

Quarterly Report

Quarter 4 2021-22



GLENORCHY
CITY COUNCIL

Contents

Strategic and Operational Highlights	3	Key Performance Indicators	19
2022 / 2023 Budget Adopted	3	Number of Engagements	20
2022 / 2023 Annual plan Adopted	4	Community Participation	21
Capital Works and Major Projects Updates	4	Capital Works Completed (\$'000)	21
Federal Election Commitments	6	Service Delivery - Childcare	22
GCC Dog Management Policy	6	Full Time Equivalent	23
Southern Tasmanian Regional Waste Authority	6	All Employees - unplanned leave (Personal Leave)	23
Glenorchy Declared a Refugee Welcome Zone	6	Labour Turnover	23
BMX Track Relocation	7	Outstanding Rates Debt Percentage	23
CityScape Civic Heart Master Plan - Adopted	7	Work Centre Customer Service Requests	24
Review of Council Services	7	Customer Complaints	24
Advocating on behalf of our community	7	Kerbside Services	24
Core Technology and Content Management System reviews	8	Jackson Street Landfill Extension	25
		Media Mentions	25
		Outstanding Audit Items	26
		Dogs, parking and food business inspections	27
Financial Performance	9	Development, Building and Plumbing Applications Assessed on Time	28
Interim Operating Summary	10		
Operating Revenue	11		
Statement of Comprehensive Income	16	Risk Management Dashboard Report	29
Statement of Financial Position	18	General Risk Update	30
		New Risks	30
		Closed Risk Treatments	31
		Upcoming Reporting / Workshops	31
		Comparison of Strategic Risk Rating to Risk Appetite this Quarter	32
		Risk Management Heatmap	36



Strategic and Operational Highlights

The final quarter of the year (and the month that follows) is traditionally one of the busiest times of the year for Councils as we complete tasks from one financial year and prepare for the next with our budget and annual plan.

The operating context over the quarter has been coloured by the ongoing presence of COVID and the Federal election period.

Over the period, Council has been busy on a range of sport and recreation projects, adopting the budget and annual plan for 2022 – 2023, as well as progressing a diverse range of activities from Waste Management to Animal Management and Advocacy.

Over the following pages I have summarised the key operational and strategic highlights for the fourth and final quarter of the financial year 2021 / 2022.

2022 / 2023 BUDGET ADOPTED

Glenorchy City Council adopted its budget estimates for the 2022/23 financial year on 20 June. The budget and Annual Plan take a ‘back to basics’ approach, with a focus on affordability and responsibility. Mindful of the cost-of-living pressures being faced by its ratepayers, Council has limited its annual rate revenue increase for 2022/23 to 3.5%, consistent with its Long-Term Financial Management Plan. The budget forecasts a deficit of \$4.5m for 2022/23, with a return to surplus in the 2026/27 financial year.

Council has budgeted for a record \$31.5 million capital works program with:

- \$11.8 million for renewing, upgrading and maintaining our transport (roads and footpaths), stormwater and property assets, to ensure their long-term viability and reduce future maintenance costs.
- \$9.6 million for new and upgraded football (soccer) facilities at KGV (3.8m) and North Chigwell Oval (\$5.4m), funded primarily through federal government grants
- \$3.5m for a new regional playground at Giblin’s Reserve, Goodwood
- \$3m for Stage A of the Tolosa Reservoir Reintegration Project, preparing the former Tolosa Reservoir for future transformation into an iconic regional parkland, and
- \$435,000 for Road Safety Improvements, including \$205,000 to install a safety barrier and resurface parts of Glenlusk and Molesworth roads



2022 / 2023 ANNUAL PLAN ADOPTED

The Annual Plan for 2022/2023 was adopted by Council on 20 June 2022.

Key focus areas for 2022/23 are as follows:

- Delivery of federally funded projects
- Working with other levels of government and partner organisations to facilitate housing outcomes
- Planning for growth in our community
- Continuing to engage and communicate meaningfully with our community
- Delivery of the first stage of the Tolosa Park Project
- Maintaining, and renewing Council roads, parks and recreation infrastructure
- Complete a targeted review of Council services
- Engaging with the Aboriginal Community to develop a Reconciliation Action Plan

CAPITAL WORKS AND MAJOR PROJECTS UPDATES

I am very pleased to report that despite COVID challenges, Council has in 2021/22 completed 94% of its capital renewal program (excluding the major grant funded projects). This achievement in the areas of Transport, Stormwater, Property, ICT, Fleet and represents a significant improvement in capital works delivery over the past 12 months.

The status of major projects at the end of June 2022 is as follows;

NEW WASTE DISPOSAL CELL AT JACKSON STREET LANDFILL

This project to construct a new waste disposal cell at the Jackson Street landfill will create more disposal space and extend the landfill's life to between 2030 and 2038 (depending on the tipping rate). Work has involved lining and draining an existing quarry void.

Works were substantially complete by end of June with the project fully completed on the 14th July 2022.

NORTH CHIGWELL JUNIOR SOCCER HUB

\$8.96 million in federal funding has been allocated to create a Junior Soccer Hub at North Chigwell. The works will comprise a new sports facilities building, new and upgraded pitches and new lighting.

Standing tenders are in place for lighting. However, there is a 26-week delivery lead time for these. Electrical upgrade works have now been scoped.

A tender for the design components for the North Chigwell facility, which closed on 26 June 2022, has been awarded to ArTas architects, who are now commencing concept plans.

A tender for the ground works has been awarded to the Baker Group for the development of the natural turfs which will commence in October 2022.

Works on these projects will be progressing in the 2022/23 financial year.



KGV FOOTBALL PARK

\$3.84 million in federal funding has been allocated to KGV Football Park for much-needed upgrades to the existing facilities including a replacement synthetic pitch, lighting upgrades and refurbished change room facilities.

Quotes for synthetic turf at KGV have been received and an order now placed. Drainage plans have also commenced. The replacement lighting and synthetic pitch have now been scheduled to commence in September and are expected to be completed this calendar year.

Detailed architectural design has commenced for the KGV change room facility.

EADY STREET (IAN 'JESSIE' JAMES GROUND) AMENITIES BUILDING

The new \$1.18m Federal, State and Council funded project to build a new sports facility building for Glenorchy Stags RUFC, Wellington Cricket Club and Glenorchy Knights football club is now complete.

GIBLINS RESERVE PLAYSPLACE

This \$3.4m Federal and Council funded project has been out for tender, closing on 1 June 2022. Negotiations are taking place with the preferred tenderer. It is expected that works will commence later in the 2022 calendar year or early in 2023, noting that contractor availability remains challenging.

MONTROSE BAY FORESHORE SKATEPARK

This \$620,000 Federal, State and Council funded project is for the construction of a new regional skatepark at the Montrose Bay Foreshore Reserve. The skatepark has been designed based on extensive community consultation and members of the skateboarding fraternity. It also has wide-ranging community support.

A planning permit has recently been granted and the procurement process for construction are underway. The construction timeframe will need to be confirmed following procurement, subject to contractor availability.



FEDERAL ELECTION COMMITMENTS

I am pleased to report that the incoming Federal Government has confirmed their election commitments of \$1.5 million for the transformation and rejuvenation of playspaces across our city and \$100,000 towards the Council owned Multicultural Hub in Moonah to upgrade the existing kitchen facility.

Following the election outcome Council has contacted the federal government about these commitments and as the new Federal Government settles in, we look forward to reporting back to the community timeframes around each of these funding commitments to our community.

Glenorchy is a member of the Greater Hobart Strategic Partnership, which is a collaboration between the four Greater Hobart Councils Glenorchy, Clarence, Hobart and Kingborough councils to implement the deliver the Hobart City Deal projects. The Partnership was successful in securing a \$20 million for expansion of a River Derwent ferry service.

GCC DOG MANAGEMENT POLICY

In April Council adopted a new GCC Dog Management Policy after 8 months of intensive work from officers and the community.

The Dog Management Policy sets out a code relating to responsible ownership of dogs, a fee structure for dog registration and locations of areas designated for on and off lead usage where owners can exercise their animals.

Development of the policy was greatly assisted by the Dog Management Policy Targeted Reference Group that included specialist representatives from the industry, members of the community and council officers.

SOUTHERN TASMANIAN REGIONAL WASTE AUTHORITY

Council, at its meetings in February and May, took steps to join in establishing a new Southern Tasmanian Regional Waste Management Authority, to oversee the region's recycling contract and provide a means of liaising with the State Government on waste initiatives, including waste education.

GLENORCHY DECLARED A REFUGEE WELCOME ZONE

Glenorchy City has joined 166 other Australian Councils (including 11 in Tasmania) in declaring itself a Refugee Welcome Zone.

Council officially signed the declaration, with the support of the Refugee Council of Australia and launched this recognition during Refugee Week on 18 June 2022. The launch was held at the Moonah Arts Centre in conjunction with local refugee group Citizen Tasmania.

A Refugee Welcome Zone is a Local Government Area which has made a commitment in spirit to welcoming refugees into the community, upholding the human rights of refugees, demonstrating compassion for refugees and enhancing cultural and religious diversity in the community.



BMX TRACK RELOCATION

The proposed relocation of the BMX track from the Berriedale Reserve to Pembroke Park would deliver a brand new, state of the art BMX facility to Southern Tasmania while allowing Glenorchy to progress its vision for the area under the Berriedale Peninsula Master Plan.

Glenorchy and Sorell Councils have been in negotiations over many months to work through the details of the move, including the transfer of grant funding set aside for the facility, with both Councils also working closely with the Southern City BMX Club.

Sorell Council is now undertaking a tender process to confirm the cost of building the new facility before making a final decision on the move and will notify Glenorchy City Council once this has been determined.

CITYSCAPE CIVIC HEART MASTER PLAN – ADOPTED

At its meeting in April, Council adopted the CityScape Civic Heart Masterplan. The masterplan sets out a long-term vision for the centre of Glenorchy involving a modern, efficient, fully accessible precinct that will house Council offices, the Library, commercial tenancies, and other government services. It also includes redesigning the open public spaces, to provide a Civic Heart for everyone who lives in or visit Glenorchy to enjoy.

Council will seek to realise this vision as future external funding opportunities arise.

REVIEW OF COUNCIL SERVICES

Council is undertaking a targeted service review with the aim of improving its financial sustainability and focusing on a “back to basics” delivery of strong priority Council services for the Glenorchy community.

The service review has been designed to improve the financial position of the Council while minimising both the impact on Council’s direct customers and disruption to Council operations. This has been a difficult but important decision by Council to reverse a trend of being in deficit in ten of the last twelve financial years.

The first phase of the review saw a downsizing of Council’s Economic Development function resulting a number of redundancies. The second phase of review in the new financial year will focus on the Council’s Community functions.

ADVOCATING ON BEHALF OF OUR COMMUNITY

An important Council role is to advocate on behalf of its community. During this quarter Council advocated to the Tasmanian State Government on the following matters;

- Submission to the Future of Local Government Review
- Submission to Responsible Gambling Mandatory Code of Practice Review & Gaming Control Regulations
- Submission on the review of the State Planning provisions
- Submission on legislation changes to facilitate the introduction of a Container Refund Scheme
- Submissions on the Greater Hobart Plan



CORE TECHNOLOGY AND CONTENT MANAGEMENT SYSTEM REVIEWS

As reported to you last quarter, a significant project currently being undertaken by Council is the procurement of new core technology and content management systems. With our current systems not performing to the standard required, we are investing considerable effort in identifying potential replacements.

Council is in the process of procuring new core technology software after having run expressions of interest and request for tender processes.

The upgraded systems will provide increased efficiency for our staff, which will greatly improve Council's ability to provide services and respond to requests for service from our community.

Tony McMullen
General Manager

August 2022



Financial Performance



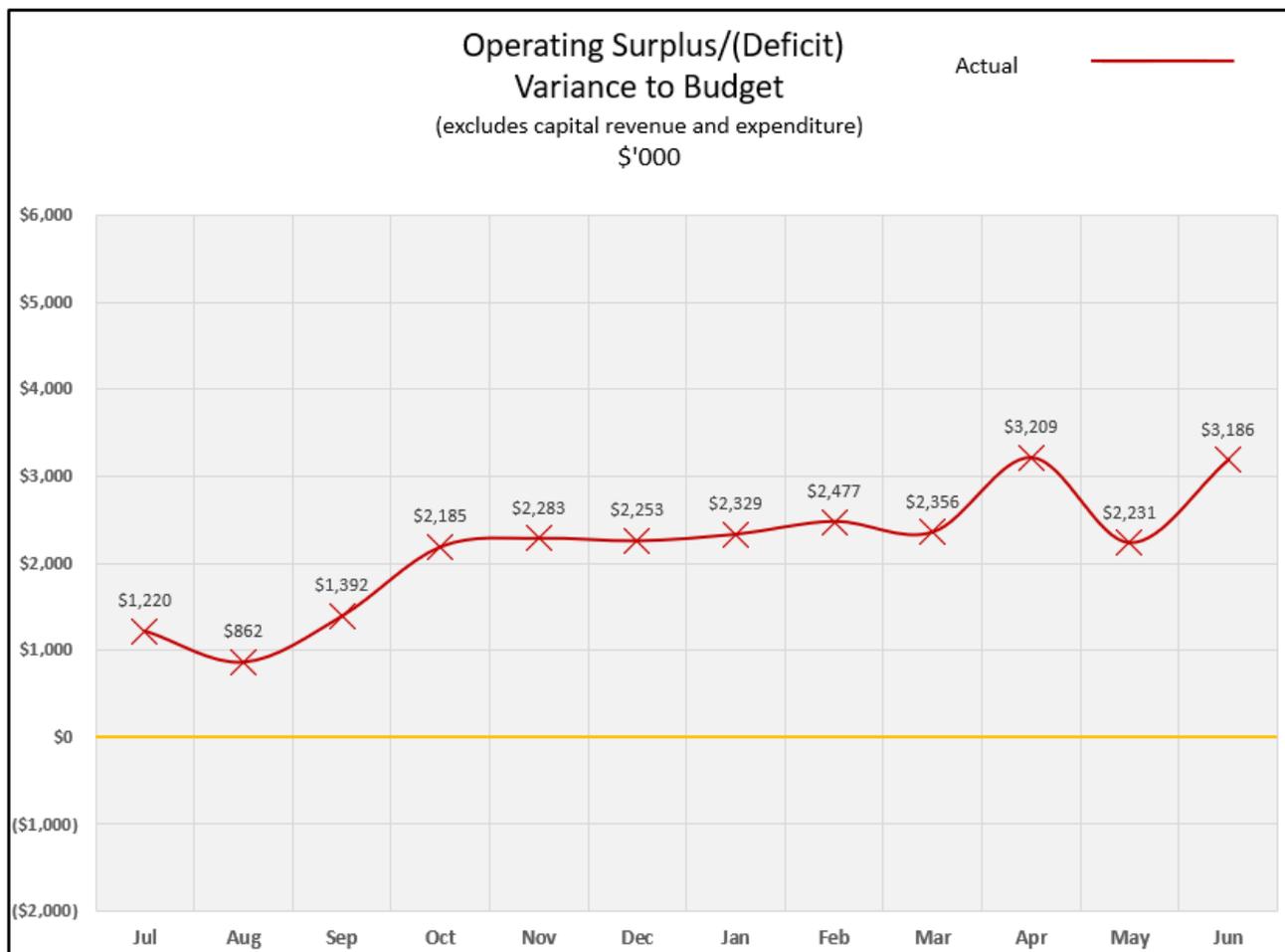
Quarterly Financial Performance Report (Interim)

FOR THE YEAR ENDING 30 JUNE 2022

INTERIM OPERATING SUMMARY

Note: All actual operational Revenue and Expenditure figures in this report are interim and will not be finalised until completion of year end accounting adjustments and audit requirements for the 2021/22 financial year. It is expected there will be movement in both income and expenditure figures during the year end finalisation process.

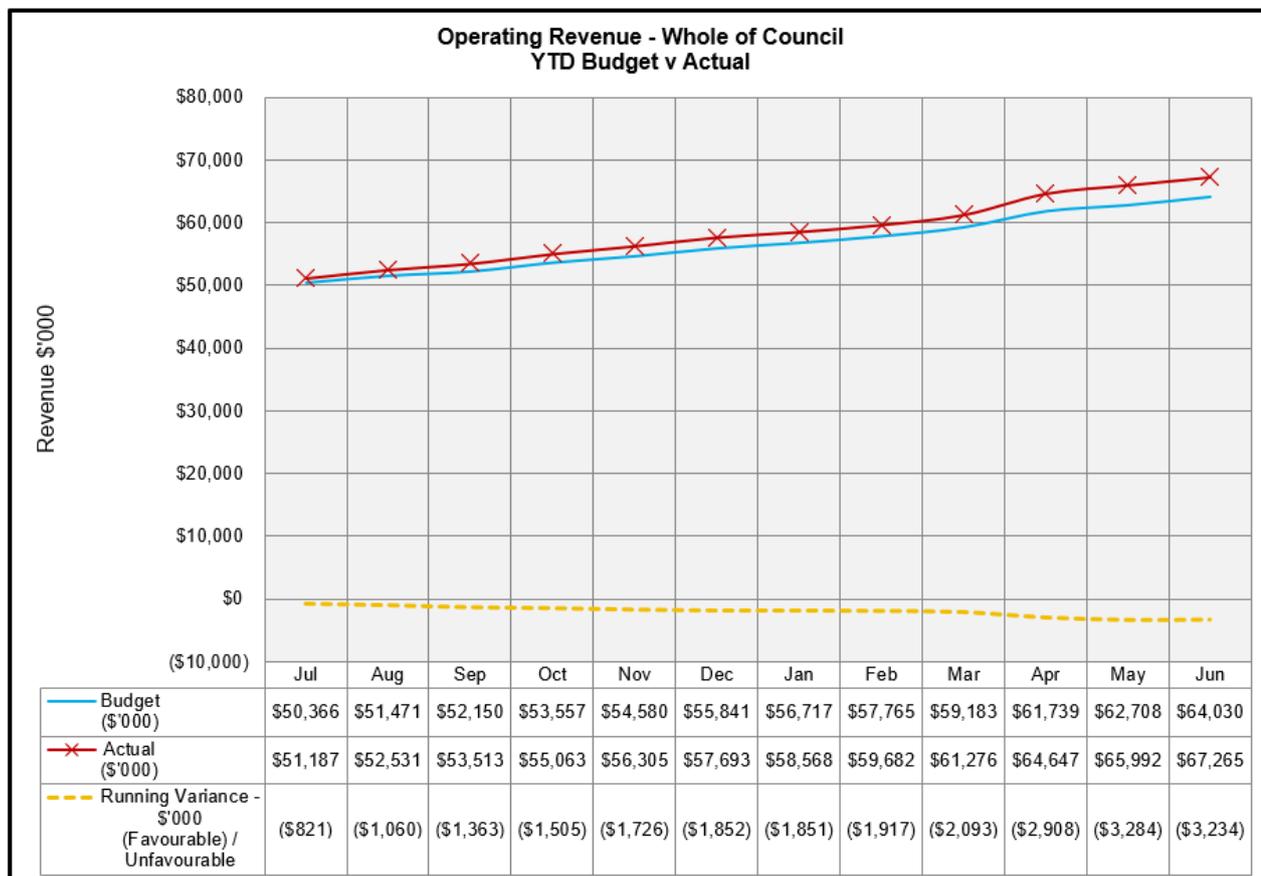
Council's interim operating position for the period ending 30 June 2022 is currently showing a favourable result of \$3.186 million against budget. This comprises \$3.234 million more in revenue and \$48,000 more in expenditure.



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

OPERATING REVENUE

Interim year end operational revenue is \$67.265 million compared to budgeted operational revenue of \$64.030 million. This represents a favourable result of \$3.234 million or 5.1% against budget.



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

Note 1 - Rates Revenue

Favourable to Budget by \$82k as a result of increased growth within the municipality.

Note 2 - User Charges and Licences Revenue

Favourable to Budget by \$0.912m, noting increased activity in waste management \$0.207m, building/plumbing applications \$0.228m and landfill \$0.287m.

Note 3 - Interest on Investments

Favourable to Budget by \$62k, noting the average interest rate across all investments has increased to 0.73% due to recent Reserve Bank cash rate changes.

Note 4 - Operating Grants

Favourable to Budget by \$1.592m, noting \$0.869m unspent grants from last year were carried over into this year, 50% prepayment of the Financial Assistance Grant \$0.818m above budget, grants for staff further education \$0.513m and extension of the 26TEN program \$0.217m. In addition, \$0.590m in unspent grants have been carried forward to next year.

Note 5 – Contributions

Favourable to Budget by \$76k, noting contributions of \$32k for public open space and \$36k for future infrastructure works from a major land development.

Note 6 – TasWater Income

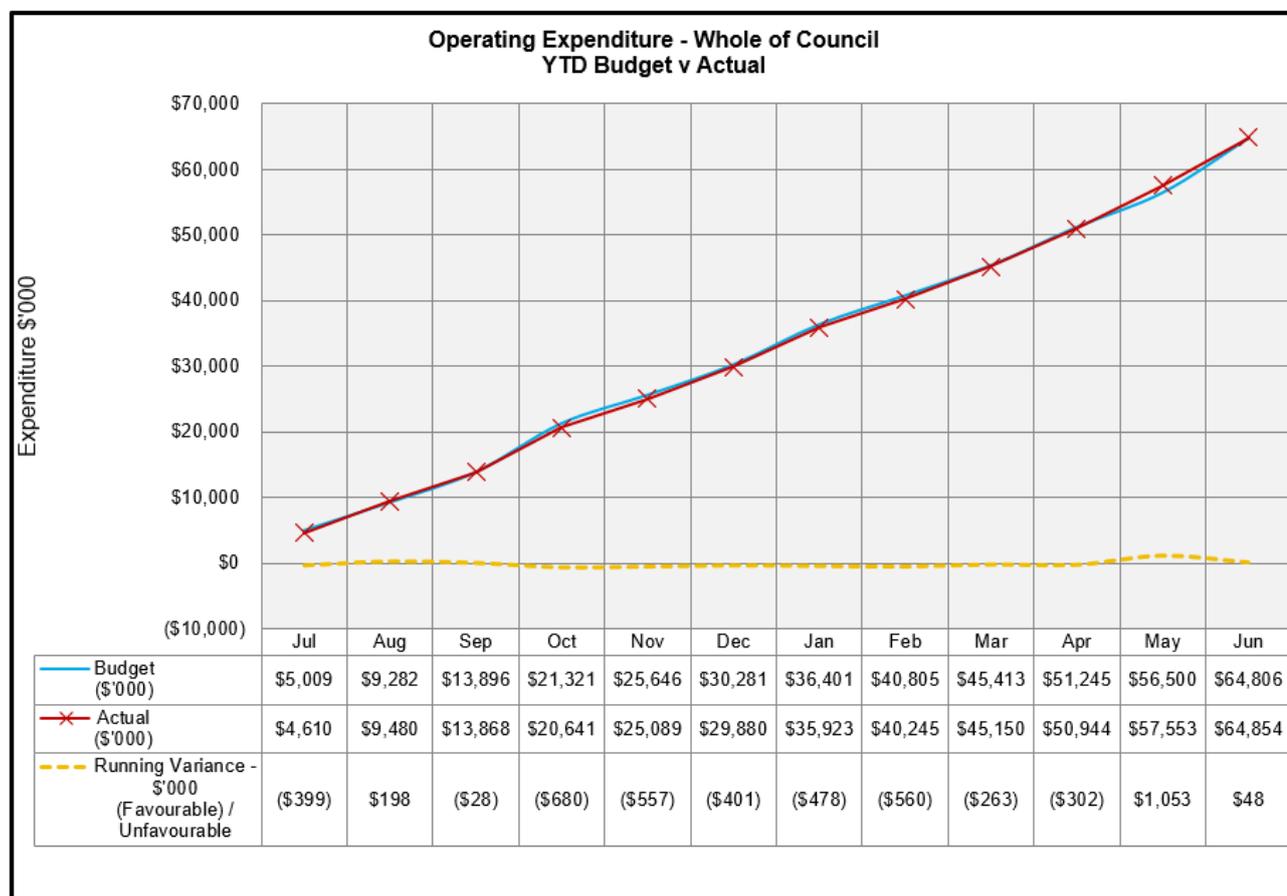
Favourable to Budget by \$0.434m, noting a special dividend has been received from TasWater.

Note 7 – Other Income

Materially in line with Budget for the year to date.

OPERATING EXPENDITURE

Interim year end operational expenditure is \$64.854 million compared to budgeted expenditure of \$64.806 million. This represents an unfavourable result of \$48,000 or 0.1% compared to budget.



Note 8 – Employment Costs

Favourable to Budget by \$1.161m, representing temporary and permanent position vacancies.

Note 9 – Materials and Services Expenditure

Unfavourable to Budget by \$1.259m, with the major impactors being Contractors \$0.715m and Labour Hire \$0.435m and Internal Plant Utilisation \$0.362m.

Note 10 – Depreciation and Amortisation

Favourable to Budget by \$0.813m, noting this may change with the final reconciliation undertaken as part of year end processes.

Note 11 – Finance Costs

Materially in line with Budget, noting a small favourable result of \$7k.

Note 12 – Assets Written Off

Materially in line with Budget, noting a favourable result of \$0.140m

Note 13 – Bad and Doubtful Debts

Materially in line with Budget, noting favourable adjustments resulting in \$14k recovered.

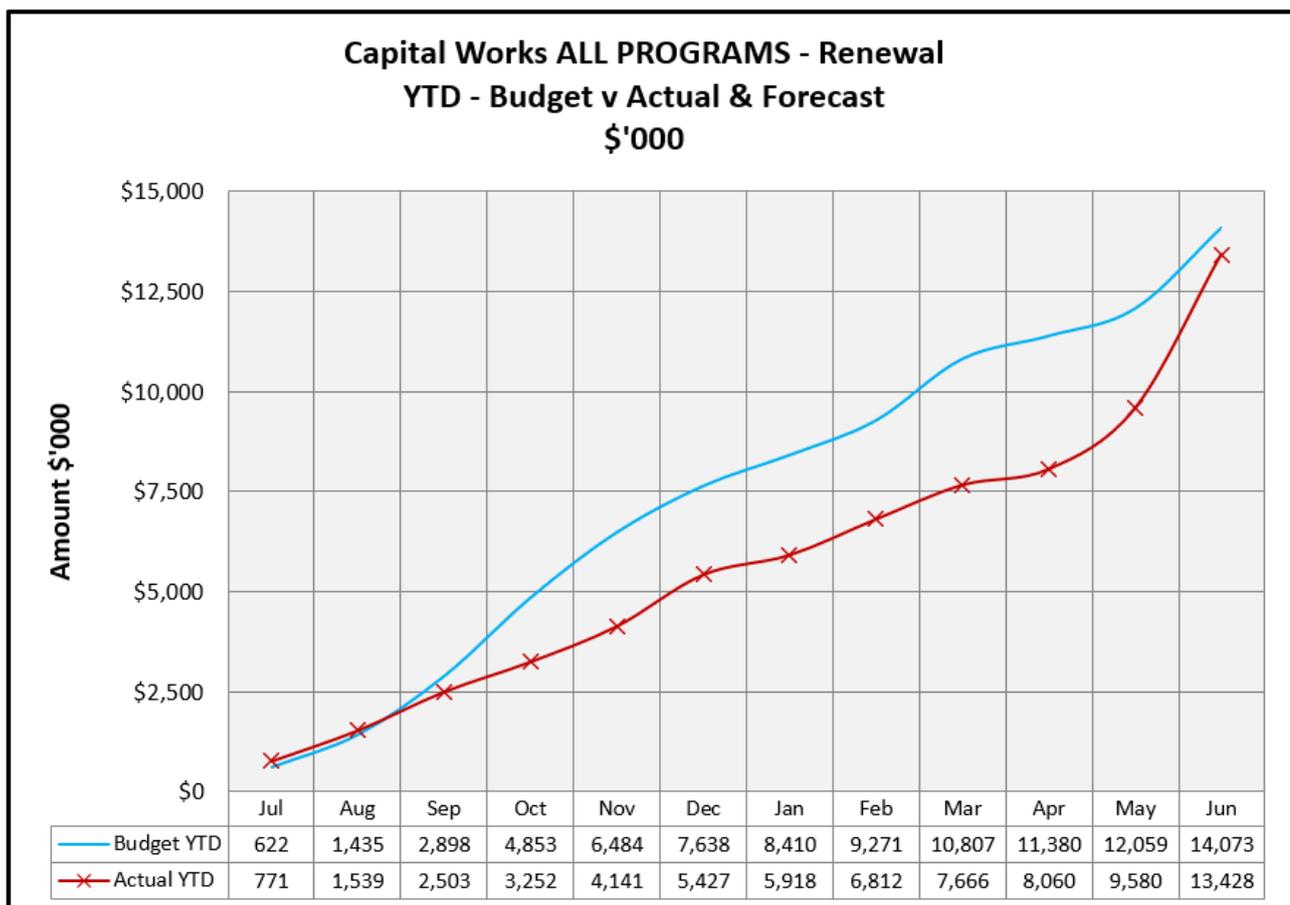
Note 14 – Other Expenses

Unfavourable to Budget by \$0.646m, noting property and fleet leasing adjustments in accordance with accounting standards represent most of this amount.

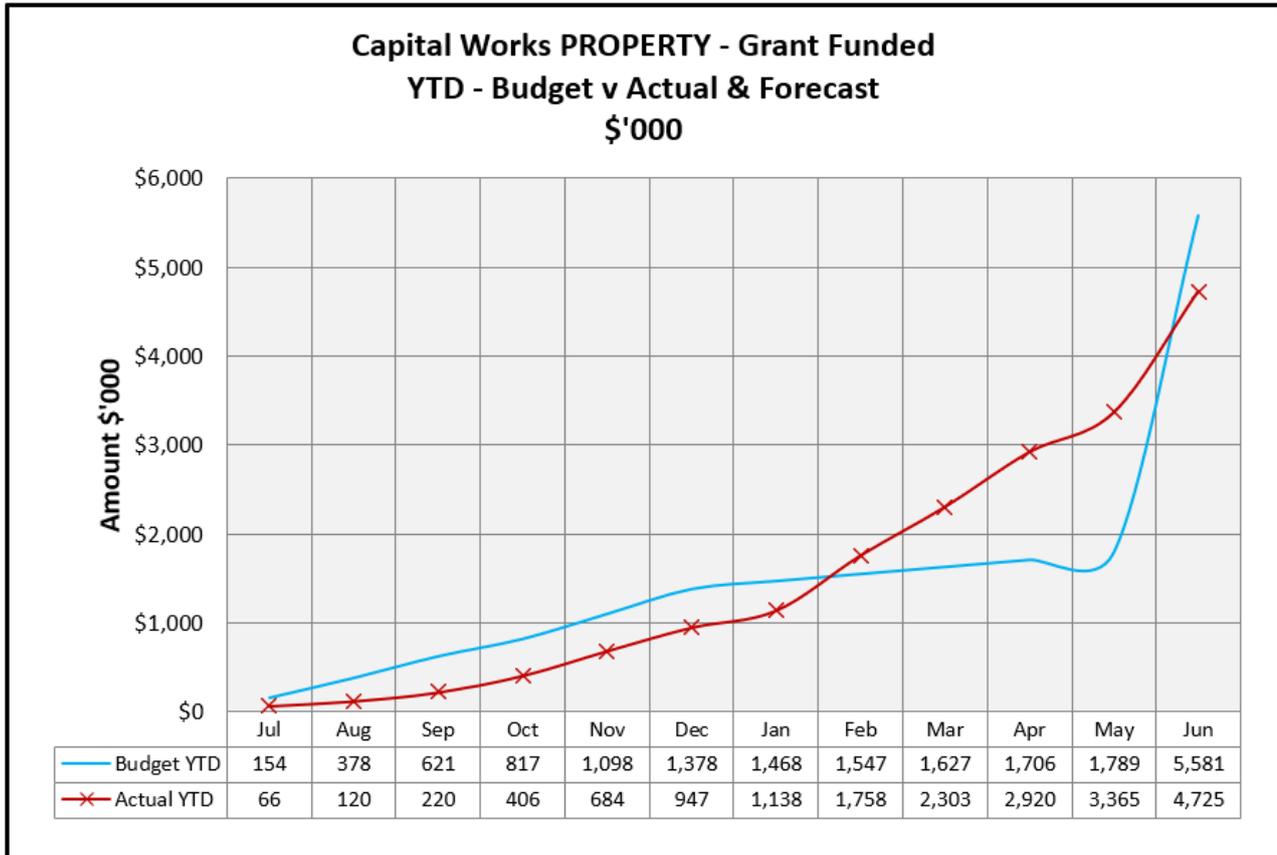
CAPITAL WORKS

Interim year end Capital Works expenditure is \$18.153 million against an annual budget of \$19.654 million. The expenditure figure is represented by \$13.428 million for Council funded projects and \$4.725 million for Government funded projects.

Capital Program – Excluding Major Grant Funded Projects



Capital Program - Major Grant Funded Projects*



Includes*

Gibblins Playspace, North Chigwell, KGV Soccer Playing Surface & Changerooms, KGV Interchange, Montrose Bay Skate Park, Landfill Extension, Eady Street Clubrooms, Cadbury Sports Light Upgrade

NON-OPERATING REVENUE

Note 15 - Contributions - Non Monetary Assets

Favourable to budget by \$14.303m due to the recognition of donated assets.

Note 16 - Gain or Loss on Disposal of Assets

Favourable to Budget, noting a small gain of \$2k.

Note 17 - Capital Grants

Favourable to Budget by \$0.813m, noting \$1.835m in unspent grants from last year were carried over into this year, new grants totalling \$1.636m less grants yet to be received for LR&CI \$1.021m. In addition, \$1.709m in unspent grants have been carried forward into next year.

CASH AND INVESTMENTS

At 30 June 2022, actual funds available in cash and investments totalled \$29.353 million being a marginal decrease on the \$29.799 million for the same period last year.

RATES COLLECTIONS

At 30 June 2022, Rates collected totalled 98.66% which is ahead of last year's comparable result of 98.28%. This represents an uncollected rate of just 1.34% which is an excellent result given the challenges facing our ratepaying community.

COVID-19 EXPENDITURE

Expenses to date total \$200,736 due to the increased level of Covid-19 infections affecting Council and the community.

DESCRIPTION	EXPENDITURE	PURCHASE ORDERS
Employee Costs	\$28,378	
Contractors	\$132,835	\$63,192
Materials	\$34,665	
Other	\$100	
Equipment	\$4,758	
Total	\$200,736	\$63,192

STATEMENT OF COMPREHENSIVE INCOME

GLENORCHY CITY COUNCIL - FINANCIAL REPORT STATEMENT OF COMPREHENSIVE INCOME TO 30 JUNE 2022					
Year-to-Date (YTD)	Note	2022 Budget \$'000	2022 Actual \$'000	2021 Actual \$'000	2022 Variance Actual to Budget
Operating Revenue					
Rates	1	43,679	43,761	40,110	▲
User charges and licences	2	12,600	13,513	12,087	▲
Interest	3	50	112	45	▲
Grants	4	5,036	6,628	2,626	▲
Contributions - cash	5	39	115	84	▲
Investment income from TasWater	6	2,172	2,606	1,086	▲
Other income	7	454	530	539	▲
Total Operating Revenue		64,030	67,265	56,577	▲
Operating Expenditure					
Employment costs	8	26,056	24,895	24,369	▼
Materials and services	9	14,013	15,271	15,263	▲
Depreciation and amortisation	10	16,288	15,475	14,890	▼
Finance costs	11	184	177	192	▼
Assets written off	12	1,100	1,240	946	▲
Bad and doubtful debts	13	2	(14)	(67)	▼
Other expenses	14	7,163	7,809	7,185	▲
Total Operating Expenditure		64,806	64,854	62,779	▲
Total Operating Surplus/(Deficit)		(775)	2,411	(6,202)	▲

**GLENORCHY CITY COUNCIL – FINANCIAL REPORT
STATEMENT OF COMPREHENSIVE INCOME TO 30 JUNE 2022**

Non-Operating Revenue					
Contributions – non-monetary assets	15	2,100	16,403	3,277	▲
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	16	(370)	2	(2,020)	▲
Capital grants received specifically for new or upgraded assets	17	2,178	2,991	3,459	▲
Total Non-Operating Revenue		3,908	19,395	4,717	▲
Total Surplus/(Deficit)		3,132	21,806	(1,485)	▲
Capital Budget					
Economic Stimulus		1,061	382		
ICT & Other		652	575		
Transport		8,359	7,936		
Property		7,532	7,446		
Plant & Equipment		265	253		
Fleet		455	461		
Stormwater		1,330	1,100		
Total Capital Budget		19,654	18,153		▼

STATEMENT OF FINANCIAL POSITION

GLENORCHY CITY COUNCIL - FINANCIAL REPORT STATEMENT OF FINANCIAL POSITION	2022 YTD \$'000	2021 YTD \$'000
Asset		
Current assets		
Cash and Cash Equivalents Current	6,529	2,225
Trade and Other Receivables	2,153	1,923
Inventories	98	86
Non-Current assets classified as held for sale	5,428	2,647
Contract Assets Current	73	19
Current Investments	21,486	26,237
Other Assets Current	545	721
Total current assets	36,312	33,858
Non-current assets		
Property, Infrastructure, Plant and Equipment	811,284	738,774
Investment in Water Corporation	163,198	158,717
Intangible Assets	4	66
Right of use assets Non Current	2,078	697
Other Non-Current Assets	9,569	5,411
Total non-current assets	986,133	903,665
Total assets	1,022,445	937,523
Liabilities		
Current Liabilities		
Trade & Other payables Current	3,324	2,884
Provisions - Current	4,734	4,965
Borrowings Current	628	2,137
Trust Funds and Deposits Current	705	1,091
Lease Liabilities Current	702	525
Contract Liabilities Current	3,703	4,215
Other Liabilities Current	-	-
Total current liabilities	13,796	15,817
Non-current liabilities		
Provisions Non Current	3,864	3,565
Borrowings - Non Current	1,621	3,527
Non Current Lease Liabilities	1,442	206
Total non-current liabilities	6,927	7,298
Total Liabilities	20,723	23,115
Net assets	1,001,722	914,408

Adjustments to amounts previously reported

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

✔ Key Performance Indicators

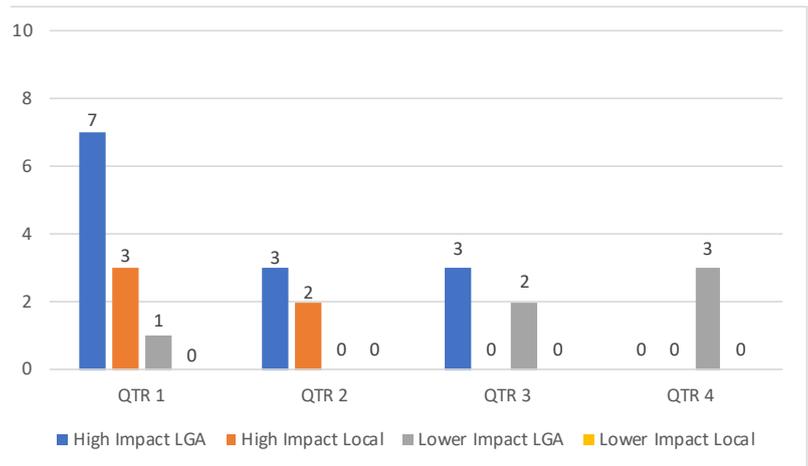




NUMBER OF ENGAGEMENTS

During the quarter the Let's talk, Glenorchy engagement site had a total of 1,500 visits (including staff and community members) which included:

- 1,100 aware participants (visited at least one page)
- 643 informed participants (viewed a video or photo, downloaded a document, visited multiple project pages, contributed to a tool)
- 210 engaged participants (participated in surveys or quick polls, contributed to ideas)



The Nature Strip Policy (external) and the ICT Projects pages were the project pages with the highest number of engagement participants. These were followed by the Food Van Policy and the Footpath Trading Policy and Guidelines.

There are currently 1,042 registered participants, 964 of which are active. There are 718 external registrations (excluding staff) and there were 86 new registrations for the quarter.

There were 3 external engagement projects during the quarter. All engagements were at the “lower impact” level and were at the “consult” level on the Spectrum of Public Participation

Engagements were:

- Footpath Trading Policy and Guidelines - Level 3 - Lower impact on Glenorchy LGA (Consult)
- Nature Strip Policy - Level 3 - Lower impact on Glenorchy LGA (Consult)
- Food Van Policy - Level 3 - Lower impact on Glenorchy LGA (Consult)

3 Community Yarns and 2 Pop-Up chats were held. A communications plan was developed and implemented with 22 posts to Facebook during the quarter with a reach of 22,283 (individual views of posts). There were over 900 interactions with these posts (likes, link clicks, comments, shares etc.) Details of the Yarns and Chats as follows:

- Glenorchy Community Yarn held Tuesday, 5 April at Northgate Shopping Centre (this yarn was converted to a pop-up style format due to attendance numbers). 6 Aldermen attended and there were 11 attendees.
- Moonah Community Yarn held Tuesday, 3 May at Moonah Community Centre. 5 Aldermen attended and there were 24 community members.
- Claremont Community Yarn held Wednesday, 8 June at Claremont Girl Guides Hall. 4 Aldermen attended and there were 25 community members.
- Claremont Pop-Up Chat held Friday, 29 April at Claremont Plaza - the Mayor attended and there were 37 interactions with community members.
- Moonah Pop-Up Chat held Friday, 3 June at the Moonah Arts Centre. 3 aldermen attended and there were 32 community members.

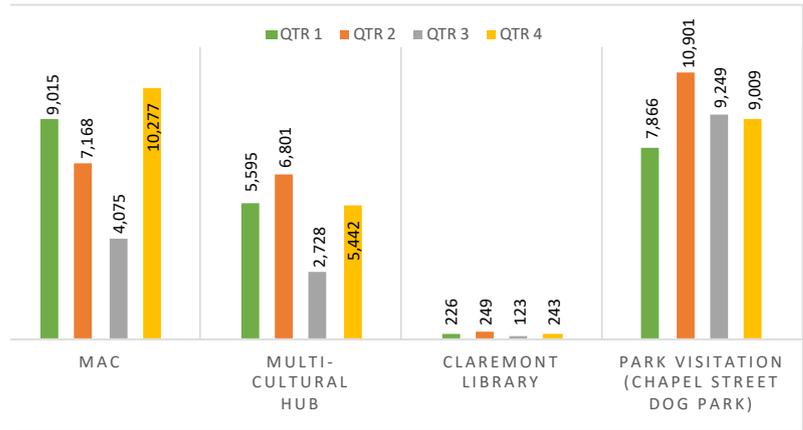


COMMUNITY PARTICIPATION

MOONAH ARTS CENTRE

There were 10,277 visitors to the Moonah Arts Centre in this quarter with 341.5 days of activity at the MAC. 95% of the activity was arts based. Days of activity include any booking or activity taking place in any of the spaces at the Centre.

There were 30,535 visitors to the Moonah Arts Centre during the 2021/2022 financial year.



MULTI CULTURAL HUB

There were 5,442 people from 41 distinct groups who attended the Multicultural Hub in this quarter with an average of 54 bookings per month. Uses included religious gatherings, education or training, art, cultural dance or language classes, festivals, sport and recreation, meetings, playgroups, private gatherings and health related activities.

CLAREMONT LIBRARY

During the quarter the Claremont Community Library had 243 visitors. A morning tea was held during Volunteer Week in May for the Library volunteers to celebrate the 20th anniversary of the opening of the Library.

PARK VISITATION (CHAPEL STREET DOG PARK)

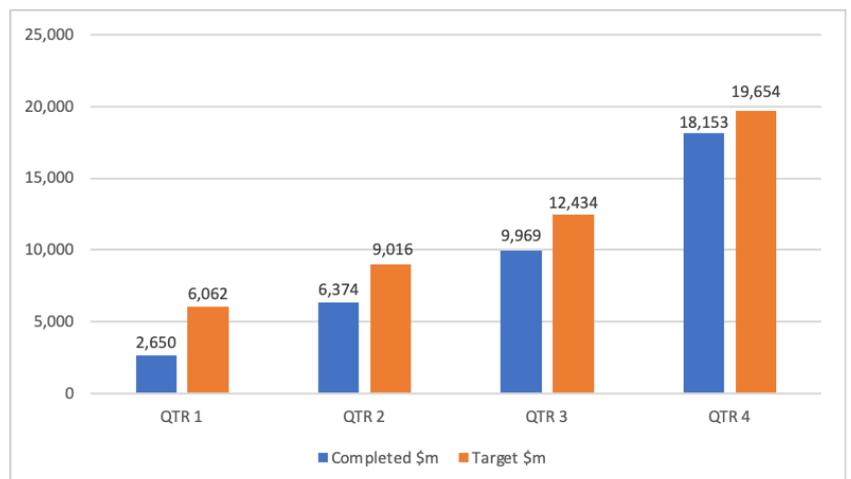
The April to June quarter saw 9,009 visits to the Chapel Street Dog Park (slightly down from 9,249 visits the previous quarter).

The highest visitation was in April (3318) followed by May (2928), and June (2763).

CAPITAL WORKS COMPLETED (\$'000)

Tasmania is experiencing strong economic growth, which extends beyond Council boundaries and into wider Tasmanian and Australian regions.

COVID-19 stimulus measures have significantly increased demand on contractors, consultants, and suppliers across the Nation for building, civil and recreation projects. This is still impacting the availability of contractors and materials which, in turn, adds cost pressures for Council, resulting in delays and backlogs on some capital works projects.





Council's 2021/22 capital works budget contained 326 separate expenditure lines (a mix of Council and grant funded projects and capital purchases) totalling \$19,654,000 million. The end of financial year results is detailed below.

There were some delays to the transport renewal program due to contractor availability, especially for the road sealing program, which was impacted by Council and contractor absences due to catching or being close contacts of COVID-19.

The continued supply chain interruptions caused some delays in the major grant funded projects where Council placed orders for play equipment and sports lighting towers and were advised there is up to 26-weeks' lead time required.

Despite the challenges over the past 12 months, capital renewal projects in the larger programs such as Roads, Stormwater and Property Management areas progressed well. The final outcome of the Capital Renewal Program (excluding the major grant funded projects) was a total of 93% expended in the following program breakdowns.

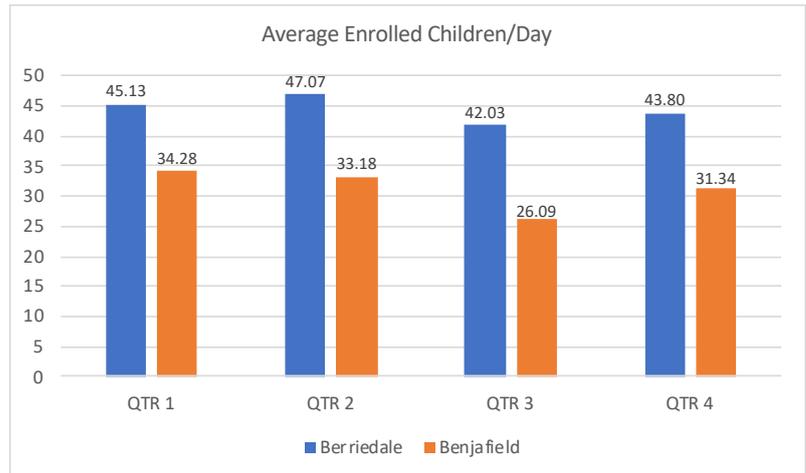
- the Transport capital renewal program experienced delays due to weather conditions and contractor availability impacted by COVID 19, however ended up 94% expended
- the Stormwater capital renewal program was tracking well during the year; however, was pushed out due to recent flooding events. Some additional/alternative projects may need to be considered for next financial year after the flood impact assessment and modelling is completed, however the 2021/22 program was 80% expended
- the Property Management renewal program also suffered delays in contractor and product availability to deliver some construction projects, however a number of alternative and substitute projects were introduced to this program to achieve similar objectives and resulted in the program being 96% expended
- the ICT capital renewal program was 87% expended
- Plant and Equipment capital renewal program was 95% expended; and
- vehicle purchases capital renewal program was 100% expended.
- This is a marked improvement when it is considered that total capital expenditure to budget in the 2020/21 year was 61.2% according to the Tasmanian Audit Office's report to Parliament.



SERVICE DELIVERY - CHILDCARE

The utilisation at both services has continued to increase, both services have received a high volume of enquires via phone, online and visits to the services.

- Berriedale Equivalent Full Time (EFT) places for the period was 43.8
- Benjafield Equivalent Full Time (EFT) places for the period was 31.34



The waitlist for both services continue to grow, with the numbers of families on the service waitlists at the end of this quarter being, Benjafield CCC 49 and Berriedale CCC 38.

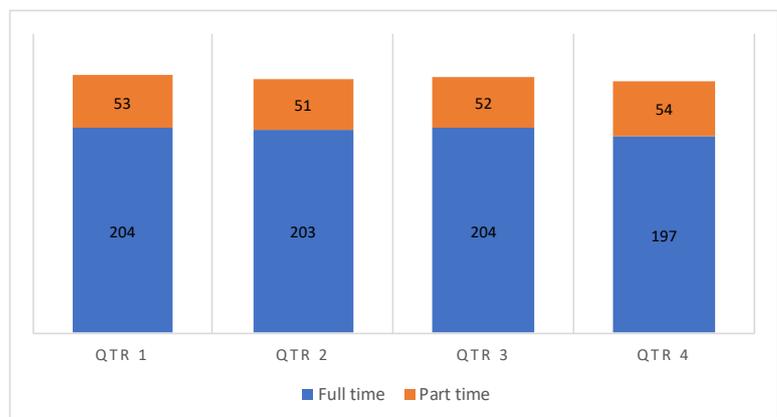
During this quarter COVID has contributed to a closure at Berriedale for a period of four (4) days during June. The service was unable to maintain child staff ratios, care was offered to families at Benjafield during this period.

Benjafield and Berriedale Child Care Centres remain compliant with the National Quality Standard and maintain 'Meeting' ratings.

The Working Together Program placements for 2022 in the Government funded places are now full with a maximum of 15 hours of care per week. 6 spaces are at Berriedale Child Care Centre and 7 spaces at Benjafield Child Care Centre. All children participating in the program are receiving additional wholistic support from a range of agencies including but not limited to occupational therapists, speech specialists & ECIS (Early Childhood Intervention Services) specialist teachers. Educators from Child Care Connections are supporting children and their families at both Launching into Learning (Lil) programs in local schools as well as prekinder sessions.

ALL STAFF FULL TIME EQUIVALENT

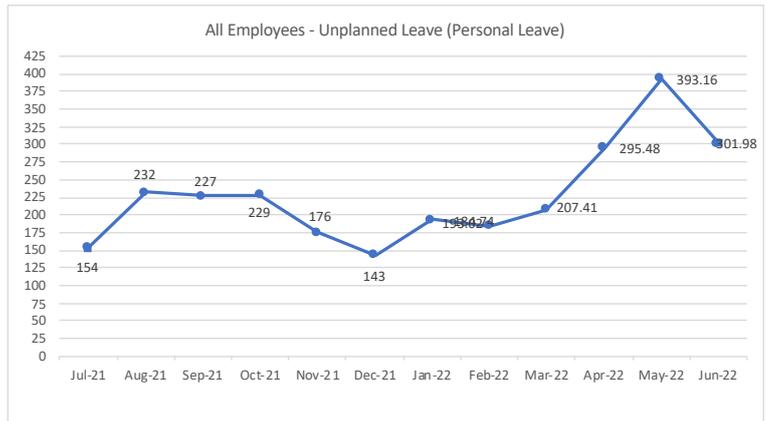
The full-time number has decreased due to the redundancies in June and full-time hours reducing hours to part-time due to transition to retirement of work-life balance.





ALL EMPLOYEES - UNPLANNED LEAVE (PERSONAL LEAVE)

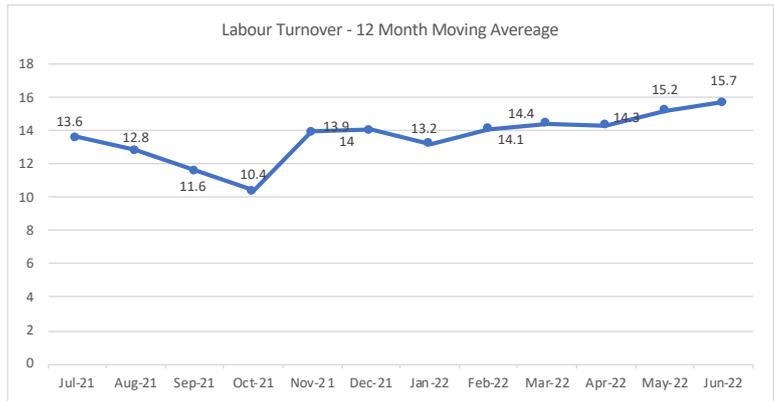
The increase of unplanned leave continues to increase due to Covid-19 and increase of cold or flu symptoms throughout the winter months.



LABOUR TURNOVER

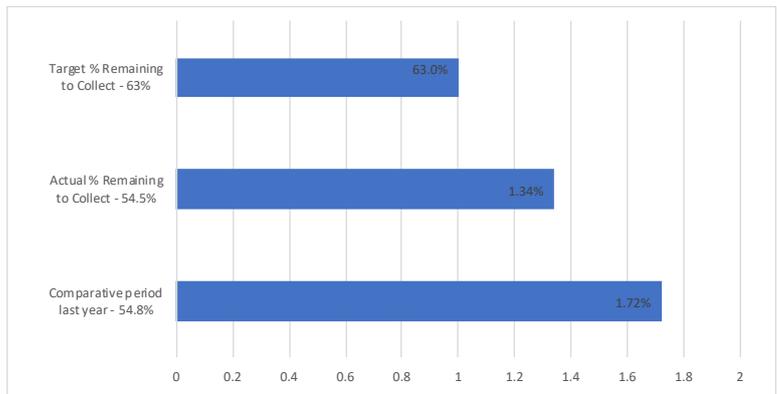
Turnover rate average was 15.7%, a small increase of 0.5% from last quarter.

Resignations this quarter included employees leaving to take up other employment opportunities, two retirements and one employee left to travel overseas.



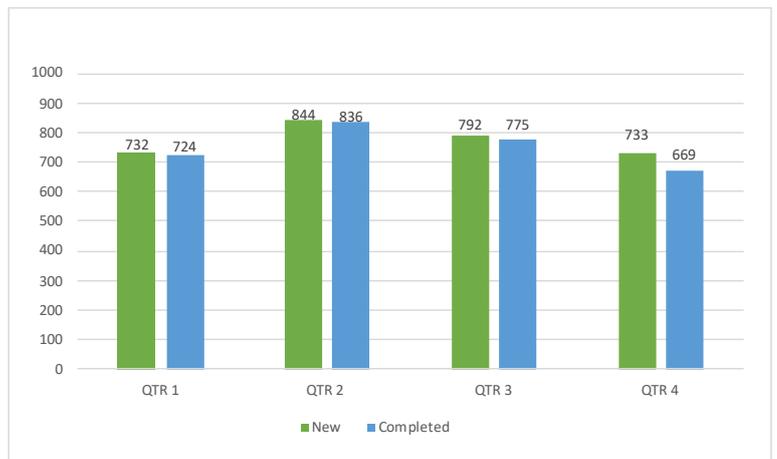
OUTSTANDING RATES DEBT PERCENTAGE

At 30 June 2022, 1.34% of rates remained uncollected (compared to 1.72% last year) against a target of 1.0%. The improved position from 2020/2021 can be attributed to collection activities post COVID.



WORK CENTRE CUSTOMER SERVICE REQUESTS

Roads and stormwater saw a significant increase in customer requests due to the May weather event. The figures show a steady workflow with a trend of more incoming than completed requests. The comparative figures are not cause for concern. GCC Teams have done well given the seasonal challenges faced this FY.





CUSTOMER COMPLAINTS

Council received 2 formal complaints during Q4 2021-22 with both being actioned within the 10-day service commitment.

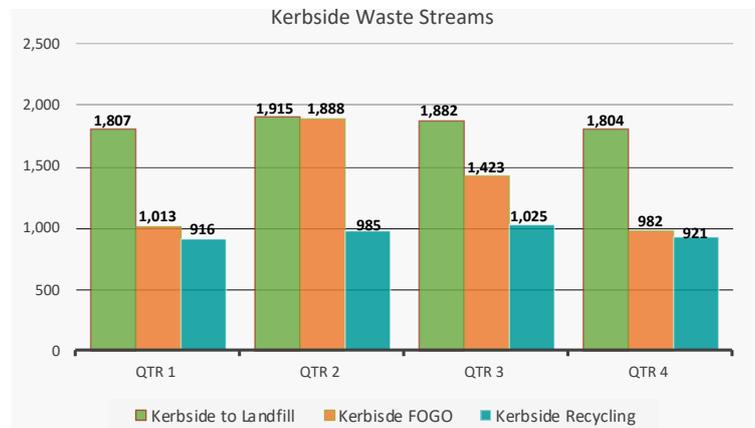


KERBSIDE SERVICES

Councils' kerbside FOGO service continues to perform well with a further 982 tonnes of organic material diverted from landfill during the 4th quarter period.

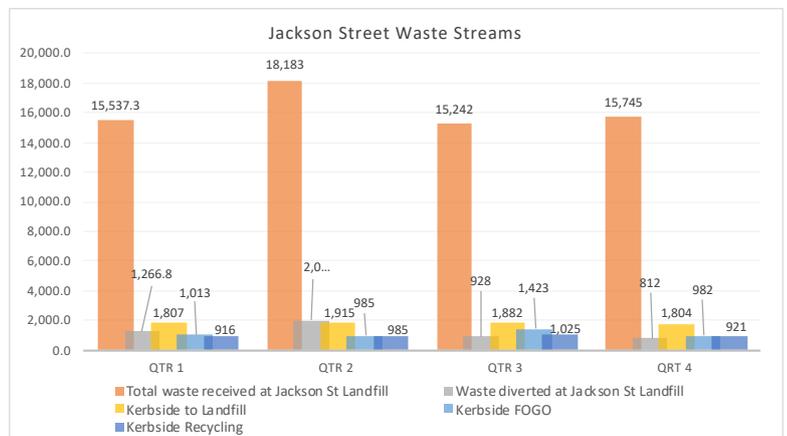
Since its commencement in February 2020, Council has diverted approximately 12,000 tonnes of organic material from landfill through the FOGO Service to date.

This is a great achievement and given the recent introduction of the state-wide waste levy on the 1st July this year, this service will assist Council in its goal to divert waste from landfill.



JACKSON STREET LANDFILL EXTENSION

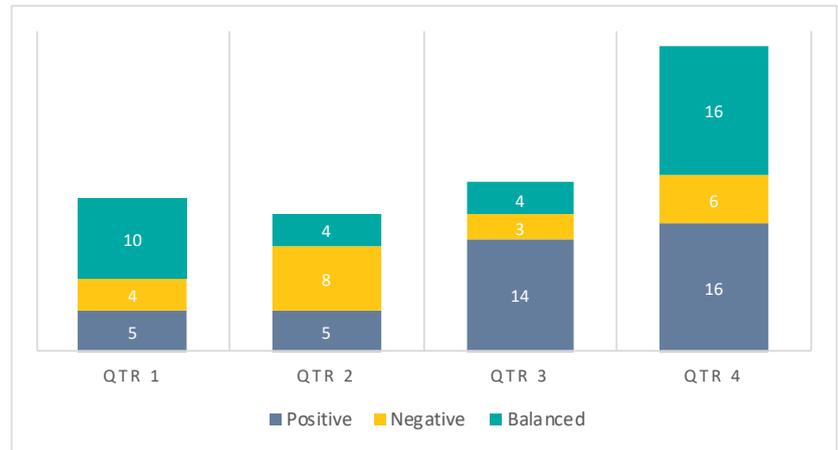
The landfill extension project is 95% complete at the end of June with only minor works to be completed in July. The project has remained on budget and only minor delays occurred due to wet weather and contractor availability (Covid). Once final completion is achieved in the coming weeks Council will formally apply to the EPA to enable the new landfill cell to become operational and receive waste.





MEDIA MENTIONS

The final quarter of the 2021/22 Financial Year had largely positive and neutral results in mentions by the media. With a new media monitoring service employed, the Communications team were able to track an expanded list, including mentions in tv and local radio. While the Mercury provides an ongoing media commentary for Council it has been a great opportunity to report on mentions by other outlets.



In the positive, the quarter began with the reaffirming of election promises made by the newly elected Labor Government, campaigned by Glenorchy and the Greater Hobart Councils. Ferries and playspaces featured heavily in a positive move, for Greater Hobart overall, in identifying key delivery of transport solutions and meeting the community needs. Council's vote to make the Glenorchy LGA a Refugee Welcome Zone was also encapsulated nicely this quarter; first in passing Council's motion and later the celebrations during Refugee Week. The Mayor took time this quarter to speak with ABC Radio discussing Council's Federal election wishlist and discussing outcomes from Council meetings.

Social responsibility and rate rises were high on the negative end of this quarter. Homelessness, violence in the bus mall, hooning, and the landfill levy were key opportunities to discuss the role of local government in facing broader community issues. Communications worked alongside journalists to affirm Council's position and clarify important distinctions with Council's responsibility in directing ratepayer funds. Council passed the 3.5% rate rise which was reported in the media, this was bolstered by commentary from Council in the factors that led to this decision. While not always received positively, the media reported the details in a neutral manner allowing discussion on both sides. It is worth noting that Council also hosted a community forum and social media campaign around the budget this year to engage directly with the community.

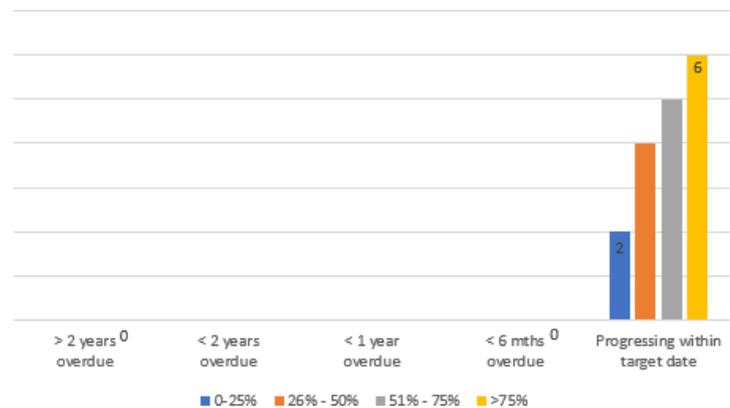
Internally the Communications team is experiencing a time of transition. As a result, the opportunities for more proactive media were reduced however the variety of topics featured in this quarter demonstrate that the media have a broad interest in all aspects of Council's work and engage regularly with the team for comment.

**TOP TEN PAGES ON COUNCIL'S WEBSITE**

QUARTER 4, 2022	QUARTER 3, 2022
Home (14,836)	Home (15,772)
Contact us (6,834)	Contact us (7,481)
Advertised Plans (4,897)	Rubbish Collection (3,446)
Rubbish Collection (3,713)	Planning Applications (3,280)
Make a Payment (1,988)	Tolosa Park Huts (3,019)
Tolosa Park Huts (1,671)	Advertised Plans (2,147)
Planning and Development (1,346)	Make a Payment (2,123)
Parking Fines (1,248)	Waste (1,919)
Services (1,119)	Planning and Building (1,052)

OUTSTANDING AUDIT ITEMS

At the May 2021 Audit Panel meeting the Panel noted continual progression against the 17 audit findings under current management and was pleased that there were no overdue items. The completion of these findings is progressing under active management.





DOGS, PARKING AND FOOD BUSINESS INSPECTIONS

Responsible dog ownership and compliance with the Dog Control Act 2000 for the full year of 2021/22 drew anticipated parallels with the level of responsible dog ownership in 2020/21.

At the end of the quarter there were 8326 dogs registered, slightly less than the number of dogs registered in 2020-2021.

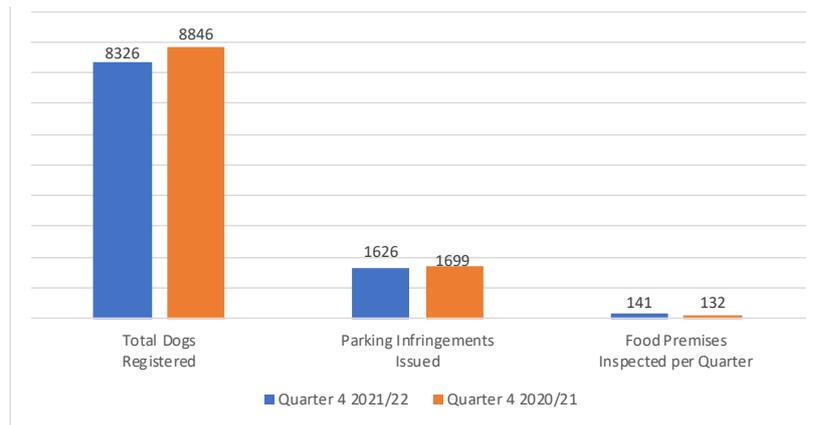
In contrast to the lower number of dogs registered from the previous year, there was a significant increase in the number of Infringement Notices issued in 2021/22 (490) to that of 2020/21 (339). These Infringements primarily related to failing to register dog offences.

The abundance of off-street residential parking in the City provides residents with a desirable parking alternative to parking on the street which subsequently reduces the occurrences of parking infringements. During the quarter there were 1626 parking infringement notices issued, of which the majority of these were closer to shopping precincts, essential services, and/or in nearby streets.

The majority of these parking offences were identified during routine patrols and others were result of the newly trialled in ground parking sensors situated on Main Road, Glenorchy. A smaller number of offences were identified as a result of customer requests received. Infringement notice recipients were both residents and/or visitors to the City.

The number of parking breaches identified during the March quarter are comparable to the same time period of recent years.

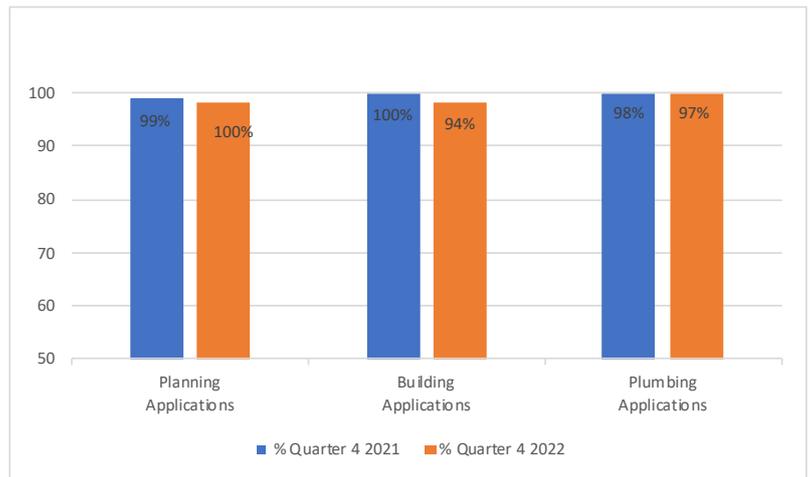
There were 141 food business inspections conducted over the reporting period. Included in this total were 26 follow up inspections to verify if any corrective actions identified in the initial inspection had been completed.





DEVELOPMENT, BUILDING AND PLUMBING APPLICATIONS ASSESSED ON TIME

The number of planning applications received in Q4 was 155. This is consistent with the previous quarter (149) and is modestly less than the average for the financial year (175) and with the same period last financial year (179). Application numbers are still well above pre-COVID levels.



Building and plumbing applications remain relatively stable. The number of building permit applications have decreased over the last 12 months corresponding with a legislation change that has re-categorised some permit work into notifiable work. Conversely the number of notifiable applications has increased. The total number of building applications for Q4 was 95. The number of plumbing applications (permit and notifiable work) was 71 which is consistent with the average over the last 12 months.



Risk Management Dashboard Report

1 April 2022 – 30 June 2022





GENERAL RISK UPDATE

Managers are now required to, as a part of their monthly Cascade updates, review and update their current risks. In September 2021 meetings were held between Manager Corporate Governance and Departmental Managers, the purpose of these meetings was to review the progress of the risks identified in 2020, close operational risks that treatment tasks have been completed and identify new risks. These meetings have been completed and cascade updated.

One operational risk has been completed between 1 April 2022 to 30 June 2022. An email reminder was sent to all risk owners 17 June 2022, to update operational risks, treatment actions and residual risk assessments. To be discussed at future management meetings if risk review workshops are required.

ACTIVE RISKS

There are 10 Strategic Risks which have Operational Risks within them.

- Workforce has 9 Operational Risks
- Stakeholder Engagement and Relationship has 4 Operational Risks.
- Management of Council Assets has 6 Operational Risks
- IT Security and Data has 9 Operational Risks
- Governance has 34 Operational Risks
- Financial Sustainability and Budget control has 11 Operational Risks
- Efficient and Effective Service Delivery has 24 Operational Risks
- Environmental Management has 1 Operational Risk
- Advocacy and Role of Council in Social Outcomes has Nil Operational Risks
- Compliance has Nil Operational Risks

NEW RISKS

INTERNAL AUDIT RISKS

Three Internal Audits were completed in 2021/22, these audits identified new risks:

- WLF Accounting and Advisory, Portable and Attractive Assets. This Audit identified 2 new risks.
- WLF Accounting and Advisory, Succession Planning and Single Point Dependency Positions. This Audit identified 2 new risks.
- Crowe, ICT Operating Controls, 12 new risks.

These risks have been added to cascade as 'Audit Items' these have also been included in the Audit Panel's, Outstanding Audit Recommendations register.



CLOSED RISK TREATMENTS

The following Treatment Actions have been closed and the related control/s have been updated between 1 April 2022 to 30 June 2022

CLOSED TREATMENT ACTION- RISK (EFFICIENT AND EFFECTIVE SERVICE DELIVERY)

Issue tender for the following Treatment Actions have been closed and the related control/s have been updated between 1 April 2022 to 30 June 2022

CLOSED OPERATIONAL RISK - (EFFICIENT AND EFFECTIVE SERVICE DELIVERY)

There is limited formal documentation in relation to the handling of customer complaints.

CLOSED TREATMENT ACTION- RISK (EFFICIENT AND EFFECTIVE SERVICE DELIVERY)

Develop a comprehensive policy framework, including directives, for the recording, managing and reporting of customer complaints

CLOSED TREATMENT ACTION - RISK (FINANCIAL SUSTAINABILITY AND BUDGET CONTROL)

Nil.

CLOSED TREATMENT ACTION - RISK (GOVERNANCE RISKS)

Nil.

CLOSED TREATMENT ACTION- RISK (IT SECURITY AND DATA)

Nil.

CLOSED TREATMENT ACTION- RISK (MANAGEMENT OF COUNCILS ASSETS)

Nil.

CLOSED TREATMENT ACTION - RISK (STAKEHOLDER ENGAGEMENT AND RELATIONSHIP)

Nil.

CLOSED TREATMENT ACTION - RISK (WORKFORCE RISK)

Nil.

UPCOMING REPORTING / WORKSHOPS

Quarterly Risk Reporting as at 31 October 2022 - due to ELT November 2022



COMPARISON OF STRATEGIC RISK RATING TO RISK APPETITE THIS QUARTER

STRATEGIC RISK NAME	RISK DESCRIPTION	OPENING RISK STATUS 2020	COUNCILS RISK APPETITE	CURRENT RISK STATUS	ADDITIONAL TREATMENT REQUIRED
Governance	The ability of GCC to maintain effective and transparent governance processes including the management and reporting of actions and priorities through the council structure, and accurate and timely reporting to all levels within Council.	Moderate	Low	Low	No additional treatments required. Progress has been made with treatment actions being closed off relating to fraud, hazard exposure, and inaccurate information to regulatory bodies. Significant improvements having been undertaken surrounding the review and renewal of policies and directives. The risk status meets Council's risk appetite.
Efficient and Effective Service Delivery	The ability of GCC to deliver services in an efficient and effective way within the resources available.	Moderate	Moderate	Moderate and declining	This continues to be a work in progress with significant improvements having been undertaken surrounding reporting and analysis of customer complaints. Further improvements are being undertaken within Asset Management and Community & Customer Service surrounding service delivery, maintenance works and change management. Asset Masterplans developed help to prioritise asset renewals, upgrades and maintenance in key areas of the municipality. This further work is due for completion in 2022 and will reduce the risk status to below Council's risk appetite.



STRATEGIC RISK NAME	RISK DESCRIPTION	OPENING RISK STATUS 2020	COUNCILS RISK APPETITE	CURRENT RISK STATUS	ADDITIONAL TREATMENT REQUIRED
IT Security and Data	Ability of GCC to keep data and information secure and maintain a functioning IT system according to legislative requirements and expectations of the community.	Moderate to High	Moderate	Moderate to High	<p>This continues to be a work in progress with the core system review process and the review of ICT Disaster Recovery Plan. The Hudson Core Systems Procurement has moved to Best and Final Offers.</p> <p>There has been improvement with ongoing business engagement between ICT and all GCC Directorates. The continued work within this area will reduce the risk status to meet Council's risk appetite.</p>
Compliance	Ability to ensure the Council is compliant with all relevant legislation, regulation, and contractual obligations.	Moderate	Low	Low	No additional treatments are required. The risk status is now below Council's risk appetite.
Workforce	Ability to attract, retain and develop a workforce with the right skills, capabilities, and attitudes to service the community.	Moderate	Moderate	Moderate	<p>No additional treatments required. Controls were implemented surrounding staff training, outsourcing opportunities, succession planning, cross training staff, the implementation of My Recruitment Plus and the ongoing development of the HR Strategy and Workforce Development Plan. A recent audit completed by WLF Accounting, and Advisory for Succession Planning and Single Pont Dependency Positions identified recommendations to be implemented with the HR Strategy and Workforce Development plan.</p> <p>The risk status now meets Council's risk appetite.</p>



STRATEGIC RISK NAME	RISK DESCRIPTION	OPENING RISK STATUS 2020	COUNCILS RISK APPETITE	CURRENT RISK STATUS	ADDITIONAL TREATMENT REQUIRED
<p>Financial Sustainability and Budget Control</p> <p>Sustainability and Budget Control</p>	<p>Ability of GCC to manage the financial sustainability of the Council and deliver the services expected by the community including the revenue base, cost control, maintenance of infrastructure, and the management or sale of key assets.</p>	<p>Moderate</p>	<p>Moderate</p>	<p>Moderate and constant</p>	<p>No additional treatments required. Controls were implemented surrounding the frequency of condition surveys on roads and footpaths, greater compliance on subdivisions/ follow-up of post build compliance, and POE and strategy development for childcare for surety regarding the future of operations for Childcare Connections.</p> <p>Processes are now in place to ensure that asset reconciliations and capitalisations are undertaken as soon as possible with cross checking. The risk status now meets Council's risk appetite.</p>
<p>Stakeholder Engagement and Relationship</p>	<p>Ability to create, maintain and develop positive stakeholder relationships including good communication and consultation, managing stakeholder risks, and proactive engagement.</p>	<p>Moderate to High</p>	<p>Moderate</p>	<p>Moderate</p>	<p>No additional treatments required. There has been improvement with treatment actions closed relating to the engagement of an Executive Officer between 4 Councils to assist with the Greater Hobart Deal, the development and implementation of a change management framework, community engagement platform, and corporate communications strategy.</p> <p>The risk status now meets Council's risk appetite.</p>
<p>Environmental Management</p>	<p>Ability of GCC to effectively manage environmental risks such as natural disasters and waste management, including the impacts of climate change.</p>	<p>Moderate to High</p>	<p>Moderate</p>	<p>Moderate</p>	<p>Bushfire mitigation works have been funded at \$200,000 per annum, updates on these works are to be followed up and will be reported on in next quarter's report. The risk status meets Council's risk appetite.</p>



STRATEGIC RISK NAME	RISK DESCRIPTION	OPENING RISK STATUS 2020	COUNCILS RISK APPETITE	CURRENT RISK STATUS	ADDITIONAL TREATMENT REQUIRED
Advocacy and Role of Council in Social Outcomes	Ability of GCC to manage or influence social outcomes within the municipality including key issues such as homelessness.	Moderate	Moderate	Moderate	No additional treatments required. The risk status now meets Council's risk appetite.
Management of Council's Assets	The ability of Council to manage all assets effectively and efficiently from acquisition/ construction through to disposal.	Moderate to High	Moderate	Moderate to High and declining.	<p>Yes, this is a work in progress. Continued progress in this area is expected, with the Asset Management Policy having been reviewed and updated. The Updated Strategic Asset Management Plan is to undergo community consultation to understand service levels and will be finalised once the new Council has been elected.</p> <p>Controls are being updated and are moving closer to closing operational risks which will bring the risk status down to meet Council's risk appetite.</p>



RISK MANAGEMENT HEATMAP

RESIDUAL RISK ASSESSMENT COMPARISON 31 DECEMBER 2021 VS 31 MARCH 2021

1 January 2022 to 31 March 2022

Consequence	Severe (5)	Moderate (5) 2	Moderate (10) 3	High (15)	Extreme (20)	Extreme (25)
	Major (4)	Low (4) 6	High (8) 2	High (12) 3	High (16) 3	Extreme (20)
	Moderate (3)	Low (3) 3	Moderate (6) 14	Moderate (9) 29	Moderate (12) 4	High (15) 1
	Minor (2)	Low (2) 3	Low (4) 12	Low (6) 8	Moderate (8) 1	Moderate (10)
	Insignificant (1)	Low (1) 3	Low (2) 1	Low (3) 1	Low (4) 1	Low (5)
		Rare (1)	Unlikely (2)	Possible (3)	Likely (4)	Almost Certain (5)
Likelihood						

1 April 2022 to 30 June 2022

Consequence	Severe (5)	Moderate (5) 2 ↔	Moderate (10) 3 ↔	High (15)	Extreme (20)	Extreme (25)
	Major (4)	Low (4) 6 ↔	High (8) 2 ↔	High (12) 3 ↔	High (16) 3 ↔	Extreme (20)
	Moderate (3)	Low (3) 3 ↔	Moderate (6) 14 ↔	Moderate (9) 28 ↓	Moderate (12) 4 ↔	High (15) 1 ↔
	Minor (2)	Low (2) 3 ↔	Low (4) 12 ↔	Low (6) 8 ↔	Moderate (8) 1 ↔	Moderate (10)
	Insignificant (1)	Low (1) 3 ↔	Low (2) 1 ↔	Low (3) 1 ↔	Low (4) 1 ↔	Low (5)
		Rare (1)	Unlikely (2)	Possible (3)	Likely (4)	Almost Certain (5)
Likelihood						

