about a request wherever practicable. It is important to discuss what information is available, refine the request if needed, discuss timelines, and to ensure that the Aaapplicant will be given the information they are seeking as much as is reasonably possible.

While it may assist Officers with identifying and locating information is useful to ask, Aaapplicants are not required to detail what they are requesting the information want the information for. If the request appears to an Officer to be misdirected, attempts should be made with the Aaapplicant to disclose any limitations of the information held by Council and identify higher quality information that could be provided on the same subject.

Applicants may should be invited to discuss ways of trimming broad a very large requests to more useful key documents. In some circumstances, the Principal Officer and their delegates can decide to refuse processing an excessively large request.

Fees and Fee Waiver

Council's application form details the relevant fee for an application for Aaassessed Ddisclosure which is available -can be found here: <https://www.gcc.tas.gov.au/your-council/legislation/right-to-information.aspx>.

No fees are payable in respect of an application where the Aaapplicant is has provided evidence demonstrating that they are:

- a Member of Parliament acting in connection with their official duties;
- a journalist employed by a recognised news service; and
- impecunious (i.e. they have no money to pay the fee).

An application fee may also be waived in circumstances where the Aaapplicant can demonstrate that the information requested is of general interest or benefit to the public (as opposed to the interest or benefit of private parties). Fee waivers in this circumstance are at the discretion of the Principal Officer, who may seek further information from the Aaapplicant to determine whether a fee waiver is warranted.

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- a representative of a recognised advocacy group or a person who has some other similar public interest purpose; or
- impecunious (has no money to pay the fees). This waiver action is at the discretion of the delegated officer and is to be decided on the basis of evidence of income supplied by the applicant. It is usually enough to obtain evidence informally, by questioning the applicant.

Decision making responsibilities of the Principal Officer

The person authorised to make a decision on an application for assessed disclosure is the Principal Officer. The Principal Officer of Council for the purposes of the Act is the General Manager. The Principal Officer may formally delegate this role to another appropriately qualified and experienced Officer of Council under section 24 of the Act.

Assessing RTI Applications

In accordance with the Ombudsman Manual (July 2010), the Principal Officer ~~and their delegates~~ must have regard to the objectives ~~as described in section 3~~ of the Act. These are:

- (1) *The object of this Act is to improve democratic government in Tasmania:—*
 - (a) *by increasing the accountability of the executive to the people of Tasmania; ~~and~~*
 - (b) *by increasing the ability of the people of Tasmania to participate in their governance; and*
 - (c) *by acknowledging that information collected by public authorities is collected for and on behalf of the people of Tasmania and is the property of the State.*
- (2) *This object is to be pursued by giving members of the public the right to obtain information held by public authorities and Ministers.*
- (3) *This object is also to be pursued by giving members of the public the right to obtain information about the operations of Government.*
- (4) *It is the intention of Parliament:—*
 - (a) *that this Act be interpreted so as to further the object set out in subsection (1); and*
 - (b) *that discretions conferred by this Act be exercised so as to facilitate and promote, promptly and at the lowest reasonable cost, the provision of the maximum amount of official information.*

Additionally, ~~section 7~~ of the ~~RTI~~ Act states:

"A person has a legally enforceable right to be provided, in accordance with this Act, with information in the possession of a public authority or a Minister unless the information is exempt information".

The basic principle behind the Act is that ~~citizens-members of the public~~ are to be given access to information held by Council, ~~except unless the release of that information to the extent that releasing it would be harmful to the~~ would be ~~contrary to the~~ public interest. Section 12(3) of the Act provides the guiding principle that ~~"Assessed Disclosure"~~ of information should only occur as a last resort. ~~The information the Council is allowed to withhold is limited by the Act exemption provisions.~~

If an application for assessed disclosure is made, the words of each exemption provision in the ~~RTI~~ Act are to be examined ~~by the Principal Officer carefully, with the keeping in mind the objects of the Act in mind. Some information is, by its nature, exempt from disclosure such as. These objects require that Council reasonably maximise disclosure rather than exempt documents from release. Exemptions are affected by many restrictions. An example is a request for information related to~~

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closed meetings of council (s 32). ~~Other information~~ ~~This provision may be prima facie exempt upon an initial assessment~~ ~~but may nevertheless be released on public interest grounds such as internal deliberative information of Council (s 35).~~ ~~eems~~ ~~to be~~

Where information is determined to be exempt, the Principal Officer shall provide the Applicant with a statement of reasons setting out why this determination has been made. The Principal Officer shall also advise the Applicant of the process to have the decision reviewed.

~~exempt all such information from release without even having to consider a public interest test. However, even this exemption does not apply to a document that is more than 10 years old.~~

The Ombudsman's website provides further manuals and other guidance material on the assessment ~~of RTI of applications~~ ~~for assessed disclosure applications~~, exemptions, decision statements, notifications and appeals.

www.ombudsman.tas.gov.au.

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Cooperation with the Principal Officer

To ensure the transparency of Council practices and the accountability of Officers, all Officers ~~shall~~ must not:

- ~~attempt to improperly influence the independent decisions of the Principal Officer, including the Internal Review Officer; or~~
- ~~obstruct the provision of information, including by concealing or destroying information.~~

Instead, Officers shall assist the Principal Officer and Applicant's by:

~~are expected to assist the Principal Officer and their delegates by:~~

- first considering requests for information as possible routine or active disclosures;
- assisting the Principal Officer in finding alternatives to a formal application; (e.g. perhaps by calling the applicant to answer a simple query);
- assisting people to understand the Council's records holdings, how to access them, and how to apply for formal disclosure of information;
- when requested, promptly finding and collating all the requested material ~~that may be held in their department, and providing this information to the Principal Officer for assessment.~~

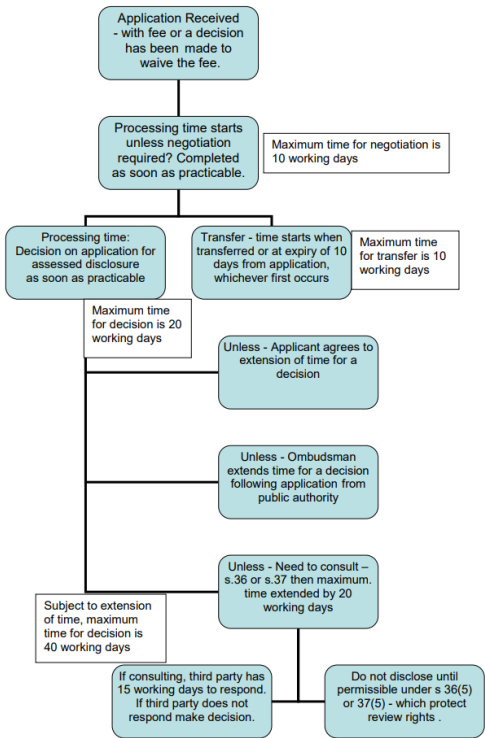
Council Officers must not:

- ~~attempt to improperly influence the independent decisions of the Principal Officer and their delegates including the Internal Review Officer, or~~
- ~~obstruct the provision of information, including by hiding or destroying information.~~



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Relevant Timeframe for Assessed Disclosure



DOCUMENT CONTROL

Version:	2.0	Adopted	26-April-202429 September 2025	Commencement Date	27-April-202430 September 2025
Minutes Reference	Council minutes, Item 11, 26-April-202429 September 2025 Council Meeting, Item XX			Review Period	4 Years from adoption
Previous Versions:	n/a (new policy 1.0 adopted 26 April 2021 (Council Meeting, Item 11))				

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~~26 April 2024~~29 September 2025

Responsible Directorate	Corporate Services Governance	Controller:	Manager Corporate Governance Governance and Risk
ECM Document No.:	2974519Policies by Directorate		

COUNCIL POLICY

Information Disclosure

**PURPOSE**

This policy sets out how Council will manage and disclose its information in accordance with the *Right to Information Act 2009 (the Act)*.

SCOPE

This policy has been prepared in accordance with section 23 of the Act, which requires the principal officer to develop policies and procedures for the disclosure of information held by Council and to outline the way in which people can exercise their rights under the Act to access this information.

STRATEGIC PLAN ALIGNMENTMaking Lives Better

Objective 1.1 Know our communities and what they value.

Strategy 1.1.1 Guide decision making through continued community engagement based on our community plan.

Leading Our Community

Objective 4.1 Govern in the best interests of our community.

Strategy 4.1.1 Manage Council for maximum efficiency, accountability and transparency.

Strategy 4.1.3 Maximise regulatory compliance in Council and the community through our systems and processes.

Objective 4.2 Prioritise our resources to achieve our community's goals.

Strategy 4.2.1 Deploy the Council's resources effectively to deliver value.

STATUTORY REQUIREMENTS

Acts	<i>Right to Information Act 2009</i> <i>Personal Information Protection Act 2004</i> <i>Archives Act 1983</i>
Regulations	<i>Right to Information Regulations 2021</i>
Australian/International Standards	N/A



DEFINITIONS

Active Disclosure means the disclosure of information by Council in response to a request from a person made otherwise than under Division 2 of Part 2 of the Act (i.e. where an application for assessed disclosure is not required).

Applicant means a person who has requested information from Council, including requests made informally and applications for assessed disclosure.

Assessed Disclosure means the disclosure of information by Council in response to an application in accordance with section 13 of the Act.

Delegated Officer means a person specified in an instrument of delegation in accordance with section 24 of the Act.

Exempt information means information which is exempt by virtue of a provision of Part 3 of the Act.

Information means:

- anything by which words, figures, letters or symbols are recorded and includes a map, plan, graph, drawing, painting, recording and photograph; and
- anything in which information is embodied so as to be capable of being reproduced.

Officer means a member of Council, a member of the staff of Council and any person employed by or for Council.

Ombudsman means the Ombudsman appointed under the *Ombudsman Act 1978*.

Personal Information means any information or opinion in any recorded format about an individual:

- whose identity is apparent or is reasonably ascertainable from the information or opinion; and
- who is alive or has not been dead for more than 25 years.

Principal Officer means the Chief Executive Officer of Council or a Delegated Officer exercising the powers and functions of the Principal Officer.

Required Disclosure means the disclosure of information by Council where the information is required to be published by the Act or any other Act, or where disclosure is otherwise required by law or enforceable under an agreement entered into by Council.

Routine Disclosure means the proactive disclosure of information by Council which it decides may be of interest to the public, but which is not a required disclosure, an assessed disclosure or an active disclosure.

The Act means the *Right to Information Act 2009*.

POLICY STATEMENT

Right to Information Principles

The Act commenced on 1 July 2010 and provides for greater access to information held by government bodies by:

- Authorising and encouraging greater routine disclosure of information held by government bodies without the need for requests or applications;



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- Authorising and encouraging greater active disclosure of information held by government bodies in response to informal requests without the need for applications;
- Giving members of the public an enforceable right to information held by government bodies; and
- Providing that access to information held by public authorities is restricted in only limited circumstances.

Our Information Holdings

The Council holds significant records related to its functions under the *Local Government Act 1993* and its regulatory roles such as the *Building Act 2016*, *Land Use Planning and Approval Act 1993* and *Food Act 2003*. Some legislation restricts the information we can release – for instance, building permits are typically only available to the current property owner.

The Council also maintain records relating to infrastructure managed by Council, including roads, watercourses, the public stormwater system, landfill sites, dog pounds, parks, car parks, gardens, playgrounds, sports fields, community clubrooms and the Moonah Arts Centre. Information relating to Council services such as waste and recycling collection, community engagement, certain childcare services, immunisation programs, environmental health, nuisance and animal management, and arts and cultural events, is also available.

Further details of Council's services, functions and municipal boundaries are available at www.gcc.tas.gov.au.

In line with the *Archives Act 1983*, we archive and dispose of records according to the Archives Office of Tasmania's guidelines, meaning some historical records may no longer be available - for example, operational financial records over seven years old may be destroyed.

How we disclose information

Council is required by the Act to make information available to the public through proactive disclosure. This means we routinely make information available that will assist the public in understanding what we do and how we do it. Applicants will be directed to our website if the material requested is already published.

Most Council records are stored electronically, although some older building and planning documents remain in paper form. Information is usually released as an electronic copy, however applicants may ask for alternative means of disclosure if preferred (charges for printing physical copies may apply).

Ways of disclosing information

Routine Disclosure

Officers of Council are encouraged to routinely disclose information in the public domain that might reasonably be of public interest, especially where this will help reduce the need for the community to approach Council for copies of popular items. As recommended in the Ombudsman's Manual (July 2010), media communication officers within Council will endeavour to identify the types of information that should be routinely disclosed and put measures in place to regularly publish this information.

Information may be routinely disclosure via our website (<https://www.gcc.tas.gov.au/>), through publications (e.g. fact sheets, By-Laws, or discussion papers), and via reports (e.g. our Annual Report, Strategic Plan, Community Plan, etc). If the requested information cannot be found on Council's website or Facebook page, please contact the Council and we may be able to assist in finding it.



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Required Disclosure

Sometimes Council is required by law to make certain information publicly available. For example, the *Local Government Act 1993* requires Council to publish an annual report detailing information such as financial and activity statements, any land sold or disposed of by Council, and allowances and expenses paid to elected members.

Information that has been released through required disclosure can typically be accessed via Council's website or may be available in-person at Council Chambers located at 374 Main Road, Glenorchy in Tasmania.

Active Disclosure

If a request for information that is not otherwise available through routine or required disclosure is received by Council, and an officer does not consider the requested information to be sensitive (see the dot points below) or otherwise prohibited from release under law, that officer may disclose the information without asking for an application for assessed disclosure.

Active disclosure should always be considered for each request in line with the objects of the Act contained in section 3, which includes an aim to "...facilitate and promote, promptly and at the lowest reasonable cost, the provision of the maximum amount of official information".

Information that may contain exempt information should not be released through active disclosure and is more appropriately managed as an application for assessed disclosure. Exempt information can include, but is not limited to, information that:

- contains personal information;
- may cause harm to the interests of a person or business;
- was provided to Council with the intention that it remain confidential;
- contains legal advice;
- relates to a closed Council meeting;
- may compromise an official investigation; and
- may otherwise be contrary to the public interest.

It may be possible to negotiate with the applicant to remove items of exempt information from a document if it is not critical to a request. Doing so may speed up a response to a request.

When information is provided to the Applicant, the Officer should endeavour to identify in correspondence that the release is "an active disclosure under the *Right to information Act 2009*."

Assessed Disclosure

Some information can only be released after careful and formal assessment. This may be because the information is not suitable for routine, required or active disclosure, and needs to be assessed against the exemptions in the Act prior to disclosure.

Assessed disclosure should be used as a last resort, as formal applications for assessed disclosure can be a costly and time-consuming process for all the parties involved. Where an application for assessed disclosure is needed in the circumstances, officers will provide assistance to members of the public throughout this process.



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Negotiation

Upon receipt of a request for information, officers will contact applicants to discuss the request wherever practicable. It is important to discuss what information is available, refine the request if needed, discuss timelines, and ensure that the applicant will be given the information they are seeking as much as is reasonably possible.

While it may assist officers with identifying and locating information, applicants are not required to detail why they are requesting the information. If the request appears to an officer to be misdirected, attempts should be made with the applicant to disclose any limitations of the information held by Council and identify higher quality information that could be provided on the same subject.

Applicants may be invited to discuss ways of trimming broad requests to more useful key documents. In some circumstances, the Principal Officer can decide to refuse an excessively large request.

Fees and Fee Waiver

Council's application form details the relevant fee for an application for assessed disclosure which is available here: <https://www.gcc.tas.gov.au/your-council/legislation/right-to-information.aspx>.

No fees are payable in respect of an application where the applicant has provided evidence demonstrating that they are:

- a Member of Parliament acting in connection with their official duties;
- a journalist employed by a recognised news service; and
- impecunious (i.e. they have no money to pay the fee).

An application fee may also be waived in circumstances where the applicant can demonstrate that the information requested is of general interest or benefit to the public (as opposed to the interest or benefit of private parties). Fee waivers in this circumstance are at the discretion of the Principal Officer, who may seek further information from the applicant to determine whether a fee waiver is warranted.

Assessing RTI Applications

In accordance with the Ombudsman Manual (July 2010), the Principal Officer must have regard to the objectives described in section 3 of the Act. These are:

(1) The object of this Act is to improve democratic government in Tasmania:

(a) by increasing the accountability of the executive to the people of Tasmania;

(b) by increasing the ability of the people of Tasmania to participate in their governance; and

(c) by acknowledging that information collected by public authorities is collected for and on behalf of the people of Tasmania and is the property of the State.

(2) This object is to be pursued by giving members of the public the right to obtain information held by public authorities and Ministers.

(3) This object is also to be pursued by giving members of the public the right to obtain information about the operations of Government.

(4) It is the intention of Parliament:

(a) that this Act be interpreted so as to further the object set out in subsection (1); and



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(b) that discretions conferred by this Act be exercised so as to facilitate and promote, promptly and at the lowest reasonable cost, the provision of the maximum amount of official information.

Additionally, section 7 of the Act states:

"A person has a legally enforceable right to be provided, in accordance with this Act, with information in the possession of a public authority or a Minister unless the information is exempt information".

The basic principle behind the Act is that members of the public are to be given access to information held by Council, **unless** the release of that information would be contrary to the public interest. Section 12(3) of the Act provides the guiding principle that assessed disclosure of information should only occur as a last resort.

If an application for assessed disclosure is made, the words of each exemption provision in the Act are to be examined by the Principal Officer carefully, keeping in mind the objects of the Act. Some information is, by its nature, exempt from disclosure such as information related to closed meetings of council (s 32). Other information may be prima facie exempt upon an initial assessment but may nevertheless be released on public interest grounds such as internal deliberative information of Council (s 35).

Where information is determined to be exempt, the Principal Officer shall provide the applicant with a statement of reasons setting out why this determination has been made. The Principal Officer shall also advise the applicant of the process to have the decision reviewed.

The Ombudsman's website provides further manuals and other guidance material on the assessment of applications for assessed disclosure, exemptions, decision statements, notifications and appeals: www.ombudsman.tas.gov.au.

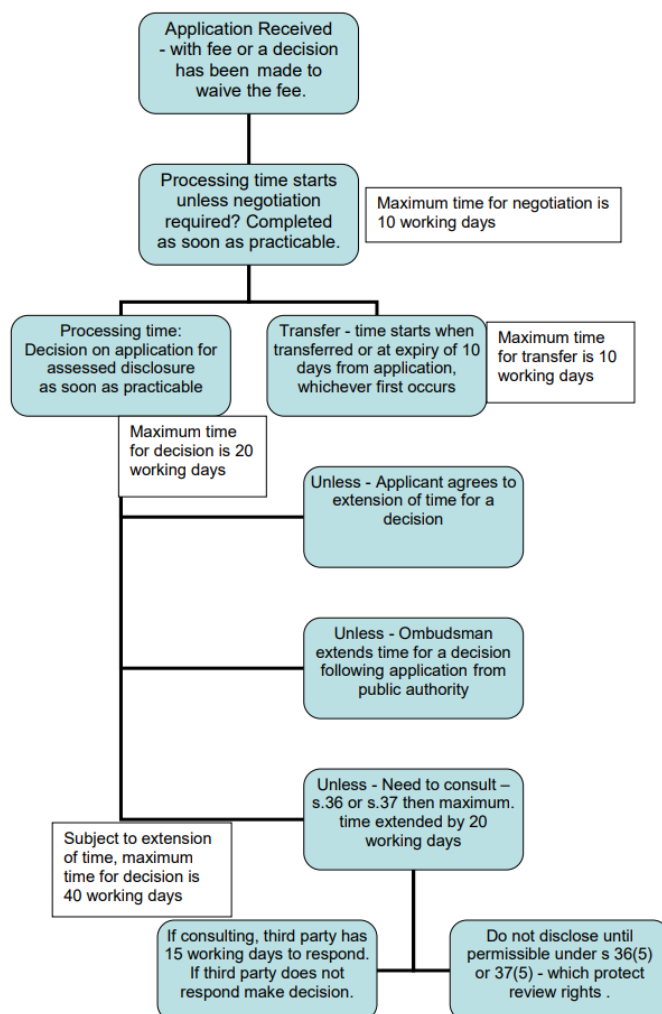
Cooperation with the Principal Officer

To ensure the transparency of Council practices and the accountability of officers, all officers must not:

- attempt to improperly influence the independent decisions of the Principal Officer, including the Internal Review Officer; or
- obstruct the provision of information, including by concealing or destroying information.

Instead, officers shall assist the Principal Officer and applicant by:

- first considering requests for information as possible routine or active disclosures;
- assisting the Principal Officer in finding alternatives to a formal application (e.g. by calling the applicant to answer a simple query);
- assisting people to understand the Council's records holdings, how to access them, and how to apply for formal disclosure of information;
- when requested, promptly finding and collating all requested material held in their department, and providing this information to the Principal Officer for assessment.

Relevant Timeframe for Assessed Disclosure**DOCUMENT CONTROL**

Version:	2.0	Adopted	29 September 2025	Commencement Date	30 September 2025
Minutes Reference	29 September 2025 Council Meeting, Item XX			Review Period	4 Years from adoption
Previous Versions:	v 1.0 adopted 26 April 2021 (Council Meeting, Item 11)				
Responsible Directorate	Governance		Controller:	Manager Governance and Risk	
ECM Document No.:	Policies by Directorate				

11.3 END OF FINANCIAL YEAR CAPITAL WORKS STATUS REPORT

Author: Manager Assets, Engineering and Design (Patrick Marshall)
Qualified Person: Acting Director Infrastructure and Development (Luke Chiu)
File Reference: Capital Works Program

Executive Summary

This report provides a summary of Council's end of financial year capital works status for 2024/25, highlighting progress, financial performance, and strategic alignment with Council's overarching Community and Strategic Plans.

Recommendation

That Council:

1. RECEIVE and NOTE the end of financial year capital works status report for 2024/25.

Community Plan Reference	<p>Making Lives Better We deliver services to meet our community's needs.</p> <p>Valuing Our Environment We improve the quality of our urban and rural areas as places to live, work and play.</p> <p>Leading Our Community We responsibly manage our community's resources to deliver what matters most.</p> <p>We invest in infrastructure to achieve our community's vision.</p>
Strategic Plan Reference	<p>Maintain our roads, footpaths, trails, parks, playgrounds, open spaces, stormwater and building assets so they are functional, safe and clean.</p> <p>Make our City more liveable by providing and upgrading public places and facilities for people to come together.</p> <p>Make our City more liveable by investing in our City's infrastructure.</p> <p>Improve our parks and public spaces for the enjoyment, health and wellbeing of our community.</p> <p>Manage the City's assets responsibly for the long-term benefit and growth of our community.</p>
Consultation/Engagement	<p>Consultation has been undertaken with the Chief Executive Officer, Executive Leadership Team, Managers and Coordinators within the relevant Departments and external agencies such as TasWater, Community Sport and Recreation and numerous sporting clubs.</p> <p>Community consultation is undertaken on specific projects as required. There are several projects included in this report where direct stakeholder and community engagements have been undertaken to determine the final outcomes to be achieved.</p>
Resources	<p>The delivery of the capital works program (including project management of outsourced works) is managed within Council's allocated resources.</p>
Risk/Legal/Legislative/Reputational	<p>Council must plan and deliver an annual capital works program to ensure that its assets are able to service the needs of the community. Council's reputation and the community's amenity would suffer if assets and service levels are not maintained at necessary standards. The consequence of inadequate maintenance and upgrades of capital assets would be increased costs for the community in the future.</p>

	Risks associated with Council's financial expenditure and sustainability are managed through the process for developing Council's annual budget and are monitored through ongoing reporting on Council's Strategic and Key Operational risk register.
24/25 Budget Allocation	The recurrent capital program budget was \$18.752m The major projects budget was \$13.877m
Life of Project, Service, Initiative or (Expectancy of) Asset	Not applicable
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	<p>It is important to note that for every new asset created by Council there will be additional, ongoing operational costs. New assets should therefore be treated as a new service to the community which incurs additional cost. On current estimates and experience, the cost of new assets to Council's ongoing operational budget over the life if the asset is around 2.5% for maintenance and 2.5% for depreciation. This could be equated to a percentage of rates that need to be allocated to keep new assets in a good state of repair and renewed when they reach the end of their useful life.</p> <p>Delivery of a capital works program is essential to ensure that Council is financially sustainable, and that Council's assets are being renewed, maintained, and developed to meet the current and future needs of the Glenorchy community. Failing to maintain and renew assets can lead to environmental impacts and assets not delivering the required level of service to the community.</p>
Other Funding Sources	Council does receive grants to fund some capital works from programmes such as the Blackspot Program and the Vulnerable Road User Programme.

Proposal in Detail

1. Council was able to deliver an extensive capital works program during the 2024/25 financial year. Council officers actively monitored their project delivery and budgets, as some unexpected problems arise that require immediate attention such as when projects exceed their original budgets for various reasons.
2. There are also situations where projects come in under budget or can't be delivered due to other unforeseen circumstances. This is where the Infrastructure Management Group (IMG) provides the oversight to make decisions to bring forward a future project in place of one that can't be delivered. These decisions are done in accordance with IMG's Terms of Reference. This process has provided the ability to ensure the recurrent capital works budget is being expended to provide value to the community in replacing worn out assets or providing new required assets to improve services to the community.
3. During this financial year, there was strong evidence that the supply chain situation has vastly improved from what has been experienced in the past 3 years. However, there are still some delays with certain products that need shipping from interstate or overseas.
4. Contractor availability has also improved. Council is receiving stronger competition when tendering out many projects. However, cost escalation is still a significant issue in some projects. Previous cost increases have not receded and there are predictions from Quantity Surveyors and Construction Economists, that there will be further construction cost increases this year of 6% and more for certain products.

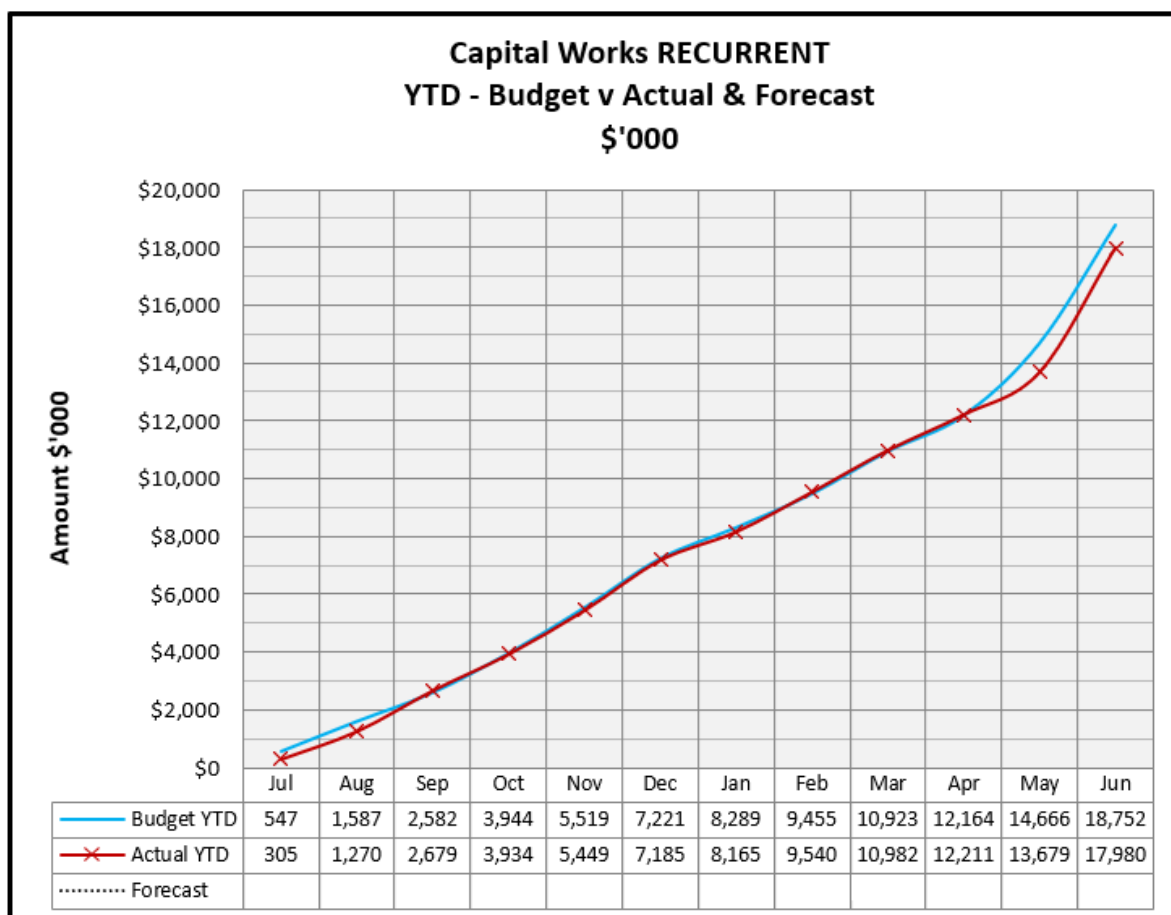
Capital Works Completed

5. Council's capital works program budget for last financial year was \$33.555 million. Capital works expenditure was \$29.346 million. Expenditure at 30 June 2024 was:
 - Recurrent Capital Program expenditure \$18.022 million or 92% of the \$19.678 million annual budget
 - Major Grant Funded Projects expenditure \$11.324 million or 82% of the \$13.877 million annual budget

Recurrent Capital Program Expenditure

6. The recurrent capital works program was 92% expended. The majority of the underspend was related to the transport program. One of the major factors for this was the final pavement works associated with the Ashbourne Grove reconstruction project, which was not able to be completed in the 24/25 FY, as it needs to be undertaken in the September school holidays, due to the proximity to the school entrance. This project will be undertaken in the 25/26 FY.

7. There were also resource constraints which affected the completion of the footpath renewal program. The incomplete projects have been included in the 2025/26 capital budget.
8. The majority of roads, footpath, bridge, stormwater and property renewal works that had been planned in the 2024/25 financial year were completed, as well as a number of additional projects.

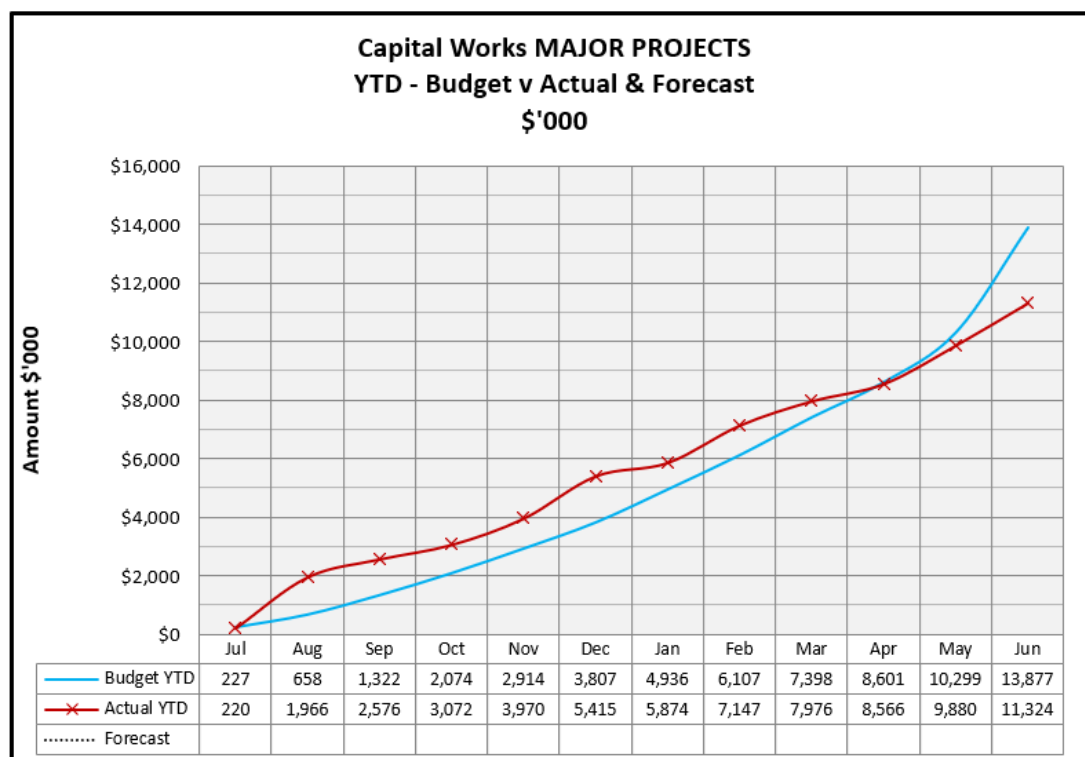


9. Some key projects from the 2024/25 recurrent capital program expenditure include:
 - Stage 2 of Ashbourne Grove Reconstruction (pending the final resurfacing works)
 - Renfrew Circle Reconstruction (Stage 1)
 - Main Road Granton Shared Path – Stage 1B
 - Karambi Street Footpath
 - Junee Street Footpath
 - Albert Road Reseal
 - Barossa Road Reseal
 - Mentmore Street Intercity Cycleway Upgrade

- Grove Road / Anfield Street Intersection Upgrade
- Kensington Street School Crossing (raised table)
- KGV Pedestrian Crossing near Wrights Ave (to cycleway)
- Bayswater Road Kerb Ramps (cycling access from Brooker)
- Bowden Street to Terry Street Footpath Realignment (cycling access)
- Claremont Skate Park
- Windermere Bay Boardwalk and Bridge
- Berriedale Foreshore Public Toilet Replacement
- Chandos Drive Stormwater Upgrade
- Abbotsfield Park Stormwater Replacement
- Fairy Glen Road Overland Flow Access

Major and Grant Funded Projects Expenditure

10. As well as Council's recurrent renewal projects, Council is undertaking a large program of grant-funded major projects, involving major sporting facility redevelopments.
11. Council achieved an expenditure of 82% of the budget. Some of the major and grant funded projects completed in 2024/25 included KGV soccer ground redevelopment, North Chigwell Junior Soccer Club, Tolosa Park (stage A) Dam Redevelopment Project and the Windermere Bay Foreshore Development.
12. Council officers did forecast that the major projects budget would be \$2.5 million underspent due to the contractors programmed start date for the Glenorchy War Memorial Pool remediation project.



13. Some major projects undertaken by Council are fully funded by Government grants or other sources, and some, such as the Tolosa Park Redevelopment, have co-contribution amounts from Council.
14. The current status of projects in the major projects category for 2024/25 is:
- Benjafield Childcare Renovations - complete
 - Chambers Renovations and Accommodation - Stage 2 - complete
 - Lutana Woodlands Playspace - complete
 - Battersby Drive Playspace - complete
 - Cooina Reserve Playspace - complete
 - Roseneath Playground, Austins Ferry - complete
 - Brent Street Playground Renewal - complete
 - KGV Buildings - complete
 - North Chigwell Buildings - complete
 - Tolosa Park Dam Rehabilitation - complete
 - Jackson Street Landfill Cell Extension – complete
 - Glenorchy War Memorial Pool – contract awarded, and project commenced

Attachments

Nil

11.4 DISTRIBUTION OF BUILDING AND PLUMBING PLANS POLICY

Author: Governance Officer (Poorni Wanigasekara)
Qualified Person: Director Community and Corporate Services (Tracey Ehrlich)
File Reference: Policies by Directorate

Executive Summary

The *Distribution of Building and Plumbing Plans Policy*, adopted by Council in November 2021, has been reviewed in accordance with the scheduled four-year review cycle. The policy continues to provide indemnity to Council against copyright infringement when releasing plans to third parties.

The review identified only minor administrative amendments, including formatting and document control updates, with no changes to the policy's intent or operation. The revised policy is presented for Council's endorsement.

Recommendation

That Council:

1. ADOPT the Distribution of Building and Plumbing Plans Policy as detailed in **Attachment 2**.
2. APPROVE the CEO to make minor administrative and grammatical corrections as required.

Community Plan Reference	Transparent and accountable government.
Strategic Plan Reference	Make informed decisions that are open and transparent and in the best interests of our community. Manage compliance and risk in Council and our community through effective systems and processes.
Consultation/Engagement	Manager Development Coordinator Building and Plumbing
Resources	There are no material human resources implications.
Risk/Legal/Legislative/Reputational	There are no high-level risks associated with the report outcomes.
25/26 Budget Allocation	Not applicable
Life of Project, Service, Initiative or (Expectancy of) Asset	Not applicable
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	Not applicable
Other Funding Sources	Not applicable

Proposal in Detail

1. All policies adopted by Council are reviewed cyclically. The ordinary review period for Council policies is four years after adoption. However, policies may be reviewed earlier if it is appropriate to do so, for example if there are changes to a relevant governing act.
2. The 'Distribution of Building and Plumbing Plans' policy indemnifies the Council from potential copyright infringement actions when releasing copies of building and plumbing plans to third parties
3. The Distribution of Building Plans Policy was adopted by the Council at its meeting on 29 November 2021.
4. The Policy has now been reviewed, having reached the end of its current four-year cycle. **Attachment 1** is a copy of the policy showing tracked changes from the current version, and **Attachment 2** is a copy of the recommended updated policy.
5. The Policy is largely unchanged from the original version with only minor edits in alignment, spellings, font size and document control.

Attachments

1. Distribution of Building and Plumbing Plans - Tracked Changes September 2025
[11.4.1 - 3 pages]
2. Distribution of Building and Plumbing Plans - Clean version September 2025
[11.4.2 - 3 pages]

COUNCIL POLICY

DISTRIBUTION OF BUILDING & PLUMBING PLANS

**PURPOSE**

This policy provides direction on the requirements for the release of building and plumbing plans to property owners.

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SCOPE

This policy applies to:

Requests for copies of building and plumbing plans by the relevant property owner.

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STRATEGIC PLAN ALIGNMENT

Leading Our Community

Strategy 4.1.1 Manage Council for maximum efficiency, accountability and transparency

Strategy 4.1.3 Maximise regulatory compliance in Council and the community through our systems and processes

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STATUTORY REQUIREMENTS

Acts	<u>Building Act 2016 (Tas)</u> ; <u>Copyright Act 1968 (Cth)</u>
Regulations	N/A
Australian/International Standards	N/A

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POLICY STATEMENT

Council will not make building or plumbing plans available to the public ~~photocopies of any building or plumbing plans~~ unless the applicant:

1. is the property owner, their authorised agent, copyright owner, or licensed ~~practitioner~~ Building Surveyor engaged by the current owner under the *Building Act 2016*; and
2. signs an indemnity (Appendix A) indemnifying the Council against any claim that may be made against the Council by the owner/author of the plans for the Council reproducing the plans and making the reproduction available to that person.

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Background

Council receives building and plumbing applications for approval that contain various plans. Once assessed these plans are stored either electronically or in hard copy. Property owners frequently request copies of plans associated with their property.



DB-Month-20##29 September 2025

The purpose of this policy is to outline Council’s obligations under the Building Act 2016 and address the issue of copyright.

Council staff have routinely provided copies of building and/or plumbing plans provided the applicant can demonstrate ownership of the property. This policy was introduced in 2004 following legal advice indicating that Council may have been breaching copyright of the plans and that Council consider refusing to give out copies of the plans to anyone unless they have obtained authorisation from the copyright holder, or that they indemnify Council against any future claims.

Obtaining authorisation from the copyright holder is difficult. The age of plans varies from being many years old to current and the designer or copyright holder may not be in business or even alive; the owner may have purchased copyright from the designer; the property may have changed hands on numerous occasions; and tracing back the legal copyright holder may be a protracted and complex task.

Council practice since 2004 has been to provide copies of building and/or plumbing plans to the owner of a property upon request and signing of an indemnity against any claims being made to Council for breach of copyright Laws.

Council has not been challenged in this practice and good customer service dictates that this practice should continue.

DOCUMENT CONTROL

Version:	242.0	Adopted	29 September 202529 November 2021	Commencement Date:	30 September 202530 November 2021
Minutes Reference	Item 16		Review Period	4 years from adoption	
Previous Versions:	V 3.0 adopted 29 November 2021 (Council meeting, Item 16) V 42.0 adopted 29 November 20214 July 2016 (Council meeting, Item 9) V 1.0 adopted 19 January 2004 (Council meeting, Item 10)				
Responsible Directorate	Strategy-Infrastructure & Development		Controller:	Manager Development	
ECM Document No.:	Policies by Directorate				

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DB-Month-20##29 September 2025

APPENDIX A – Deed of Release Form

DEED INDEMNITY - Application for copy of plans	
Applicant's Name:	
Applicant's Address:	
Applicant's Phone Number:	
Property Identification Number:	
I have requested the Glenorchy City Council (the "Council") to provide me photocopies of the following plans, namely:	
Tick in agreement:	
<input type="checkbox"/>	I acknowledge that the plans may be subject to copyright protection
<input type="checkbox"/>	I hereby acknowledge the receipt of the plans
<input type="checkbox"/>	I jointly and severally will, at all times in the future, keep the Council indemnified against all proceedings, actions, claims and demands, expenses and costs in respect of or arising from the provision by the Council of the plans to me.
Applicant's Acceptance by Deed:	
Full Name:	
Signature:	
Date:	
In the presence of:	
Name:	
Signature:	

COUNCIL POLICY

DISTRIBUTION OF BUILDING & PLUMBING PLANS**PURPOSE**

This policy provides direction on the requirements for the release of building and plumbing plans to property owners.

SCOPE

This policy applies to requests for copies of building and plumbing plans by the relevant property owner.

STRATEGIC PLAN ALIGNMENTLeading Our Community

Strategy 4.1.1 Manage Council for maximum efficiency, accountability and transparency

Strategy 4.1.3 Maximise regulatory compliance in Council and the community through our systems and processes

STATUTORY REQUIREMENTS

Acts	<i>Building Act 2016 (Tas)</i> <i>Copyright Act 1968 (Cth)</i>
Regulations	N/A
Australian/International Standards	N/A

POLICY STATEMENT

Council will not make building or plumbing plans available to the public unless the applicant:

1. is the property owner, their authorised agent, copyright owner, or licensed practitioner engaged by the current owner under the *Building Act 2016*; and
2. signs an indemnity (Appendix A) indemnifying the Council against any claim that may be made against the Council by the owner/author of the plans for the Council reproducing the plans and making the reproduction available to that person.

Background

Council receives building and plumbing applications for approval that contain various plans. Once assessed these plans are stored either electronically or in hard copy. Property owners frequently request copies of plans associated with their property.

The purpose of this policy is to outline Council's obligations under the Building Act 2016 and address the issue of copyright.



29 September 2025

Council staff have routinely provided copies of building and/or plumbing plans provided the applicant can demonstrate ownership of the property. This policy was introduced in 2004 following legal advice indicating that Council may have been breaching copyright of the plans and that Council consider refusing to give out copies of the plans to anyone unless they have obtained authorisation from the copyright holder, or that they indemnify Council against any future claims.

Obtaining authorisation from the copyright holder is difficult. The age of plans varies from being many years old to current and the designer or copyright holder may not be in business or even alive; the owner may have purchased copyright from the designer; the property may have changed hands on numerous occasions; and tracing back the legal copyright holder may be a protracted and complex task.

Council practice since 2004 has been to provide copies of building and/or plumbing plans to the owner of a property upon request and signing of an indemnity against any claims being made to Council for breach of copyright Laws.

Council has not been challenged in this practice and good customer service dictates that this practice should continue.

DOCUMENT CONTROL

Version:	4.0	Adopted Date:	29 September 2025	Commencement Date:	30 September 2025
Minutes Reference	Item XX		Review Period	4 years from adoption	
Previous Versions:	V 3.0 adopted 29 November 2021 (Council meeting, Item 16) V 2.0 adopted 4 July 2016 (Council meeting, Item 9) V 1.0 adopted 19 January 2004 (Council meeting, Item 10)				
Responsible Directorate	Infrastructure & Development		Controller:	Manager Development	
ECM Document No.:	Policies by Directorate				



29 September 2025

APPENDIX A – Deed of Release Form

DEED INDEMNITY - Application for copy of plans	
Applicant's Name:	
Applicant's Address:	
Applicant's Phone Number:	
Property Identification Number:	
<p>I have requested the Glenorchy City Council (the "Council") to provide me photocopies of the following plans, namely:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	
Tick in agreement:	
<input type="checkbox"/>	I acknowledge that the plans may be subject to copyright protection
<input type="checkbox"/>	I hereby acknowledge the receipt of the plans
<input type="checkbox"/>	I jointly and severally will, at all times in the future, keep the Council indemnified against all proceedings, actions, claims and demands, expenses and costs in respect of or arising from the provision by the Council of the plans to me.
Applicant's Acceptance by Deed:	
Full Name:	
Signature:	
Date:	
In the presence of:	
Name:	
Signature:	

11.5 AUDIT PANEL CHAIR'S ANNUAL REPORT 2024 TO 2025

Author: Governance Officer (Poorni Wanigasekara)

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

File Reference: Audit Panel

Executive Summary

The purpose of this report is to table the Audit Panel Chair's Report for the 2024/2025 financial year.

Recommendation

That Council:

1. RECEIVE and NOTE the Glenorchy City Council Audit Panel Chair's Report for the 2024-2025 financial year.

Community Plan Reference	Leading Our Community We are a leader and partner that acts with integrity and upholds our community's best interests. Transparent and accountable government.
Strategic Plan Reference	Make informed decisions that are open and transparent and in the best interests of our community. Manage compliance and risk in Council and our community through effective systems and processes.
Consultation/Engagement	Audit Panel Chair Audit Panel members
Resources	Audit Panel meeting minutes 2024 - 2025
Risk/Legal/Legislative/Reputational	There are no human resource implications. All costs may be met through existing budget allocations.
25/26 Budget Allocation	Not applicable
Life of Project, Service, Initiative or (Expectancy of) Asset	Not applicable
25/26 Budget Reconsideration	Not applicable
Ongoing Costs (e.g. maintenance, operational)	Not applicable
Other Funding Sources	Not applicable

Proposal in Detail

1. Council's Audit Panel Charter states that the Audit Panel, through the Chairperson, must report annually to Council on its overall operation and activities during the financial year. The purpose of this report is to table the Audit Panel Chair's Report for 2024-2025 financial year.
2. In accordance with clause 14.5 of the Charter, the Chair of the Audit Panel is required to document a summary of the work the Audit Panel performed to fully discharge its responsibilities during the preceding year and provide an overall assessment of Council's legal, governance, financial, risk, control and compliance framework including details of any significant emerging risk impacting on Council.
3. The Audit Panel Chair's Annual Report for the financial year 2024/25 was circulated and confirmed by the audit panel members. The Annual Report is included as **Attachment 1**.

Attachments

1. Audit Panel Chair's Annual report 2024 to 2025 [**11.5.1** - 4 pages]

GLENORCHY CITY COUNCIL AUDIT PANEL REPORT 2024-25

BACKGROUND / INTRODUCTION

Glenorchy City Council's Audit Panel was formally established by a decision of Council. The operation of the Panel is guided by Council's Audit Panel Charter which is based on the requirements of the Local Government (Audit Panels) Order issued by the Minister for Local Government under section 85B (1) of the Local Government Act 1993.

AUDIT PANEL MEMBERSHIP AND MEETINGS

Membership of the Audit Panel comprises two Councillors and three independent members.

Alderman Harry Quick represented Council on the Audit Panel until his passing in October 2024. Panel members would like to take this opportunity to express our condolences to his family and acknowledge Harry's service to both Council and the Audit Panel.

The Panel was also saddened to learn of the passing of a former panel member, Alderman Jan Dunsby.

Alderman Russell Yaxley was appointed to the Panel in July 2024 and Alderman Peter Ridler was appointed in January 2025.

During 2024-25 the independent members of the Panel for the full year were Mike Derbyshire (Chair), Ric de Santi and Heather Salisbury.

MEETINGS OF THE PANEL

The Panel met five times during the financial year ending 30 June 2025. In addition to Panel members, meetings were also attended by a range of Council staff including the Chief Executive Officer, Director Corporate Services, Chief Financial Officer, Manager Corporate Governance, Manager ICT and Minutes Secretary (who acts as secretariat for the Panel).

Representatives from Council's Internal Auditors, WLF, and the Tasmanian Audit Office (TAO) also attended Audit Panel meetings.

ROLE OF THE PANEL

The role of the Audit Panel is to support the elected Council by providing independent assurance and advice in relation to Council's financial reporting and controls, risk management framework and practices, internal controls, legislative compliance, long term planning, fraud control and corruption prevention. Both internal and external auditors complement its role.

The main responsibilities of the Audit Panel include reviewing:

- whether the annual financial statements of the Council accurately represent the state of affairs of Council;

- whether and how the Part seven plans (these include the Strategic Plan, Long Term Financial Plan and Strategic Asset Management Plan) are integrated and the processes by which, and assumptions under which, those plans were prepared;
- the accounting, internal control, anti-fraud, anticorruption and risk management policies, systems, and controls that the Council has in relation to safeguarding its long-term financial position;
- whether the Council is complying with the provisions of the Act and any other relevant legislation, and;
- whether the Council has taken any action in relation to previous recommendations provided by the Audit Panel to the Council, and so, what that action was and its effectiveness.

EXTERNAL AND INTERNAL AUDIT

External Audit

As legislated, Council's external audit service is provided by TAO, whose staff attended one Audit Panel meeting during the 2024-25 financial year. During this meeting, the Audit Panel and TAO officers discussed the 2024-25 Financial Year Audit Strategy and Plan, and a review of key audit areas identified for the year. The completion report and memorandum of audit findings for the 2023-24 audit was provided to the Panel in December 2024. All findings are included in the risk and audit actions register.

The Audit Panel will monitor progress on these matters during 2025-26.

Internal Audit

Internal audits support the work of Council and the Audit Panel by reviewing Council's systems and operations in accordance with an agreed internal audit plan. The plan is based on a risk management approach, is reviewed annually and can be altered should specific issues require attention.

These audits aim to identify how well risks are managed, whether the appropriate processes are in place, whether agreed procedures are being followed and whether improvement can be made.

Recommendations to address issues or to adopt improvements are considered by Council's management. The final report reviewed by the Audit Panel and all recommendations are monitored by the Audit Panel at each ordinary meeting, to ensure they are implemented.

To present the findings and recommendations of the internal audits undertaken during the year, senior staff from WLF and Crowe attended meetings during the year.

The internal audit program for 2024-25 included:

- Landfill (Tollbooth) Management (completed)
- Fleet Management (To be completed by end of 2025)
- Safety – Psychosocial Harm (completed – July 2025)

Audit findings reports were received from WLF for the Landfill (Tollbooth) Management audit (Feb 2025) and the Safety – Psychosocial Harm audit (July 2025). All identified risks and recommendations were included in Council's risk register and audit actions register.

The Audit Panel regularly monitors progress with adopted audit recommendations. As of June 2025, there were sixteen recommendations outstanding of which none related to areas identified as being of high, significant, or notable risk. This compares to the situation in June 2024 when there were eighteen recommendations still to be finalised with no recommendations that related to areas identified as being high, significant, or notable risk.

While there is some difficulty in comparing year on year progress, as new audit recommendations are added and completed recommendations are removed, the Audit Panel is pleased to note the significant progress that has been made by Council during the year in addressing outstanding audit recommendations and look forward to further progress in 2025-26.

The Panel would like to acknowledge the funding that was provided in 2024-25 budget by Council to enable the implementation of internal audit recommendations.

OTHER PANEL ACTIVITIES DURING THE REPORTING PERIOD

During the year under review the Audit Panel:

- monitored the roll-out of the legislative compliance process;
- monitored and reviewed the Compliance Status Summary Report which records the status of Council's compliance with regulatory obligations on an ongoing basis;
- endorsed the internal audit program for 2024-25;
- regularly reviewed the Audit Panel annual work plan;
- continued to review and advocate for implementation of outstanding audit recommendations;
- received a compliance report on Council's emergency management and recovery arrangements conducted by WLF on behalf of LGAT;
- received the Municipal Association of Victoria's (MAV) Compliance Review Report focusing on reserves and open space management;
- received the Auditor General's report on the financial statements of state entities (2023-24);
- received and reviewed a report on Childcare Payroll corrections;
- reviewed and endorsed the Financial Statements for financial year ending June 2024;
- considered and discussed the 2023-24 Memorandum of Audit Findings provided by the TAO;
- oversaw the 2024-25 External Audit planning process;
- received updates on the Workplace Health and Safety Committee and reviewed the minutes of their monthly meetings;
- received progress updates on Project Hudson;
- received the Quarterly Annual Plan Progress Report;
- regularly reviewed and commented on Quarterly Report information and issues raised by this information, as well as periodic Financial Performance Reports;
- reviewed quarterly status updates on Significant Risk, Insurance and Legal Matters presented by the CEO;
- received a report on the Risk Management Framework;
- received information about the renewal of Council's insurances for 2024-25;
- reviewed credit card expenditure incurred by Council's CEO;
- received quarterly financial performance reports;
- reviewed the Audit Panel Charter and Code of Conduct;
- received a report on Council's annual review of Business Recovery and Disaster Recovery Planning;

- received a report on Council's annual review of Fraud Controls;
- received and noted the TAO's 2023-2024 Report to Parliament, summarising the findings from public sector audits;
- conducted an Audit Panel Self-Assessment and reviewed the findings, including the implementation of suggested improvement actions.

Audit Panel members also attend training events run by the Tasmanian Audit Office. In addition, Audit Panel members may attend Council workshops over the course of the year where relevant.

Mike Derbyshire
Chair, Audit Panel
July 2025

11.6 FINANCIAL PERFORMANCE REPORT TO 31 AUGUST 2025

Author: Chief Financial Officer (Michael Sokulski)

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

File Reference: Corporate and Financial Reporting

Executive Summary

To provide Council with the monthly Financial Performance Report for the period ending 31 August 2025, where a favourable operating result of \$1.055 million is reported for this period.

This is the second month of the 2025/26 financial year that demonstrates solid financial performance as programs ramp up revenue and expenditure activities, in line with the approved budget.

When expressed as a percentage variation against budget, revenue increased from a favourable 0.7% in July to 1.0% in August, while expenditure reduced from a favourable 7.8% in July to 3.4% in August. Results closer to 0% indicate Council is providing the budgeted services in a timely and financially responsible manner.

Recommendation

That Council:

1. RECEIVE and NOTE the attached report on Council's financial performance to 31 August 2025.

Community Plan Reference	<p>Leading Our Community</p> <p>We are a leader and partner that acts with integrity and upholds our community's best interests.</p> <p>We responsibly manage our community's resources to deliver what matters most.</p>
Strategic Plan Reference	<p>Make informed decisions that are open and transparent and in the best interests of our community.</p> <p>Deploy the Council's resources effectively to deliver value while being financially responsible.</p>
Consultation/Engagement	Community consultation was not required due to the regular and operational nature of this report.
Resources	Not applicable.
Risk/Legal/Legislative/Reputational	<p>The Financial Performance Report is only for receiving and noting, so no risk management issues arise.</p> <p>There are no material public relations implications.</p>
25/26 Budget Allocation	Not applicable
Life of Project, Service, Initiative or (Expectancy of) Asset	Not applicable
25/26 Budget Reconsideration	There are no 25/26 budget reconsiderations recommended in this report.
Ongoing Costs (e.g. maintenance, operational)	Not applicable
Other Funding Sources	Not applicable

Proposal in Detail**Financial Performance Report**

1. Details of Council's Financial Performance Report (Report) for the year-to-date ending 31 August 2025 is included in **Attachment 1**.
2. The Report highlights Council's operating result as at the end of August is \$1.055 million better than budget. The favourable variance is the combined result of \$0.629 million more revenue than budget and \$0.426 million less expenditure than budget.

Revenue

3. Year-to-date operational revenue is \$66.037 million compared to budgeted revenue of \$65.407 million. This represents a favourable result of \$0.629 million or 1.0% against budget.
4. Unspent grants carried forward from 2024/25 contribute \$497,000 to the favourable variance, while all other revenue categories report immaterial dollar variances against budget.
5. Upon completion of the annual accounts audit, the unspent carried forward grant amounts will be included in a revised budget report that will eliminate this variance in future financial reports.

Expenditure

6. Year-to-date operational expenditure is \$11.987 million compared to budgeted expenditure of \$12.413 million. This represents a favourable result of \$0.426 million or 3.4% against budget.
7. There are no material variances in relation to expenditure after two months of the 2025/26 financial year. Of note, employee expenses report a favourable variance of \$299,000 due to position vacancies and recruitment lead times.
8. Reporting of materials and services expenditure can be influenced by timing differences between budget expectations and actual expenditure, represented by the current favourable variance of \$112,000.

Non-operating – Capital Grant Revenue

9. Capital grant revenue is \$4.802 million against the annual \$1.126 million budget.
10. The carry forward of \$4.700 million in unspent grant funds for the Glenorchy War Memorial Pool reopening project is the primary variance.
11. Upon completion of the annual accounts audit, the unspent carried forward grant amount will be included in a revised budget report that will eliminate this particular variance in future financial reports.

Non-operating – Monetary Contributions

12. No monetary contributions have been received, and no budget is provided due to the ad-hoc nature of this revenue.
13. Typically, this revenue is held in reserve to fund future capital works where current developments will impose capital upgrades on Council earlier than anticipated.

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

14. Disposal of assets currently records a minimal gain of \$63,000 against an annual budget loss of \$1.375 million.
15. Activities in this area are related to disposal of obsolete computer equipment, minor plant and vehicle changeovers. Land sales also contribute to the monthly result.
16. The sale price of all disposed assets is tempered by the expense in writing down the book value of those assets. There is also an allowance for derecognised assets where it is found the physical asset is no longer in accordance with the asset register.

Non-Operating – Contributions Non-Monetary Assets

17. No non-monetary assets have been received to date against an annual budget of \$3.675 million.
18. Typically, these are donated/gifted assets received from subdivisions and like developments, as well as assets found not to be currently recorded in the asset register.

Non-Operating – Assets Written Off

19. No assets have been written off to date against an annual budget of \$700,000.
20. Typically, this relates to the residual value of assets that have reached the end of their useful lives and have been replaced.

Capital Works

21. Year-to-date capital works expenditure is \$2.581 million against the budgeted August expenditure of \$2.192 million.
22. Separate quarterly capital update reports will continue to be provided to Council and will include recommendations for variations to the capital program or budget where necessary.

Further Information

23. Further details on revenue, expenditure and capital works figures are provided in **Attachment 1** to this report.

Attachments

1. Attachment 1 - Council FPR August 2025 [**11.6.1** - 8 pages]

Attachment 1



Monthly Financial Performance Report

For the year-to-date ending 31 August 2025

Statement of Comprehensive Income

Glenorchy City Council Financial Report Statement of Comprehensive Income to 31 August 2025					
Year-to-Date (YTD)	Note	FY2026 Budget \$'000	FY2026 Actual \$'000	FY2025 Actual \$'000	FY2026 Variance Actual to Budget
Operating Revenue					
Rates	1	54,602	54,691	51,866	↑
User charges and licences	2	9,501	9,534	8,964	↑
Interest	3	(9)	(11)	(94)	↓
Grants	4	1,285	1,716	915	↑
Contributions - cash	5	8	1	43	↓
Investment income from Tas Water	6	-	-	-	↔
Other income	7	21	106	34	↑
Total Operating Revenue		65,407	66,037	61,729	↑
Operating Expenditure					
Employment costs	8	5,650	5,350	3,833	↓
Materials and services	9	3,742	3,630	4,109	↓
Depreciation and amortisation	10	2,829	2,778	2,928	↓
Finance costs	11	2	-	23	↓
Bad and doubtful debts	13	-	-	-	↔
Other expenses	14	190	229	(50)	↑
Total Operating Expenditure		12,413	11,987	10,843	↓
Total Operating Surplus/(Deficit)		52,995	54,049	50,886	↑
Non-Operating Revenue					
Contributions – non-monetary assets	15	-	-	-	↔
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	16	-	63	(3)	↑
Capital grants received specifically for new or upgraded assets	17	-	4,802	1,296	↑
Contributions –monetary	18	-	-	-	↔
Total Non-Operating Revenue		-	4,866	1,293	↑
Non-Operating Expenses					
Assets written off	12	-	-	-	↔
Total Non-Operating Expense		-	-	-	
Total Surplus/(Deficit)		52,995	58,915	52,179	↑

Operating Revenue

Year-to-date operational revenue is \$66.037m compared to budgeted operational revenue of \$65.407m. This represents a favourable result of \$629k or 1.0% against budget.

All noted amounts are reported as variance to budget.

Note 1 – Rates Revenue

Favourable against the year-to-date \$54.602m budget by \$89k, noting higher starting general rate revenue from supplementary valuations.

Note 2 – User Charges and Licences Revenue

Favourable against the year-to-date \$9.501m budget by \$33k, noting improved kerbside waste management revenue above original forecasts (\$146k), development application fees (\$53k) and food licence renewals (\$41k) offset by lower property services revenue (\$103k) and child care parent fees (\$79k).

Note 3 – Interest on Investments

The annual budget for interest on investments is \$1.750m. Interest is received monthly from at-call accounts and upon maturity for term deposits. To the end of August, interest on at-call accounts was \$66k and no term deposits have matured as yet. A total of \$77k was accrued back to 2024/25 to cover partial interest on existing term deposits maturing this year.

Note 4 – Operating Grants

Favourable against the year-to-date \$1.285m budget by \$431k, noting \$497k* in unspent operating grants have been carried forward from 2024/25. Current year grant variations include grants received for jackson street landfill (\$40k), cricket nets (\$36k) and child care working together (\$94k), offset by reduced federal government child subsidy (\$165k) and multicultural operating grant yet to receive (\$75k).

** These are unbudgeted revenues so a budget variation request will be submitted to a future meeting.*

Note 5 – Contributions - Cash

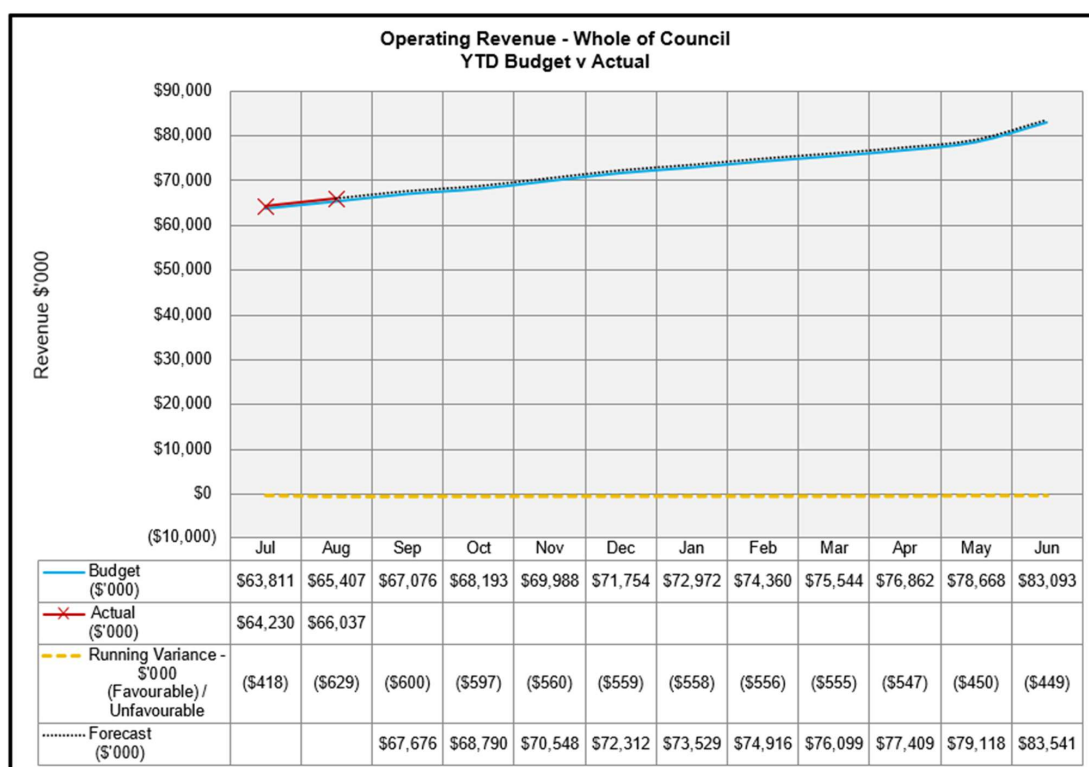
Unfavourable against the year-to-date \$8k budget by \$7k, noting this budget covers planning cash-in-lieu and private stormwater connection permits which are customer driven.

Note 6 – Tas Water Income

No dividends are currently due against the \$2.172m annual budget.

Note 7 – Other Income

Favourable against the year-to-date \$21k budget by \$85k, noting this amount represents multi-year recovery of gas royalties from the jackson street landfill.



Operating Expenditure

Year-to-date operational expenditure is \$11.987m compared to budgeted expenditure of \$12.413m. This represents a favourable result of \$426k or 3.4% against budget.

Note: All noted amounts are reported as variance to budget.

Note 8 – Employment Costs

Favourable against the year-to-date \$5.650m budget by \$299k, noting position vacancies and lead-times in recruitment will result in reduced employee expenses across the organisation.

Note 9 – Materials and Services Expenditure

Favourable against the year-to-date \$3.742m budget by \$112k, noting invoice timing contributes to underspend variances in waste management (\$199k) and landfill (\$124k) but overspend in insurance premiums (\$254k). There is a longer term underspend for the information technology project \$380k.

Note 10 – Depreciation and Amortisation

Materially in line with budget with a \$51k variance against the \$2.828m budget.

Note 11 – Finance Costs

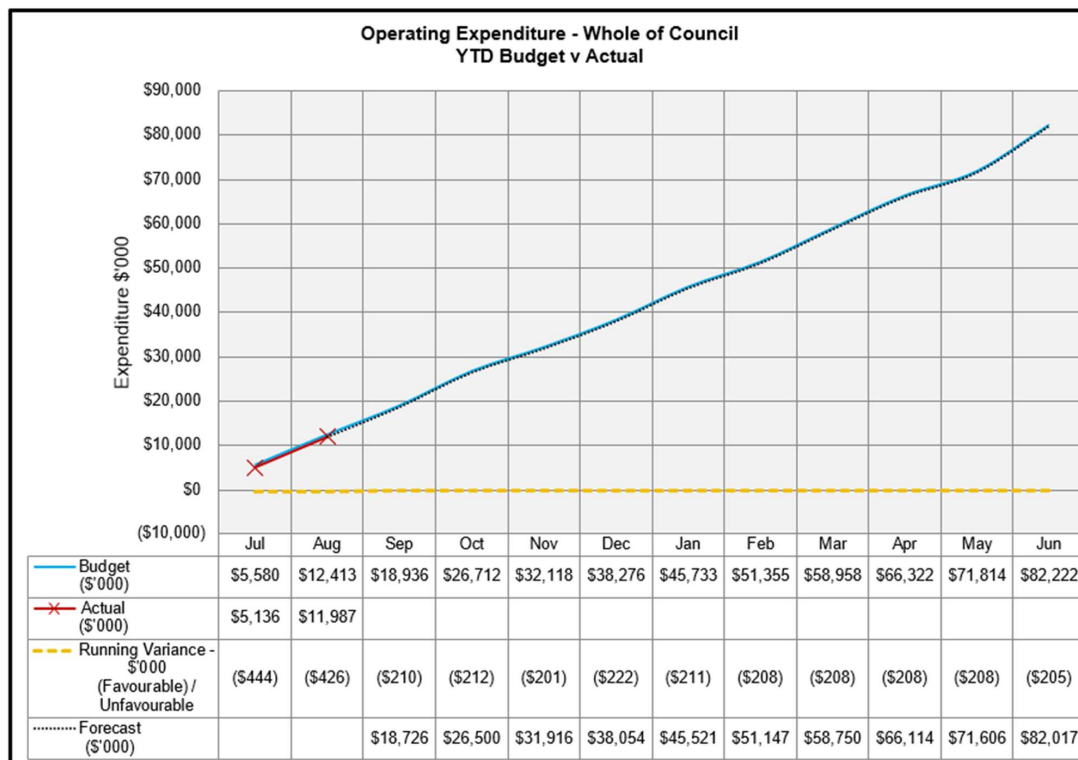
Materially in line with budget with no expenditure against the \$2k budget.

Note 13 – Bad and Doubtful Debts

No bad or doubtful debts identified to date.

Note 14 – Other Expenses

Unfavourable against the year-to-date \$190k budget by \$39k, noting a land tax refund has been received \$32k, offset by fleet amortisation awaiting reconciliation (\$60k).

**Non-Operating Revenue****Note 15 – Contributions – Non-Monetary Assets**

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

Note 16 – Gain or Loss on Disposal of Assets / Derecognition of Assets

Gain on disposal of assets is \$63k against the annual loss of \$1.375m budget, the gain representing the sale proceeds of two disposed vehicles and changeover minor plant.

Note 17 – Capital Grants

Capital grant revenue is \$4.802m against the annual \$1.126m budget, noting \$4.700m of the Glenorchy Pool grant has been carried forward to this year, \$85k has been received from LGAT for the Clarendon Skate Park and \$22k for Abbotsfield Road VRUP.

** These are unbudgeted revenues so a budget variation request will be submitted to a future meeting.*

Note 18 – Contributions - Monetary

No contributions - monetary capital revenue has been received and no budget is provided.

Non-Operating Expenditure**Note 12 – Assets Written Off**

No assets have been written off against an annual budget of \$700k.

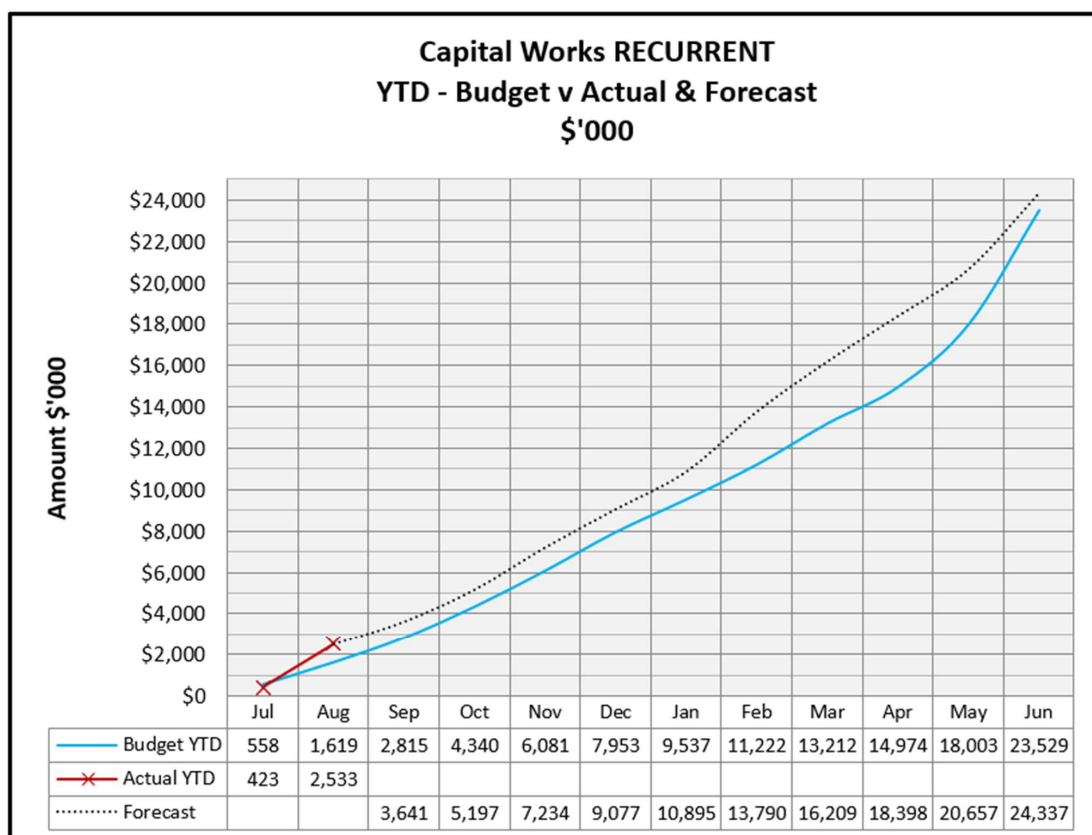
Capital Works

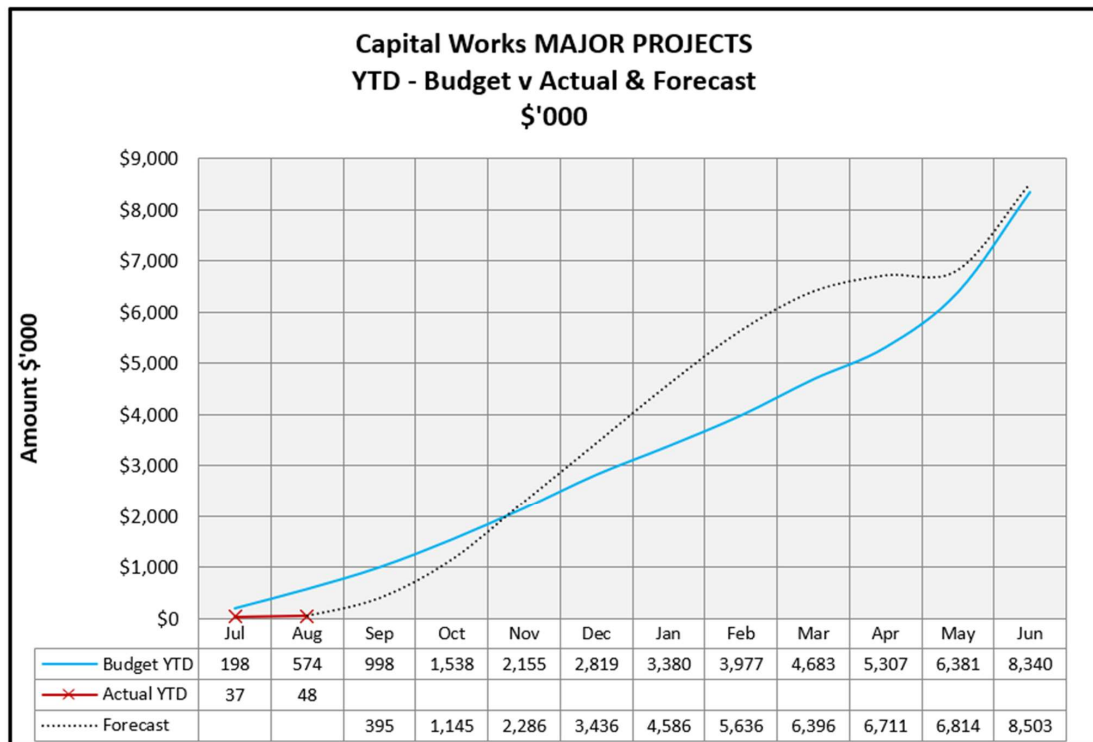
Year-to-date Capital Works expenditure is \$2.581m against the year to date budget of \$2.192m. At the end of August, the expenditure split between Recurrent and Major projects is:

- RECURRENT: \$2.533m of the \$1.619m budget has been expended
- MAJOR PROJECTS: \$48k of the \$574k budget has been expended

Forward forecasts indicate the capital works program will achieve budget by 30 June 2026. The Infrastructure Management Group (IMG) actively monitors project progress and expenditure. In the event forecast trends suggest budget might not be achieved, funds will be redirected to other capital projects.

Capital Program – Recurrent



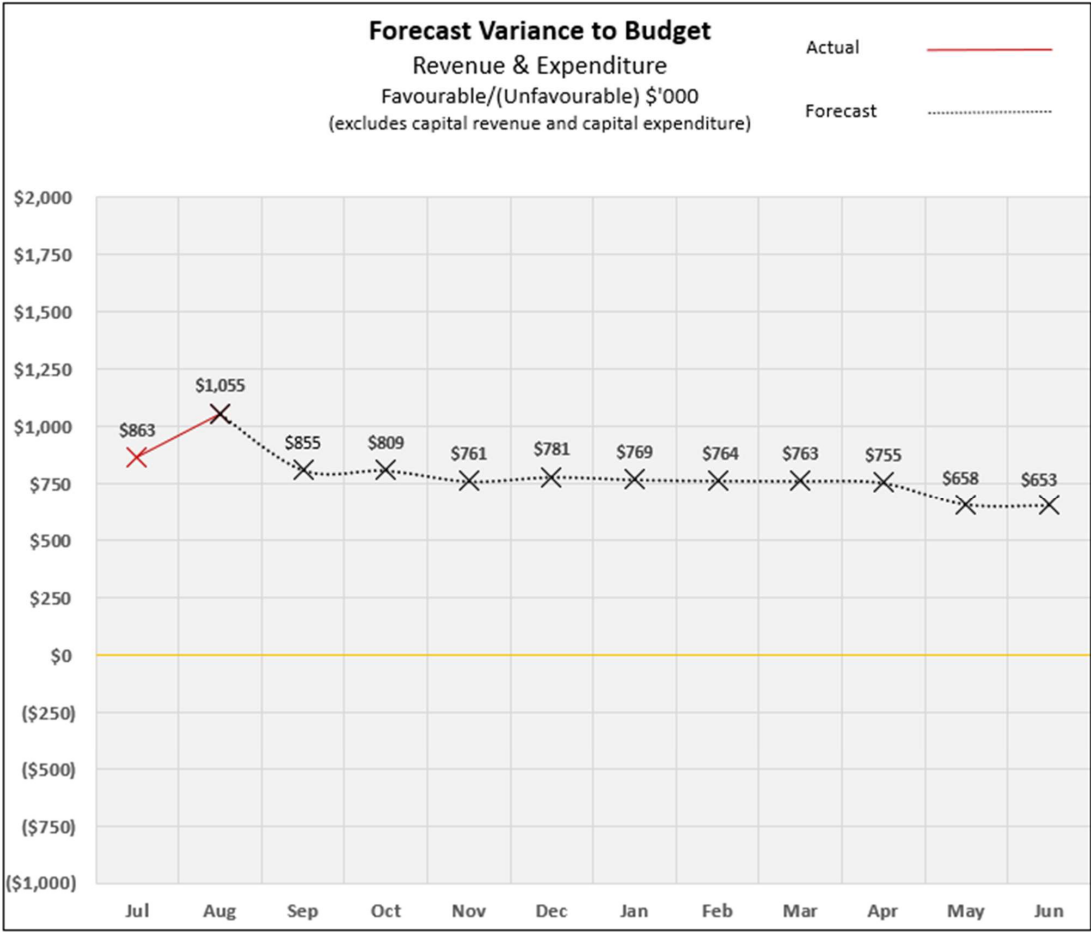
Capital Program – Major Projects*

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

Project	YTD Actual	ANNUAL Budget	ANNUAL Forecast
102231 - Glenorchy Pool Reopening Repairs	\$42,272	\$6,500,000	\$6,500,272
102489 - Humphreys Rivulet Rehabilitation	\$0	\$1,689,500	\$1,689,500
102490 - International Food Garden	\$0	\$150,000	\$150,000
Various Unbudgeted Expenditure on Carryover Projects	\$6,020	\$0	\$163,436
TOTALS	\$48,292	\$8,339,500	\$8,503,208

Operating Forecast to 30 June 2026

The forecast through to 30 June 2026 is currently showing a favourable end of year result of \$653k based upon (a) the actual variation reported year to date to 31 August 2025 and (b) all remaining months achieving forecast. As future months are reported and budget owners vary their forecasts, the forecast result may vary accordingly.



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.

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 Report.

11.7 NOTICES OF MOTION - QUESTIONS ON NOTICE / WITHOUT NOTICE

The meeting be closed to the public to allow discussion of matters that are described in Regulation 15 of the *Local Government (Meeting Procedures) Regulations 2025*.

The meeting was closed to members of the public and the live stream was terminated at [TIME]

The Chair adjourned the meeting for a 5-minute recess.

CLOSED TO MEMBERS OF THE PUBLIC

The closed session commenced at [TIME]

12.1 CONFIRMATION OF MINUTES (CLOSED MEETING)

12.2 APPLICATIONS FOR LEAVE OF ABSENCE

12.3 APPROVAL OF LEGAL EXPENDITURE

This item is to be considered at a Closed Meeting of Council by authority of the Local Government (Meeting Procedures) Regulations 2025, in accordance with the following reason(s):

subregulation 17(4), matters relating to legal (or possible future legal) action taken (or may be taken) by or involving the Council).

12.4 AUDIT PANEL MINUTES

This item is to be considered at a Closed Meeting of Council by authority of the Local Government (Meeting Procedures) Regulations 2025, in accordance with the following reason(s):

15(2)(g) (Information of a personal and confidential nature or information provided to the Council on the condition it is kept confidential).

12.5 PROCUREMENT EXEMPTION FOR ICT SOFTWARE LICENCING

This item is to be considered at a Closed Meeting of Council by authority of the Local Government (Meeting Procedures) Regulations 2025, in accordance with the following reason(s):

15(2)(c) (Commercial information of a confidential nature that, if disclosed, is likely to: prejudice the commercial position of the person who supplied it; confer a commercial advantage on a competitor of the Council; or reveal a trade secret).

15(2)(d) (Contracts and tenders, for the supply and purchase of goods and services and their terms, conditions, approval and renewal).

12.6 NOTICES OF MOTION - QUESTIONS ON NOTICE / WITHOUT NOTICE (CLOSED)