



MINUTES

Ordinary Meeting

WEDNESDAY, 26 APRIL 2023

7.00PM

CITY OFFICES, 80 WILSON STREET, BURNIE

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**MINUTES OF THE OPEN SESSION ORDINARY MEETING
OF THE BURNIE CITY COUNCIL
HELD AT THE CITY OFFICES ON WEDNESDAY, 26 APRIL 2023**

HOUR: 5.55pm – 5.56pm
7.00pm – 8.13pm

TIME OCCUPIED: 1 hour 14 minutes

PRESENT: Mayor T Brumby, Deputy Mayor G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease

Officers in Attendance:

Acting General Manager (B Lynch), Acting Director Works and Services (D Aherne), Acting Director Corporate and Commercial Services (R Hull), Chief Financial Officer (B Pilgrim), Executive Manager Development Services (S Pearce), Executive Manager Compliance Services (M Peisker), Executive Manager Corporate Governance (M Neasey), and Governance Officer (N French)

APOLOGIES: There were no apologies tendered.

‘CLOSED SESSION’: COUNCIL

The General Manager advised that in his opinion, the agenda items listed below are prescribed items in accordance with Clause 15 of the *Local Government (Meeting Procedures) Regulations 2015* (i.e. confidential matters), and therefore Council may by absolute majority determine to close the meeting to the general public.

	Meeting Regulations Reference
AC034-23 COUNCILLORS DECLARATIONS OF INTEREST	15(2)(g)
AC035-23 CONFIRMATION OF MINUTES OF THE 'CLOSED SESSION' MEETING OF COUNCIL HELD ON 28 MARCH 2023	15(2)(g)
AC036-23 APPLICATIONS FOR LEAVE OF ABSENCE	15(2)(h)
AC037-23 GENERAL MANAGER'S REPORT - CLOSED SESSION	15(2)(i)
AC038-23 PERSONNEL QUARTERLY REPORT - MARCH 2023	15(2)(a)
AC039-23 OUTSTANDING DEBTORS QUARTERLY REPORT - MARCH 2023	15(2)(j)
AC040-23 NON AGENDA ITEMS	15(2)(g)
AC041-23 MATTERS CONSIDERED IN CLOSED SESSION	15(2)(g)
AC042-23 AUTHORISATION TO DISCLOSE CONFIDENTIAL INFORMATION	15(2)(g)
AC043-23 COMPLETION OF CLOSED SESSION / MEETING ADJOURNMENT	15(2)(g)

RECOMMENDATION

“THAT the meeting be closed to the public to enable Council to consider agenda items AC034-23 to AC043-23 which are confidential matters as prescribed in Clause 15 of the Local Government (Meeting Procedures) Regulations 2015”

COUNCIL RESOLUTION**Resolution number: MO072-23****MOVED:** Cr A Keygan**SECONDED:** Cr G Simpson***“THAT the meeting be closed to the public to enable Council to consider agenda items AC034-23 to AC043-23 which are confidential matters as prescribed in Clause 15 of the Local Government (Meeting Procedures) Regulations 2015”*****For:** Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.**Against:*****CARRIED UNANIMOUSLY*****Reg Confidential Reason**

- 15(2)(a) Personnel matters, including complaints against an employee of the council and industrial relations matters
- 15(2)(b) Information that, if disclosed, is likely to confer a commercial advantage or impose a commercial disadvantage on a person with whom the council is conducting, or proposes to conduct, business
- 15(2)(c) Commercial information of a confidential nature that, if disclosed, is likely to (i) prejudice the commercial position of the person who supplied it; or (ii) confer a commercial advantage on a competitor of the council; or (iii) reveal a trade secret
- 15(2)(d) Contracts, and tenders, for the supply of goods and services and their terms, conditions, approval and renewal
- 15(2)(e) The security of (i) the council, councillors and council staff; or (ii) the property of the council
- 15(2)(f) Proposals for the council to acquire land or an interest in land or for the disposal of land
- 15(2)(g) Information of a personal and confidential nature or information provided to the council on the condition it is kept confidential
- 15(2)(h) Applications by councillors for a leave of absence
- 15(2)(i) Matters relating to actual or possible litigation taken, or to be taken, by or involving the council or an employee of the council
- 15(2)(j) The personal hardship of any person who is resident in, or is a ratepayer in, the relevant municipal area

In accordance with Regulation 34(1)(b) of the *Local Government (Meeting Procedures) Regulations 2015*, it is reported that the following matters were considered in Closed Session:

Agenda Item	Title	Brief Description
AC034-23	Councillor Declarations of Interest	A report to consider any declarations of interest by Councillors in any matter in the Agenda
AC035-23	Confirmation of Minutes of the Closed Session Meeting of Council held on 28 March 2023	A motion to confirm the Minutes of the previous meeting
AC036-23	Applications for Leave of Absence	A report to consider any requests for leave of absence by a Councillor
AC037-23	General Manager's Report – Closed Session	A report that considers various operational updates of a confidential nature
AC038-23	Personnel Quarterly Report – March 2023	A report to consider key indicators in personnel management
AC039-23	Outstanding Debtors Quarterly Report – March 2023	A report to review current outstanding debtors to Council
AC040-23	Non Agenda Items	A report to consider dealing with any matter that is not on the Council Agenda
AC041-23	Matters Considered in Closed Session	A report containing a brief description of all reports considered by Council in the Closed Session
AC042-23	Authorisation to Disclose Confidential Information	A report that authorises the Mayor and General Manager to disclose information if required during the course of implementing the decisions of Council
AC043-23	Completion of Closed Session/Meeting Adjournment	This report confirms the completion of the Closed Session

RESUMPTION

At 7.00pm the Meeting of Council resumed in Open Session.

ACKNOWLEDGEMENT OF COUNTRY

The Mayor commenced the Open Session with the Acknowledgement of Country.

Burnie City Council acknowledges that every part of Australia is, always was and always will be, Aboriginal land. Burnie City Council pays respect to the pakana / palawa – original owners and cultural custodians – of all the lands and waters across trouwunna / lutruwita / Tasmania upon which pataway / Burnie is situated and where our Council meets.

VIDEO RECORDING AND LIVE STREAMING

It is noted that the open session of the meeting will be video recorded and live streamed. The live stream is accessible from <https://webcast.burnie.tas.gov.au/>

The video recording will be made available to the public in accordance with Regulation 33 of the *Local Government (Meeting Procedures) Regulations 2015*.

PRAYER

The meeting was opened with prayer by Pastor Nick Booth of Romaine Park Christian Centre.

AO054-23 COUNCILLORS DECLARATIONS OF INTEREST

The Mayor requested Councillors to declare any interest that they or a close associate may have in respect of any matter appearing on the agenda.

There were no declarations of interest.

**AO055-23 CONFIRMATION OF MINUTES OF THE 'OPEN SESSION' MEETING
OF COUNCIL HELD ON 28 MARCH 2023****RECOMMENDATION:**

“THAT the minutes of the ‘Open Session’ of the Burnie City Council, held at the City Office on 28 March 2023, be confirmed as true and correct.”

COUNCIL RESOLUTION

Resolution number: MO073-23

MOVED: Cr C Lynch

SECONDED: Cr D Pease

“THAT the minutes of the ‘Open Session’ of the Burnie City Council, held at the City Office on 28 March 2023, be confirmed as true and correct.”

For: Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.

Against:

CARRIED UNANIMOUSLY

MOTIONS ON NOTICE**AO056-23 MOTION ON NOTICE - FREE MOTORCYCLE PARKING IN THE CBD****FILE NO:** 15/5/2, 23/9469**PREVIOUS MIN:**

Councillor Trent Aitken has given notice that he would move the following motion at this meeting:-

“THAT Council install 8 free, 4 hour limited motorcycle parking spaces in replacement of the disused bus stop on Wilmot Street, to be implemented no later than the 1st of November 2023.”

COUNCILLOR’S COMMENTS

The Bus stop on Wilmot Street in Burnie has not been used since January 2021 when State Growth made the decision to change the bus service provider away from Redline to another company and move the pick up location to the Cattley Street Bus interchange.

I find an empty Bus Stop to be a waste of our kerbside parking resources, I also think that having one motorcycle taking up one whole car space in the CBD in not the best use of our resources either.





GENERAL MANAGER'S COMMENTS

Councillor Aitken is correct in that the identified bus stop is no longer used by Redline Coaches. The location is however, still used infrequently as a bus stop and Council officers would prefer that this site continue to be available for that purpose, given its location. For example, schools occasionally use the site to drop students to the cinema or other CBD locations. The signage needs to be updated and should Council determine not to allocate this space for motorcycle parking that will be attended to as soon as practicable.

This motion is inconsistent with Council's decision AO041-23, which left the placement of free motorcycle parking in the CBD with the General Manager. There is of course a further Councillor motion on this agenda seeking to defer implementation of that decision and have it considered as part of the current budget deliberations for 2023-24.

Depending on the outcomes of that motion and this motion the situation with respect to free motorcycle parking in the CBD could become confused at best. For example if this motion succeeds, what is the situation with respect to decision AO041-23?

While some councillors may dismiss this concern as an exercise in semantics, this fails to appreciate that a Council motion is a lawful direction to the General Manager. As such the General Manager is required to implement a Council resolution. It is unhelpful, at best, to have inconsistent or even contradictory resolutions on the same subject, as is the risk if this and/or the other Councillor motion are passed.

It is recommended that this motion not be supported and that either decision AO041-23 stands, and is implemented as approved, or in the event the other Councillor motion is supported that this issue be considered as part of the 2023-24 budget process.

COUNCIL RESOLUTION**Resolution number: MO074-23****MOVED:** *Cr T Aitken***SECONDED:** *Cr K Dorsey*

“THAT Council install 8 free, 4 hour limited motorcycle parking spaces in replacement of the disused bus stop on Wilmot Street, to be implemented no later than the 1st of November 2023.”

For: Cr T Aitken.**Against:** Cr T Brumby, Cr G Simpson, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.***LOST***

MOTIONS ON NOTICE**AO057-23 MOTION ON NOTICE - DEFERRAL OF MOTORCYCLE PARKING IN THE CBD TO BUDGET CONSIDERATION****FILE NO:** 15/5/2, 23/9565**PREVIOUS MIN:**

Councillor Amina Keygan has given notice that she would move the following motion at this meeting:-

“THAT Council defer associated works and implementation of previous motion AO041-23 subject to confirmation of such as part of budget deliberations for 2023-24.”

COUNCILLOR’S COMMENTS

No comments provided.

GENERAL MANAGER’S COMMENTS

Council officers prefer that, to the greatest extent possible, all decisions that have financial implications are considered as part of the annual budget process. It is recognised that unplanned issues that require expenditure will arise during the course of each financial year and some provisions should be made for this in each annual budget.

Given Council is currently considering its budget for 2023-24FY, it may be desirable to defer implementation of the resolution AO041-23 until confirmed as part of budget deliberations.

COUNCIL RESOLUTION**Resolution number: MO075-23****MOVED:** Cr A Keygan**SECONDED:** Cr C Lynch

“THAT Council defer associated works and implementation of previous motion AO041-23 subject to confirmation of such as part of budget deliberations for 2023-24.”

This motion was not put due to the following amendment motion

MOVED: Cr G Simpson

SECONDED: Cr D Pease

“THAT Council defer implementation of previous motion AO041-23 until up to 31 August 2023 subject to confirmation of such as part of budget deliberations for 2023-24.”

For: Cr T Brumby, Cr G Simpson, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.

Against: Cr T Aitken, Cr K Dorsey, Cr J Grave.

CARRIED

The amendment then became the substantive motion as follows

“THAT Council defer implementation of previous motion AO041-23 until up to 31 August 2023 subject to confirmation of such as part of budget deliberations for 2023-24.”

For: Cr T Brumby, Cr G Simpson, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.

Against: Cr T Aitken, Cr K Dorsey, Cr J Grave.

CARRIED

PUBLIC QUESTION TIME**AO058-23 PUBLIC QUESTION TIME****FILE NO: 15/5/5**

In accordance with Clause 31 of the Local Government (Meeting Procedures) Regulations 2015 Council conduct a Public Question Time.

Our Process for Public Questions

All public questions are required to be submitted by 5pm the Friday before the Council Meeting. You can submit your question online at www.burnie.tas.gov.au or obtain a form from Customer Services. There is a limit of two questions per person.

Please note:

- You do not need to be present at the meeting to ask your question
- If you are in attendance at the meeting, you will be invited by the Mayor to read out your question. Please use the microphone as directed
- If it is not possible to answer the question at the meeting, the General Manager will provide a written answer within 10 days
- All questions must be in writing and the question and answer cannot be debated
- The Mayor may refuse to accept a question
- Parliamentary Privilege does not apply at Council Meetings
- Council Meetings are recorded

Nathan Langley of Somerset:

- 1) *Adventure parks for kids are popping up everywhere. In Devonport, Wynyard, Hobart city, Kingston, and Launceston to name a few. Would the Burnie city council consider doing something similar in the Burnie municipality??***

The Mayor provided the following response:

There is work currently being undertaken by consultants to update a Playground Strategy for Burnie. Options for redeveloped or new play facilities will be considered as part of Council's budget deliberations at the appropriate time.

Jacob van Es of Burnie:

- 1) *If a (European standard) Bicycle parking rack which can accommodate 4 bicycles at a cost of \$281.41 to manufacture, but quoted by a local Burnie engineering company which also manufactures several different production style items for the Burnie City Council has given me an official quote for the same bike rack as costing \$26,169.00 to produce. How many items have been bought by the local Burnie city council that***

have been extremely over priced at the cost of the local rate payer and have not been thoroughly investigated to it's true costing's of these items? How many?

The Mayor provided the following response:

Council officers have been unable to verify the information on which your questions is based. I encourage you to make direct contact with the Acting General Manager and provide sufficient detail to enable your inquiry to be properly followed up. This can be done via email to burnie@burnie.tas.gov.au or by our general telephone number. Thank you for your question.

- 2) While trying to use the multi-purpose toilets at the Burnie city sailing & yacht club, I noticed there were no suitable amenities for men's purpose of toilet choice. It seems to be very orientated for women's purpose only. Why is there no suitable trough or urine bowl for men/children? Why?***

The Mayor provided the following response:

The purpose of new gender neutral toilet facilities is to provide toilet facilities that are available for general use, not specific for male, female or non-binary people. The toilets your question refers to are deliberately designed this way.

Ian Jones of Burnie:

- 1) Have Councillors completed a thorough induction program so they know their responsibilities and will Council enrol Councillors in the AICD Governance course as part of their Professional Development program?***

The Mayor provided the following response:

Burnie City Council provided a substantial on-line induction program for all councillors and the State Government supplements this with an on-line learning package, comprised by 3 modules, that is available to all councillors in Tasmania, including Burnie City councillors.

Three councillors have completed the full Burnie City Council induction program, three have partially completed the program (in one case the councillor has completed one of nine parts) and three have not completed any of the induction program.

In relation to the State Government on-line learning package, three councillors have completed module 1 and one councillor has completed 50% of module 1.

One councillor has completed module 2, one has completed 70% and another 40% of that module.

One councillor has completed module 3.

This means one Burnie City councillor has completed the full State Government learning package.

In relation to the second part of your question, councillors are responsible for their own self-development and have an annual allowance available for that purpose. Sadly, it is my experience that most councillors do not take advantage of this as it is seen by some as spending money on themselves unnecessarily and this to be wasteful.

I do not share that view and I think on-going professional development is important given the responsibilities councillors hold.

I strongly encourage all councillors to undertake appropriate on-going professional development, particularly including the AICD program to which you refer. Thank you for your question.

Shane Andrews of Burnie:

- 1) *Where are we at in relation to the motorcycle parking after a Councillor was supposedly told they had a conflict of interest during the recent vote and the vote may possibly be rescinded.***

The Mayor provided the following response:

This matter has been dealt with already. There are a number of motions on the agenda for tonight's meeting dealing with, and have dealt with, this issue.

- 2) *Why are we paying for traffic controllers to stand and do nothing all day during cruise ship visits to control High Street when previously the busses stopped in the CBD with no such requirement. It seems a waste of money when you already have sufficient signage in place.***

The Mayor provided the following response:

The Council has a legal duty of care in ensuring pedestrian safety in what can be a very busy area of mixed traffic and pedestrian movements. Pedestrian safety is the prime concern and traffic controllers have been engaged to ensure we discharge this responsibility.

Lyndal Thorne of Burnie:

- 1) *Can council please provide an update on the schedule for the refurbishment of BAFC / BRAG, including management and use of substitute spaces while key venues are undergoing renovation?***

The Mayor provided the following response:

The refurbishment of the Burnie Arts and Function Centre is planned to occur in two phases. The first phase has commenced and is work that is occurring on the southern end of the building. The northern end remains open and functioning so we are asking the public to enter the building via the Arts Theatre Box Office. This work is expected to be completed around September 2023. During stage 1 works the Arts Theatre and gallery spaces remain open.

At that stage the renovated part of the building will re-open in September and the northern part will close for its renovation, which is scheduled for completion by June of next year.

- 2) *Council is embarking on key projects which are likely to involve substantial new public artworks for the city. When the Public Art Advisory Committee was still operational, a register of Public Art works was commenced, but not completed. A significant amount of work had been done. Such registers are a critical document in terms of asset management, understanding provenance, and establishing value. How is council approaching the completion of this task?***

The Mayor provided the following response:

There are a number of aspects to Lyndal's question. In relation to work at the Burnie Arts and Function Centre a number of professional consultants have been engaged to work with our professional staff on associated issues of representation, display and public art. The renovation is being managed by a Steering Group that includes community representatives.

In relation to the CBD urban plan, again professional consultants are engaged to undertake this work and a Steering Group comprising of community members is overseeing that project. It is planned to continue to involve community representatives in governance of this project through the implementation which is planned for 4 to 5 years.

In relation to the coastal pathway again there are professional firms engaged to manage this project. Decisions are yet to be made about public art as part of that project.

Council will also develop a cultural strategy as part of the refurbishment of the Burnie Arts and Function Centre and intends to form a reference group to guide its development and the operation of the renovated facility. Again community representatives will be included.

Neville Aitken of Burnie:

- 1) *Why isn't the council sweeping the streets. The outer areas are a disgrace every gully pit is covered with leaves there will trouble if there is heavy rain. Have a drive around and have a look. Eg. East Cam Road for one plus others.***

The Mayor provided the following response:

Thanks very much for making us aware of this issue Neville. This will be followed up by our works crews and in future I encourage you to email us your concerns (burnie@burnie.tas.gov.au) so that we can respond more promptly to these types of issues.

QUESTIONS WITHOUT NOTICE**AO059-23 QUESTIONS WITHOUT NOTICE****FILE NO: 15/5/5**

Questions without Notice

Questions without notice may be asked by councillors, in accordance with Regulation 29 of the *Local Government (Meeting Procedures) Regulations 2015*.

The Regulation provides that a councillor may ask a question of the chairperson, another councillor, or the general manager – Reg 29(1).

In putting a question without notice at a meeting, a councillor must not offer an argument or opinion, or draw any inference or make any imputations, except so far as may be necessary to explain the question – Reg 29(2).

The Chairperson must not permit any debate of a question without notice, or its answer – Reg 29(3).

The Chairperson, councillor or general manager who is asked a question without notice at a meeting may decline to answer the question – Reg 29(4).

The Chairperson may refuse to accept a question without notice if it does not relate to the activities of the Council – Reg 29(5).

The Chairperson may require a councillor to put a question without notice in writing – Reg 29(7).

The Mayor facilitated responses to Questions Without Notice as raised by Councillors.

CORPORATE AND COMMERCIAL SERVICES**AO060-23 NEW POLICIES - INFORMATION SECURITY MANAGEMENT SYSTEM**

FILE NO: 4/14/2; 18/15/1
PREVIOUS MIN:

1.0 RECOMMENDATION:

“THAT Council:

- 1) Adopt the following policies, as part of the Council’s Information Security Management System:***
 - a) Network Access Control Policy; and***
 - b) Third-Party Information Security Policy; and***
- 2) Note that the Workplace Policy titled Bring Your Own Device (BYOD) has been rescinded, resulting in the need for a number of councillors to transition to alternate devices as a means of protecting Council information.”***

2.0 EXECUTIVE SUMMARY**Purpose and Background**

This report is to provide both an update to the Council on the progress towards establishing an Information Security Management System that complies with ISO27001, and to seek endorsement of a number of policies required under this framework.

These policies are being introduced based upon recommendations from both the NCC cyber-vulnerability audit conducted in September 2021 and from Slipstream Cyber, following Council’s cyber event in November 2021.

Those recommendations determined that Council needed to increase its cyber security posture, and provided guidance that the ASD Essential Eight Model would be appropriate for Council’s use in establishing its Information Security Management System (ISMS).

Key Issues

- The ASD Essential Eight Model comprises eleven documents that establish the required framework. The Council have on various occasions adopted the necessary policies required under this framework, the exceptions now being the final three policies which are the subject of this report.

- There are a number of other procedures that will be created to complete the framework that will be developed following the adoption of the full policy environment.
- The operationalization of the Information Security Management System will take approximately 12 months to implement given the Council's lean resourcing constraints.
- The Workplace Policy – Bring Your Own Device – has been rescinded, which will require a number of councillors to transition to alternate devices to access Council information, following adoption of these policies.

3.0 SUPPORTING INFORMATION

Strategic Alignment

This report aligns with the Council Plan 2022-2025 Key Enablers – Data, Digital Transformation and Agility.

Legal

There are no legislative requirements that make compliance with ISO27001 mandatory from an IT perspective, however it is seen by all levels of government across Australia as best practice. The Council has legislative provisions under the *Personal Information Protection Act 2004* with regard to how the Council captures, retains and secures personal information.

Finance

There will be direct financial impacts that arise from this report when operationalising the ISMS framework. At this time however, officers believe the ICT budget provided holds sufficient capacity to undertake the works required, without the need for additional funding.

Should future requirements be identified as these policies are operationalised, any further budget implications will be considered and discussed with the Council if required.

Relation to Council Policy

There are six policies adopted by the Council at the meeting of 28 June 2022 that relate to the Information Security Management System, specifically:

- a) Information Security Policy
- b) Computer and Technology Asset Management Policy
- c) IT Access Control Policy
- d) IT Systems Conditions of Use Policy
- e) IT Management Review Policy
- f) Password Management Policy

Discussion

In November 2021, the Council experienced a cyber-event which lasted for approximately four weeks. Following that event, Slipstream Cyber who partnered with the Council to provide assistance during the cyber event, developed a series of recommendations for improvement with specific reference to their observations made during the cyber event.

At the request of officers, Slipstream provided a consolidated list merging together their recommendations with those of NCC who had been engaged in September 2021 to conduct a cyber-vulnerability audit, prior to the event being experienced. This consolidated report now serves as a means of prioritising effort and resourcing for the Council as it continues its cyber vulnerability improvement journey.

One of the major observations found is that the Council's information security governance could be strengthened. The recommendation of Slipstream and agreed by NCC, was that the ASD Essential Eight model would be appropriate to ensure compliance with ISO27001 and to address the governance deficiencies observed.

To date, six policies have been developed which are part of the Essential Eight model, which were approved by the Council at its meeting of 28 June 2022. The remaining policies are the subject of this report. There are a number of procedures that will be created which once developed, following the adoption of the policies attached, will complete the framework.

The only policy that can be included in the framework that Council will not be instituting is the Secure Development Policy, which senior officers believe is not required for the Burnie City Council. Our employees are not permitted to undertake coding changes to software which is the substance of this policy, as this presents an avenue for cyber vulnerability if not properly undertaken.

Additionally, some vendors that we have established relationships with have expressed their concern in being able to meet the restrictive aspects of the policy. It is preferred that Council officers deal with this on the limited occasion it is required, by instituting specific engagement protocols for the work undertaken, and with the need for the organisation to protect the Council against any cyber vulnerability proven to have arisen from deficient coding practices.

Following the adoption of the remaining policies from a governance perspective, an Implementation Plan will be developed that encompasses the work required to embed the ISMS into the Council's governance and operations, in addition to creating any remaining documents which will be process or procedural in nature.

Senior officers have advised the Audit Panel that this work while important, will take about 12 months to implement given that the Council resources are very lean. To this end the Implementation Plan will be submitted to the Audit Panel so that they can monitor progress toward achievement, and report to Council as needed on this.

Health and Safety

There are no health and safety impacts resulting from this report.

Risk

The following table identifies relevant risks and how they may need to be addressed to either eliminate or reduce the risks.

Risk Category	Risk identified	Ways to eliminate or reduce the risk
Financial	Cyber event impacts	Improve Information Security Management System; maintain cyber insurance; rectify hardware and patching deficiencies.
Asset and Infrastructure	Failing hardware has a business continuity risk and impacts former TasCom external customers.	Phase out of service delivery (ex TasCom); Hardware replacement and decommissioning of redundant assets.
Service Delivery	Cyber event impacts	Disaster recovery site establishment and improved Business Continuity Plan.
Technology	Information security	Introduction of an Information Security Management System and a contemporary Active Directory system to underpin this.

Environmental Sustainability

There are no environmental sustainability impacts to be considered in this report.

Consultation

Relevant Council Officers have been consulted in the preparation of this report. The Audit Panel were provided an opportunity to review the policies that form part of this report, at the February meeting.

Conflict Of Interest

No member of Council staff, or other person engaged under a contract, involved in advising on or preparing this report has declared a material or general conflict of interest in relation to the matter of the report.

ATTACHMENTS

1. [Download](#) Draft Network Access Control Policy
2. [Download](#) Draft Third-Party Information Security Policy
3. [Download](#) Policy Rescinded - Bring Your Own Device (BYOD)

COUNCIL RESOLUTION

Resolution number: MO076-23

MOVED: Cr A Keygan

SECONDED: Cr D Pease


“THAT Council:

- 1) ***Adopt the following policies, as part of the Council’s Information Security Management System:***
 - a) ***Network Access Control Policy; and***
 - b) ***Third-Party Information Security Policy; and***
- 2) ***Note that the Workplace Policy titled Bring Your Own Device (BYOD) has been rescinded, resulting in the need for a number of councillors to transition to alternate devices as a means of protecting Council information.”***

For: Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.

Against:

CARRIED UNANIMOUSLY

 BURNIE CITY COUNCIL	COUNCIL POLICY	
	Network Access Policy (draft)	
	Approved By: Council	Document Code: CP-DEPT-UNIT-XXX
	Doc Controller: Executive Manager Corporate Governance	Version: 0.1 draft
	File: 4/14/2	Approved Date: DD Mon 20XX
		Next Review Date: DD Mon 20XX

1 PURPOSE

The purpose of this policy is to establish rules for accessing and using Burnie City Council network infrastructure. This policy is necessary to preserve the integrity, availability and confidentiality of Burnie City Council information, including confidential information and personal information, including sensitive information.

2 OBJECTIVE

The objective of this policy is to ensure there is a consistent understanding of, and framework for, managing access to Council's corporate network.

3 SCOPE

This policy applies to all staff who create, manage, deploy or support network resources within the Burnie City Council.


4 POLICY

Authorised uses are permitted access only to approved Burnie City Council staff and councillors (users) resources and systems.

- The networks and network services, and their access rights, which can be accessed are detailed in the IT Technical Procedure.
- Authorisation procedures are used to ensure users only have access to those services and networks which are appropriate for their role and to their business needs (refer IT Technical Procedure and the Information Management Strategic Framework).
- Management controls and procedures are used to protect access to network connections and network services.

The Burnie City Council staff (and users) who are not involved directly in information security systems management shall not:

- install routers, switches, hubs or similar on the Burnie City Council's network;
- install any network hardware or software without authorisation from the Information Security Manager (or delegate);
- alter any network hardware in any way;
- download, install or run security programs or utilities that reveal weaknesses in the security of a system unless authorised by the General Manager or Director Corporate and Commercial Services; and/or,
- run password cracking programs, packet sniffers, network mapping tools or port scanners.

 BURNIE CITY COUNCIL		COUNCIL POLICY Network Access Policy (draft)	
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Doc Controller:	Executive Manager Corporate Governance	Version:	0.1 draft
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4.1 Management Responsibilities

The Manager Information and Customer Services and the Chief Technology Officer have joint responsibility to ensure procedures and controls exist that maintain and manage:

- authorisation and/or supervision of employees who work with personal or sensitive information;
- position descriptions that determine appropriate levels of access to personal or sensitive information;
- access to and physical and technical safeguards for electronic personal or sensitive information; and,
- identification and classification of devices able to access personal or sensitive Information.

4.2 Enforcement

Burnie City Council staff found in policy violation may be subject to disciplinary action, up to and including termination (refer Performance Management Policy, Code of Conduct, Behaviours Framework).

5 LEGISLATION


Not applicable

6 RELATED DOCUMENTS


Information Management Security Policy
IT Access Control Policy
IT Systems Conditions of Use Policy

7 OTHER REFERENCES

Not applicable

		COUNCIL POLICY
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Policy Endorsement	
Responsibility:	<p>The General Manager has overall accountability for this policy.</p> <p>It is the responsibility of the Director Corporate and Commercial Services to operationalise this policy and to ensure its periodic review.</p> <p>All employees (and users) have responsibility to ensure they adhere to this policy at all times.</p>
Minute Reference:	XXX
Council Meeting Date:	XXX
Strategic Plan Reference:	<p>Strategy 7.1.1</p> <p>Formulate policy that is equitable, inclusive and responsive to current needs, and ensure decision-making is informed and accountable.</p>
Previous Policies Replaced:	This is a new policy.
Date of Commencement:	XXX
Publication of policy:	<p>Members of the public may inspect this policy at the City Offices, or access it on Council's website: www.burnie.tas.gov.au</p>

 BURNIE CITY COUNCIL	COUNCIL POLICY	
	Third-Party Information Security Policy (draft)	
	Approved By: Council	Document Code: CP-DEPT-UNIT-XXX
	Doc Controller: Director Corporate and Commercial Services	Version: 0.1 draft
	File: 4/14/2	Approved Date: DD Mon 20XX
		Next Review Date: DD Mon 20XX

1 PURPOSE

The purpose of this policy is to outline a framework for information security via third-parties to ensure the Council's full compliance with external legislation and regulations. The Policy will serve to inform third-party suppliers of any relevant requirements.

2 OBJECTIVE

- a. The Burnie City Council uses the services of numerous carefully selected third-party organisations to deliver some aspects of the Burnie City Council's operations. To ensure these organisations are aware of and can comply with the information security requirements of the Burnie City Council, this Policy details the security activities which need to accompany the use of outsourced services.
- b. The Burnie City Council aligns itself with ISO27001, which requires formal communication of security-related matters to the Council's supply chain. In selecting suitable third-parties for outsourced services, preference will be given to those who can demonstrate a mature capability towards information security, preferably using ISO27001 certification or similar.


3 SCOPE

All third-party relationships with the Burnie City Council involving information assets are within the scope of this policy.

This includes third parties involved in the storage, transmission and processing of information, even where the information is encrypted or otherwise generally inaccessible to the third-party.

The Burnie City Council has (or may have) third-party agreements with the following categories of organisations, all of whom are covered by this procedure; risks may be assessed for third parties as individual organisations or as categories, depending on the level of risk involved:

- Service providers
- Managed security services
- Customers
- Outsourcing third parties (facilities, operations, IT systems, data collection, call centers, others)
- Consultants and auditors
- Developers and third parties of IT systems and services
- Cleaning, catering and other outsourced support services
- Temporary personnel, placement and other (casual) short-term appointments

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	File: 4/14/2	Version: 0.1 draft Approved Date: DD Mon 20XX Next Review Date: DD Mon 20XX

4 POLICY

The Burnie City Council shall align with an Information Security Management System (ISMS) which protects the confidentiality, integrity and availability of information assets and facilities and systems supporting security. If it is necessary for the Burnie City Council to outsource services to a third-party, they shall meet the requirements of this Policy.

The risk assessment of third-party organisations prior to their formal engagement will include a review of the maturity of information security capabilities. Preference shall be given to those as per 2b above. The risk assessment takes the following into account when considering and conducting third-party agreements:

- The business case for supply chain security
- Information risk within the supply chain, and associated threats
- The nature of the relationship – acquisition or supply of information assets
- Organisational capability of assuring information security, with regard to both the Burnie City Council and the third-party
- System lifecycle processes for the assurance of information security
- ISMS processes and controls in relation to system lifecycle processes and to security of the supply chain
- Essential security practices within the supply chain


The ongoing information security capability of contracted third-party organisations shall be periodically re-assessed by the Burnie City Council to ensure risks have not been introduced.

The Burnie City Council and third parties shall agree on protective markings, classifications and conditions of use of data, systems, networks and facilities that are to be entrusted either in whole or part to the third-party. The third-party shall fully comply with such requirements and shall ensure its personnel understand their responsibilities in this regard.

Third parties shall ensure all dealings with the Burnie City Council remain strictly private and confidential and are not disclosed without the prior written permission of the Burnie City Council.

For third-party organisations to fulfil their obligations under this Policy, they shall be provided (under a formal non-disclosure agreement) with copies of relevant Burnie City Council information security documentation including, but not limited to:

- Asset Management Policy
- Information Security Policy
- IT Systems Conditions of Use Policy
- Network Access Control Policy
- Password Management Policy

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File: 4/14/2	Approved Date: DD Mon 20XX	Next Review Date: DD Mon 20XX

- Information Classification and Handling Procedure
- Physical and Environmental Security Procedure

4.1 Information Security Procedure

Where there is a business need for working with external parties, the Burnie City Council ensures its information security is not reduced; access to organisational assets is not granted until a risk assessment has been completed, appropriate controls identified and implemented.

The third-party supplier agreement includes reporting structures, defines acceptable levels of performance and provides monitoring, inspection and audit rights, with the third-party agreement drawn up in accordance with section 4.3 of this document.

The Chief Technology Officer:

- is responsible for carrying out risk assessments where required by this procedure;
- monitors performance against the service and security criteria contained in the agreement by regular review, ensures that reports required under the agreement are delivered as required and reviews them, and conducts regular progress meetings as required;
- ensures information security incidents experienced by the third-party are reviewed jointly and that relevant information security incidents experienced internally are communicated to the third party so appropriate steps can be taken;
- identifies any problems of any sort (including operational problems, failures, faults and tracing faults, and disruptions), on either side of the relationship, and ensures they are resolved, using the agreed escalation procedure where necessary; and,
- is responsible for reviewing the third-party's internal audit trails and records of security events.


All review meetings must be documented, with actions necessary to resolve issues arising clearly identified.

During quarterly Management Reviews, the Director Corporate and Commercial Services and where needed the wider Executive Management Team shall review all outstanding actions for deficiencies in third-party services to ensure appropriate corrective or preventative action is taken (refer Management Review Policy and Incident Management Procedure). Ultimate responsibility for the information processed by the third-party remains with the Burnie City Council.

4.2 Risk Assessment Procedure

The Burnie City Council carries out a risk assessment (in line with the requirements of the Risk Management Policy) to identify risks related to third-party access.

The risk assessment identifies and documents, for each third-party:

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- The information processing facilities and assets the third-party will access.
- The type of access the third-party will have – physical access and/or system access.
- The value and classification of the information to be accessed.
- Access controls required to secure information the third-party should not it.
- How third-party personnel are to be authenticated.
- How the third-party will process, communicate and store information.
- How the Burnie City Council's Information Security Incident Management Procedure incorporates third-party information security incidents.
- Any legal, regulatory or other contractual issues that should be considered with respect to the external party.
- How the interests of other stakeholders might be affected by any decisions.


Controls are selected in line with the Risk Management Policy and Risk Management Framework and implemented where possible.

The Burnie City Council agrees with the third-party the controls and documentation required in an agreement (drawn up by the Burnie City Council's legal advisers) that the third-party signs. The obligations on the third-party include ensuring that all its personnel are aware of their obligations.

4.3 Contracts

The agreements between the Burnie City Council and external parties (whether suppliers or clients) are created by the Burnie City Council's legal advisers, and include:

- A clear definition and/or description of the product or service to be provided, and a description of information (including its classification) to be made available.
- Requirements for user and administrator education, training and awareness.
- Provisions for personnel transfer.
- Clearly defined reporting process, reporting structure, reporting formats, escalation procedures and the requirement for the third-party to adequately resource the compliance, monitoring and reporting activities.
- Information security incident management and agreement violation management procedures.
- The target level for service and security, unacceptable service and security levels, definition of verifiable performance and security criteria, monitoring and reporting.

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- The right to monitor and audit performance (including of the third-party's processes for change management, vulnerability identification and information security incident management), to revoke activities, and to use external auditors.
- Service continuity requirements.
- Liabilities on both sides, legal responsibilities and how legal responsibilities (including data protection and privacy) are to be met.
- The protection of IPR and copyright.
- Controls over any allowed sub-contractors.
- Conditions for termination / re-negotiation of agreements, including contingency plans.

4.4 Information Transfer Agreements


Additional controls must (subject to an individual risk assessment in relation to each proposed agreement) be considered where the contract is for the transfer of information or software:

- Specific management responsibilities and procedures on each side for notifying transmission, dispatch and receipt and any specific controls associated with each action.
- Procedures to ensure non-repudiation and to ensure traceability.
- The agreed labeling system.
- How information security incidents (loss of or damage to an information asset in transit) will be managed.
- Data protection, copyright, software licensing.
- Any technical standards that are required for recording or reading software or information.
- Any other special controls, such as cryptography.

4.5 Managing changes to third-party services

The Burnie City Council may need to agree changes to third-party contracts and agreements to take account of changes that it makes to, or as a result of:

- the services it currently offers to its clients;
- new applications and systems it has developed or acquired;
- modifications, changes or updates to its own policies and procedures;

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- new or amended controls arising from new risk assessments or information security incidents.

The external party may need to request changes to the contract in order to implement:

- Changes or improvements to their networks or other infrastructure.
- New or improved technologies, new products or new releases of current products.
- New development tools, methodologies and environments.
- New physical locations or physical services.
- New vendors or other suppliers of hardware, software or services.

Any changes that may be required are subject to a new risk assessment (considering the criticality of the business systems involved) and review of the selected controls.

New controls, or changes to existing controls are identified, authorised, agreed with the third party, and made the subject of an agreed variation to the existing contract.

The Chief Technology Officer is responsible for ensuring that the revised controls are implemented and incorporated into the existing review and monitoring arrangements.

5 Responsibilities

The Director Corporate and Commercial Services is responsible for ensuring this policy remains current, aligned with Burnie City Council business activities and security objectives. They are also responsible for ensuring all relationships take information security into account and this policy is communicated and understood.

The Chief Technology Officer is responsible for ensuring the requirements of this Policy, enhanced by specific clauses relating to the provision of goods or services by the third-party, are included with contractual documentation.


The third-party supplier shall make personnel aware of the requirements of this policy and ensure compliance. The Burnie City Council reserves the right to suspend or terminate the services of the third-party supplier in the event of a proven failure to follow the requirements of this Policy full.

6 LEGISLATION

Not applicable

7 RELATED DOCUMENTS

Information Management Security Policy
IT Access Control Policy


 BURNIE CITY COUNCIL	COUNCIL POLICY	Third-Party Information Security Policy (draft)
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IT Systems Conditions of Use Policy

8 OTHER REFERENCES

Not applicable

Policy Endorsement	
Responsibility:	<p>The General Manager has overall accountability for this policy.</p> <p>It is the responsibility of the Director Corporate and Commercial Services to operationalise this policy and to ensure its periodic review.</p> <p>All employees (and users) have responsibility to ensure they adhere to this policy at all times.</p>
Minute Reference:	XXX
Council Meeting Date:	XXX
Strategic Plan Reference:	<p>Strategy 7.1.1</p> <p>Formulate policy that is equitable, inclusive and responsive to current needs, and ensure decision-making is informed and accountable.</p>
Previous Policies Replaced:	This is a new policy.
Date of Commencement:	XXX
Publication of policy:	<p>Members of the public may inspect this policy at the City Offices, or access it on Council's website: www.burnie.tas.gov.au</p>

 BURNIE CITY COUNCIL	WORKPLACE POLICY	
	Bring Your Own Device (BYOD)	
	Approved By: General Manager	Document Number: WP-OGM-HR-025
	Doc Controller: Manager People and Safety	Version: 2.0
	Approved Date: 25 Aug 2017	Next Review Date: 25 Aug 2020
	File: 25/21/3	

1 PURPOSE

To provide a framework of expectations and conditions in order to protect Council's interests and data security, should Council approve the use of personal mobile devices to access the corporate network including email and calendar.

2 OBJECTIVE

To set out the conditions of use where an employee's personal mobile device is used to access the corporate network.

3 SCOPE

This policy applies to employees who have been given permission to access the corporate network with their personal mobile device.

4 DEFINITIONS

App means application and refers to downloadable programs for mobile devices.

BYOD means 'Bring Your Own Device' and refers to the concept of workers 'bringing their own devices to work' and incorporating them for work use.

BYOD Agreement refers to Form FO-OGM-HR-029, which is an appendix to this policy.

Cloud technology means data storage systems hosted offsite by third party companies (excluding Tas Communications).


Corporate Data means all data belonging to Council and includes all emails and calendar entries by an employee under the Council address (e.g. name@burnie.net).

Director or Executive Manager means a member of the Executive Management Team.

General Manager means the General Manager of Burnie City Council.

Jail broken means a device has been altered to remove the service provider (such as Telstra or Optus)

Tas Communications means the controlled entity of Burnie City Council, Tas Communications P/L as the IT service providers to Council.

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5 POLICY

5.1 Approval to connect a personal device to the corporate network

In cases where a valid need exists for an employee to have access to corporate data such as calendar or email on their personal mobile device, and the position does not have a mobile device provided, a recommendation must be provided to the relevant Director or Executive Manager (EMT) who will then seek approval from the General Manager. The recommendation must be based on providing a valid reason for needing access to the corporate network.

The BYOD cannot be used until:


1. Approval is granted by the General Manager
2. The BYOD Agreement is signed
3. Authorisation is provided by Tas Communications

5.2 Conditions of use

In all cases where a BYOD Agreement has been approved, the Director or Executive Manager must ensure that the employee is aware that his or her device will be registered through the mobile device management software managed by Tas Communications.

Employees must also be aware that they have corporate data installed on the device and the following conditions must be agreed to before access is provided:

- a) the device will come under the management of Council. Tas Communications, as the service provider to Council, will manage the device on Council's behalf.
- b) the employee as owner of the device, takes responsibility to ensure that corporate data on the phone is protected at all times. A breach of this responsibility may result in a termination of their BYOD Agreement.
- c) the device must not be jail-broken.
- d) software on the device may be audited from time to time for the purpose of ensuring software does not exist on the device that may create a security risk to Council.
- e) cloud technology must not be used for the storage of corporate data unless authorised by Tas Communications.
- f) the employee as owner of the device, takes responsibility to back up their own personal data stored on the device
- g) the device must be kept updated with relevant patches and app updates.

	WORKPLACE POLICY	
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- h) employees should only download apps that are approved by the device provider (for example, iPhone should only have apps approved by Apple.)
- i) should a device under a BYOD Agreement be lost or misplaced for any length of time (where security may be a risk), then Tas Communications must be notified so that appropriate action can be taken to lock or wipe the device as appropriate. Council and Tas Communications will not be responsible for private information on the device should the device need to be wiped (refer (f) above).
- j) the BYOD Agreement is generally considered an agreement to assist an employee by providing access for improved convenience (such as emails and calendar access). The Agreement will not provide for any payment by Council to the employee in relation to the device costs, unless a special arrangement has been made and where such a payment is warranted.


6 LEGISLATION

N/A

7 RELATED DOCUMENTS

Internet / Data Policy – Being revised
Social Media Policy – in draft
BYOD Agreement FO-OGM-HR-029

Policy Endorsement	
Responsibility:	<p>General Manager – overall management of policy</p> <p>It is the responsibility of EMT to ensure this policy is applied when considering whether to recommend a BYOD Agreement.</p> <p>It is the responsibility of employees signed up under a BYOD Agreement to ensure that they understand and adhere to the conditions of use.</p> <p>It is the responsibility of Tas Communications as service provider to ensure that personal devices are not connected to Council's network without a BYOD Agreement in place.</p>
Manex Endorsement:	This policy was tabled for review at Manex on 29 Jan 2014
Previous Policies Replaced:	This is the first policy relating to Bring Your Own Devices.
Publication of Policy:	Staff may access this policy on the Intranet or by requesting a print copy from their supervisor or the People and Safety team. Refer to the <i>Document Management Framework Policy</i> for guidelines on communicating new or revised documents.
Policy Endorsement	

 <p>BURNIE CITY COUNCIL</p>	WORKPLACE POLICY	
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	File: 25/21/3	

Relationship to Core Values:	<p>This document relates to the following core values:</p> <p>Council has made a commitment to build, nurture and celebrate a strong and positive workplace culture that embraces teamwork and shared values. It's all about relationships.</p> <p>Self Valuing your contribution</p> <p>This value describes how we behave toward ourselves and appreciate our position in the organisation</p> <p>Colleagues Working together and playing nice</p> <p>This value describes how we behave toward our colleagues and how we expect our colleagues to behave towards us</p> <p>Council Be a positive ambassador</p> <p>This value describes how we behave towards the organisation and how we expect the organisation to behave toward us.</p> <p>Community Strengthening community alliances</p> <p>This value describes how we behave towards our external customers and the community and how we expect the community and our customers to behave towards us</p>
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CORPORATE AND COMMERCIAL SERVICES**AO061-23 POLICY REVIEW - CUSTOMER SERVICE CHARTER**

FILE NO: 4/14/2
PREVIOUS MIN:

1.0 RECOMMENDATION:

“THAT Council adopt the revised Customer Service Charter, as attached to this report (Attachment 1).”

2.0 EXECUTIVE SUMMARY**Purpose and Background**

The purpose of this report is to seek Council’s endorsement of a revised Customer Service Charter.

Key Issues

- The Customer Service Charter was last reviewed in 2018 and is no longer current, and outside the requirements of the *Local Government Act 1993*.
- The current Customer Service Charter falls short of providing advice to our community on many activity response times, which is critical to Council being able to monitor our conformance with our Charter, and against community expectation.

3.0 SUPPORTING INFORMATION**Strategic Alignment**

This report aligns to the Council Plan 2022 – 2025 key enablers of: Our People, Community Consultation, and Agility.

Legal

Section 339F of the *Local Government Act 1993* requires that Council is to have a Customer Service Charter and that it is to be reviewed every two years. Specifically the Act states:

- (1) A council must adopt a customer service charter on or before 1 January 2006.
- (2) The customer service charter is to –
 - (a) Specify the principles relating to services provided by the Council; and
 - (b) Specify a procedure for dealing with complaints relating to services provided by the council; and
 - (c) Include any prescribed matter.

- (3) *The general manager is to make the customer service charter available –*
 - (a) *For public inspection at the public office during ordinary office hours; and*
 - (b) *On the council's internet site free of charge; and*
 - (c) *For purchase at a reasonable charge.*
- (4) *A council is to review its customer service within 12 months after a council election.*
- (5) *The general manager is to provide the council with a report at least once a year of the number and nature of complaints received.*

The Act is supported by section 31 of the *Local Government (General) Regulations 2015* which states:

31. Customer service charter

For the purposes of section 339F of the Act, a customer service charter adopted under that section is to include the following matters:

- (a) *The manner in which a complaint referred to in section 339E of the Act may be made;*
- (b) *The manner in which a response to a complaint is made;*
- (c) *Opportunities for a review of a response by the general manager;*
- (d) *Other actions that may be taken if a complainant is dissatisfied by the response;*
- (e) *Reporting of the complaints received.*

Finance

There will be costs associated with implementing a higher level Customer Service Charter as there will need to be training provided to those employee who's core duties are external customer service related.

There is also a need to ensure that all employees are aware of the new expectations with regard to customer service which will require a 'roadshow' of all staff in order to explain the new Charter and how it will be operationalised.

The costs, including staff time are expected to be around \$3,000 in 2022-23 financial year. The current budget provision is considered sufficient to cater for this financial impact.

Relation to Council Policy

This policy was last reviewed, and subsequently adopted by the Council on 30 January 2018. It must be updated in order to meet the requirements of the Act which requires the charter to be reviewed every two years.

Discussion

The main elements of the Policy that have been significantly updated refer to:

- Introducing formal acknowledgement of income requests and enquires.
- The need to impose service response times, for council wide service levels and then for legislative or statutory activities where timeframes vary. The current Charter does not do this for many Council services which is problematic in setting realistic customer expectations, and puts additional pressure and stress on an already lean staffing compliment;
- Enabling the use of voicemail as an appropriate means of receiving calls in adherence to the Customer Service Charter;
- Providing a mechanism for the community to source councillor contact details, and provide an alternate means of communication via the Council if preferred;

Health and Safety

There are no health and safety impacts resulting from this report.

Risk

The most significant risk associated with this report is non-conformance to the requirements of the Act, which will be rectified through the adoption of the revised Customer Service Charter.

Environmental Sustainability

There are no environmental sustainability impacts to be considered in this report.

Consultation

Relevant Council officers have been consulted in the preparation of this report.

Conflict Of Interest

No member of Council staff, or other person engaged under a contract, involved in advising on or preparing this report has declared a material or general conflict of interest in relation to the matter of the report.

4.0 DETAIL

The draft Customer Service Charter that has been revised and updated is **attached**.

As the draft is a significant departure from the current Customer Service Charter, the existing document is attached also for the information of Council.

ATTACHMENTS

- 1 [↓](#). Revised Draft Customer Service Charter
- 2 [↓](#). Existing Customer Service Charter

COUNCIL RESOLUTION

Resolution number: MO077-23

MOVED: *Cr A Keygan*

SECONDED: *Cr G Simpson*

“THAT Council adopt the revised Customer Service Charter, as attached to this report (Attachment 1).”

For: Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.

Against:

CARRIED UNANIMOUSLY

 BURNIE CITY COUNCIL		COUNCIL POLICY Customer Service Charter (draft)	
Approved By:	Council	Document Code:	CP-CBS-SG-022
Doc Controller:	Director Corporate and Commercial Services	Version:	XXX
File:	4/14/2	Approved Date:	XXX
		Next Review Date:	+ 2 years

1 PURPOSE

For the Burnie City Council to formally document it's Customer Service Charter.

2 OBJECTIVE

To facilitate a consistent standard of customer service across the Council and to set expectations with our community around response times for matters raised.

3 SCOPE

This policy covers all services provided by Council to all of its customers including those at the Council Office, Works Unit, Burnie Arts and Function Centre, Multi-Storey Car Park and Waste Management Centre.

Every one of our employees, volunteers and contractors working on behalf of the Burnie City Council have a responsibility to uphold our customer service standards and response times.

4 POLICY

Your feedback is important to us

This Customer Service Charter sets out the Council's service standard and explains what you as our customer can do if we have not delivered a service to that standard. Our Charter has been developed to further build and enhance relationships and partnerships with our community and customers and to enable a system for continuous improvement to our levels of customer service.

We welcome and value any feedback on our services and facilities.

What you can expect from us

At all times we will:

- Be respectful and courteous
- Handle your enquiry promptly in accordance with our response times
- Respect your privacy
- Consult with and listen to you, without making commitments we cannot keep
- Maintain the Council's facilities in a safe and proper manner to ensure your convenience and comfort
- Provide a high standard of presentation and performance
- Greet you in a friendly way and identify ourselves
- Be helpful and sensitive to your needs
- Communicate clearly and in plain English
- Work with you to solve problems

COUNCIL POLICY	
Customer Service Charter (draft)	
Approved By: Council	Document Code: CP-CBS-SG-022
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File: 4/14/2	Approved Date: XXX
	Next Review Date: + 2 years

What we need from you

- Treat our employees courteously and with respect
- Respect the rights and privacy of other people in the community
- Provide accurate and complete information in your dealings with us
- Work with us to resolve issues when things go wrong
- Report any damage to Council owned infrastructure on 03 6430 5700 or using the Snap Send Solve App
- Advise us when your contact details change
- Provide us with feedback on our services
- Be open to advice and information given
- Take part in Council's Customer Survey bi-annually so that we know about your expectations

Our response to abusive or intimidating customers

In any interaction with members of the community where personal abuse or vulgar language is used, or the customer exhibits intimidating behaviour, the communication may be terminated immediately by the Council officer. These incidents will be recorded and reported. Additionally if an employee at any time feels threatened by the language or behaviour of the customer, they may notify the Police.

There may be occasions when the issue(s) a person has cannot be dealt with to their satisfaction and they are relentless in their pursuit of an alternate outcome. In these cases, Council may decide to limit or cease responses to the person on the issue(s). A decision of this nature will be communicated in writing to the person.

Response times

- Council wide customer service levels -

Council strives to deliver Council wide customer service in a consistent manner across our organisation. Burnie City Council has however a lean staffing compliment and therefore despite our best efforts we acknowledge that sometimes our service levels may be outside of what we would like, such as for example during peak periods.

Where appropriate, Council will have voice mail in place across our Council services in order to accept your call and enable a return call to be provided to you.

Council-Wide Customer Service	Standard
Answer you telephone call (personally or by voice mail)	7 Rings
Return you call	3 working days

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 Customer Service Charter (draft)	
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Acknowledge your letter or email	2 working days
Answer your letter or email If we cannot give you a complete answer in this time we will advise you of the reason why and keep you informed	10 working days
If you come in to see one of our specialist staff we will book you an appointment to ensure that you see the right person at the right time and receive the technical and professional advice and response appropriate to your enquiry.	3 working days
Respond to complaints	Always
Notify as soon as practical if there is a delay on our service commitment to you	Always
Provide after-hours service for emergencies	Always
Respond to applications (compliance, parking and reserves)	15 working days
Leave a card with contact details if we call at your residence and you are not at home	Always
Endeavour to refer you to an appropriate service provider if Council cannot provide the service you require	Always
A counter service queuing time	< 10 minutes
Confidentiality of your personal information	Always
Reasons for our decisions whether they are agreeable to you or not	Always
To be seen on time if you have an appointment	Always
Requests for service will be logged into our Customer Request Management System	Response times will vary depending upon a number of variables
Stormwater and Drainage	
Respond to drainage / seepage problems	10 working days
Rates and Finance	
Accounts Payable or Accounts Receivable Enquiry	3 working days
General Rates Enquiries	3 working days
Complex Rates Enquiries	10 working days
People and Safety	
Acknowledgment of job applications	48 hours after receipt
Job application outcomes	10 days after finalisation
Roads and Infrastructure	
Inspect, assess and respond to requests about potholes, edge breaks and cracks	10 working days
Inspect identified damaged street furniture	10 working days

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Waste	
Provide a new waste service	10 working days

- **Statutory activities customer service levels –**

There are many activities that are undertaken by the Council that have their own response times that are outlined in legislation or policy. This means the Council needs to ensure that we keep to these timelines when dealing with these matters.

Animal Control	
Respond to emergency dog attacks/animal control	24 hours a day
Respond to routine dog complaints such as lost or nuisance dogs	3 working days
Building / Plumbing / Planning	
Respond to requests for general building / plumbing / planning information	5 working days
Complete formal Building Information Requests	10 working days
Environmental Health	
Acknowledge food complaint and start investigation	3 working days
Acknowledge urgent nuisance and start investigation	3 working days
Fire Hazards	
Respond to fire hazard notifications	5 working days
Issue Legal Certificates	
Issue 132 Certificate	10 working days
Issue 337 Certificate	15 working days

- **Emergencies –**

The Council defines an emergency situation as an incident that threatens life or property or one that may cause significant environmental harm.


How to contact us

In person: Council Offices, 80 Wilson Street, Burnie – Monday to Friday from 8.30am to 5.00pm (except public holidays)

In writing: PO Box 973, Burnie TAS 7320

By phone: 03 6430 5700 – Monday to Friday from 8.30am to 5.00pm (except public holidays)

By email: burnie@burnie.tas.gov.au

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Online: We have a range of services available online or visit the 'Contact Us' page at www.burnie.tas.gov.au

Snap Send Solve

Snap Send Solve is a free App for your iPhone or android device that lets you report issues and provide feedback to the Council in less than 30 seconds. You can easily capture and report on common issues such as litter, graffiti, damage, parking related matters such as signage, but not those related to infringements, street cleaning and noise.

If we visit you

If we call at your residence we will always be recognisable as a Council officer and if you are not home we will either leave a 'visit card' with our contact details or a business card for you to call us back.

Contacting councillors

Individual contact details for the Burnie City Council councillors are found on the Council's website at burnie.tas.gov.au or by calling the Council's Customer Service Centre on 03 6430 5700.

How did you find our service?

We place great emphasis on the prompt and efficient handling of all enquiries and requests. Our aim at all times is to provide a quality service. If we've let you down we've let ourselves down and we would like to work with you to improve our service. Please call our Customer Service Centre on 03 6430 5700 to discuss your concerns.

We would also like to hear from you with any positive feedback on our service.

Complaints


What is a complaint?

A complaint is an expression of dissatisfaction with a decision (outside of a structured process), level or quality of service, or behaviour of an employee or agent, which can be investigated and acted upon and has been specifically referred to Council for action.

A structured process is where legislation (Acts, Regulations, Rules or By-laws) specifically make provision for an appeal, internal or external review of a decision.

What is not a complaint?

The following are not considered a complaint:

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- A request for service (unless there was no response to the first request for a service).
- A request for information or an explanation of a policy or procedure.
- Disagreement with a policy or decision of the Council.
- An appeal or request for internal or external review of a decision for which a structured process applies, other than that made as the result of a complaint.
- An expression concerning the general direction and performance of Council or its councillors.
- An anonymous complaint, except where the matter is considered very serious and where there is sufficient information in the complaint to enable an investigation to be undertaken.
- An expression of dissatisfaction with the behaviour of a councillor.
- Reports of damaged or faulty infrastructure.
- Reports about neighbours, noise, dogs, nuisances, unauthorised building work or similar issues that fall into the regulatory aspect of our service.
- An issue that falls outside of the Council's jurisdiction or for which it has no power to act.

Many of the issues above are called 'complaints' when a customer contacts us because a customer is unhappy about the situation and wants something done. The actions we take to resolve many 'complaints' are just an everyday part of organisational life for us, due to the nature of the range of services we provide. Therefore these operational issues are dealt with separately from the formal complaints management process.

How to make a complaint


If we've let you down, we've let ourselves down and we would like to work with you to improve our service. The Council's Customer Service Centre is your first point of contact for all enquiries and complaints.

The information we will require from you in order to deal with a complaint is:

- a) your name and contact details
- b) date, times and location of events
- c) what happened
- d) to whom the customer has spoken (names, position in the Council and dates)
- e) copies or references to letters or documents relevant to the complaint
- f) state what the customer hopes to achieve as an outcome to the complaint

What if I am not happy with the resolution of my complaint?

Investigation of complaints are the responsibility of Departmental Directors who will inform the customer in writing of their findings upon completion of an investigation. Experience has shown that the majority of complaints will be satisfactorily resolved. However, a person who

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is not satisfied with the outcome may request a review of the complaint by the General Manager. A request for a review of this nature is to be in writing.

There is also the Ombudsman who may review actions and decisions taken by the Council. The Ombudsman is responsible to Parliament for investigating complaints made about administrative actions (or inactions) of Tasmanian Government Departments, most Statutory Authorities and Local Government. The Ombudsman is located at (Ground Floor) 99 Bathurst Street, Hobart and can be contacted on 03 6233 6217.

While a customer is entitled to refer a complaint directly to the Ombudsman at any time, customers are encouraged to allow the Council the opportunity to investigate a complaint first.

Consideration of a Complaint

In considering a complaint the relevant Director or the General Manager will:

- Examine and analyse the information already available and follow up points requiring clarification,
- Look at the Council Policies which might have a bearing on the complaint,
- Consider whether or not the Council is at fault;
- Consider any necessary action to be taken to correct the faults identified; and
- Consider a review of the Council's procedures to avoid recurrence of any similar complaint in the future if necessary.

Vexatious Complaints

All complaints received by Council will be treated with the utmost seriousness however if a complaint is found to be malicious, frivolous or vexatious no further action will be taken on the complaint. The customer will be informed of this decision in writing.

Anonymous Complaints


While Council will receive anonymous complaints, it will generally only act on them where the matter is considered to be very serious and where there is sufficient information in the complaint to enable an investigation to be undertaken.

Protection of Customer

Council will take all care to ensure that the reporting of complaints will not result in a customer experiencing any form of victimisation or retribution as a result of the complaint.

Personal Information Protection

Council is commitment to the protection of personal information provided by a customer in accordance with the requirements of the *Personal Information Protection Act 2004* and the *Right to Information Act 2009*.

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The *Right to Information Act 2009* allows for a person to obtain certain information that is held by the Council that is not already publicly available.

Reporting

The General Manager is to provide Council with a report at least once a year of the number and nature of complaints received in accordance with section 339F(5) of the *Local Government Act 1993* and does this by including this information in the Council's Annual Report.

Availability

This Customer Service Charter is available:

- for public inspection at the Council Office during normal office hours,
- on the Council's website free of charge, and
- from the Council offices free of charge.

4.1 Review

This Customer Service Charter will be reviewed within 12 months after a council election in accordance with section 339F(4) of the *Local Government Act 1993*.


5 LEGISLATION


Local Government Act 1993
Local Government (General) Regulations 2015
Personal Information Protection Act 2004
Right to Information Act 2009
Public Interest Disclosures Act 2002

6 RELATED DOCUMENTS

CP-CBS-SG-008 Personal Information Protection Policy
CP-CBS-SG-013 Public Interest Disclosure Policy

Policy Endorsement	
Responsibility:	It is the responsibility of the General Manager to keep a register of formal complaints received by Council. It is the responsibility of the Director Corporate and Commercial Services to maintain and review this policy. It is the responsibility of the Manager Customer and Information Services to operationalise this policy.
Minute Reference:	Item AO21-18 30 January 2018
Council Meeting Date:	30 January 2018

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Doc Controller: Director Corporate and Commercial Services		Version: XXX	
File: 4/14/2		Approved Date: XXX	
		Next Review Date: + 2 years	
Strategic Plan Reference:	Strategy 7.1.1 Formulate policy that is equitable, inclusive and responsive to current needs, and ensure decision-making is informed and accountable.		
Previous Policies Replaced:	This policy replaces the previous policy CP-CBS-SG-022 version 4.1		
Date of Commencement:	31 January 2018		
Publication of policy:	Members of the public may inspect this policy at the City Offices where copies can be obtained free of charge. Alternatively it can be accessed on Council's website (www.burnie.tas.gov.au)		

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1 PURPOSE

To provide guidance to staff and customers in relation to the standards of service and the process for making compliments, enquiries and requests, and complaints in relation to Council services.

2 OBJECTIVE

To facilitate consistent standards of service delivery across Council and to provide a mechanism whereby compliments and complaints may be received and processed.

3 SCOPE

This policy covers all services provided by Council to all of its customers.

4 POLICY

The mission of the Burnie City Council is making a valuable contribution to our community through excellence in leadership, services programs and facilities.

This Customer Service Charter is in accordance with the requirements of the *Local Government Act 1993* and outlines our commitment to customers in accordance with our mission statement and provides a formalised process for making complaints. It outlines customers' rights, the standards customers can expect when dealing with Council and what a customer can do if dissatisfied with Council decisions or actions.

4.1 Our Commitment to Customer Service


The Council is committed to the provision of timely, efficient, consistent and quality services provided by polite and helpful officers that meet our customer's expectations.

The Council places great emphasis on the efficient handling of complaints. Our aim at all times is to provide a quality service. Council may not be able to provide complete satisfaction but will always be trying for the best possible solution.

To achieve this, customers are encouraged to voice their complaints and from Council's perspective to work toward increasing customer satisfaction and continuously improve our services by responding to customer complaints as efficiently and effectively as possible.

4.2 Who are Our Customers?

A customer is any person or organisation having dealings with or using the services of the Council.

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4.3 Our Service Standards

4.3.1 *What you can expect from Council staff and services:*

- Professional and informative approach
- Courteous, polite and friendly manner
- Efficient execution of tasks
- Commitment to listening and responding to your needs
- Referral of requests to the appropriate person or agency if unable to fulfil your requirements
- All information will be treated with the highest level of confidentiality
- Acknowledgement and respect for customers' time.

4.3.2 *When a customer visits or telephones the Council*

Staff will attend the counter and answer the telephone promptly, courteously and deal with an enquiry directly without unnecessary referrals or transfers. If staff cannot deal with the enquiry they will provide the customer with the name of the person or agency the request or enquiry should be referred to. If that information is not readily available, staff will request the relevant person or agency to contact the customer directly. Telephone calls to the Council will be returned at the first opportunity, however where information is not readily available verbal enquiries will be answered within 10 (ten) working days.


4.3.3 *When a customer writes or emails*

Council will respond to all written requests or enquiries within ten (10) working days. Our response will be either in full, or as an acknowledgement outlining the name of the person handling the matter. Such acknowledgement may be by telephone or in writing as appropriate. All correspondence will be as prompt as possible, courteous and written in plain English.

4.4 Our Expectations Of The Customer

To make our job easier in providing our services Council ask customers:

- for patience and understanding
- to treat staff with respect and in a civil and courteous manner
- to provide information that is clear, concise and complete
- to respect the privacy, safety and needs of other members of the community
- to phone to make an appointment for a complex enquiry or a need to see a specific officer

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- to phone the officer nominated on correspondence sent to the customer, quoting the file reference on the letter.

4.4.1 Abusive Customers

In any interaction with members of the community where personal abuse or vulgar language is used, the communication may be terminated immediately by the officer. If face to face, the officer will walk away. If on a telephone, the officer will terminate the call. If in email, the address may be blocked.

There may be occasions when the issue(s) a person has cannot be dealt with to their satisfaction and it is not possible for Council officers to continue to respond; or correspondence contains personal abuse or vulgar language is used. In these cases, Council may decide to limit or cease responses to the person. A decision of this nature will be communicated in writing to the person.

If a staff member feels threatened by the language or behaviour of the customer, they may notify the Police.

4.5 Compliments

Burnie City Council welcomes compliments about its staff and the services they provide. Compliments assist us to determine whether we are doing something well and also enhance the morale of staff. If you would like to pay a compliment, you may do so by telephone, at the counter or in writing. Council appreciates the time you take to make a compliment.


4.6 Enquiries and Requests

All customer enquiries and requests received by staff at Council are dealt with appropriately. If necessary, customer requests are entered into a Customer Request Management system (CRM). This ensures they are directed to the appropriate officer/s for further actioning. Enquires and Requests can be made by telephone, in person, or in writing.

4.7 Complaints

4.7.1 What is a complaint?

A complaint is an expression of dissatisfaction with a decision (outside of a structured process), level or quality of service, or behaviour of an employee or agent, which can be investigated and acted upon and has been specifically referred to Council for action. From an operational perspective, a complaint is also an

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opportunity for Council to review certain processes to see whether they can be improved.

A structured process is where legislation (Act, Regulation, Rule or By-law) specifically makes provision for an appeal, internal or external review of a decision.

4.7.2 What is not a complaint?

The following are not considered a complaint:

- A request for service (unless there was no response to a first request for service).
- A request for information or an explanation of a policy or procedure.
- Disagreement with a policy or decision of the Council.
- An appeal or request for internal or external review of a decision for which a structured process applies, other than that made as the result of a complaint.
- An expression concerning the general direction and performance of Council or its Aldermen.
- An expression of dissatisfaction with the behaviour of an Alderman.
- Reports of damaged or faulty infrastructure.
- Reports about neighbours, noise, dogs, nuisances, unauthorised building work or similar issues that fall into the regulatory aspect of our service.


Many of the issues above are called 'complaints' when a customer contacts us. They are called complaints because a customer is unhappy about the situation and wants something done. The actions we take to resolve many 'complaints' are an everyday part of organisational life for us, due to the nature of services we provide. These issues will be dealt with separately from the formal complaints management process.

4.7.3 Complaints Management Process

The Director of each Department of the Council is responsible for handling complaints relevant to that Department.

While most problems can usually be resolved at an early stage, there are times when they require detailed investigation. If a complaint is of a very serious nature, it will be referred to the General Manager.

Irrespective of the manner in which the complaint was received, a response to the complaint can be expected within ten (10) working days. If an Alderman has submitted a complaint on a customer's behalf we will also respond to the Alderman within ten (10) working days.

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There are times when it is not possible to meet this deadline, e.g. where a complaint is a complex one and Aldermen are to be briefed on the outcome of the investigations. In these cases we will endeavour to keep the customer informed of progress.

4.7.4 Form of Complaint

A complaint may be lodged orally (by telephone or at the counter) or in writing. Your complaint will be referred to the relevant Director and may be responded to verbally by telephone, or by meeting with the Director to discuss the complaint, or in writing.

If the complaint relates to a complex matter or there is no resolution from discussing the matter with the relevant Director, the complaint will then be referred to the General Manager for consideration. At this stage, all complaints should be put in writing setting out the complaint details as simply as possible. If you are unable to provide a written complaint yourself, assistance with writing your complaint can be provided.

To assist Council in dealing with your complaint a customer should include the following, if relevant:

- a) date, times and location of events
- b) what happened
- c) to whom the customer has spoken (names, position in the Council and dates)
- d) copies or references to letters or documents relevant to the complaint
- e) state what the customer hopes to achieve as an outcome to the complaint.


4.7.5 Internal Review

Experience has shown that the majority of complaints will be satisfactorily resolved by the relevant Director. However, a person who is not satisfied with the outcome may request a review of the complaint by the General Manager. A request for a review of the complaint to the General Manager is to be in writing.

The General Manager will inform the customer of the findings on completion of an investigation.

4.7.6 Consideration of a Complaint

In considering a complaint the relevant Director or the General Manager will:

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- Examine and analyse the information already available and follow up points requiring clarification,
- Look at the Council Policies which might have a bearing on the complaint,
- Consider whether or not the Council is at fault;
- Consider any necessary action to be taken to correct the faults identified; and
- Consider a review of the Council's procedures to avoid recurrence of any similar complaint in the future if necessary.

The relevant Director may enter into informal discussions or mediation on a complaint with a view to resolution. If this process does not resolve the situation it may be referred to the General Manager.

4.7.7 Vexatious Complaints

All complaints received by Council will be treated with the utmost seriousness however if a complaint is found to be malicious, frivolous or vexatious no further action will be taken on the complaint. The customer will be informed of this decision in writing.

4.7.8 Anonymous Complaints

While Council will receive anonymous complaints, it will generally only act on them where the matter is considered to be serious and where there is sufficient information in the complaint to enable an investigation to be undertaken.


4.7.9 Protection of Customer

Council will take all care to ensure that the reporting of complaints will not result in a customer experiencing any form of victimisation or retribution as a result of the complaint.

4.7.10 What if a customer is not satisfied with the resolution of the Complaint?

Council is confident that it can resolve the majority of complaints received. However, we understand that it may not be able to satisfy every customer on every occasion.

Sometimes Councils have to make difficult and complex decisions involving many people and individual customers do not get the outcome they want.

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If a complaint remains unresolved or a customer is dissatisfied with our process in dealing with a complaint other avenues remain for the customer to explore which include:

- available Administrative Appeals Process,
- the Judicial Review Act 2000, and
- external agencies which can review actions and decisions taken by the Council.

These include:

- The Ombudsman who is an officer responsible to Parliament for investigating complaints made about administrative actions (or inactions) of Tasmanian Government Departments, most Statutory Authorities and Local Government. The Ombudsman is located at Ground Floor, 99 Bathurst Street, Hobart, 7000. Ph (03) 6233 6217.
- Local Government Division, Level 8, 15 Murray Street, Hobart (GPO Box 123 HOBART, 7001) Ph. (03) 6233 6758.

While a customer is entitled to refer a complaint directly to these bodies at any time, customers are encouraged to allow the Council to investigate the complaint first.

4.8 How You Can Contact Us


You can contact us to make an enquiry, compliment or a complaint:

- in person by visiting Council's Offices at 80 Wilson Street, Burnie during the hours of 8:30am to 5:00pm Monday to Friday,
- by telephone by phoning 6430 5700 during the hours of 8:30am to 5:00pm Monday to Friday. Council provides an After-Hours Emergency Service on the same number.
- by Email to burnie@burnie.net
- by Internet on the Council website at www.burnie.net/feedback

4.9 Personal Information Protection

Council has a commitment to protection of Personal Information provided by a customer to Council in accordance with the requirements of the *Personal Information Protection Act 2004* and the *Right to Information Act 2009*.

The *Right to Information Act 2009* allows for a person to obtain certain information that is held by the Council that is not already publicly available.

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4.10 Reporting

The General Manager is to provide Council with a report at least once a year of the number and nature of complaints received in accordance with section 339F(5) of the *Local Government Act 1993*.

4.11 Availability

This Customer Service Charter is available:

- for public inspection at the Council Office during normal office hours,
- on the Council's website free of charge, and
- from the Council offices free of charge.

4.12 Review


This Customer Service Charter will be reviewed at least once every two years in accordance with section 339F(4) of the *Local Government Act 1993*.

5 LEGISLATION

Local Government Act 1993
Local Government (General) Regulations 2015
Personal Information Protection Act 2004
Right to Information Act 2009
Public Interest Disclosures Act 2002

6 RELATED DOCUMENTS

CP-CBS-SG-008 Personal Information Protection Policy
CP-CBS-SG-013 Public Interest Disclosure Policy

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Policy Endorsement	
Responsibility:	<p>It is the responsibility of the General Manager to keep a register of formal complaints received by Council.</p> <p>It is the responsibility of the Executive Manager Corporate Finance to maintain and review this policy.</p> <p>It is the responsibility of the Governance Unit to maintain this policy within the Corporate Document Framework.</p>
Minute Reference:	<p>Item AO021-18 – version 4.0</p> <p>V4.1 amended on 15 Jan 2019 to change next review date, due to change to Local Government Act 1993, requiring that Customer Service Charter be reviewed within 12 months of an ordinary election, rather than every two years.</p>
Council Meeting Date:	30 January 2018
Strategic Plan Reference:	<p>Strategy 7.1.1</p> <p>Formulate policy that is equitable, inclusive and responsive to current needs, and ensure decision-making is informed and accountable.</p>
Previous Policies Replaced:	This policy replaces the previous policy CP-CBS-SG-022 version 3.0 dated 19 August 2014, Item AO208-14.
Date of Commencement:	31 January 2018
Publication of policy:	Members of the public may inspect this policy at the City Offices where copies can be obtained free of charge. Alternatively it can be accessed on Council's website (www.burnie.net)

CORPORATE AND COMMERCIAL SERVICES**AO062-23 BUDGET ESTIMATES REVIEW 2022-23 - MARCH 2023 QUARTER****FILE NO: 13/5/19****PREVIOUS MIN:**

1.0 RECOMMENDATION:***“THAT Council, by absolute majority,:***

- 1) Adopt the revised operational budget for the 2022-23 financial year; and***
- 2) Adopt the revised capital works budget for the 2022-23 financial year.”***

2.0 EXECUTIVE SUMMARY**Purpose and Background**

In the 31 January 2023 meeting Council endorsed the changes to the original budget adopted on 28 June 2022. As part of those discussions, senior officers committed to performing an additional budget review at the end of the March quarter, given the inflationary pressures being experienced and the risk to Council’s financial position.

This report seeks the Council’s approval for changes to the revised budget that was adopted on 31 January 2023.

Key Issues***Operating Budget***

The total proposed revised operational budget for the 2022-23 financial is deficit of \$313,325. This is the same as Council’s updated March quarter forecast. Council still has some potential to improve this result (refer to Corporate and Commercial Services Quarterly Report for details), although it is considered more realistic that Council will deliver a deficit budget given the magnitude of the inflationary pressures that have been experienced this financial year.

It is important to note, at year end, the operating surplus / (deficit) is adjusted in accordance with Tasmanian Audit Office requirements to remove items that are one off in nature and to account for the timing differences related to Financial Assistance Grants. The adjusted underlying result is for a small surplus of \$29,000 (refer to Corporate and Commercial Services Quarterly Report for details).

The revised budget reflects a whole of organisation review of revenue and expenditure based on year to date actual data and the expected revenue and expenditure for the remainder of the financial year.

While Council has faced significant inflationary pressures and has managed to mitigate some of the risk reported in the December quarter financial report through temporary savings measures identified by management. With a lean organization however it is now felt that there are little internal savings that continue to be delivered to mitigate the financial risk to the Council.

Costs continue to increase across a number of key areas including operating contracts, fuel, electricity, gas and materials used in service delivery. In addition Council has incurred costs associated with significant weather events and cruise ship visits that were not budgeted. It remains possible that some of the costs associated with the storm damage in October 2022 may be recoverable through disaster recovery funding recently made available.

Capital Budget

The total proposed revised capital budget for the 2022-23 financial year is \$16,216,799. The increase of \$863,843 is due to capital works identified from the adverse flood events experienced this year, and through the timing of study and tender evaluation costs for the Coastal Pathway being brought forward.

3.0 SUPPORTING INFORMATION

Strategic Alignment

This report aligns with a key enabler of the Council Plan 2022-2025, *Financial Sustainability*.

Legal

An absolute majority is required to amend the current Budget Estimates in line with section 82(4) of the *Local Government Act 1993*.

Finance

The financial impacts of this report are specified in the key issues section of this report.

Relation to Council Policy

The Council's Financial Management Strategy 2022-2032 is relative to this matter.

Health and Safety

There are no health and safety impacts resulting from this report.

Risk

The recommended revised budget indicates that at this time the Council will, without intervention, post a deficit at year end, noting that the adjusted underlying deficit is for small surplus balance of \$29,000.

Environmental Sustainability

There are no environmental sustainability impacts to be considered in this report.

Consultation

Relevant Council officers have been consulted in the preparation of this report.

Conflict Of Interest

No member of Council staff, or other person engaged under a contract, involved in advising on or preparing this report has declared a material or general conflict of interest in relation to the matter of the report.

4.0 DETAIL

The recommended revised Budget Estimates are included in the **attached**, in addition to:

- Statement of Comprehensive Income
- Statement of Financial Position
- Statement of Cash Flows
- Revised capital works program

The attachment also addresses the main reasons for the changes in the revised Budget Estimates.

ATTACHMENTS

1 [!\[\]\(4f6bf54ae7e4144a72d78316053e412d_img.jpg\)](#) Budget Review 2022-23 - March 2023 quarter

COUNCIL RESOLUTION**Resolution number: MO078-23*****MOVED: Cr G Simpson******SECONDED: Cr A Keygan******“THAT Council, by absolute majority,:***

- 1) Adopt the revised operational budget for the 2022-23 financial year; and***
- 2) Adopt the revised capital works budget for the 2022-23 financial year.”***

For: Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.

Against:

CARRIED UNANIMOUSLY

ATTACHMENT 1

1.0 PROPOSED REVISED FINANCIAL STATEMENTS

Statement of Comprehensive Income

YTD Comprehensive Income Statement							
Note	Revised YTD Budget \$'000	YTD Actual \$'000	YTD Variance to Budget \$'000	December Revised Budget \$'000	March Revised Budget 2023 \$'000	March Annual Forecast 2023 \$'000	March Budget Variation \$'000
Recurrent Income							
Rates and charges	26,229	26,270	41	26,264	26,281	26,281	18
Statutory fees and fines	945	901	(44)	1,201	1,100	1,100	(102)
User fees	2,930	3,025	95	3,833	3,879	3,879	46
Grants	644	727	83	2,428	2,443	2,443	15
Reimbursements	343	355	12	472	505	505	33
Other income	963	1,091	127	1,192	1,414	1,414	222
Investment income	621	621	0	828	892	892	64
Total recurrent income	32,675	32,990	315	36,218	36,514	36,514	296
Recurrent Expenses							
Employee benefits	8,214	8,370	157	11,039	11,324	11,324	285
Materials and services	8,721	9,399	678	11,954	12,296	12,296	342
Impairment of receivables	-	-	-	-	-	-	-
Depreciation and amortisation	6,848	6,873	25	9,251	9,284	9,284	34
Finance costs	80	120	40	160	160	160	-
Other expenses	3,039	2,978	(61)	3,794	3,763	3,763	(32)
Total recurrent expenses	26,902	27,741	839	36,198	36,828	36,828	629
Operating surplus/(deficit)	5,774	5,250	(524)	19	(313)	(313)	(333)
Capital Items							
Capital grants	1,210	828	(382)	1,931	1,931	1,931	-
Contributions - non-monetary assets	-	3,496	3,496	-	3,496	3,496	3,496
Net gain/(loss) on disposal of assets	-	-	-	(345)	(392)	(392)	(47)
	1,210	4,324	3,114	1,585	5,034	5,034	3,449
Results from Continuing Operations	6,984	9,574	2,590	1,605	4,721	4,721	3,116
Other Comprehensive Income							
Net asset revaluation increment/(decrement)	-	-	-	-	-	32,900	-
Total Other Comprehensive Income	-	-	-	-	-	32,900	-
Total Comprehensive Result	6,984	9,574	2,590	1,605	4,721	37,621	3,116
Operating Margin	1.21	1.19		1.00	0.99	0.99	
Consolidated underlying surplus/(deficit) related to performance							
Net result Year To Date	6,984	9,574		1,605	4,721	4,721	
Less: Non operating income							
Capital Grants	(1,210)	(828)		(1,931)	(1,931)	(1,931)	
Contributions	-	(3,496)		-	(3,496)	(3,496)	
Add: Non operating expenditure							
De-recognition of assets							
Capital works completed on assets not owned by Council							
Adjustment to timing of Financial Assistance Grants		2,219		734		734	
Consolidated underlying surplus/(deficit)	5,774	7,469		408	(705)	29	

1. Rate Income

This increase is reflective of additional rated properties added after the preparation of the budget estimates.

2. Statutory Fees & Fines

Decrease due to a reduction in demand for planning and building applications.

3. User Fees

The revised budget has been updated to include improved revenue expectations for use of council services and retention of commercial technology customers for longer than budgeted.

4. Operational Grants

The revised budget has been updated to reflect 75% of the 2022-23 financial year grant being received already in 2021-22 financial year and an anticipated 50% advance payment to be received this year from the 2023-24 financial year.

5. Reimbursements

The revised budget takes account of one insurance claim revenue and contractual reimbursements.

6. Other Income

The revised budget accounts for the improved expected return on our investment portfolio due to rising interest rates and additional funds on hand due to timing of capital works.

7. Employee Benefits

This reflects an uplift in the forecast on account of full vacancy control measures not being achieved on account of Council now having largely achieved a full complement of staff.

8. Materials and Services

The revised budget reflects some additional funds required to offset inflationary pressures in identified areas. There is some residual risks that will, where possible, need to be addressed by saving strategies.

9. Depreciation & Amortisation

The revised budget reflects increases in depreciation expenditure due to the movements in the indexation of assets at year end 30 June 2022 and additional depreciation of assets constructed and completed year to date.

10. Capital Grants

No change in the expected Capital Grant income from the December revised budget. Council is not expecting to reach the milestones for receiving and recognising the grant funding for the Burnie Arts and Function Centre redevelopment or the Coastal Pathways program until 2023-24 and 2024-25 financial years.

Statement of Financial Position

	YTD	December	March	March
	Actual	Revised	Revised	Revised
	2023	Budget	Budget	Forecast
	\$'000	2023	2023	2023
		\$'000	\$'000	\$'000
Assets				
Current assets				
Cash and cash equivalents	24,335	12,854	15,117	15,117
Trade and other receivables	5,730	2,898	3,414	3,414
Inventories	66	154	72	72
Other assets	327	127	535	535
Contract assets	416	137	121	121
Total current assets	30,875	16,170	19,259	19,259
Non-current assets				
Investment in water corporation	64,551	64,551	64,551	64,551
Investments in subsidiaries	-	-	-	-
Investment in joint venture	3,210	3,341	3,341	3,341
Property, infrastructure, plant and equipment	391,925	398,598	401,096	433,996
Total non-current assets	459,685	466,489	468,988	501,888
Total assets	490,561	482,659	488,247	521,147
Liabilities				
Current liabilities				
Trade and other payables	3,140	2,935	3,716	3,716
Trust funds and deposits	133	142	132	132
Interest-bearing loans and borrowings	1,109	1,132	1,010	1,010
Employee provisions	2,129	2,811	2,305	2,305
Contract liabilities	1,566	1,631	4,040	4,040
Total current liabilities	8,076	8,651	11,204	11,204
Non-current liabilities				
Interest-bearing loans and borrowings	7,046	6,465	6,465	6,465
Employee provisions	134	206	125	125
Total non-current liabilities	7,179	6,671	6,590	6,590
Total liabilities	15,255	15,322	17,794	17,793
Net Assets	475,305	467,337	470,453	503,353
Equity				
Accumulated surplus	282,937	282,937	282,937	282,937
Surplus/(deficit)	9,574	1,605	4,721	4,721
Reserves	182,795	182,795	182,795	215,695
Total Equity	475,305	467,337	470,453	503,353
CURRENT RATIO	3.82	1.87	1.72	1.72

The revision of the capital works program and the revaluation of assets during the end of financial year statement production process has led to the above changes in the statement of financial position.

Burnie City Council
Statement of Cash Flows

	Actual 2023 \$'000	December Revised Budget 2023 \$'000	March Revised Budget 2023 \$'000	March Revised Forecast 2023 \$'000
Cash flows from operating activities				
Rates and charges	23,188	26,801	26,303	26,303
Statutory fees and fines	901	1,201	1,100	1,100
User fees	3,114	3,925	3,879	3,879
Grants	1,306	3,020	5,497	5,497
Reimbursements	355	472	505	505
Other income	1,091	1,152	1,414	1,414
Payments to suppliers	(8,880)	(12,232)	(12,129)	(12,129)
Payments to employees	(8,484)	(10,398)	(11,270)	(11,270)
Other payments	(2,979)	(3,794)	(3,763)	(3,763)
Net cash provided by (used in) operating activities	9,613	10,148	11,536	11,536
Cash flows from investing activities				
Payments for property, infrastructure, plant and equip	(4,226)	(17,233)	(16,316)	(16,316)
Dividends and distributions	621	828	892	892
Capital grants	907	2,289	2,304	2,304
Net cash provided by (used in) investing activities	(2,698)	(14,117)	(13,120)	(13,120)
Cash flows from financing activities				
Finance costs	(120)	(160)	(160)	(160)
Trust funds & deposits	7,512	7,512	7,512	7,512
New borrowings	-	-	-	-
Repayment of interest bearing loans and borrowings	(552)	(1,109)	(1,231)	(1,231)
Net cash provided by (used in) financing activities	6,840	6,243	6,121	6,121
Net increase (decrease) in cash and cash equivalents	13,756	2,274	4,537	4,537
Cash and cash equivalents at the beginning of the financial year	10,580	10,580	10,580	10,580
Cash and cash equivalents at the end of the period	24,336	12,854	15,117	15,117

The revised budget cash position as at 30 June 2023 is \$15.117 million.

Capital Works

The revised capital works program budget is presented below at asset class and program level. Material changes in project budgets include:

Flood repairs from weather events earlier in the year, and earlier costings and time for study and tender costs for the Coastal Pathways.

The capital works program has been reviewed in full by the Works and Services Department and it has been confirmed that all capital projects will be delivered. This is important to mitigate the Council's capitalisation risk.

	Original Budget	YTD Actual	December Revised Budget Review	March Revised Budget Review	Revised Budget Variation
Buildings	5,308,617	\$ 1,229,178	4,728,609	4,728,609	-
Burnie Arts & Function Centre	4,019,102	\$ 780,253	3,519,102	3,519,102	-
City Office	122,137	\$ 10,198	134,051	134,051	-
Depot	19,058	\$ 45	19,058	19,058	-
Multi Storey Car Park	94,624	\$ 16,435	56,583	56,583	-
Other Buildings	395,057	\$ 185,419	406,227	406,227	-
Public Amenities Buildings	24,810	\$ 236	24,810	24,810	-
Sporting Grounds and Facilities	539,388	\$ 229,124	554,337	554,337	-
Wivenhoe Showground (South)	94,441	\$ 7,468	14,441	14,441	-
Parks and Reserves	8,602,802	\$ 739,692	2,381,336	2,545,179	163,843
Parks and Reserves	8,377,546	\$ 582,183	2,109,813	2,273,656	163,843
Bridges	86,600	\$ 132,867	132,867	132,867	-
Cemeteries	4,000	\$ 1,236	4,000	4,000	-
Sporting Grounds and Facilities	134,656	\$ 23,405	134,656	134,656	-
Stormwater	289,315	\$ 68,841	289,315	289,315	-
Annual Program	250,604	\$ 66,434	250,604	250,604	-
Stormwater Renewal	22,710	\$ 2,084	22,710	22,710	-
Stormwater Upgrade	16,000	\$ 323	16,000	16,000	-
Transport	5,712,356	\$ 1,535,339	5,712,511	6,412,511	700,000
Bridges	144,919	\$ 10,506	144,919	144,919	-
Rural - Major Patching and Resealing	354,840	\$ 3,611	354,840	354,840	-
Rural - Resealing	473,004	\$ 80,966	473,004	473,004	-
Rural - Road Upgrade	1,001,525	\$ 894,684	976,157	976,157	-
Urban - Car Parking	19,058	\$ 1,586	19,058	19,058	-
Urban - Footpaths Kerb & Channel	99,141	\$ 48,292	99,141	99,141	-
Urban - CBD and Commercial	81,788	\$ 16,760	81,788	81,788	-
Urban - Other Infrastructure	148,873	\$ 107,702	174,395	174,395	-
Urban - Reconstruction and Upgrades	1,209,860	\$ 20,278	1,209,860	1,209,860	-
Urban - Resealing	1,474,658	\$ 11,700	1,474,658	1,474,658	-
Urban - Retaining Walls	704,692	\$ 61,981	704,692	704,692	-
Rural - Flood Repairs	-	\$ 277,273	-	700,000	700,000
Waste	197,290	\$ 40,242	197,290	197,290	-
Garbage & Recycling	101,025	\$ 26,245	101,025	101,025	-
Waste Management Centre	96,264	\$ 13,997	96,264	96,264	-
Plant and Equipment	1,953,359	\$ 728,077	2,043,896	2,043,896	-
Computer Equipment	752,800	\$ 325,918	726,221	726,221	-
Other	65,700	\$ 93,539	102,691	102,691	-
Parking Equipment	59,385	\$ 62,348	62,348	62,348	-
Plant	1,075,474	\$ 232,396	1,152,635	1,152,635	-
Furniture and Fittings	-	\$ 13,876	-	-	-
Works and Depot Overhead	839,000	\$ -	-	-	-
Other	839,000	\$ -	-	-	-
Grand Total	22,902,739	\$ 4,341,369	15,352,956	16,216,799	863,843

GENERAL MANAGER**AO063-23 GENERAL MANAGER'S REPORT - OPEN SESSION**

FILE NO: 4/18/2
PREVIOUS MIN:

1.0 RECOMMENDATION:

“THAT Council note the information provided in the General Manager’s Report.”

EXECUTIVE SUMMARY

The purpose of this report is to advise on the following items:

Mayor’s Communications
General Manager’s Communications
Notification of Council Workshops
Notification of Special Committee Meetings
Correspondence for Noting
Council Meeting Action List

3.0 DETAILS**Mayor’s Communications**

The Mayor advises that the following meetings, events or appointments were attended since the last Council Meeting report:

- LGAT General Meeting
- Court House Announcement – Press Conference
- Ten Days on the Island – I’m with Her
- Liv Eat Bluff 2 Boat Ramp Fun Run and Walk
- Ten Days on the Island – Mapali Sunset Gathering
- Hobart Women’s Housing Working Meeting
- TasRail
- Citizenship Ceremony
- Burnie Strategic Report Communications Session - Community Session
- Radio Interview with ABC – Emu River
- CBD Reference Group Meeting
- Magella Dudley, Parklands High School
- Burnie City Youth Council
- Metro Business Update

- Cruise Ship Welcome – Norwegian Spirit
- Photo Shoot with The Advocate – Easter Egg Hunt
- Business North West Breakfast Session – Burnie Strategic Report
- Radio interview with Kim Napier, ABC Radio
- Media Event – Band Rooms
- Emu Valley Rhododendron Garden Event
- ABC Radio Interview with Leon Crompton (Monday's Mayor)
- Gavin Pearce MP
- Mr and Mrs Worsley
- Parklands High School Assembly
- Burnie Primary School Assembly
- Matty Dunn
- Cruise Ship Welcome – Coral Princess
- Pastor Greg Jones
- Nic Mackay, NAYBA Australia
- End of Season Cruise Ship BBQ and Volunteer celebration
- Combined Churches of Burnie Easter Service
- Foreshore Easter Sunrise Service
- Jim Cavaye and newly appointed PVC Prof Sonya Stanford (UTAS)
- Ian Jones, Business North West
- Morning Tea for Macy at Leading Rein

The Mayor advises that the following meetings, events or appointments were attended on their behalf since the last Council Meeting report:

- 7BU Radio Interview with Leigh Kenworthy, attended by Cr Justin Grave
- 7BU Radio Interview with Leigh Kenworthy, attended by Cr Trent Aitken
- 7BU Radio Interview with Leigh Kenworthy, attended by Cr Steve Kons

General Manager's Communications

The General Manager advises that the following meetings, events or appointments were attended since the last Council Meeting report:

Date	Meeting / Function
17 March	LGAT General Meeting
20 March	Meeting with the Office of the Coordinator General
	Meeting with Burnie Highland Pipe Band
	Burnie Strategic Report Communications Session - Virtual Community Session
21 March	Meeting with Andrew Mansell and Krystelle Jordan (TAC)
	Meeting with TasRail
	Citizenship Ceremony
	Burnie Strategic Report Communications Session - Community Session

Date	Meeting / Function
29 March	Business North West Breakfast Session as Guest Speaker – Burnie Strategic Report Communications Session
	PSC Meeting - BAFC Redevelopment
	Meeting with Scott Campbell
31 March	Media Event – Band Rooms
1 April	New band Rooms Open Day
3 April	Meeting with Graham Ellis, Beachfront Voyager Motor Inn
	Meeting with Burnie Athletic Club
4 April	Meeting with Mr and Mrs Worsley
	Australian Energy Regulator's (AER) assessment of TasNetworks' Combined Proposal, online public forum
5 April	Meeting with Graeme Heald and Scott from Brumby Hill Aboriginal Corporation (BHAC)
	Meeting with Burnie Highland Pipe Band
	End of Cruise Season BBQ
12 April	Business North West Breakfast Session with Guest Speaker Chris Clarke (December)
	Meeting with Jim Cavaye and newly appointed PVC Prof Sonya Stanford (UTAS)
14 April	BCC / UTAS Fortnightly Catch Up

Notification of Council Workshops

The General Manager advises that the following Workshops were held since the last Council Meeting report:

Workshop	4 April 2023
Councillors in attendance	Mayor Brumby, Deputy Mayor Simpson, Cr Aitken, Cr Dorsey, Cr Grave, Cr Keygan, Cr Kons, Cr Lynch, Cr Pease
Apologies	
Items Discussed	Out of Session Workshop Briefing Papers
	Financial Management Strategy
	Mayor and General Manager's Update

Notification of Committee Meetings

The General Manager advises that the following Committee Meetings were held since the last Council Meeting report:

19 March	Upper Natone Reserve Special Committee Meeting
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22 March	CBD Reference Group Meeting
23 March	Youth Council
23 March	Public Events Working Group
4 April	View Road Reserve Working Group Meeting
13 April	Public Events Working Group

Correspondence for Noting

No correspondence for noting

Council Meeting Action List

The action lists from Council Meetings in Open Session are attached at the end of this report.

ATTACHMENTS

- 1. [Open Session - All Actions 28 March 2023](#)
- 2. [Open Session - Outstanding Actions up to February 2023](#)

COUNCIL RESOLUTION

Resolution number: MO079-23

MOVED: Cr K Dorsey

SECONDED: Cr C Lynch

“THAT Council note the information provided in the General Manager’s Report.”

For: Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.

Against:

CARRIED UNANIMOUSLY

Council Meeting Action Report				
All Actions for Open Session of 28 March 2023				
Key: RES = Action arising from Resolution; ACT = Action required in addition; QON = Question on Notice; NOTE = Progress Note				
Date From: 28/03/2023 Date To: 28/03/2023 Printed: Thursday, 13 April 2023 2:18pm				
Item Number	Report Title	Action	Department	Completed
AO042-23	PUBLIC QUESTION TIME	30 Mar 2023 QON: Provide a response to Ms Agar's two public questions (not present) concerning Emu River oil spills, per Item AO042-23. 12 Apr 2023 Completed - Response sent (DOC ID 23/8859)	Office of the General Manager	12/04/2023
Council 28/03/2023				
AO044-23	PUBLIC LAND REGISTER - REVIEW	30 Mar 2023 RES: Finalise the Public Land Register in the corporate document framework and make available to the public, per Council resolution AO044-23. 06 Apr 2023 Completed - Register and maps updated with endorsement details and published.	Office of the General Manager	6/04/2023
Council 28/03/2023				
AO046-23	AWARD OF CONTRACT 2694 BURNIE ARTS AND FUNCTION CENTRE REDEVELOPMENT BURNIE CULTURAL PRECINCT	30 Mar 2023 RES: Award contract 2694 Stage 1 BAFC Redevelopment to Vos Construction and Joinery Pty Ltd, as per Council Resolution AO046-23.	Works and Services	
Council 28/03/2023				
AO049-23	GENERAL MANAGER'S REPORT - OPEN SESSION	30 Mar 2023 RES: Submit Mayor's nomination for LGAT 2023 General Management Committee, per Council resolution AO049-23. 12 Apr 2023 Completed - Nomination submitted 6/4/23 (DOC ID 23/8677)	Office of the General Manager	12/04/2023
Council 28/03/2023				
AO050-23	POLICY REVIEW - COUNCILLORS' EXPENSES AND ALLOWANCES	30 Mar 2023 RES: Finalise the Councillors' Expenses and Allowances Policy in the corporate document framework and make available to the public, per Council resolution AO050-23. 30 Mar 2023 Completed - Policy finalised and published.	Office of the General Manager	30/03/2023
Council 28/03/2023				
AO051-23	BURNIE CITY COUNCIL AUDIT PANEL - UNCONFIRMED MINUTES OF MEETING HELD ON 8 FEBRUARY 2023	30 Mar 2023 ACT: Send Mayor's letter of acknowledgement to Audit Panel Chairperson's letter, as tabled in Council resolution AO051-23. 13 Apr 2023 Completed - Acknowledgement letter sent 05/04/2023 (refer to 23/8619)	Corporate and Commercial Services	13/04/2023
Council 28/03/2023				

Council Meeting Action Report				
Outstanding Actions for Open Sessions up to Feb 2023				
Key:		RES = Action arising from Resolution; ACT = Action required in addition; QON = Question on Notice; NOTE = Progress Note		
		Date From: 1/01/1900 Date To: 28/02/2023 Printed: Thursday, 13 April 2023 3:51pm		
Item Number	Report Title	Action	Department	Completed
AO265-20	MOTION ON NOTICE - DUAL NAMING POLICY	18 Nov 2020 RES: Undertake community consultation (both Aboriginal and non-Aboriginal), and progress to develop a dual naming policy for Burnie, in accordance with the report and resolution of Council AO265-20. 14 Apr 2021 NOTE: Written to TAC seeking to engage in discussion as a starting point, 21/26471. 11 Oct 2021 NOTE: 7/8 - follow up email sent, no response to date. 10 May 2022 NOTE: Several attempts to engage have not provided a successful outcome. An alternative contact is being sourced through UTAS. 15 Mar 2023 NOTE: Meeting scheduled with TAC for Tuesday, 21 March 2023 12 Apr 2023 NOTE: Meeting took place 21/3. Agreement TAC will provide details of the geographical feature in Burnie municipality it would like to have dual named – mainly rivers and mountains. Also discussed TAC Language Program and Burning Country – Pakana Rangers.	Office of the General Manager	
Council 17/11/2020				
AO186-21	MOTION ON NOTICE - CBD PLANTING OF RHODODENDRONS	28 Oct 2021 RES: Review the cost considerations between constantly changing flowers in CBD or replacing them with midsize Rhododendrons, as per the resolution of Council AO186-21. 14 Jan 2022 NOTE: Being considered as part of Cities Gateway project and CBD greening paper	Works and Services	
Council 26/10/2021				
AO042-22	LAND DISPOSAL - PROPOSAL TO DISPOSE OF PUBLIC LAND TO SUPPORTED AFFORDABLE ACCOMMODATION TRUST LOT 2, 1 MUSSEN CLOSE, SHOREWELL PARK BEING PART OF CT VOLUME 159534, FOLIO 1	23 Mar 2022 RES: Progress the potential disposal of land at Lot 2, 1 Mussen Close, to the Supported Affordable Accommodation Trust, in accordance with the authorisation of Council to dispose as public land, resolution AO042-22. 29 Jul 2022 NOTE: General Manager working with PDA and MMT on plan of subdivision and contract of sale	Office of the General Manager	
Council 22/03/2022				
Item Number	Report Title	Action	Department	Completed
AO101-22	MOTION ON NOTICE - RELOCATION OF BURNIE FARMER'S MARKET	05 Jul 2022 RES: Open negotiations with organiser and stallholders of BFM, on a suggested relocation of the market into the city, per Council resolution AO101-22 09 Sep 2022 NOTE: Meeting sought with organisers 07 Oct 2022 NOTE: Meeting organised for 11/10/2022 15 Mar 2023 NOTE: Re-contacted 10/3/2023. Additional information to be provided to Council	Office of the General Manager	
Council 28/06/2022				

Council Meeting Action Report				
Outstanding Actions for Open Sessions up to Feb 2023				
Key:		RES = Action arising from Resolution; ACT = Action required in addition; QON = Question on Notice; NOTE = Progress Note		
		Date From: 1/01/1900 Date To: 28/02/2023 Printed: Thursday, 13 April 2023 3:51pm		
Item Number	Report Title	Action	Department	Completed
AO106-22	BY-LAW - INTENTION TO MAKE A NEW BY-LAW - DRAFT PUBLIC PLACES BY-LAW	05 Jul 2022 RES: Request the preparation of a Regulatory Impact Statement for the draft Public Places By-law and then progress the required Director's certification and public consultation process, before returning a report to Council, per AO106-22. 06 Jul 2022 NOTE: Preparation of RIS requested from legal practitioner on 6.7.22, doc 22/19343. 17 Nov 2022 NOTE: RIS received and being reviewed. 11 Jan 2023 NOTE: RIS finalised and sent to Director Local Government on 10.1.22 with draft by-law, seeking certification, prior to final stage of community consultation. 13 Apr 2023 NOTE: Public consultation information prepared, awaiting Certificate from Director Local Government.	Office of the General Manager	
Council 28/06/2022				
AO149-22	MOTION ON NOTICE - REMOVAL OF GRAFFITI	24 Aug 2022 RES: Negotiate a trial period of service level agreements with organisations and bring proposal forward to the 2022/23 planning and budget process, as per Council Resolution AO149-22	Office of the General Manager	
Council 23/08/2022				
AO005-23	QUESTION ON NOTICE - FINANCIAL POSITION, REEVE STREET TOILETS, VANDALISM AND GRAFFITI	08 Feb 2023 QON: Provide a response to Councillors on Cr Aitken's QON relating to Reeve Street toilets, which was taken on notice, per Council Resolution AO005-23. 16 Feb 2023 NOTE: Underway - GM in discussion with Director Works and Services	Office of the General Manager	
Council 31/01/2023				
AO007-23	MOTION ON NOTICE - RECOGNITION OF CORPORAL CAMERON BAIRD DRIVE	02 Feb 2023 RES: In consultation with the Baird family, write to the Nomenclature Board to request naming of internal drive at Burnie Park to be named in recognition of Cpl Baird VC MG, per Council Resolution AO007-23. 16 Feb 2023 NOTE: Correspondence sent to the Baird Family - DOC ID 23/3310 12 Apr 2023 NOTE: Confirmation received from Baird Family and correspondence sent to the Nomenclature Office (DOC ID 23/8858)	Office of the General Manager	
Council 31/01/2023				

GENERAL MANAGER**AO064-23 GENERAL MANAGER'S QUARTERLY INFORMATION REPORT FOR
WORKS AND SERVICES - MARCH 2023**

FILE NO: 4/18/2

PREVIOUS MIN:

1.0 RECOMMENDATION:

“THAT the General Manager’s Quarterly Information Report for Works and Services for the March 2023 quarter be noted.”

2.0 SUMMARY

The report includes the following items:

- 3.0 Capital Works
 - 3.1 Projects by Contractor
 - 3.1.1 Tenders, Request for Quotations, Briefs and Expressions of Interest
 - 3.1.2 Contract Extensions
 - 3.1.3 Project Updates
 - 3.2 Projects by Works Unit
 - 3.2.1 Civil Construction and Stormwater
 - 3.2.2 Buildings
 - 3.2.3 Parks, Reserves, Sporting Grounds and Cemeteries
 - 3.2.4 Waste Management
- 4.0 Operations and Maintenance
 - 4.1 Civil Construction and Stormwater
 - 4.2 Buildings
 - 4.3 Parks, Reserves, Sporting Grounds and Cemeteries
 - 4.4 Waste Management
- 5.0 Vandalism and Reported Incidents
- 6.0 Burnie Emergency Management Committees – Activity Reports

3 CAPITAL WORKS**3.1 Projects by Contractor****3.1.1 Tenders, Request for Quotations, Briefs and Expressions of Interest**

The information is provided in the table below:

Procurement Method	Contract/Project Number	Contract/Project	Date Advertised/Published	Closing Date	Status e.g. Advertised Tenderlink Under Review Awarded Deferred	Successful Contractor
LGAT Vendor Panel	2698	Road Maintenance Vehicle	24/02/2023	4/3/2023	Awarded	Webster Trucks
Tender	2695	River Road Paver Reconstruction	4/2/2023	23/2/2023	Awarded	Hardings Hotmix
Tender	2696	Retaining Wall Hodgman Street	4/2/2023	23/02/2023	Under Review	TBA
Tender	2694	Burnie Cultural Precinct BAFC Redevelopment (Preferred Builder Status)	26/11/2022	20/12/2022	Awarded	Vos Construction and Joinery
Quotation	212	Upper Burnie Sports Centre Lighting (Hall 1)	20/12/2022	3/02/2023	Awarded	Contact Electrical
Brief	211	Consultant Services City Centre Urban Plan	26/11/2022	19/12/2022	Awarded	GHD Pty Ltd
Brief	210	Consultant Services Burnie Gateway Project	26/11/2022	19/12/2022	Awarded	GHD Pty Ltd
Brief	209 Rev	Consultant Services Mount Street/Three Mile Line Road Intersection Upgrade	10/02/2023	24/02/2023	Awarded	Burbury Engineering

3.1.2 Contract Extensions

Contract/Project Number	Contract/Project	Extension	Expiry	Contractor
2507B	Operation of Waste Transfer & Resource Recovery Facility	2 months	30/6/2023	Cleanaway

3.1.3 Project Updates**a) Coastal Pathway**

The development application for the Coastal Pathway was lodged with both Wynyard-Waratah Council and Burnie City Council in mid-December 2022. A project schedule has been developed that has work commencing in September 2023 with completion due late September 2024.

A budget reforecast was completed in late January 2023 and the Minister agreed to redistribution of grant deed funds in March 2023. The overall grant deed budget remains unchanged at \$13.86 Million with BCC and WCC contributing \$1.86 Million between them. The grant deed will now be \$6 Million for coastal erosion work and \$7.86 Million for pathway construction. The application is now with the Crown for consideration.

b) Burnie Gateway Project

The Gateway Project is underway. GHD have been awarded the contract and to date have engaged artists and will soon commence community consultation.

c) City Centre Urban Plan

City Centre Urban Plan project is underway. GHD have been awarded the contract and to date similar to the Gateway Project have engaged artists and will soon commence community consultation. Both the Gateway Project and Urban design project are currently operating in parallel, this enables council to obtain a cost reduction of \$15,000 community consultation (as an example) is combined for both projects.

d) Upper Burnie Sports Centre (redesign)

DWT Architects presented three conceptual drawings to council in February, they have since been given instruction to develop two of the three concepts further and identify indicative construction costs.

e) Mount Street/Three Mile Line Road Intersection Upgrade

Council recently appointed Burbury Consulting to undertake design and documentation of a new roundabout at the intersection, following a Traffic Engineering report which included stakeholder and public consultation.

It is anticipated to start construction at the end of September 2023.

f) South Burnie Beach Boat Ramps Redevelopment

Council staff are progressing the design and submitted a Land Use Permit application prior to Easter. The focus of works include additional and improved boat trailer parking and access road, and at the northern boat ramp, a new stepped concrete pier and an upgrade of the existing timber jetty.

The project timeline has been updated to call tenders for construction during May 2023 for a works start in June 2023, anticipating completion by end of August 2023, subject to the approvals process and weather.

g) Quotation – Upper Burnie Sports Centre – Hall 1 and 2 Works

The flooring works in Hall 1, installation of new backboards in Hall 2 and the works to increase the water capacity in the change room area have all been completed.

The upgraded lighting in Hall 1 and will be completed by the end of June 2023.

h) Contract 2691 – Bitumen Surfacing Services 2022-2023

Works have commenced. Contractor has completed the following roads:

- Minna Road
- Mooreville Road
- Mills Road
- Hambledon Avenue
- Hillfarm Drive

i) Upper Stowport Road Widening

The Upper Stowport Road upgrade is substantially complete. Sealing work was completed in February 2023 with only remaining outstanding works are power pole relocations which will be completed by TasNetworks mid to late April 2023.

j) Flood Recovery Projects

Oonah Road West

Designs for rehabilitation works have been finalised by PDA consultants. Works to rebuild the section of road by Civilscape Contracting are substantially complete with works to be finished around the end of April 2023.

Oonah Road East

Road remains closed from CH1030 to CH2770 as Geoton finalise investigation works. Landslide has been deemed a significant deep seated landslide. PDA will be working on a design to complete works on the corner at CH1090 where the embankment has fretted away.

Upper Natone Road – Horseshoe Bend

Preliminary designs for drainage work have been approved by Council, PDA are progressing final design for drainage remediation. Rehabilitation designs for the road are still progressing.

Greta Road

Rehabilitation works have been completed by Hardings Hotmix and road has returned to regular use.

Fernglade Road

PDA are currently working on design concepts to present back to Council.

3.2 Projects by Works Unit

Capital projects currently underway by the Works Unit staff during 2022/23 across the various asset classes, are included in the following tables:

3.2.1 Civil Construction and Stormwater

Project	Progress
Gravel Road Re-sheeting	Complete
Traffic Island Safety Improvements	Complete
Gully Pit Improvement Program	Complete
Kerb Outfall Replacement Program	Complete
Stormwater Manholes/Mains Replacement Program	In Progress
Upper Stowport Road Widening	Complete
Walkway – Grandview Avenue to Elizabeth Street	Complete
Ocean Outfall Improvement Program – Massy-Greene Drive	In Progress
Driveways, Crossover and Kerb Inserts – above 100% due to coming under budget 5 driveways were planned for year. Currently 6 completed and 1 more to complete	Complete
Footpath Program	Complete
32 Cunningham Street Retaining Wall	Complete
Speed Street Reconstruction (Design Only)	In Progress

3.2.2 Buildings

Project	Progress
Penguin Complex Storage Extension	Complete
Senior Citizens Roof Replacement	Complete
Romaine Reserve – Bridge Replacement	Complete
Depot Workshop Underpinning	In Progress
CBD Bin Replacement Program – Ongoing Program 2022/23 commitments met	Complete
Street Furniture Replacement – Bollard Replacement	In Progress
South Burnie Beach – Existing Sea Wall Repairs	Complete

3.2.3 Parks, Reserves, Sporting Grounds and Cemeteries

Capital Works have commenced or have been completed in the last quarter on various projects in Council's parks, reserves, sports grounds and cemeteries as follows:

Project	Progress
Playground Equipment Program	Complete
Parks Furniture Replacement	Complete

3.2.4 Waste Management

Project	Progress
Sewer Pump Station Upgrade	Complete
CBD Bin Pair Replacement Program	In Progress

4 OPERATIONS AND MAINTENANCE**4.1 Civil Construction and Stormwater**

Planned and reactive maintenance and minor works have been carried out on Council's transport and stormwater assets in accordance with the Service Level Document, operational budget provisions and subsequent maintenance programs.

The following works are ongoing in the 2022/23 financial year:

- Urban and rural roadside spraying and slashing.
- Rural, Urban and Commercial road maintenance and repairs.
- Traffic island maintenance.
- Road signage repairs and replacements.
- Footpath and kerb and channel maintenance and repairs.
- Retaining wall maintenance.
- Rural road grading and shoulder program.
- Rural culvert cleaning program and stormwater system maintenance.
- General asset condition and safety inspections.
- Street sweeping and gully pit cleaning.
- A range of minor works generated from Customer Requests (CRM).

4.2 Buildings

Planned and reactive maintenance and minor works have been carried out on Council's facilities and amenities in accordance with the Service Level Document, operational budget provisions and subsequent maintenance programs.

The following works are ongoing in the 2022/23 financial year:

- Burnie Aquatic Centre – annual maintenance and servicing.
- Penguin management – signage installation, fences and gate maintenance.
- Annual building inspections.
- Line marking.
- General internal and external building repairs and maintenance.
- Gutter cleaning.
- Solar panel cleaning.
- Regulatory plumbing inspections and maintenance, including TMV plumbing inspections and backflow device testing.
- General building maintenance and condition inspections.
- A range of minor works/inspections generated from Customer Requests (CRM).

4.3 Parks, Reserves, Sporting Grounds and Cemeteries

Planned and reactive maintenance and minor works have been carried out on Council's parks, reserves, sporting grounds and cemeteries in accordance with the Service Level Document, operational budget provisions and subsequent maintenance programs.

The following works are ongoing in the 2022/23 financial year:

- Sports grounds – sports season changeover.
- West Beach sand sifting.
- Grass mowing and maintenance.
- Sports grounds preparation and maintenance.
- Street tree management and maintenance.
- Street plants and gardens maintenance.

- Parks and reserves maintenance.
- Lawn Cemetery maintenance and interment preparations.
- Walking track maintenance.
- Playground maintenance and compliance.
- Urban slashing and vegetation control.
- Weed control – flat weed spraying.
- General condition and safety inspections.
- A range of minor works/inspections generated from Customer Requests (CRM).

4.4 Waste Management

Management of the Burnie Waste Management Centre (BWMC) and coordination of waste collection services in accordance with the Service Level Document, operational budget provisions and subsequent maintenance programs.

The following works are ongoing in the 2022/23 financial year:

- BWMC operation and site maintenance.
- Kerbside garbage collection.
- Commercial garbage collection.
- CBD and outer business districts street cleaning and litter control.
- BWMC Wetlands maintenance.
- Waste strategy actions and programs.
- Landfill reduction and recycling programs.
- Illegal dumping monitoring and periodic clean-up.
- A range of minor works/inspections generated from Customer Requests (CRM).

The following table shows the waste to landfill, recyclables collected kerbside and recovered products at the BWMC for this quarter:

MUNICIPAL WASTE DIVERSION FROM LANDFILL (tonnes)														
	2021/22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	2022/23
Waste Transported to Landfill	13,285	988	1,109	1,041	1,137	1,228	1,163	1,139	1,004	1,152	-	-	-	9,961
BCC Recovery	5,030	341	230	298	270	396	409	446	382	398	-	-	-	3,171
Cleanaway Recovery	2,203	119	115	119	122	136	53	113	123	104	-	-	-	1,005
Recyclables Collected Kerbside	1,325	93	89	88	92	115	120	104	91	101	-	-	-	894
Total Municipal Waste	21,843	1,541	1,543	1,547	1,621	1,876	1,745	1,802	1,600	1,755	-	-	-	15,031
% diverted from Landfill	39%	36%	28%	33%	30%	35%	33%	37%	37%	34%	-	-	-	34%

Note: Figures are displayed to nearest whole number.

5 VANDALISM AND REPORTED INCIDENTS

The following information depicts the amount of funds that Council has spent on rectifying vandalism for this quarter.

The total for this quarter is \$20,975. This reflects an increase of \$9,675 against the last quarter which was \$11,300, an increase of approximately 85.6% against the previous quarter.

The areas where vandalism is impacting our assets is:

- Graffiti: \$5,800
- Public toilet damage: \$6,900
- Outside furniture damage: \$775
- Broken glass/windows: \$1,000
- Miscellaneous: \$6,500

6 BURNIE EMERGENCY MANAGEMENT COMMITTEES – ACTIVITY REPORTS

a) North Western Regional Emergency Management Committee (NWREMC)

Meetings are held quarterly and include representatives from various agencies, utilities and Councils from the North West region. Social Recovery Coordinators also attend these meetings in addition to meetings held outside this forum.

The last meeting was a face to face meeting held on 8 February 2023 and the next meeting is scheduled for 10 May 2023 with the date still to be finalised.

Agencies represented provided an overview of current activities. There has been significant work undertaken in the social recovery space, following a number of recent significant incidents.

Presentations on the transition from WebEOS to the Tasmanian Emergency Management System (TEMS) and (TASPOL) and Storm and Flood Ready (SES) were given.

b) Western Emergency Management Committee (WEMC)

This is a combined Committee that meets quarterly with representatives from Burnie, Waratah-Wynyard and Circular Head Councils, emergency service agencies and key stakeholders. The key function of this Committee is to develop and manage an Emergency Management Plan and shared risk register and coordinate identified actions from those plans.

The last meeting was held on 17 November 2022 and the next meeting is awaiting confirmation of date.

A review of the Western Emergency Management Plan was due by September 2022. A new format is being developed in conjunction with SES and the review panel are expected to resume in early May.

Burnie Council Emergency Management Actions in Progress:

- Management of fire hazards through the Annual Fire Hazard Reduction Program have been completed.
- Flood modelling – Aim to update Cooe Creek 2022/23 and do modelling for Messenger Creek in 2023/24.
- Roundhill Bushfire Management Plans – Completed.

- NDRG program – Council was successful in securing funding to progress a study for the design of a flood warning system for the lower reaches of the Emu River. Council has received a fee proposal from a Consultant to investigate and recommend a flood warning system. The report has been received and is currently being reviewed by Council for inclusion in 2023/24 Capital Works program.
- Bushfire information sessions – supporting TasFire, as required.

c) Western Fire Management Area Committee (FMAC)

The FMAC meet prior to the start of the fire season, to discuss coordination of agencies fire management activities.

Council supports the strategic intent of the FMAC through the fire hazard management activities it carries out.

BCC meeting with TasFire to discuss the fuel reduction program within the Burnie Municipality.

The most recent meeting occurred 12 December 2022 with the next meeting booked for 26 May 2023.

COUNCIL RESOLUTION

Resolution number: MO080-23

MOVED: Cr A Keygan

SECONDED: Cr J Grave

“THAT the General Manager’s Quarterly Information Report for Works and Services for the March 2023 quarter be noted.”

For: Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.

Against:

CARRIED UNANIMOUSLY

GENERAL MANAGER

**AO065-23 GENERAL MANAGER'S QUARTERLY INFORMATION REPORT FOR
LAND AND ENVIRONMENTAL SERVICES - MARCH 2023**

FILE NO: 4/18/2
PREVIOUS MIN:

1.0 RECOMMENDATION:

“THAT the General Manager’s Quarterly Information Report for Land and Environmental Services for the March 2023 quarter be noted.”

2.0 SUMMARY

The report includes the following items:-

- 2.1 Health
- 2.2 Building Applications
- 2.3 Planning
- 2.4 Parking
- 2.5 Cemetery Statistics

2.1 HEALTH**2.1.1 Environmental Enquiries / Investigations**

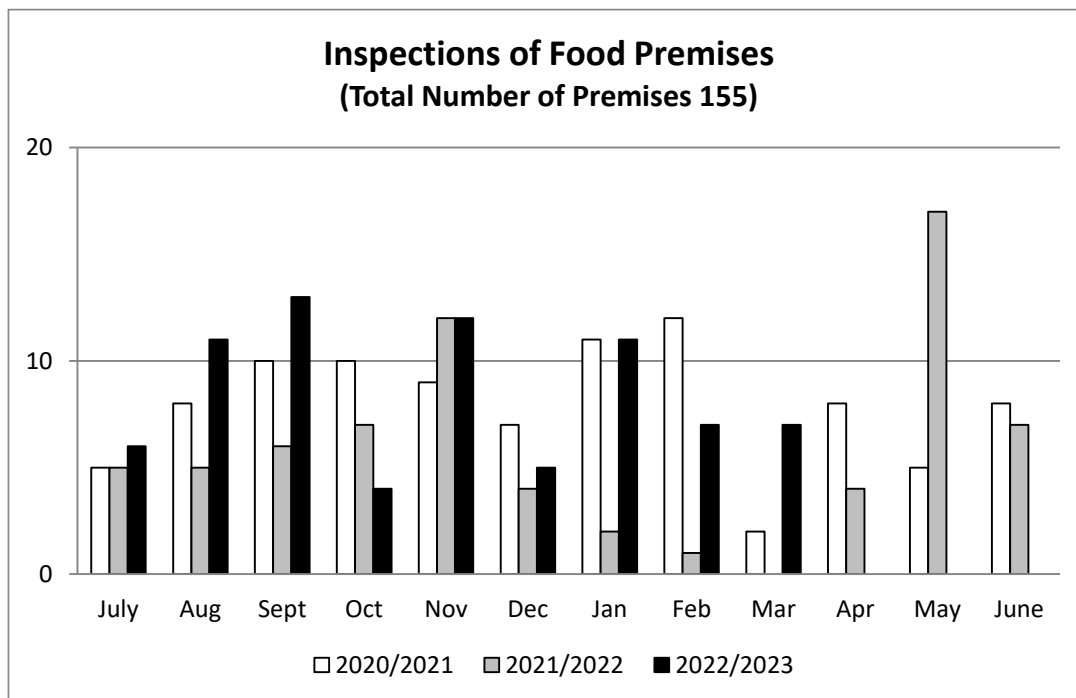
Type	Number of Enquiries / Investigations			
	Jan	Feb	Mar	YTD Total
Air	2	2	4	25
Water	0	4	5	17
Noise	4	4	3	47
Solid Waste	1	0	0	4
Other	2	2	3	26

YTD is measured from 1 July each year.

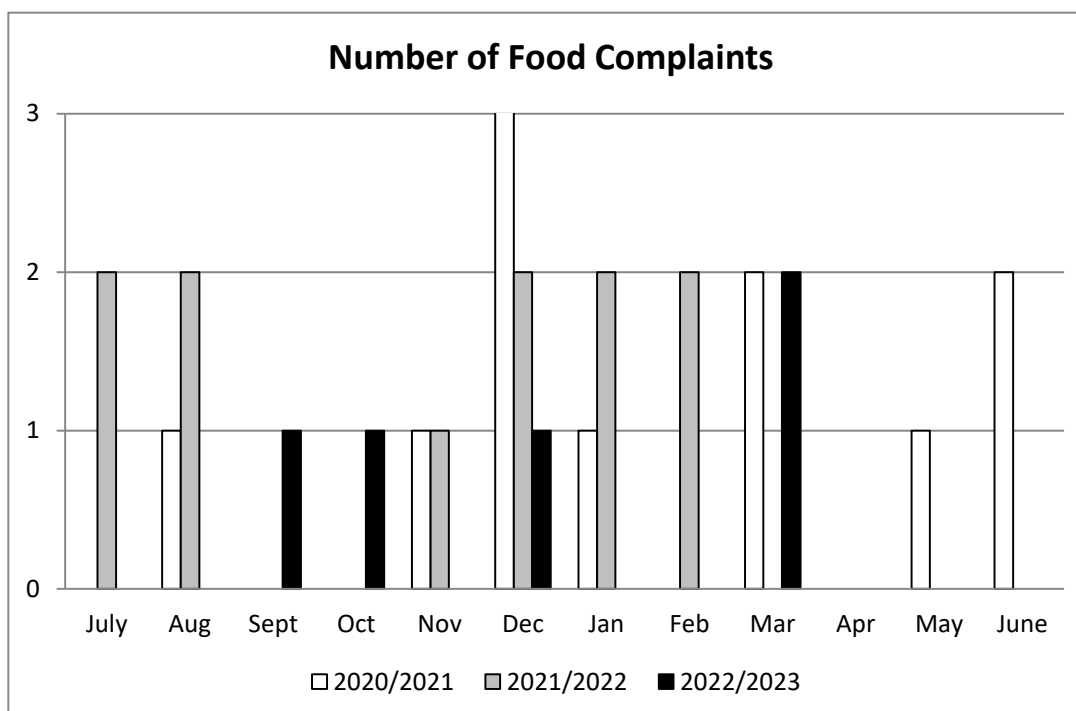
2.1.2 Environmental Sampling

Type	Number of Samples Taken			
	Jan	Feb	Mar	YTD Total
Beach Water Samples (summer months only)	10	10	10	84
Public Swimming Pool samples	5	6	6	81

YTD is measured from 1 July each year.

2.1.3 Food

Zero food premises inspections for March 2022.



Nil food complaints in July, September, October and November 2020. Nil food complaints in February, April, September and October 2021. Nil food complaints in March, April, May, June, July, August and November 2022. Nil food complaints in January and February 2023.

2.2 BUILDING APPLICATIONS

Permit Authority Applications – 2022												
Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Notifiable Plumbing	5	7	7	8	12	16	0	12	6	10	5	4
Notifiable Building	8	13	18	21	16	15	12	9	18	18	13	8
Permit Plumbing	0	0	0	0	4	2	3	2	3	5	7	2
Permit Building	1	2	3	1	3	1	4	2	3	3	3	1
Substantial Compliance	0	0	0	0	0	0	0	1	0	1	0	0
Notifiable Demolition	0	0	0	0	0	0	0	0	0	0	1	0
Permit Demolition	0	0	0	0	0	0	1	0	0	0	0	0
Permit Refused	0	0	0	0	0	0	0	0	0	0	0	0
Application Value \$	2,093,700	5,037,148	10,130,516	4,871,299	5,527,665	4,225,931	28,866,468	1,796,645	36,950,132	8,235,542	3,232,480	3,205,184
Cumulative Total \$	2,093,700	7,130,848	17,261,364	22,132,663	27,660,328	31,886,259	60,752,727	62,549,372	99,499,504	107,734,746	110,967,226	114,172,410

Permit Authority Applications – 2023												
Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Notifiable Plumbing	0	1	13									
Notifiable Building	0	10	12									
Permit Plumbing	1	4	4									
Permit Building	1	2	1									
Substantial Compliance	0	0	0									
Notifiable Demolition	1	0	0									
Permit Demolition	0	0	0									
Permit Refused	0	0	0									
Application Value \$	116,746	2,269,374	5,924,014									
Cumulative Total \$	116,746	2,386,120	8,310,134									

2.3 PLANNING**2.3.1 Summary Land Use and Development Applications**

LAND USE AND DEVELOPMENT APPLICATIONS	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Permitted Use & Development	4	4	3	4	6	4	1	7	3	5	4	6	4	3	3
Discretionary Use & Development	4	7	15	6	6	12	10	8	12	8	14	14	6	8	7
Subdivisions	1	1	0	0	0	0	0	1	1	1	1	0	1	0	2
TOTAL APPLICATIONS	9	12	18	10	12	16	11	16	16	14	19	20	11	11	12
Determined by Delegation	8	8	12	10	6	11	9	12	14	12	11	13	12	8	10
Determined by Council	1	1	1	1	1	1	0	0	0	0	0	0	1	0	0
Withdrawn	1	2	3	0	0	2	0	1	1	3	2	4	3	2	0
Applications Cancelled by Planning Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Consent Decisions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Application Approved by Tasmanian Planning Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Applications Appealed and Approved by Tasmanian Civil and Administrative Tribunal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PLANNING SCHEME AMENDMENTS															
Amendment requests	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Amendment finally approved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Amendment Refused by Tasmanian Planning Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Applications Appealed and Refused by Tasmanian Civil and Administrative Tribunal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

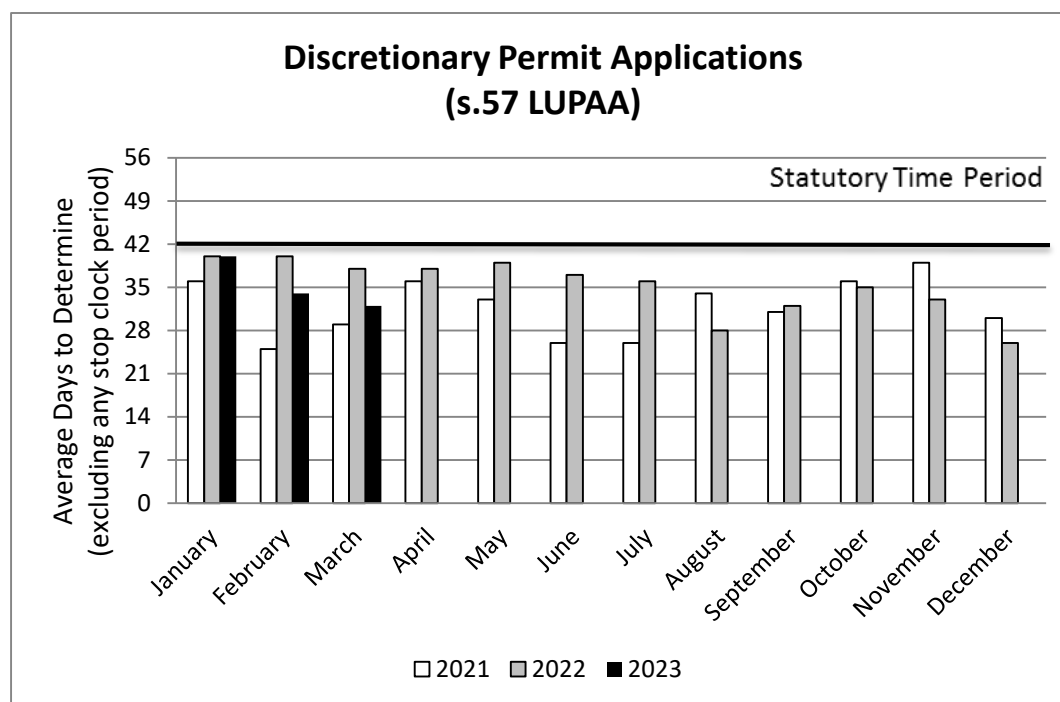
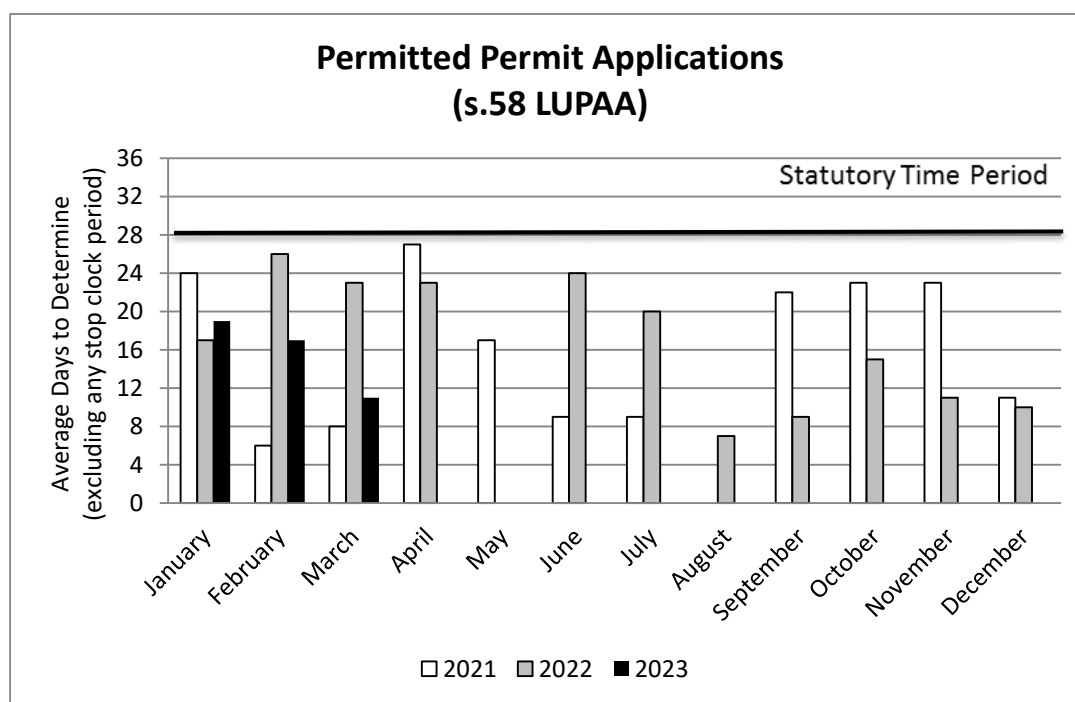
2.3.2 Land Use Permit Applications

DATE	PERMIT NO.	LOCATION	TYPE OF DEVELOPMENT	PUBLIC NOTIFY DATE	EXPIRY DATE	DECISION / DATE
13/07/2022	2022/80	Crown Circuit HEYBRIDGE	Storage Sheds x 3 (staged development) - Reliant on performance criteria for grant of permit – Clauses 20.3.1 (P1, P2, P3 & P4), C2.5.1 (P1.1), C2.5.4 (P1), C2.6.5 (P1) and C2.6.6(P1)	14/12/2022	09/01/2023	Approved 13/01/2023
08/09/2022	2022/105	9 Tattersall Street MONTELLO	Additional Dwelling converting the site to Multiple Dwellings and addition to existing dwelling - Reliant on performance criteria for grant of permit - Clause C2.6.2 (P1)	17/12/2022	11/01/2023	Approved 18/01/2023
21/10/2022	2022/127	89 Metaira Road RIDGLEY	Additional Dwelling and Outbuilding - converting site to multiple dwelling site - Reliant on performance criteria for grant of permit - Clause 21.3.1 (P4) - Clause 21.4.2 (P2) and C3.6.1 (P1)	11/02/2023	27/02/2023	Approved 14/03/2023
27/10/2022	2022/130	57 Hillfarm Drive PARK GROVE	Single Dwelling and consolidation to 2 lots into 1 lot	N/A	N/A	Approved 18/01/2023
09/11/2022	2022/135	76 Minna Road HEYBRIDGE	Additional Offices and storage within an existing building (Storage - Contractors Yard) - Reliant on performance criteria for grant of a Permit - Clause C2.6.5 (P1)	28/01/2023	13/02/2023	Approved 20/02/2023
10/11/2022	2022/140	3 Alma Place OCEAN VISTA	Addition to an existing Single Dwelling (Garage and Deck) Reliant on performance criteria for grant of permit – Clause 8.4.2 (P3)	15/02/2023	02/03/2023	Approved 14/03/2023
15/11/2022	2022/141	Bass Highway HEYBRIDGE	Third Party Advertising sign - Reliant on performance criteria for grant of permit - Clause C1.6.1 (P1.1) and Clause C1.6.3 (P1)	15/02/2023	01/03/2023	Approved 06/03/2023
17/11/2022	2022/142	39 Queen Street BURNIE	Single Dwelling - Reliant on performance criteria for grant of permit – Clause 8.4.2 (P1 & P3), 8.4.3 (P1 & P2) & 8.4.6 (P1)	10/12/2022	04/01/2023	Approved 12/01/2023
24/11/2022	2022/145	22 Cranwell Street PARK GROVE	Additions to existing Single Dwelling (Deck, Garage and First Floor Extension) – Reliant on performance criteria for grant of permit – Clause 8.4.2 (P1, P2 & P3)	10/12/2022	04/01/2023	Approved 24/01/2023
29/11/2022	2022/147	11 Atkins Drive ROMAINE	Shade Structures x 2	N/A	N/A	Approved 13/02/2023
30/11/2022	2022/148	Stowport Road STOWPORT	Retrospective Application for significant work in landslip hazard area - Reliant on performance criteria for grant of permit – Clause 22.4.4 (P1 & P1.2), C7.6.2 (P1.1 & P1.2), C8.6.1 (P1.1 & P1.2) & C15.6.1 (P1.1 & P1.2)	14/12/2022	09/01/2023	Approved 18/01/2023
06/12/2022	2022/153	26 Cascade Road ROMAINE	Proposed Awning Addition - Reliant on performance criteria for grant of permit - Clause 11.4.1 (P1)	04/01/2023	18/01/2023	Approved 30/01/2023
06/12/2022	2022/154	West Mooreville Road PARK GROVE	Outbuilding (Lot 42 Mills Road) - Reliant on performance criteria for grant of permit - Clause 8.4.2 (P1 & P3)	17/12/2022	11/01/2023	Approved 20/01/2023

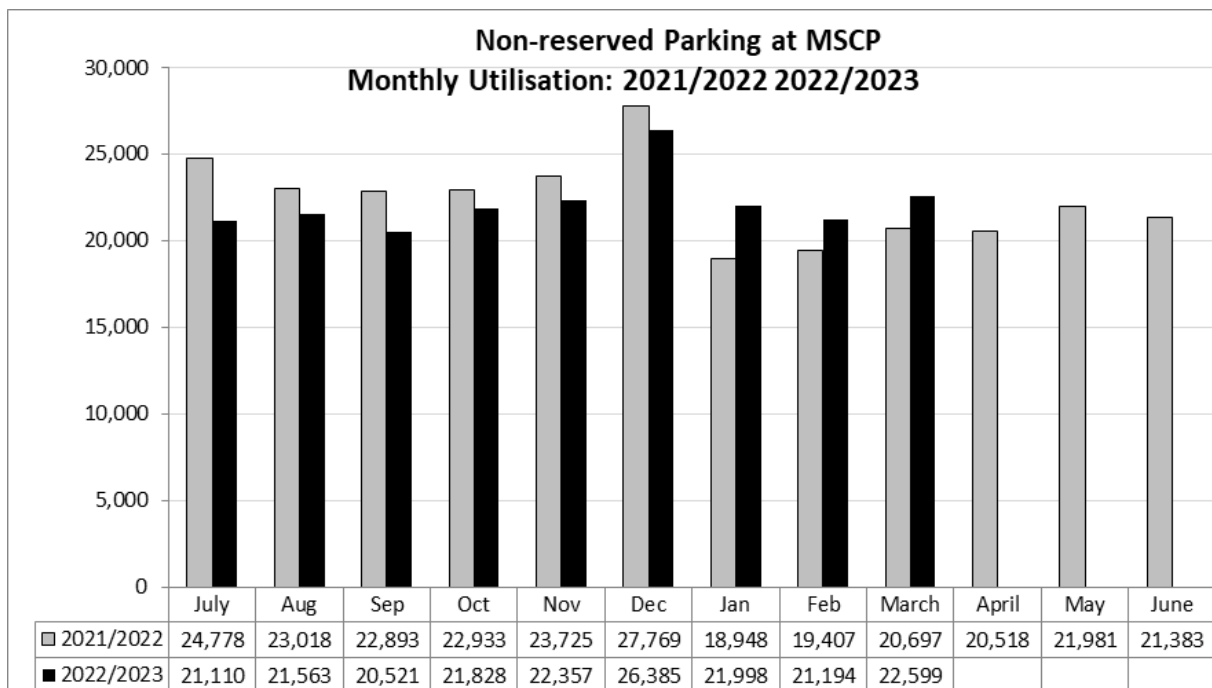
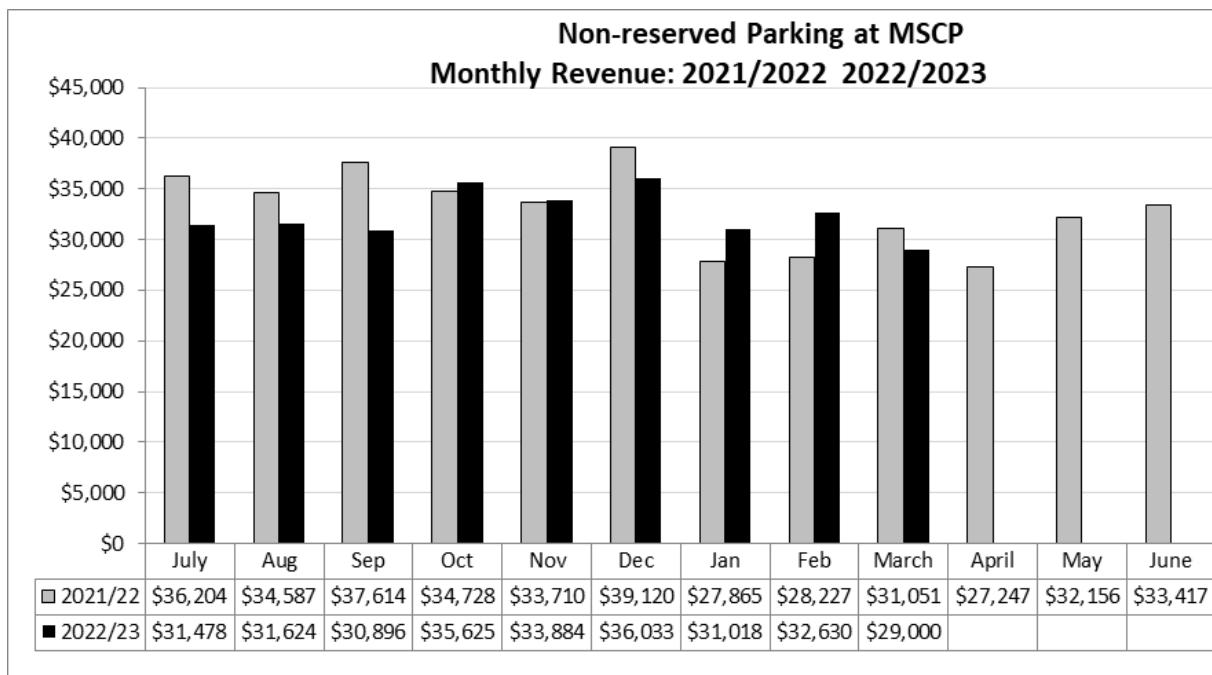
07/12/2022	2022/156	77 Wilmot Street BURNIE	Additions and Alterations to existing Burnie Cultural Building, establish a Food Services use, consolidation of titles and associated works - Reliant on performance criteria for grant of permit - Clauses 16.3.1 (P1, P2 & P3), 16.4.2 (P1), 16.4.3 (P2), and 16.5.1 (P3)	28/01/2023	13/02/2023	Approved 06/03/2023
09/12/2022	2022/159	37-39 North Terrace BURNIE	Signage Replacement, new Illuminated signage and Refurbishment - Reliant on performance criteria for grant of permit - Clause C1.6.2 (P1)	07/01/2023	24/01/2023	Approved 07/02/2023
12/12/2022	2022/162	36 Thorne Street ACTON	Shade Structure	N/A	N/A	Approved 09/01/2023
13/12/2022	2022/163	777 Mooreville Road MOOREVILLE	Outbuilding	N/A	N/A	Approved 12/01/2023
15/12/2022	2022/164	315 Bass Highway CAMDALE	Additional Dwelling converting the site to Multiple Dwellings - Reliant on performance criteria for grant of permit - Clause C15.6.1 (P1.1 & P1.2)	04/02/2023	20/02/2023	Approved 27/02/2023
09/01/2023	2023/3	View Road MONTELLO	Extension to carpark (integral and subservient to existing use of the site for Passive Recreation) - Reliant on performance criteria for grant of permit - Clause C7.6.1 (P1.1 & P3)	11/02/2023	27/02/2023	Approved 22/03/2023
10/01/2023	2023/4	9 Latrobe Street BROOKLYN	Demolition of Residential Building	N/A	N/A	Approved 31/01/2023
20/01/2023	2023/5	7 Neil Court DOWNLANDS	Single Dwelling (within the Electricity Transmission Corridor)	N/A	N/A	Approved 22/02/2023
30/01/2023	2023/8	96 Minna Road HEYBRIDGE	Truck Wash Facility - Reliant on performance criteria for grant of permit - Clauses 20.3.1 (P1, P2 & P4) - C2.5.2 (P1) - C2.6.5 (P1) - C3.5.1 (P1) - C7.6.2 (P1.1 and P1.2) - C8.6.1 (P1.1 & P1.2) - C14.6.1 (P1)	25/02/2023	14/03/2023	Approved 17/03/2023
30/01/2023	2023/9	38 Wilson Street BURNIE	New Illuminated Signage - Reliant on performance criteria for grant of permit - Clause C1.6.2 (P1)	08/02/2023	22/02/2023	Approved 06/03/2023
30/01/2023	2023/10	Devonshire Drive HEYBRIDGE	Single Dwelling (CT 183428/24) - 1 Charlton Close - Reliant on performance criteria for grant of permit - Clauses BUR-S1.7.2 (P1.1, P1.2 & P2.1) and BUR-S1.7.3 (P1 & P3)	25/02/2023	14/03/2023	Approved 21/03/2023
02/02/2023	2023/11	100 Mooreville Road SHOREWELL PARK	Change of Use from Residential to Visitor Accommodation use	N/A	N/A	Approved 22/02/2023
06/02/2023	2023/12	Unit 3 74 Three Mile Line Road SHOREWELL PARK	(Outbuilding) Shed	N/A	N/A	Approved 20/02/2023
21/02/2023	2023/15	41 Algona Avenue ROUND HILL	Outbuilding associated with an existing Single Dwelling - Reliant on performance criteria for grant of a permit - Clause 11.4.2 (P3)	01/03/2023	17/03/2023	Approved 21/03/2023
06/03/2023	2023/23	17 Devon Street SOUTH BURNIE	Demolition of existing building	N/A	N/A	Approved 20/03/2023

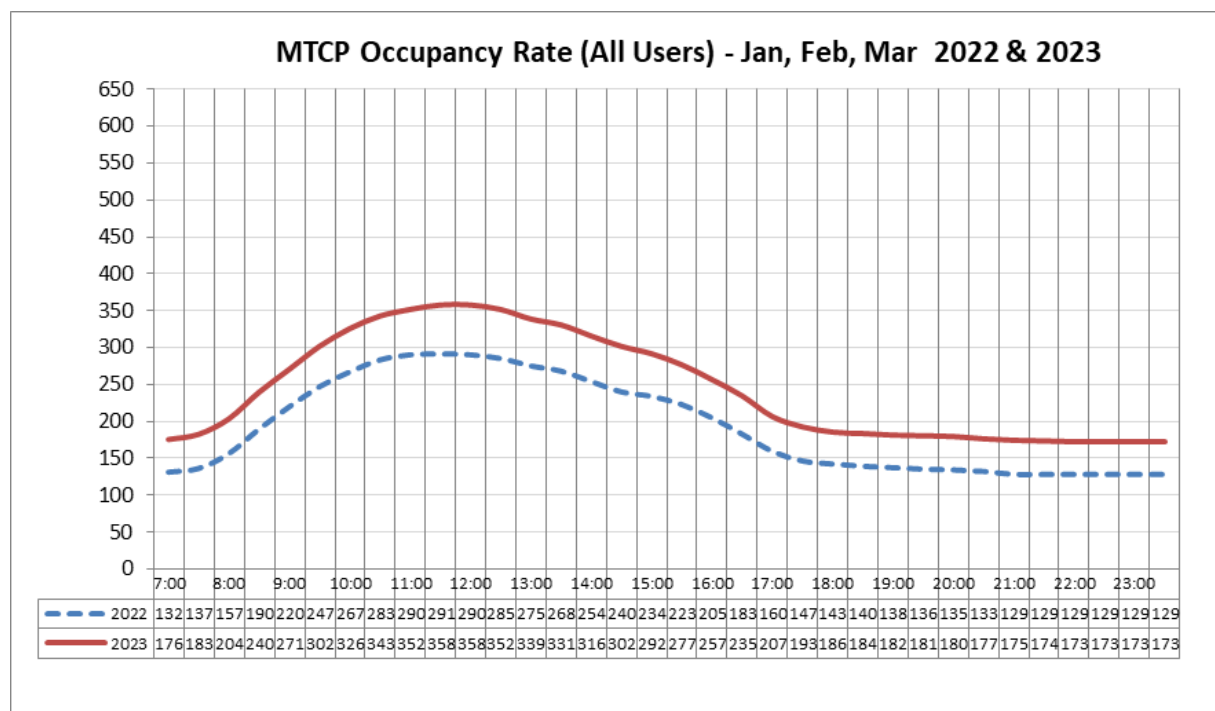
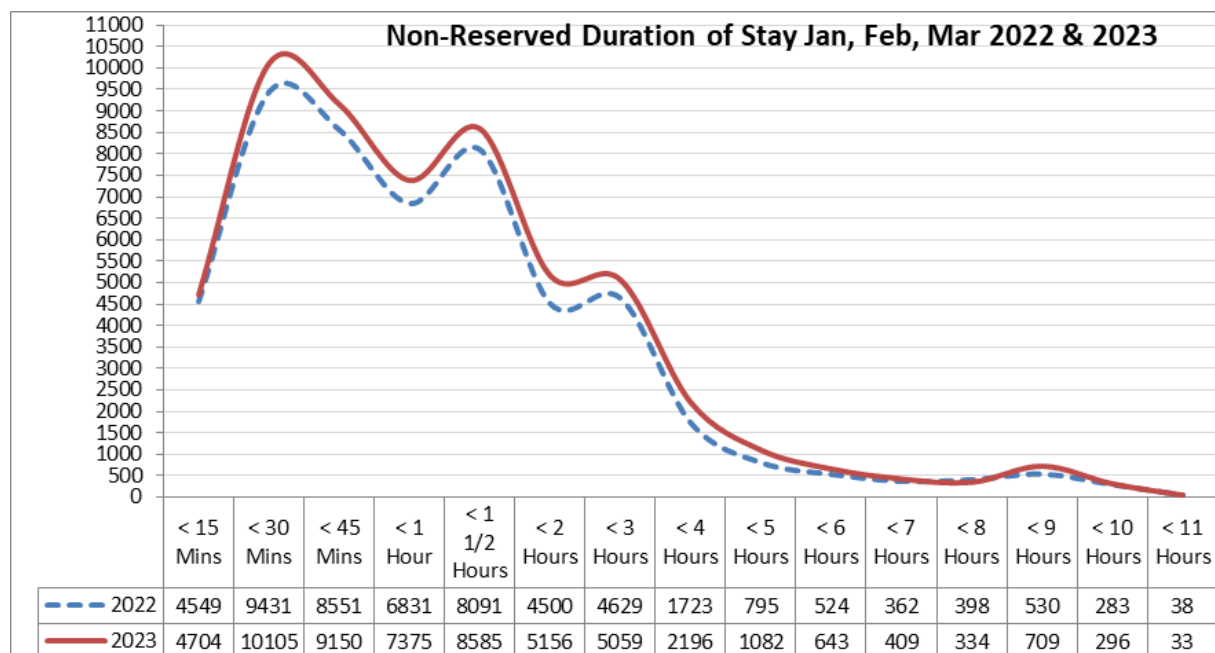
2.3.3 Subdivision Applications

DATE	PERMIT NO.	LOCATION	TYPE OF DEVELOPMENT	PUBLIC NOTIFY DATE	EXPIRY DATE	DECISION / DATE
16/01/2023	2023/1338	199 Upper Stowport Road, Stowport	Two (2) Lot Subdivision to excise an existing single dwelling – Reliant on performance criteria for grant of permit – Clause 21.5.1 (P1c & P2) and Clause 21.4.2 (P2)	08/02/2023	22/02/2023	Approved 27/02/2023



Average time for determination of permit applications under delegation decided by month.

2.4 PARKING



Calculated on remaining spaces—Average 116 Reserved spaces Jan/Feb/Mar 2022, 165 Reserved spaces Jan/Feb/Mar, 2023.

2.5 CEMETERY STATISTICS

Burials	Jan	Feb	Mar	YTD Total
Lawn Cemetery	5	2	7	56
Wivenhoe / Ridgley	0	0	0	0
Other	0	0	0	0
Total	5	2	7	56

YTD is measured from 1 July each year.

Ashes Interred	Jan	Feb	Mar	YTD Total
Lawn Cemetery	4	3	1	31
Wivenhoe / Ridgley	0	0	0	0
Total	4	3	1	31

YTD is measured from 1 July each year.

COUNCIL RESOLUTION

Resolution number: MO081-23

MOVED: *Cr G Simpson*

SECONDED: *Cr D Pease*

“THAT the General Manager’s Quarterly Information Report for Land and Environmental Services for the March 2023 quarter be noted.”

For: Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.

Against:

CARRIED UNANIMOUSLY

GENERAL MANAGER**AO066-23 GENERAL MANAGER'S QUARTERLY INFORMATION REPORT FOR
CORPORATE AND COMMERCIAL SERVICES - MARCH 2023**

FILE NO: 4/18/2

PREVIOUS MIN:

1.0 RECOMMENDATION:

“THAT the General Manager’s Quarterly Information Report for Corporate and Commercial Services for the March 2023 quarter be noted.”

2.0 SUMMARY

The report includes the following standard items:

Corporate and Commercial Services

- 2.1 Summary Financial Statements and Financial Risk Register
- 2.2 Schedule of Investments
- 2.3 Receivables Analysis
- 2.4 Rates Analysis
- 2.5 Capital Expenditure Report
- 2.6 Budget Estimate Variances under Delegation
- 2.7 Contracts Awarded
- 2.8 Consultants Engaged
- 2.9 Governance – use of Council Seal

2.1 SUMMARY FINANCIAL STATEMENTS

YTD Comprehensive Income Statement						
	Revised YTD Budget	YTD Actual	YTD Variance to Budget	Revised Budget 2023	Annual Forecast 2023	Forecast Variance to Budget
Note	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Recurrent Income						
Rates and charges	26,229	26,270	41	26,264	26,281	18 F
Statutory fees and fines	945	901	(44)	1,201	1,100	(102) U
User fees	2,930	3,025	95	3,925	3,879	(46) U
Grants	644	727	83	2,375	2,443	68 F
Reimbursements	343	355	12	472	505	33 F
Other income	963	1,091	127	1,152	1,414	262 F
Investment income	621	621	0	828	892	64 F
Total recurrent income	32,675	32,990	315	36,217	36,514	297 F
Recurrent Expenses						
Employee benefits	8,214	8,370	157	11,039	11,324	286 U
Materials and services	8,721	9,399	678	11,954	12,296	342 U
Impairment of receivables	-	-	-	-	-	- F
Depreciation and amortisation	6,848	6,873	25	9,251	9,284	34 U
Finance costs	80	120	40	160	160	- F
Other expenses	3,039	2,978	(61)	3,794	3,763	(32) F
Total recurrent expenses	26,902	27,741	839	36,198	36,828	630 U
Operating surplus/(deficit)	5,774	5,250	(524)	19	(313)	(333) U
Capital Items						
Capital grants	1,210	828	(382)	1,931	1,931	- F
Contributions - non-monetary assets	-	3,496	3,496	-	3,496	3,496 U
Net gain/(loss) on disposal of assets	-	-	-	(345)	(392)	(47) U
	1,210	4,324	3,114	1,585	5,034	3,449 F
Results from Continuing Operations	6,984	9,574	2,590	1,605	4,721	3,116 F
Other Comprehensive Income						
Net asset revaluation increment/(decrement)	-	-	-	-	32,900	32,900
Total Other Comprehensive Income	-	-	-	-	32,900	32,900
Total Comprehensive Result	6,984	9,574	2,590	1,605	37,621	36,016
Operating Margin	1.21	1.19		1.00	0.99	
Consolidated underlying surplus/(deficit) related to performance						
Net result Year To Date	6,984	9,574		1,605	4,721	
Less: Non operating income						
Capital Grants	(1,210)	(828)		(1,931)	(1,931)	
Contributions	-	(3,496)		-	(3,496)	
Add: Non operating expenditure						
De-recognition of assets						
Capital works completed on assets not owned by Council						
Adjustment to timing of Financial Assistance Grants		2,219			734	
Consolidated underlying surplus/(deficit)	5,774	7,469		(326)	29	

Council is forecasting an operational deficit of \$313,000 for the 2022-23 financial year, a result of \$333,000 lower than the adopted revised budget from January 2023.

There has been an improvement in the operational (underlying) forecast result from the December quarter of \$219,000, reflecting internal savings strategies that have been implemented.

While significant savings have been achieved, the risk of \$500,000 that was identified in the Risk Register associated with the Financial Management Strategy 2022-2032, due to significant inflationary factors has been realised. There are little savings that remain to curb the increases in inflationary pressures and as a result it is expected that Council will deliver an operational deficit position at year end. The Executive Management Team will consider opportunities that may present over the final quarter of the year, to institute savings where possible.

At year end, the operating surplus / (deficit) is adjusted in accordance with Tasmanian Audit Office requirements to remove items that are one off in nature and to account for the timing differences related to Financial Assistance Grants. A reconciliation of this process is included in the table above. The adjusted underlying result is for a small surplus of \$29,000. This is predominantly due to the 75% advance payment of the Financial Assistance Grants for the 2022-23 financial year in the 2021-22 financial year.

The forecast only includes items with a high probability of occurring by 30 June 2023. There are a number of potential items that may still occur, that will change the forecast end of year result if they eventuate as they are not currently included.

Potential Item	Reason for not including	Type	\$ Amount
Taswater declare a special dividend	Probability of payment cannot be estimated	Revenue Opportunity	165,600
Further supplementary rates are received beyond current forecast assumptions	There are up to 300 supplementary valuations waiting for processing at the Office of the Valuer General	Revenue Opportunity	50,000
Depreciation will increase with the uptake of assets from the capital program	The amount of depreciation will depend on capital program delivery	Expense	-100,000
Costs (wages, cost of good sold) of operating the cultural precinct are expected to lower due to refurbishment	This amount cannot be estimated reliably	Expense Reduction	TBA
The capital overhead model is under review and is likely to result in the transfer of more overheads than currently (reducing operating expenses)	The overhead model is currently under review but will be completed prior to 30 June. The model will be used in the Financial Statements and influence the end of year result	Expense Reduction	TBA

The Council's Executive Management Team continue to closely monitor the Council's financial position.

Explanations for forecast variations (greater than or less than \$100,000 variation) against the budget are:

Note 1 (Statutory Fees and Fines) – Forecasts were reduced due to decreasing demand and activity, predominantly associated with planning applications and permits.

Note 2 (Other Income) - A higher return on investment income is forecast due to increased interest rates and a higher available investment balance (due to capital program spend delays), combined with higher than budgeted late payment penalty interest.

Note 3 (Employee Benefits) - Expenditure is forecast to be higher than expected. Last year Council recovered its financial position largely due to vacancies that existed within the establishment of the Council. This creates a significant risk for the wellbeing of our employees and as such priority has been given to filling vacant positions to mitigate this risk. The majority of positions across the Council are now occupied, which means that the vacancy control saving originally established, are impacted.

Note 4 (Materials and Services) – The forecast increase in materials and services is driven by inflationary pressures across contracts, gas, electricity, materials and other costs. Unfortunately many of these expenses are overheads where Council has little control. Inflation continues to be a significant risk to the Council's final budget position in 2022-23.

Note 5 (Contributions – non-monetary assets) – Council has received developer contributions.

Other major forecast assumptions include:

- Non-monetary contributions from developers are recognised when they are received and included in the forecast at that point.
- Impairment of receivables is recognised as part of the end of financial year statement process and is not included in the forecast.
- Depreciation costs are likely to increase as assets are purchased or constructed in accordance with the capital works program. These expected increases cannot be estimated until the asset is commissioned.
- The forecast includes an estimate of operating costs that are capitalised as part of the construction of assets. Changes in what is capitalised can impact the forecast operating result positively or negatively.
- Completion of the capital works program is assumed to be delivered in full. If this is not achieved, there may be a significant risk to Council's operating position.

Statement of Financial Position

	YTD	Revised	
	Actual	Budget	Forecast
	2023	2023	2023
	\$'000	\$'000	\$'000
Assets			
Current assets			
Cash and cash equivalents	24,335	12,854	15,117
Trade and other receivables	5,730	2,898	3,414
Inventories	66	154	72
Other assets	327	127	535
Contract assets	416	137	121
Total current assets	30,875	16,170	19,259
Non-current assets			
Investment in water corporation	64,551	64,551	64,551
Investments in subsidiaries	-	-	-
Investment in joint venture	3,210	3,341	3,341
Property, infrastructure, plant and equipment	391,925	398,598	433,996
Total non-current assets	459,685	466,489	501,888
Total assets	490,561	482,659	521,147
Liabilities			
Current liabilities			
Trade and other payables	3,140	2,935	3,716
Trust funds and deposits	133	142	132
Interest-bearing loans and borrowings	1,109	1,132	1,010
Employee provisions	2,129	2,811	2,305
Contract liabilities	1,566	1,631	4,040
Total current liabilities	8,076	8,651	11,204
Non-current liabilities			
Interest-bearing loans and borrowings	7,046	6,465	6,465
Employee provisions	134	206	125
Total non-current liabilities	7,179	6,671	6,590
Total liabilities	15,255	15,322	17,793
Net Assets	475,305	467,337	503,353
Equity			
Accumulated surplus	282,937	282,937	282,937
Surplus/(deficit)	9,574	1,605	4,721
Reserves	182,795	182,795	215,695
Total Equity	475,305	467,337	503,353
CURRENT RATIO	3.82	1.87	1.72

Burnie City Council
Statement of Cash Flows

	Actual 2023 \$'000	Revised Budget 2023 \$'000	Forecast 2023 \$'000
Cash flows from operating activities			
Rates and charges	23,188	26,801	26,303
Statutory fees and fines	901	1,201	1,100
User fees	3,114	3,925	3,879
Grants	1,306	3,020	5,497
Reimbursements	355	472	505
Other income	1,091	1,152	1,414
Payments to suppliers	(8,880)	(12,232)	(12,129)
Payments to employees	(8,484)	(10,398)	(11,270)
Other payments	(2,979)	(3,794)	(3,763)
Net cash provided by (used in) operating activities	9,613	10,148	11,536
Cash flows from investing activities			
Payments for property, infrastructure, plant and equip	(4,226)	(17,233)	(16,316)
Dividends and distributions	621	828	892
Capital grants	907	2,289	2,304
Net cash provided by (used in) investing activities	(2,698)	(14,117)	(13,120)
Cash flows from financing activities			
Finance costs	(120)	(160)	(160)
Trust funds & deposits	7,512	7,512	7,512
New borrowings	-	-	-
Repayment of interest bearing loans and borrowings	(552)	(1,109)	(1,231)
Net cash provided by (used in) financing activities	6,840	6,243	6,121
Net increase (decrease) in cash and cash equivalents	13,756	2,274	4,537
Cash and cash equivalents at the beginning of the financial year	10,580	10,580	10,580
Cash and cash equivalents at the end of the period	24,336	12,854	15,117

The forecast cash balance for 30 June 2023 is \$15.117 million. The increase from the revised budget for the December 2022 quarter relates to additional cash received from grants.

The Tasmanian Audit Office recommends an “adequate” level of cash in the bank would cover 3 to 6 months of operating costs. For the Burnie City Council this is between \$8 million and \$16 million as an approximate benchmark. This working capital requirement is currently supported by funds borrowed in June 2020.

Financial Risk Register

The financial risk register monitors financial items that have higher variability or uncertainty and reflects how this may impact the forecast financial result. The total financial risk to manage is \$903,358. The current forecast result is a deficit of \$313,000. Council officers have mitigated \$590,358 in financial risks on account of the forecast result. Council's Executive Management Team will continue to carefully monitor the financial performance of the Council and will institute savings that may arise opportunistically, as possible.

Title	Description and Calculation	2022-23 Revised Budget	2022-23 Forecast	Full Year Variance to Budget	Management Strategies
TASWATER Special Dividend	TASWATER Corporate Plan includes potential for a special dividend to offset shortfall in dividend due to COVID-19. \$4m Special Dividend (subject to TASWATER performance) to be distributed on BCC share of 4.14% of dividend (ownership share is lower as State Government share increases, but dividend share does not change). The amount, if provided, is expected to be \$165,600.	(828,000)	(828,000)	-	Not applicable, controlled by an external party
Commonwealth Financial Assistance Grant	Financial Assistance Grants are lower than budget by \$542,000. 75% of the 2022-23 grant was received and recognised in 2021-22 financial year in accordance with Accounting Standards. We have budgeted to receive the remaining 25% and a return to 50% advance payments in the forecast. There is a risk that this amount will vary from 0% to 75%, with 50% being the most likely amount paid.	(2,216,191)	(2,216,188)	(4)	If there is a loss of revenue this will impact the operational bottom line. The Council does not have the capacity to offset a potential revenue reduction of this magnitude within a 1 year horizon.
Operational Grants	Current revenue includes operational grants. The FMS includes 2 grants - NRM Weed management (2 further years funding) and Arts Tasmania Funding (1 year funding amount). Both grants have been secured for the 2022-23 financial year, so there will be no funding risk.	(102,675)	(102,675)	-	Not a risk this financial year. Arts Tasmania and NRM funding is confirmed.
Interest Income	Term Deposit Interest Rates. Interest rates available in the term deposit market reflect future expectations regarding interest rate increases.	(498,995)	(678,130)	179,135	Interest rates are externally set. Treasury Management processes are in place to ensure best rate is selected based on funds to be invested and their timing.

Title	Description and Calculation	2022-23 Revised Budget	2022-23 Forecast	Full Year Variance to Budget	Management Strategies
Rental Income	Lease Income. Opportunities are being explored to reorganise space within the city building with a view to achieving a commercial lease return. This needs to be balanced against potential loss of income if existing tenants were to terminate (potential Cradle Coast Authority, DPAC). Not able to estimate amount currently.	(599,904)	(601,019)	3,115	Council will seek new tenants where required. Notice periods in leases allow time to search for new tenants to minimise vacancy periods.
Supplementary Rates Income	Supplementary Rates Income may vary from the \$137,000 provisioned in the FMS. This is subject to a number of external factors including the economic context, and building and subdivision activity.	(137,000)	(137,000)	-	Monitor YTD actuals and forecast against budget. Take necessary corrective action.
Reimbursement Income	Interest reimbursement from \$10.4 Covid-19 concessional loan will cease on 30/6/2023.	(151,231)	(153,490)	2,259	There is no material risk in 2022-23 financial year.
Planning related Income streams	Planning income may vary from budget due to changes in economic context e.g. interest rates, property valuation and building activity. The risk / opportunity is not quantifiable at this stage.	(366,503)	(320,000)	(46,503)	Monitor YTD actuals and forecast against budget. Take necessary corrective action.
s132 and s337 certificate income	Certificates income (s132, s337) may vary from budget due to variations in property sales. Current estimates are based on current 5 year average in existing FMS plus indexation. The variation cannot be quantified at this stage.	(142,326)	(142,326)	-	Monitor YTD actuals and forecast against budget. Take necessary corrective action.
Cultural Precinct Income	Uncertainty around Cultural Precinct Activity (Income and Variable Expenses). Estimated revenue for 2022-23 is \$712K. This compares to historical average pre covid-19 of \$850K. The impact of expected closures and work-arounds during refurbishment cannot be estimated. If sales reduce or increase, for relevant activities, Cost Of Goods Sold (COGS) will also move on a ratio of 45-50% (gross margin of 50-55%)	(690,600)	(636,064)	(54,536)	Monitor YTD actuals and forecast against budget. Take necessary corrective action. This risk is currently being managed.

Title	Description and Calculation	2022-23 Revised Budget	2022-23 Forecast	Full Year Variance to Budget	Management Strategies
Cultural Precinct Expenses	Cultural Precinct expenses will vary depending on activity. Variable expense changes from uncertain cultural precinct activity e.g. COGS, purchases, casuals, additional part time hours and overtime. Monitor total expense budget against revenue generated.	2,737,396	2,776,349	(38,953)	Monitor YTD actuals and forecast against budget. Take necessary corrective action. This risk is currently being managed.
TASCOM Integration	Post TAS Communication integration within BCC, there has been a loss of commercial customers, particularly TASWATER, in the 2021-22 financial year (\$230,000). This risk relates to the further potential loss of commercial customers or future decisions around continuing commercial offering. Latrobe and Waratah / Wynyard have indicated they will cease their respective contracts, but the timing is uncertain at this stage. Budget assumed they would not be customers from 1 July 2022. Forecast now assumes they will continue this financial year.	(365,170)	(337,101)	(28,069)	Monitor YTD actuals and forecast against budget. Take necessary corrective action. This risk is currently being managed. Most customers will be transitioned to other services by 30 June 2023.
Depreciation variability	Depreciation estimates may vary. This may be due to capital program delivery changes, useful life changes etc. Estimates are difficult to plan currently due to system and process issues.	9,250,689	9,284,220	(33,531)	Monitor YTD actuals and forecast against budget. Take necessary corrective action. It is expected that depreciation costs will increase as capital projects are delivered over the course of the year.
Capitalisation Risk	Capital Transfer Risk. The 2022-23 budget allows for total capital transfers of \$1.5m, made up of \$250K Technical Services OH Transfer (includes direct transfer of capital wages) \$400K Depot OH Transfer \$850K Direct Wages from Depot. If transfers vary this will impact the operational bottom line.	(1,457,360)	(1,457,360)	-	Monitor YTD actuals and forecast against budget. Take necessary corrective action. It is expected that capitalisation rate will be as budgeted for 22-23 financial year at as at the review conducted to end March 2023
Cruise Ships	Cruise Ship income and expenses. Prior to COVID-19 the Net expense (after revenue) for cruise ships was between \$50K and \$100K. There is no allowance for Cruise Ships within the budget or forecast currently.	-	66,362	66,362	These costs will need to be managed by achieving savings elsewhere

Title	Description and Calculation	2022-23 Revised Budget	2022-23 Forecast	Full Year Variance to Budget	Management Strategies
Inflation	Inflation has increased with expectations to increase further in the very short term. In general 3% inflation was applied to relevant expense codes in 2022-23 budget. Actual inflation has peaked between 7% and 9%.	-	540,000	(540,000)	Monitor YTD actuals and forecast against budget. Take necessary corrective action. This risk is expected to transpire which has led to the budget review forecast indicating an operational deficit.
Employee Turnover Vacancy periods	The 2022-23 budget had scheduled savings (i.e. already included in the budget) from normal staff turnover (vacancy periods until successful recruitment) of \$340,000. If employee benefits is balanced budget or better there is no adverse cost risk here.	11,039,162	11,324,461	(285,299)	Monitor YTD actuals and forecast against budget. Take necessary corrective action.
Insurance	Insurance costs within the FMS were expected to index at 8% p.a. based on recent history. Council has managed to mitigate most of this risk.	687,965	701,937	(13,972)	This risk has been mitigated within the insurance portfolio for this year.
Council Decisions	The 2022-23 budget does not take into account Council decisions that have been, or will be made during the year and have a budgetary impact.	-	-	-	The impact of Council decisions will be managed within any budget savings that have been generated (if there is capacity), as the budget does not include a contingency. This will be monitored and reported on.
Disposals	Disposals (profit / loss) uncertainty for any given financial year	345,050	392,050	(47,000)	Monitor YTD actuals and forecast against budget. Take necessary corrective action. This item is below the line and does not affect the underlying operating result.

2.2 SCHEDULE OF INVESTMENTS

A schedule of Council's investments is provided as at 31 March 2023:

Investments Schedule as at 31/03/2023						
<u>Institution</u>	<u>Term</u> <u>(days)</u>	<u>Annual</u> <u>Interest Rate</u>	<u>S&P Rating</u>	<u>Lodgement Date</u>	<u>Maturity</u>	<u>Amount</u>
ANZ	At Call	2.30%	A1+			3,935
Suncorp	210	4.30%	A1	31/10/2022	29/05/2023	2,000,000
CBA	At Call	3.70%	A1+			13,511,248
Bank of Queensland	180	4.15%	A2	9/12/2022	7/06/2023	1,000,000
MyState Financial	180	4.40%	A2	9/12/2022	7/06/2023	2,000,000
CBA	210	3.74%	A1+	12/09/2022	10/04/2023	4,000,000
						22,515,183

<u>Investment Allocation by Credit Rating</u>				
<u>Credit Rating</u>	<u>Policy Max We</u>	<u>Investment %</u>	<u>Investment</u> <u>Amount</u>	<u>WAIR</u>
A1+	100%	78%	\$17,515,183	2.60%
A1	80%	9%	\$2,000,000	0.22%
A2	50%	13%	\$3,000,000	0.28%
		100%	\$22,515,183	3.11%

<u>Investment Allocation by Bank</u>					
<u>Bank</u>	<u>Credit Rating</u>	<u>Policy Max We</u>	<u>Investment %</u>	<u>Investment</u> <u>Amount</u>	<u>WAIR</u>
Bank of Queensland	A2	20%	4%	\$1,000,000	0.09%
Suncorp	A1	50%	9%	\$2,000,000	0.22%
ANZ	A1+	100%	0%	\$3,935	0.00%
MyState Financial	A2	20%	9%	\$2,000,000	0.19%
IMB	A2	20%	0%	\$0	0.00%
NAB	A1+	100%	0%	\$0	0.00%
Bendigo	A2	20%	0%	\$0	0.00%
Westpac	A1+	100%	0%	\$0	0.00%
ME Bank	A2	20%	0%	\$0	0.00%
CBA	A1+	100%	78%	\$17,511,248	2.60%
			100%	\$22,515,183	3.11%

Council's Treasury Management Policy CP-CBS-SG-038 sets the parameters for management of Council's investment portfolio.

Funds are invested in a manner that allows Council to earn interest on community funds for as long as possible while retaining flexibility in accessing those funds for Council operations.

The primary tool for deciding how much and how long to invest is the cash flow budget. A contingency of funds is retained in an interest bearing at call account to ensure funds are available to meet the Council's commitments.

2.3 RECEIVABLES ANALYSIS

The receivables analysis summarises all current amounts owed to the Council as at the end of the reporting period.

Receivables Analysis as at 31 March 2023

	<u>Total</u>	<u>Current - 30 Days</u>	<u>60 Days</u>	<u>90 Days</u>	<u>120+ Days</u>
Trade Debtors					
Sundry Debtors	43,750	32,002	685	-	11,063
Reserved Parking Spaces	13,214	9,819	2,353	121	921
Burnie Venues & Catering	11,821	8,062	-	1,845	1,914
Lease Debtors	17,456	11,659	1,806	2,328	1,664
ICT Debtors	23,238	503	54	54	22,626
Waste Debtors	107,835	105,171	1,927	705	32
Total Trade Debtors	217,314	167,215	6,826	5,053	38,221
Goods & Services Tax	99,852				
Infringements & Parking	1,262,638				
Other Receivables	323,160				
Rates & Charges	4,358,945				
Allowance for Impaired Debts	(867,122)				
Total Receivables	5,394,787				

Infringements & parking

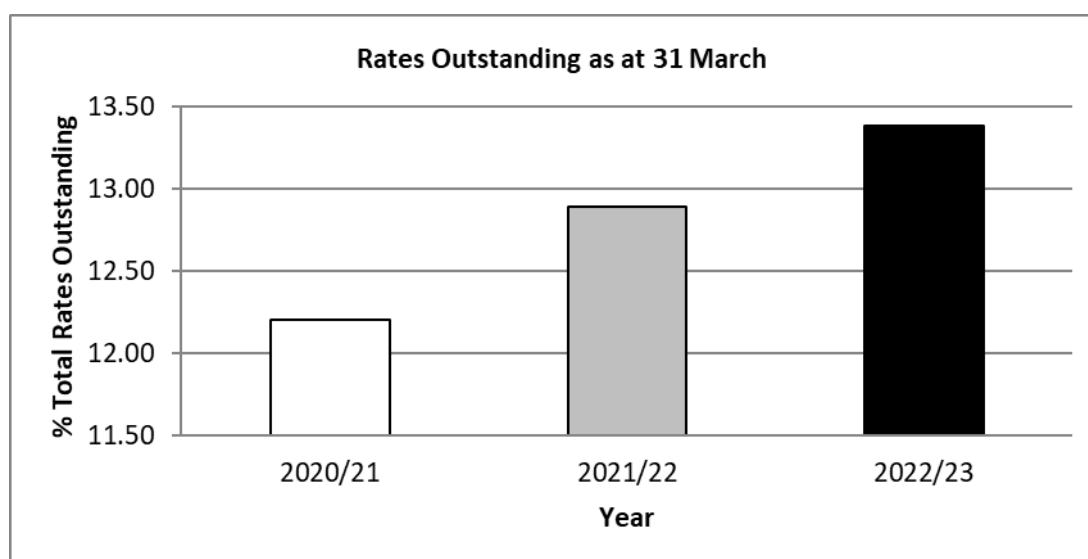
	Mar-23		Mar-22		Movement	
	Count	Balance	Count	Balance	Count	Balance
Issued 2023	1,784	129,986				
Issued 2022	1,218	98,736	2,055	128,807	(837)	(30,071)
Issued 2021	759	56,765	924	74,025	(165)	(17,260)
Issued 2020	735	63,758	886	80,688	(151)	(16,930)
Issued 2019	629	50,664	738	62,027	(109)	(11,363)
Issued 2018	647	32,545	709	38,961	(62)	(6,417)
Issued 2017	1,569	30,139	1,578	34,263	(9)	(4,124)
Issued 2016	881	23,196	906	26,025	(25)	(2,829)
Issued 2015	449	25,303	488	27,993	(39)	(2,690)
Issued 2014	451	28,066	458	28,710	(7)	(644)
Issued 2013	564	32,737	569	33,191	(5)	(453)
Issued 2012	444	25,856	459	27,518	(15)	(1,661)
Issued 2011	449	26,014	458	26,807	(9)	(794)
Issued 2010	574	19,649	578	19,787	(4)	(138)
Issued Pre-2009	13,869	638,281	13,920	645,509	(51)	(7,229)
	25,022	1,281,695	22,671	1,125,504	(651)	(72,531)

2.4 RATES ANALYSIS

The rates analysis contains a summary of rating transaction movements for 2022-23 including the total levied, the total paid and the total unpaid at the end of the reporting period. Rates are levied in July each year. Outstanding rates as a percentage is marginally higher than the same time last year.

Rates Outstanding as at 31/3/2023

	This Financial Year 31 Mar 2023		Last Financial Year 31 Mar 2022		Change
		\$		\$	\$
Arrears Brought Forward as at July 1	7.09%	1,939,953	6.07%	1,476,485	463,468
Credit Brought Forward	-3.50%	(958,203)	-3.89%	(946,074)	(12,129)
Legal Fees Carried Forward	0.01%	1,687	0.01%	1,687	-
Add Current Rates & Charges Levied	95.57%	26,145,176	97.39%	23,698,728	2,446,448
Penalty	0.46%	125,882	0.01%	3,383	122,498
Supplementary Rates	0.37%	101,207	0.41%	99,665	1,542
Gross Rates and Charges Demanded	100.00%	27,355,702	100.00%	24,333,875	3,021,827
Less: Rates & Charges Collected	82.63%	22,604,184	82.58%	20,094,128	2,510,056
Pension Remission	2.86%	783,457	3.08%	749,425	34,032
Residential Waste Remission	0.07%	20,052	0.08%	19,373	680
Hardship Interest Remission	0.00%	-	0.01%	1,483	(1,483)
Private Conservation	0.00%	665	0.00%	665	-
Misc Remissions	0.00%	-	0.00%	-	-
Services Remissions	0.00%	-	0.00%	-	-
Stormwater Remission	0.03%	8,372	0.04%	8,731	(359)
General Rate Remission	0.00%	-	0.00%	-	-
- Legal Fees	0.00%	-	0.00%	-	-
- Discounts	1.01%	275,992	1.32%	322,207	(46,215)
- Roundings/Adjustments	0.01%	1,970	0.00%	369	1,601
Sub Total	86.62%	23,694,693	87.11%	21,196,382	2,498,311
Unpaid Rates & Charges as at 31/3	13.38%	3,661,009	12.89%	3,137,493	523,516



2.5 CAPITAL EXPENDITURE REPORT

The Capital Works Program for 2022/23 has been re-forecast to estimate actual expenditure by year end. It has also been assessed by the Works and Services Department to ensure that the projects committed will be delivered within the financial year in order to mitigate the capitalisation risk (refer Risk Register).

	Original Budget	YTD Actual	Forecast	Forecast Variance	Remaining Budget
Buildings	5,308,617	1,229,178	4,728,609	(313,788)	3,499,431
Burnie Arts & Function Centre	4,019,102	780,253	3,519,102	(500,000)	2,738,849
City Office	122,137	10,198	134,051	11,914	123,853
Depot	19,058	45	19,058	-	19,013
Multi Storey Car Park	94,624	16,435	56,583	(36,041)	40,148
Other Buildings	395,057	185,419	406,227	125,390	220,808
Public Amenities Buildings	24,810	236	24,810	-	24,574
Sporting Grounds and Facilities	539,388	229,124	554,337	164,949	325,213
Wivenhoe Showground (South)	94,441	7,468	14,441	(80,000)	6,973
Parks and Reserves	8,602,802	739,692	2,545,179	(5,867,623)	1,805,487
Parks and Reserves	8,377,546	582,183	2,273,656	(6,020,890)	1,691,473
Bridges	86,600	132,867	132,867	131,267	-
Cemeteries	4,000	1,236	4,000	4,000	2,764
Sporting Grounds and Facilities	134,656	23,405	134,656	18,000	111,251
Stormwater	289,315	68,841	289,315	17,100	220,473
Annual Program	250,604	66,434	250,604	-	184,170
Stormwater Renewal	22,710	2,084	22,710	2,100	20,626
Stormwater Upgrade	16,000	323	16,000	15,000	15,677
Transport	5,712,356	1,535,339	6,412,511	935,954	4,877,172
Bridges	144,919	10,506	144,919	-	134,413
Rural - Major Patching and Resealing	354,840	3,611	354,840	-	351,229
Rural - Resealing	473,004	80,966	473,004	-	392,038
Rural - Road Upgrade	1,001,525	894,684	976,157	(25,368)	81,473
Urban - Car Parking	19,058	1,586	19,058	-	17,472
Urban - Footpaths Kerb & Channel	99,141	48,292	99,141	800	50,849
Urban - CBD and Commercial	81,788	16,760	81,788	-	65,028
Urban - Other Infrastructure	148,873	107,702	174,395	117,522	66,693
Urban - Reconstruction and Upgrades	1,209,860	20,278	1,209,860	-	1,189,581
Urban - Resealing	1,474,658	11,700	1,474,658	-	1,462,959
Urban - Retaining Walls	704,692	61,981	704,692	143,000	642,710
Rural - Flood Repairs	-	277,273	700,000	700,000	422,727
Waste	197,290	40,242	197,290	48,000	157,047
Garbage & Recycling	101,025	26,245	101,025	43,500	74,780
Waste Management Centre	96,264	13,997	96,264	4,500	82,267
Plant and Equipment	1,953,359	728,077	2,043,896	504,146	1,315,818
Computer Equipment	752,800	325,918	726,221	223,421	400,303
Other	65,700	93,539	102,691	36,991	9,152
Parking Equipment	59,385	62,348	62,348	45,248	-
Plant	1,075,474	232,396	1,152,635	198,485	920,239
Furniture and Fittings	-	13,876	-	-	(13,876)
Works and Depot Overhead	839,000	-	-	(839,000)	-
Other	839,000	-	-	(839,000)	-
Grand Total	22,902,739	4,341,369	16,216,799	(5,515,211)	11,875,429

2.6 BUDGET ESTIMATE VARIANCES UNDER DELEGATION

The General Manager has a delegation to make minor adjustments up to \$350,000 to any individual estimate item (including capital works) as deemed necessary during the financial year, provided that the total of the Estimates remains unaltered. Any change made under this delegation must be reported to the Council.

The General Manager has not used this delegation in the period January to March 2023. Proposed budget variations have been updated as part of the March budget review process (attached to this agenda).

2.7 CONTRACTS AWARDED

The following table shows contracts awarded over \$100,000 (full contract value) during the March 2023 quarter.

Contract/ Project Number	Contract/Project	Successful Contractor Registered Business Name and Address	Awarded Date	Initial Term/ Duration	Value of Contract (Ex GST)
2698	Road Maintenance Vehicle	Webster Trucks 8C Lampton Avenue Derwent Park TAS 7009	22/03/2023	18 months	\$284,000.00
2695	River Road Paver Reconstruction	Hardings Hotmix Pty Ltd 30 Industrial Drive Ulverstone TAS 7315	2/03/2023	2 months	\$134,050.00
211	Consultant Services Brief 211 City Centre Urban Plan	GHD Pty Ltd 10 Columar Court Burnie TAS 7320	31/01/2023	5 months	\$165,000.00
210	Consultant Services Brief 210 Burnie Gateway Project	GHD Pty Ltd 10 Columar Court Burnie TAS 7320	31/01/2023	14 months	\$181,650.00

2.8 CONSULTANTS ENGAGED

The following table lists consultants engaged throughout the current financial year for a cost greater than \$10,000. For the purpose of this table, a consultant is defined as a person or organisation that provides Council with professional advice in areas of strategy, planning or engineering. Consultants are engaged in accordance with Council's policy *Code for Tenders and Contracts CP-CBS-SG-012*.

Reasons that consultants may be engaged:

- A Lack of resource within Council
- B Specialist expertise required
- C Independence
- D Value for money (where Council cannot provide the service as efficiently)
- E Legal requirement

Project	Consultant	Description	Committed \$	Actual \$ LTD	Reason	Funded from	Complete
Digital Transformation Strategy	2PM Consultancy	Phase 3 and 4 – Research and Design	48,000	51,635	B	ICT Operational Budget	Yes

Project	Consultant	Description	Committed \$	Actual \$ LTD	Reason	Funded from	Complete
Council Strategic Plan	SGS Economics and Planning	Support development of Council's Strategy as per s66 LGA	53,702	53,702	B	Operational Budget	Yes
Emu River Flood Warning Implementation Study	Entura	Research and workshop to develop flood mitigation plan for Emu River	50,632	50,632	B	Operational Budget	Yes
Upper Natone Road/Horseshoe Bend – Oonah Road Recovery	PDA	Engineering Services required to determine best recovery options	30,000	23,401	A, B	Cap Ex/State Emergency Recovery Fund	No
Urban Design and Gateway Project	GHD	Urban Design and Town Planning Services	181,650	44,143	A,B	Cap Ex Budget	No
Business Continuity Planning	Resilience Services	Comprehensive improvement to Business Continuity Plan	14,000	7,000	A	Corporate and Commercial Services operational budget	No
Data capture and analytics	Place Intelligence	Data to inform decision making for CBD and key community facilities	40,000	15,000	B	Corporate and Commercial Services operational budget	No
Retaining Wall – Hodgman Street	PDA	Engineering Services required to redesign retaining wall	0	0	A, B	CapEx Budget	No

2.9 GOVERNANCE – USE OF COUNCIL SEAL

17 January 2023	Contract – Architect Services Brief 207 for Burnie Sports Centre Complex – October 22
14 March 2023	TasNetworks – Transfer of Electricity Easement: 2 North Terrace, Burnie
15 March 2023	Contract – Consultant Services Brief 210 for Gateway Project – February 2023
15 March 2023	Contract – Consultant Services Brief 211 for City Centre Urban Plan – February 2023
21 March 2023	Contract 2695 – River Road Paver Reconstruction – February 2023
21 March 2023	Petition to Amend Sealed Plan 32913 – Kentish Drive, Hutchinson Street, Byrne Place and Nothrop Court, Shorewell

COUNCIL RESOLUTION**Resolution number: MO082-23****MOVED:** *Cr J Grave***SECONDED:** *Cr G Simpson****“THAT the General Manager’s Quarterly Information Report for Corporate and Commercial Services for the March 2023 quarter be noted.”*****For:** Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.**Against:*****CARRIED UNANIMOUSLY***

GENERAL MANAGER**AO067-23 ANNUAL PLAN 2022-23 PROGRESS REPORT TO 31 MAR 2023**

FILE NO: 4/13/5
PREVIOUS MIN:

1.0 RECOMMENDATION:

“THAT Council note the 2022-23 Annual Plan progress report to 31 March 2023.”

2.0 EXECUTIVE SUMMARY**Purpose and Background**

The Annual Plan and Budget Estimates is developed by the Council each year setting out the key deliverables to be undertaken, together with the budgeted resources required to achieve them.

Key Issues

The Council adopted the Annual Plan and Budget Estimates 2022-23 at its meeting held on 28 June 2022. The plan can be viewed at www.burnie.tas.gov.au

The **attached** report outlines the progress made against each of the financial year’s Annual Plan actions to date, and includes updates on those actions still in progress from the previous year.

3.0 SUPPORTING INFORMATION**Strategic Alignment**

The current year Annual Plan prioritises key actions toward achieving the three strategic goals of the Council Plan 2022-2025:

- Vibrant Town Centre
- Community Facilities to Support Liveability
- Environmentally Responsible

Actions are also aimed at investing in the key Enablers under the Council Plan, being Financial Management, Our People, Community Consultation, Data, Digital Transformation, and Agility; which are necessary to achieve the above strategic goals.

Legal

The Annual Plan is prepared as part of the Annual Plan and Budget Estimate process, and is required under the *Local Government Act 1993*.

Finance

Actions in the Annual Plan are funded in the corresponding Annual Plan and Budget Estimates.

Relation to Council Policy

There are no Council policies relating to this report.

Discussion

The attached report provides the most recent quarterly progress update.

Health and Safety

There are no health and safety impacts resulting from this report.

Risk

There are no identified risks that require consideration in relation to this report.

Environmental Sustainability

There are no environmental sustainability impacts to be considered in this report.

Consultation

Relevant Council Officers have been consulted in the preparation of this report.

Conflict Of Interest

No member of Council staff, or other person engaged under a contract, involved in advising on or preparing this report has declared a material or general conflict of interest in relation to the matter of the report.

ATTACHMENTS

1 [↓](#). Annual Plan Progress Report - March 2023

COUNCIL RESOLUTION**Resolution number: MO083-23*****MOVED:*** ***Cr T Aitken******SECONDED:*** ***Cr K Dorsey******“THAT Council note the 2022-23 Annual Plan progress report to 31 March 2023.”***

For: Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S
Kons, Cr C Lynch, Cr D Pease.





Against:

CARRIED UNANIMOUSLY




Annual Plan 2022-23 Progress Report – Q3

2022-23 Annual Plan Actions	Link to Council Plan	Progress Update	Status
 <p>Commence redevelopment of the new Burnie Cultural Centre</p>	<p>Vibrant town centre (Goal 1)</p>	<p>The Council adopted the final architectural plans that take account of community feedback, at the meeting of 13 December 2022.</p> <p>Discussions are continuing with the new Commonwealth Government about the timing of the provision of the \$13M commitment to this project made during the last Federal election.</p> <p>Vos Constructions have been engaged to deliver the refurbishment project, with works to commence in April 2023.</p>	In Progress
 <p>Develop a feasibility assessment for the increase in capacity of the Upper Burnie Sports Centre</p>	<p>Community facilities to support liveability (Goal 2)</p>	<p>DWT Architects have presented three design ideas, these were discussed in one of the March workshops. DWT have been instructed to develop two of the three ideas in to concept designs along with indicative construction costs for each.</p>	In Progress
 <p>Commence procurement of environmentally responsible vehicles and plant</p>	<p>Environmentally responsible (Goal 3)</p>	<p>Council has commenced to transition its commuter fleet, purchasing one electric car and one plug in hybrid. A further two hybrids will be purchased in this financial year.</p>	In Progress
 <p>Develop an Asset Management Planning - Improvement Strategy to underpin long term financial forecasting</p>	<p>Financial management (Enabler)</p>	<p>An asset management consultant has undertaken an Asset Management Maturity Assessment for the Council. An Asset Management Improvement Strategy is now being developed to outline the areas of focus required over the next three to five years.</p>	In Progress
 <p>Conduct a cultural survey</p>	<p>Our people (Enabler)</p>	<p>A cultural survey has been developed. The survey will open for Council employees to complete on 12 April 2023, and will remain open for a two week period.</p>	In Progress

Annual Plan 2022-23 Progress Report – Q3

2022-23 Annual Plan Actions	Link to Council Plan	Progress Update	Status
 Develop a new 10 year Strategic Plan	Community consultation (Enabler)	The development to the draft Strategic Plan will occur in the last quarter of the financial year once the community has provided feedback on the Background Report and their insights into what the focus areas should be for our City over the next 20 years (refer below to <i>Develop a Building our Best Future Report</i>).	Not yet commenced
 Develop a Building Our Best Future Report	Data (Enabler)	SGS Economics have developed a Background Paper on the strategic context that will impact Burnie over the next 20 years to underpin the development of the Strategic Plan. Community consultation on this Background Report and importantly the context for the Strategic Plan is currently the subject of public exhibition. The consultation phase concludes on 22 May 2023, after which feedback will be provided to a Council Workshop scheduled for 6 June 2023.	In Progress
 Commence implementing the five year Digital Transformation Strategy	Digital transformation (Enabler)	<p>The Council's Digital Transformation Strategy was adopted by the Council at its meeting of 13 December 2022 which now provides the framework of the effort and investment required.</p> <p>A number of key projects are now underway. The largest of these is the development of a contemporary Active Directory system which is now complete.</p>	Completed
 Develop Council's Community Recovery Function	Agility (Enabler)	This initiative is yet to be commenced.	Not yet commenced

Annual Plan 2022-23 Progress Report – Q3

Actions from 2021-22 still in progress	Progress Update	Status
<p>Coastal Pathway</p>  <p>Complete the design and tender process for the Coote to Wynyard Coastal Pathway Project and commence construction.</p>	<p>Both applications were lodged with respective councils in December last year, AHT have approved the Aboriginal Heritage Plan, Grant funding has been rearranged to reflect the cost of the project relative to the recent budget forecasts.</p> <p>Communications with the Minister has commenced regarding work required in the rail corridor.</p> <p>It is expected to release the tender in mid May 2023 with construction expected to commence in September 2023</p>	In Progress
<p>Waste Management</p>  <p>Review our service delivery model for Burnie Waste Management Centre in preparation for 2022-23 services.</p>	<p>Council have resolved to enter in to a local government agreement with Dulverton Waste Management to take over the operation of the Burnie Waste Transfer Station.</p> <p>Council will be commencing contract negotiations on service delivery with Dulverton in Mid-April 2023 with the expectation to have a contract in place and operating by July 1 2023</p>	In Progress
<p>FOGO</p>  <p>Investigate the feasibility of a Food Organic and Green Organic service for 2022-23.</p>	<p>Council has resolved to an in principal agreement to implement a FOGO collection service in the Burnie Municipality. Council has agreed to further evaluation of costs and benefits with the expectation to have FOGO in place in time for the 2024/25 financial year.</p>	In Progress

Annual Plan 2022-23 Progress Report – Q3

Actions from 2021-22 still in progress	Progress Update	Status
<div data-bbox="440 1397 625 1818"></div>	<p>A draft Community Engagement Framework will be available for public consultation in mid-2023, following other priority community consultation processes occurring.</p>	<p>In Progress</p>

GENERAL MANAGER**AO068-23 BURNIE AUSTRALIA DAY SPECIAL COMMITTEE**

FILE NO: 29/1/8

PREVIOUS MIN:

1.0 RECOMMENDATION:

“THAT Council resolve to disestablish the Burnie Australia Day Special Committee, with the organising of this event to be undertaken in house and Council determining the Australia Day Award recipients.”

2.0 EXECUTIVE SUMMARY**Purpose and Background**

Burnie City Council has hosted an official Australia Day event for many years, in part because of the requirement imposed by the Federal Government to hold a Citizenship Ceremony on that date.

There is no longer a requirement by the Federal Government to hold a Citizenship Ceremony on Australia Day, provided such an event occurs proximate to Australia Day.

Given increased community concern about celebrations on Australia Day it is proposed to discontinue with an official Australia Day event and instead continue fund a community event through the Council’s grants program and hold a Citizenship and Award Ceremony on a day proximate to Australia Day.

Accordingly, it is recommended that the Australia Day Special Committee be dis-established and organization of the Citizenship Ceremony and Awards be done in house.

Key Issues

Proposed changes to the celebration of Australia Day, in light of changed requirements regarding Citizenship Ceremonies and community concerns about official celebrations on Australia Day.

3.0 SUPPORTING INFORMATION**Strategic Alignment**

This issue is not relevant to Council’s Strategic Plan.

Legal

There are no direct legal implications or legislative requirements for Council arising from the recommendation in this report.

Finance

There are no financial impacts resulting from this report.

Relation to Council Policy

There are no Council policies relating to this report.

Discussion

There are a number of reasons for proposing that Burnie City Council reconsiders how Australia Day is celebrated in Burnie.

First, there is a growing sense of concern in the community about Australia Day because of what it represents for Indigenous Australians. This has to be balanced with those in our community who wish to celebrate Australia Day.

Secondly, the Federal Government has changed the mandated requirement for Council's to hold Citizenship Ceremonies on Australia Day. It is now acceptable to hold a Citizenship Ceremony proximate to Australia Day without the threat of removal to conduct such ceremonies, as had been the situation under the previous Federal Government.

Thirdly, Burnie City Council can fund a community event on Australia Day through its annual grants program, providing an opportunity for those in our community who want to come together, to do so and celebrate Australia Day.

In view of these factors councilors are asked to consider deciding at a future Council meeting to discontinue the Burnie City Council Australia Day Ceremony and instead hold an event proximate to Australia Day at which a Citizenship Ceremony is conducted and the Australia Day Awards are made.

If this change is agree, it will also be recommended that the Australia Day Special Committee be dis-established. The organizing of this event would be done in house. Council would be asked to determine the Australia Day Award recipients.

Health and Safety

There are no health and safety impacts resulting from this report.

Risk

Holding official events on Australia Day is becoming more controversial and divisive within our community. The proposed approach attempts to balance competing interests, but there

will no doubt be opposition regardless of Council's position. It is suggested this move will strike the right balance.

Environmental Sustainability

There are no environmental sustainability impacts to be considered in this report.

Consultation

Relevant Council Officers have been consulted in the preparation of this report.

Conflict Of Interest

No member of Council staff, or other person engaged under a contract, involved in advising on or preparing this report has declared a material or general conflict of interest in relation to the matter of the report.

COUNCIL RESOLUTION

Resolution number: MO084-23

MOVED: *Cr G Simpson*

SECONDED: *Cr K Dorsey*

"THAT Council resolve to disestablish the Burnie Australia Day Special Committee, with the organising of this event to be undertaken in house and Council determining the Australia Day Award recipients."

For: Cr T Brumby, Cr G Simpson, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.

Against: Cr T Aitken.

CARRIED

GENERAL MANAGER**AO069-23 LAND DISPOSAL - PROPOSAL TO DISPOSE OF PUBLIC LAND -
CAMDALE, CT VOLUME 65830 FOLIO 1, CT VOLUME 65830 FOLIO
2 AND CT VOLUME 65830 FOLIO 3**

FILE NO: 5/2/2, 6184656
PREVIOUS MIN:

1.0 RECOMMENDATION:

“THAT Council, by absolute majority, determines its intention to dispose of public land, located at Bass Highway, Camdale CT Volume 65830 Folio 1, CT Volume 65830, Folio 2 and CT Volume 65830 Folio 3, the area identified on the plan attached, to JMC Group to be used for the purposes of future development, and that a further report be presented to Council as to the outcome of the submission process.”

2.0 EXECUTIVE SUMMARY**Purpose and Background**

Council has an opportunity to negotiate a potential sale agreement with an interested purchaser for land at Bass Highway, Camdale, CT Volume 65830, Folios 1, 2 and 3.

The proposed land is listed on Council’s Public Land Register, and is therefore subject to the legislative process for disposal of public land. The purpose of this report is to commence that process.

Key Issues

Council must undertake a disposal of public land process which provides for a public notice period, and for any submissions to be considered before it can dispose of the land to a potential purchaser.

The potential for sale of the land is an important opportunity for Council to foster development of business and tourism accommodation within the Burnie municipality. This would require re-zoning of the land and compliance with environmental requirements. The purchaser is aware of these limitations and is prepared to purchase the property on that basis.

3.0 SUPPORTING INFORMATION

Strategic Alignment

This report and the opportunity for disposal of the land is relevant to the Council Plan goal *Community Facilities to Support Liveability*, and to the Council Enabler *Financial Management*.

Legal

Section 178 of the *Local Government Act 1993* requires that Council must undertake a disposal of public land process which provides for a public notice period, and for any submissions to be considered before it can dispose of the land to a potential purchaser.

Guidance on the process to follow in the disposal of public land is provided in an information sheet produced by the Local Government Division titled 'Sale of Public Land'.

Finance

The Act requires that a valuation for land by a registered valuer be obtained before Council disposes of public land. Council has engaged a commercial valuation for the land which will be provided to Council when available.

Relation to Council Policy

There are no Council policies relating to this report.

Discussion

The land has coastal frontage to the north and is abutted to the south by the Bass Highway. Council is unlikely to be in a position to develop this land in the future and disposing of it to enable a development to proceed fits with Council's strategy.

In regard to the public land disposal process, the following steps need to occur:

- a) Council determines its intention to dispose of the subject land.
- b) Council's determination is published as a public notice, twice, in a local newspaper advising interested parties of Council's intention to dispose of the land.
- c) A notice is required to be placed at the property boundary advising of Council's intention to dispose of the land.
- d) Submissions are invited from interested parties in respect to Council's intention to dispose of the subject land.

Any submissions received within the specified time frame will be considered by Council following the completion of the statutory period.

The Act contains appeal provisions, should a person who lodges a submission, be aggrieved by the subsequent Council decision.

Health and Safety

There are no health and safety impacts resulting from this report.

Risk

There are no identified risks that require consideration in relation to this report. The offer is unconditional, so subject to satisfying the requirements to dispose of public land Council can proceed.

Environmental Sustainability

There are no environmental sustainability impacts to be considered in this report.

Consultation

The potential purchaser has been advised of Council's intention to commence a public land disposal process, which allows an opportunity for the community to make a submission in respect to the proposed disposal of land.

The following notices will be made:

- Publishing a public notice (twice) in The Advocate with the prescribed information
- Posting a notice on the boundaries of the subject land

The Act requires a 21 day submission period from the date of first publication of the notice.

A further report will be provided to Council following the submission period, to consider any submissions received.

Conflict of Interest

No member of Council staff, or other person engaged under a contract, involved in advising on or preparing this report has declared a material or general conflict of interest in relation to the matter of the report.

ATTACHMENTS

1 [↓](#). Map - land parcels

COUNCIL RESOLUTION**Resolution number: MO085-23****MOVED:** *Cr A Keygan***SECONDED:** *Cr D Pease*

“THAT Council, by absolute majority, determines its intention to dispose of public land, located at Bass Highway, Camdale CT Volume 65830 Folio 1, CT Volume 65830, Folio 2 and CT Volume 65830 Folio 3, the area identified on the plan attached, to JMC Group to be used for the purposes of future development, and that a further report be presented to Council as to the outcome of the submission process.”

For: Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.

Against:

CARRIED UNANIMOUSLY



MINUTES AND REPORTS OF COMMITTEES**AO070-23 BURNIE CITY YOUTH COUNCIL - UNCONFIRMED MINUTES OF MEETING HELD ON 23 MARCH 2023**FILE NO: 2/5/34

RECOMMENDATION:

“THAT the Minutes of a meeting of the Burnie City Youth Council held on 23 March 2023, be received for discussion.”

SUMMARY

The meeting of the Burnie City Youth Council was held on 23 March 2023 where the election for the positions of Youth Mayor and Youth Deputy Mayor were conducted.

A copy of their meeting notes are attached.

ATTACHMENTS

1 [↓](#). Minutes - Burnie City Youth Council - 23 March 2023

COUNCIL RESOLUTION**Resolution number: MO086-23****MOVED:** Cr G Simpson**SECONDED:** Cr T Aitken

“THAT the Minutes of a meeting of the Burnie City Youth Council held on 23 March 2023, be received for discussion.”

For: Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.

Against:

CARRIED UNANIMOUSLY

Meeting Notes



Meeting: **BURNIE YOUTH COUNCIL**
 Held on: Thursday 23 March 2023
 Venue: Burnie City Council Chambers
 File No(s): 2/5/34



The meeting opened at 9.20am

1.	<p>Present:</p> <p>(BHS) – Lottee Rolls (BHS) – Ellie Sushames (PHS) – Izzy Riley (PHS) – Danika Johnston (PHS) – Gi’Annie Kingdon (PHS) – Teleeka Campbell (MRC) – Harry Poke (MRC) – Jonty Brumby (MRC) – Bronte van der Ploeg (HPS) – Jagger Barnard (HPS) – Madeline French (RPS) – Kolby Hampson (RPS) – Eila Argent (RPPS) – Zoish Contractor (BPS) – Sari Armstrong (BPS) – Hudson Bain (SMPS) – Charlie Brown (SMPS) – Azra Khan (LCS) – Kiana Gibson (LCS) – Tiabella Bester (CPS) – Jonte Schumann (CPS) – Archer Collins (MPS) – Kaha Taiaroa (MPS) – Asha Taiaroa</p> <p>Apologies:</p> <p>(BHS) – Saxon Long (BHS) – Imogen Lloyd (MRC) – Oceania Eustace (RPPS) – Kyson Riley</p> <p>Ex-officio Officers in attendance: Deputy Mayor Giovanna Simpson Burnie Works – Fiona Loughran Burnie Works - Allison Daley</p>
2.	<p>Acknowledgement of Country by Deputy Mayor Giovanna Simpson</p>

3.	Explanation about out of session communication and filing. <ul style="list-style-type: none"> - Folders were handed out to Youth Councillors explaining out of session communication and filing. <ul style="list-style-type: none"> o Information will be mailed out (Agenda, Minutes, other opportunities) o Youth Councillors to take information from meetings back to their schools.
4.	Introduce existing opportunities and invitations (JCP Leadership Training) <ul style="list-style-type: none"> - YNOT Youth Forum in June: a bus will be organised. - ANU research - Burnie Council Strategic Plan and Vision consultation process. - Leadership Training being held on 20 April – more information will be sent out.
5.	Election Process <ul style="list-style-type: none"> - Cr Simpson explained the election process to Youth Councillors. - Nomination speeches for Deputy Mayor Junior: <ul style="list-style-type: none"> o Kiana Gibson (LCS) o Hudson Bain (BPS) o Tiabella Bester (LCS) o Zoish Contractor (RPPS) o Sari Armstrong (BPS) o Jagger Barnard (HPS) - Nomination speech for Deputy Mayor <ul style="list-style-type: none"> o Izzy Riley (PHS) - Nomination speech for Youth Mayor <ul style="list-style-type: none"> o Jonty Brumby (MRC) o Gi'Annie Kingdon (PHS)
6.	Announce Mayor, Deputy Mayor and Deputy Mayor Junior <p>Cr Simpson announced the successful candidates and congratulated:</p> <ul style="list-style-type: none"> o Deputy Mayor Jnr: Hudson Bain (BPS) o Deputy Mayor: Izzy Riley (PHS) o Youth Mayor: Gi'Annie Kingdon <ul style="list-style-type: none"> - Mayor Brumby provided an explanation of youth council roles, meeting protocols, obligations and relationship with Burnie City Council.
7.	Overview of meeting conventions for future meetings <ul style="list-style-type: none"> - Mayor Brumby addressed the wonderings from previous youth council meeting: How are decisions made by council; Workshops; Mayor's role and the Motion process. - Council's Strategic Plan and Vision: Mayor Brumby sought feedback from youth councillors seeking ideas on what they want in Burnie.
	Overview of meeting conventions for next time <ul style="list-style-type: none"> - Youth councillors were advised to speak loud and clearly during meetings. - Youth Mayor to state name of mover and seconder for minute taker

	<ul style="list-style-type: none">- Agenda and Minutes will be mailed out and it is expected that they read documents and check for any errors before each meeting. If there are any mistakes to mention at the next meeting.- Youth councillors advised to send through ideas or suggestions at anytime.- A youth councillor suggested that each school has an 'Ideas Box' and bring those suggestions to the next meeting.
8.	Office Bearers meet with BCC PA <ul style="list-style-type: none">- Quick meeting with office bearers about official out of session duties to understand the responsibilities that come with their roles.
6.	Next Meeting Thursday 27 April

Closed: 11.20am

MINUTES AND REPORTS OF COMMITTEES**AO071-23 UPPER NATONE RESERVE SPECIAL COMMITTEE UNCONFIRMED
MINUTES OF MEETING HELD ON 19 MARCH 2023**FILE NO: 2/5/16

RECOMMENDATION:

“THAT the unconfirmed Minutes of a meeting of Upper Natone Reserve Special Committee held on 19 March 2023, be received for noting.”

SUMMARY

An ordinary meeting of the Upper Natone Special Reserve Committee was held on site at the reserve on Sunday 19 March 2023 at 1.30pm. The unconfirmed Minutes of the meeting are attached for noting.

The next Meeting will be held at 7.30pm on Monday 19 June 2023 at the Natone Primary School.

ATTACHMENTS

1. [!\[\]\(0f13e74bece43321be4542883500ac30_img.jpg\) Unconfirmed Minutes of the Upper Natone Reserve Special Committee Meeting held on 19 March 2023](#)

COUNCIL RESOLUTION

Resolution number: MO087-23**MOVED:** *Cr J Grave***SECONDED:** *Cr T Aitken****“THAT the unconfirmed Minutes of a meeting of Upper Natone Reserve Special Committee held on 19 March 2023, be received for noting.”*****For:** Cr T Brumby, Cr G Simpson, Cr T Aitken, Cr K Dorsey, Cr J Grave, Cr A Keygan, Cr S Kons, Cr C Lynch, Cr D Pease.**Against:*****CARRIED UNANIMOUSLY***

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Upper Natone Reserve Special Committee

Minutes of meeting held at the Upper Natone Reserve

Sunday 19th March 2023

Meeting opened 1.30pm

Present: Ivan Caston (Chairperson), Heather Ross (Secretary), Diane Cripps, Brielle Gray, Justin Grave, Rodney, and Rhodora Lincoln

Apologies: Richard Franks, Lauchlan Girschik

Declaration of interest: Nil

Minutes of previous meeting: Minutes of meeting held 30/10/22 read to meeting. Moved by Diane Cripps, Seconded by Brielle Gray. Minutes Accepted.

Financial Report: \$1603 of \$2000 budget has been spent to-date.

Business arising from previous minutes:

1. Items held at the Tustian's premises purchased for or donated for use in the reserve have been collected and delivered to Ivan Caston's property. Some of the items have already been used for new boardwalks on the shorter walking track. The committee thank the council for arranging the return of these items.
2. Thank you to the Council for making and installing the signs as discussed at the previous meeting to indicate the 'day use only area' near and adjacent to the picnic shelter and the 'no caravans past this point' sign near the toilet, to prevent/deter visitors with caravans from entering the day use area.
3. Shorter second walking track was reopened 24th January 2023 after the committee installed new boardwalks to a 12-metre section of the track constantly and severely impacted by the flooding creek. Upon completion it was noted this track would benefit from further boardwalks in areas prone to being wet underfoot.
4. A proposed induction checklist put together by Brielle Gray was submitted to council for consideration and/or alteration on the 1/9/22. Nick Hall Safety Advisor was to peruse, amend as necessary and provide an amended/completed document for the committee to use that reflected what we do. Ivan Caston to follow up with Doug White via email on progress and outcome.
5. Committee members interested in completing the Chainsaw Safety course are Ivan Caston, Richard Franks, and Jeremy Schmidt. Ivan to follow up with Council re organising this. Possible training organisation RTV Ridgely was suggested.
6. Suggestion tabled in previous minutes for \$100 Bunnings gift card being purchased as required with the Reserve funds for spending on the 'smaller' items necessary for the ongoing maintenance and improvement of the reserve. E.g.: cleaning items, nuts, bolts, star pickets etc, with receipts for expenditure being itemised and reported in meeting minutes with receipts provided to council. Doug White was to discuss with Pat Troughton. Awaiting outcome. To be discussed at next meeting.

Correspondence (in/out)

- **Out** 6/3/23 Email to Doug White from Chairperson re: new appointed councillor
- **In** 6/3/23 Email from Doug White advising Cr Justin Grave is appointed councillor
- **Out** 6/3/23 Email to Cr Justin Grave from Secretary welcoming him to committee and advising of proposed dates for next meeting.
- **Out** 15/3/23 Email to Cr Justin Grave advising of date and time of next committee meeting and working bee.
- **In** 17/3/23 Email from Cr Justin Grave advising he will attend the meeting but may not be able to attend the working bee

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- **In 8/3/23** Email from Doug White advising he is unable to attend weekend meetings or working bees currently due to other commitments. He suggested weeknight meetings would be more suitable in foreseeable future.
- **In 17/3/23** Financial report received from Damien Aherne for expenditure to date
- **Out** Several email notifications and reminder emails for working bees' dates to volunteers and Council since November 2022

General Business:

- The Reserve Facebook page has continued to grow with 98 followers and good engagement. More options will be available via Facebook when the page has over 100 followers. Cr Justin Grave took photos to share on his page to promote the reserve and the Facebook page. He also offered to assist with providing guidance on getting the best use out of the Facebook page which was appreciated.
- The Facebook page has received two requests from interested users of the reserve to be notified when a working bee is scheduled so they can volunteer their labour if available on the day.
- Meeting frequency as set down by Council is for at least four meetings to be held each financial year with an AGM to be held by the 31st of August. It was moved the committee set the four meeting dates for the year and the next date of the AGM, at the AGM each year. If required, further meetings can be held in-between. This will allow Council and committee members to plan ahead, with scheduled meeting dates able to be changed if necessary.

Moved: Ivan Caston, Seconded Heather Ross, Carried

- The committee acknowledged the need for Doug White, Director of Works, and Services to be able to attend committee meetings where possible. It was therefore moved the four scheduled meetings each year would return to being held Monday nights at the Natone Primary School. Currently the school do not charge the committee for the use of the classroom.

Moved Heather Ross, Seconded Diane Cripps, Carried

- The meeting with a Council plumber at the reserve to discuss a tap at the water tank, issues with the water pump, provision of threaded rod into pump slab to hold pump in position and drainage to prevent water from going onto toilet floor under the door, is still to be arranged. Further issues with the ability to pump water to the tank have occurred with a possible blockage in the pipe and suitability of present pump. The Council have had to send a water truck out on 3 occasions at the committees request to fill the tank due to these issues. A permanent solution needs to be found. Ivan to follow up with Doug White.
- The cost and provision of the toilet paper for the public toilet located at the reserve was discussed. Previously the reserve funds were used to reimburse committee members for the purchase of toilet paper. A few volunteers have been providing the toilet paper for a period now, whilst waiting on a decision from Council. It was moved the Council be requested to supply bulk toilet rolls for the public toilet, with no cost recorded against the reserve funds. Ivan can store the toilet paper at his home; a container with 12 rolls is kept in the locked cupboard located in the toilet with the cleaning items. The Committee is responsible for the ongoing cleaning of the public toilet with 3 members rotating to do this 1-2 times each week.

Moved Ivan Caston, Seconded Brielle Gray, Carried

- Four official working bees (30/10/2022, 4/12/22, 24/1/23 and 19/3/23) have been held since previous meeting with 6 unofficial dates where 2-3 members attended the reserve to continue work not completed at working bees or for maintenance noticed during weekly checks and cleaning of the toilet that required attention. (6/11/22, 12/11/22, 27/11/22, 26/2/23, 4/3/23, 8/3/23)
- It was moved the Council be approached about amending the Delegation of Authority and Rules of Operation document 7.3.2 before the next AGM as permitted in 15.1. Currently the AGM is required to be advertised in The Advocate Newspaper which is expensive and costing over \$400 pa. The cost has increased each year and is removed from the \$2000 yearly budget that does not increase annually. This reduces the amount of funding available for the committee to use on approved spending to maintain and improve the Upper Natone Reserve. Other ways to advertise the AGM were discussed and the Secretary will provide a

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letter to Cr Justin Grave for presentation to the General Manager Simon Overland for consideration.

Moved Heather Ross, Seconded Cr Justin Grave, Carried

- A discussion was held about best way to use the returned timber. Options were boardwalks, or picnic tables in the day use area. It was decided to complete the board walks on the shorter track first (another 12 metres) and a 3-metre section on the lagoon track requiring a boardwalk to replace the current logs on the ground covering a wet area, which can become slippery.

Moved Ivan Caston, Seconded Brielle Gray, Carried

- Thank you to committee member Richard Franks for donating treated pine posts and half posts for use at the reserve. These will be most useful.
- The gate to the area over the bridge at the lagoon was shut prior to the recent long weekend by members during a routine check on the reserve. From experience this area is often subject to inappropriate use by some visitors with their vehicles because it becomes wet and muddy when driven on during the cooler/wetter months. There was evidence of 4-wheelers being used on part of the lagoon walking track from this area, damaging delicate moss on the sides of the track, and potentially impacting on the fungi that grows along the sides of the walking track.
An increasing amount of rubbish has needed to be removed from this area over the past months, with deliberate damage to trees evident, including 4 trees being chopped down to use as firewood with an axe, the installation of a swing and steps attached to a tree with screws leading to a rope for swinging on. The committee removed these items. It was therefore decided to close this gate earlier than usual to deter this behaviour in this isolated part of the reserve. These people will now need to walk in rather than drive in. Visitors wishing to walk the tracks are still able to do so. A post was placed on the Facebook page advising the gate was now shut to this area for vehicles but open for pedestrians.
- A suggestion by Brielle Gray was discussed about holding a colouring competition for children via the FB page. A fairy door will be provided to colour in/paint for inclusion in the fairy glade. The winner (yet to be decided on how that would be determined) would have their painting/colouring in, laminated and attached to a fairy door within that area for a period as it is likely to deteriorate over time. This idea will be further explored at next meeting when the idea can be presented with more details for discussion.
- Another suggestion by Brielle Gray was for Scavenger Hunt type questions, or a "can you find, did you see" list of items/plants/things and animals etc that can be found in the reserve year-round. The list could be extended to include seasonal things like flowering plants, fungi etc that can be seen during the season and months they appear. The cards with these prompts on would be in the picnic shelter near the noticeboard in a Perspex holder for children and adults or groups/families to take, use and keep whilst exploring the reserve. There will be some cost to do this, and the committee members present agreed it would be worth trialling. Brielle with the help of other members will put some question ideas together to present at the next meeting.
- The committee would like to thank previous committee member Rodney Lincoln and his partner for coming to the working bee and attending the meeting. Rodney has indicated he has an interest in helping to maintain the Alan Page Memorial Garden as a volunteer.
- Cr Justin Grave requested Secretary email him with a list of issues/queries briefly discussed during the meeting that he can raise/follow up with the Council on our behalf. This includes the changes to advertising of the AGM, the current reserve budget, induction paperwork, the council website details about the reserve, the inconsistent information being provided to the public about the reserve over the phone etc.

Next Meeting: Monday 19th June 7.30pm Natone Primary School, Natone

Meeting closed 2.45 pm.

AO072-23 NON AGENDA ITEMS

In accordance with the requirements of Regulation 8(5) of the *Local Government (Meeting Procedures) Regulations 2015* a matter may only be discussed at a meeting if it is specifically listed on the agenda of that meeting.

Council by absolute majority may decide at an ordinary meeting to deal with a matter that is not on the agenda if the General Manager has reported:

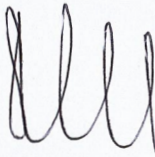
- (a) the reason it was not possible to include the matter on the agenda; and
- (b) the matter is urgent; and
- (c) that advice has been provided under section 65 of the *Act*.

There were no non agenda items.

There being no further business the Mayor declared the Meeting closed at 8.13pm.

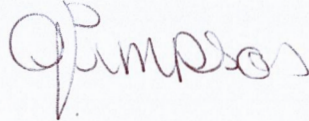
CERTIFICATION OF MINUTES AS A TRUE RECORD

These minutes are confirmed as an accurate record of the Open Session of the Ordinary Meeting of Burnie City Council held on 26 April 2023.

Confirmed: 

Simon Overland
GENERAL MANAGER

Date: 23 MAY 2023

Confirmed: 

~~Teeny Brumby~~ Giovanna Simpson
MAYOR Acting Mayor

Date: 23/5/23