

Kingborough



COUNCIL MEETING AGENDA

NOTICE is hereby given that an Ordinary meeting of the Kingborough Council will be held in the Kingborough Civic Centre, 15 Channel Highway, Kingston on
Monday, 17 June 2024 at 5.30pm

Kingborough Councillors 2022 - 2026



Mayor
Councillor Paula Wriedt



Deputy Mayor
Councillor Clare Glade-Wright



Councillor Aldo Antolli



Councillor David Bain



Councillor Gideon Cordover



Councillor Kaspar Deane



Councillor Flora Fox



Councillor Amanda Midgley



Councillor Mark Richardson



Councillor Christian Street

QUALIFIED PERSONS

In accordance with Section 65 of the *Local Government Act 1993*, I confirm that the reports contained in Council Meeting Agenda No. 11 to be held on Monday, 17 June 2024 contain advice, information and recommendations given by a person who has the qualifications or experience necessary to give such advice, information or recommendations.



Dave Stewart
CHIEF EXECUTIVE OFFICER
being the General Manager as appointed by the
Kingborough Council pursuant to section 61 of the
Local Government Act 1993 (TAS)

Tuesday, 11 June 2024

Public Copy

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GUIDELINES FOR PUBLIC QUESTIONS

Section 31 of the Local Government (Meeting Procedures) Regulations 2015

Questions from the public may either be submitted to the General Manager in writing or asked verbally at an Ordinary Council meeting. Any question asked must only relate to the activities of Council [Section 31(2)(b)].

This guideline is provided to assist the public with the requirements of Public Question Time as set out in the *Local Government (Meeting Procedures) Regulations 2015* as well as determinations made by Council. You are reminded that the public question forum is designed to accommodate questions only and neither the questions nor answers will be debated.

Questions on Notice

Written questions on notice must be received at least seven (7) days before an Ordinary Council meeting [Section 31(1)] and must be clearly headed 'Question/s on Notice'. The period of 7 days includes Saturdays, Sundays and statutory holidays but does not include the day on which notice is given or the day of the Ordinary Council meeting [Section 31(8)].

Questions Without Notice

The Chairperson of an Ordinary Council meeting must ensure that, if required, at least 15 minutes is made available for public questions without notice [Section 31(3)]. A question without notice must not relate to any matter that is listed on the agenda for that meeting.

A question by any member of the public and an answer to that question is not to be debated at the meeting [Section 31(4)]. If a response to a question cannot be provided at the meeting, the question will be taken on notice and will be included in the following Ordinary Council meeting agenda, or as soon as practicable, together with the response to that question.

There is to be no discussion, preamble or embellishment of any question asked without notice, and the Chairperson may require that a member of the public immediately put the question.

The Chairperson can determine whether a question without notice will not be accepted but must provide reasons for refusing to accept the said question [Section 31 (6)]. The Chairperson may require a question without notice to be put on notice and in writing.

The Chairperson may rule a question inappropriate, and thus inadmissible if in his or her opinion it has already been asked, is unclear, irrelevant, offensive or relates to any matter which would normally be considered in Closed Session. The Chairperson may require that a member of the public immediately put the question.

AGENDA of an Ordinary Meeting of Council
Kingborough Civic Centre, 15 Channel Highway, Kingston
Monday, 17 June 2024 at 5.30pm

1 AUDIO RECORDING

The Chairperson will declare the meeting open, welcome all in attendance and advise that Council meetings are recorded and made publicly available on its website. In accordance with Council's policy the Chairperson will request confirmation that the audio recording has commenced.

2 ACKNOWLEDGEMENT OF TRADITIONAL CUSTODIANS

The Chairperson will acknowledge the traditional custodians of this land, pay respects to elders past and present, and acknowledge today's Tasmanian Aboriginal community.

3 ATTENDEES

Councillors:

Acting Mayor Councillor C Glade-Wright
Councillor A Antolli
Councillor D Bain
Councillor G Cordover
Councillor K Deane
Councillor F Fox
Councillor A Midgley
Councillor M Richardson
Councillor C Street

4 APOLOGIES

Mayor Councillor P Wriedt

5 CONFIRMATION OF MINUTES

RECOMMENDATION

That the Minutes of the open session of the Council Meeting No. 10 held on 3 June 2024 be confirmed as a true record.

6 WORKSHOPS HELD SINCE LAST COUNCIL MEETING

No workshops have been held.

7 DECLARATIONS OF INTEREST

In accordance with Regulation 8 of the *Local Government (Meeting Procedures) Regulations 2015* and Council's adopted Code of Conduct, the Mayor requests Councillors to indicate whether they have, or are likely to have, a pecuniary interest (any pecuniary benefits or pecuniary detriment) or conflict of interest in any item on the Agenda.

8 TRANSFER OF AGENDA ITEMS

Are there any items, which the meeting believes, should be transferred from this agenda to the closed agenda or from the closed agenda to the open agenda, in accordance with the procedures allowed under Section 15 of the *Local Government (Meeting Procedures) Regulations 2015*.

9 QUESTIONS WITHOUT NOTICE FROM THE PUBLIC

10 QUESTIONS ON NOTICE FROM THE PUBLIC

10.1 Boundary Fencing

At the Council meeting on 3 June 2024, **Mr Charlie Biggins** asked the following question without notice to the Chief Executive Officer, with a response that the question would be taken on notice:

Regarding the application form for removal of trees, do Council officers advise land holders of the provisions for tree removal contained within section 16 of the Boundary Fences Act 1908, and that no Council permit is required if a land holder chooses to take advantage of the provisions contained within that act? If you tick that box is the landowner advised by Council staff that this is administered or is authorized under the Boundary Fences Act?

Officer's Response:

The *Boundary Fences Act 1908* does not authorise vegetation removal for boundary fencing in isolation and any tree or vegetation removal for the purpose of a boundary fence must also comply with other relevant regulatory instruments which control the clearing of vegetation. These instruments include the planning scheme, covenants on the title and Part 5 Agreements. It is noted that Clause 5.4.1 (h) of the planning scheme provides an exemption for tree removal located within 1.5m of a lot boundary for the purpose of erecting or maintaining a boundary fence. The exemption does not extend to the removal of a tree simply on the basis of it being in proximity to a boundary or boundary fence. Therefore, as part of a request for tree removal it needs to be confirmed that the purpose of the tree removal is to enable a boundary fence to be either erected or maintained and the proposed tree removal is within 1.5m of this boundary. Where trees are also subject to a covenant on the title or a Part 5 Agreement, this tree removal requires separate assessment and approval from Council under these instruments, even where exempt from requiring a planning permit and meeting the *Boundary Fences Act 1908*.

Nikki den Exter, Environmental Planner

10.2 Risk Matrix

At the Council meeting on 3 June 2024, **Mr Charlie Biggins** asked the following question without notice to the Chief Executive Officer, with a response that the question would be taken on notice:

Why are Council insisting on using a risk matrix? You're relying on arborists to present expert advice and then you're asking them to put it through one of these risk matrix, which is an in house risk

matrix, for land holders to assess and prioritise their own trees and set their own levels. Council will have a different risk level to State Growth who will have a different acceptable risk level than one of the schools. This is what it's designed to do. This is not fit for purpose to be imposing the baseline risk level without having that discussion with the land holders, they can simply say I have a zero tolerance of risk and the whole risk matrix is thrown out the window. Why is it included for arborists to use to assess a landowners tree hazard?

Officer's Response:

Council utilises Australian Standards, Codes of Practice and peak bodies to inform our guidelines and programmes across Council, and tree risk assessment is no exception. The Tasmanian Arboriculture Organisation has provided advice to Council as to the appropriate methodologies to undertake tree risk assessments and what constitutes a suitably qualified arborist, and this is the standard that Council has applied.

Tree risk assessment can be undertaken using the following methods:

- The Quantified Tree Risk Assessment (QTRA) risk assessment. QTRA requires practitioners to complete 2 days of training and assessment to be deemed competent. Practitioners using QTRA are encouraged to engage in update training, whenever the training version has been updated (currently V5).
- The VALID assessment, which uses a mix of qualitative and quantitative inputs. VALID users attend 2 days of training and assessment to be deemed competent. VALID qualifications need renewal every 5 years.

Regarding what constitutes a suitably qualified arborist:

- For pruning works a suitably qualified arborist will hold a minimum Certificate 3 (AHC30820 or equivalent) working to AS4373 or Arboriculture Australia's Minimum Industry Standard - MIS308.
- For consultancy work, a Diploma of Arboriculture (AHC50520 or equivalent) or the Graduate Certificate of Arboriculture (GC-ARBCULT).

Rene Raichert, NAB Coordinator

11 QUESTIONS WITHOUT NOTICE FROM COUNCILLORS

12 QUESTIONS ON NOTICE FROM COUNCILLORS

At the time the Agenda was compiled there were no Questions on Notice from Councillors.

13 PETITIONS STILL BEING ACTIONED

There are no petitions still being actioned.

14 PETITIONS RECEIVED IN LAST PERIOD

At the time the Agenda was compiled no Petitions had been received.

15 OFFICERS REPORTS TO COUNCIL

15.1 JACK JUMPERS HIGH PERFORMANCE TRAINING CENTRE

File Number: 20.159

Author: Daniel Smee, Director Governance, Recreation & Property Services

Authoriser: Dave Stewart, Chief Executive Officer

Strategic Plan Reference

Key Priority Area: 1 Encourage and support a safe, healthy and connected community.

Strategic Outcome: 1.5 An active and healthy community, with vibrant, clean local areas that provide social, recreational and economic opportunities.

1. PURPOSE

1.1 The purpose of this report is to consider a lease of land in the Kingborough Sports Precinct to the State Government for the purpose of constructing a High Performance Training Centre for the Tasmanian Jack Jumpers basketball team.

2. BACKGROUND

2.1 At its meeting of 18 March 2024 (in Closed Session), Council unanimously resolved to support in principle the potential location of the Jack Jumpers High Performance Training Centre within the Kingborough Sports Precinct and authorised the Chief Executive Officer to provide landowner consent for the lodgement of a development application for the project.

2.2 The State Government has subsequently formally confirmed its intention to construct the facility within the Precinct, with the site currently utilised by the Hobart Remote Controlled Car Club (HRCCC) the preferred location.

3. STATUTORY REQUIREMENTS

3.1 The land is classified as Public Land, and it is therefore necessary that consideration of its potential disposal is considered in Open Session of Council in accordance with Section 178 of the *Local Government Act 1993*.

3.2 Council must also publicly advertise its intention to dispose of the land and consider any objections received as a result of this process.

4. DISCUSSION

4.1 The Jack Jumpers currently train at the Kingborough Sports Centre and the decision to construct their High Performance Centre within the Precinct is a positive one for the Kingborough community.

4.2 There will be a level of community use of the two courts to be constructed as part of the facility when they are not being used by the Jack Jumpers for training purposes.

4.3 The potential opportunities to partner with the Kingborough Sports Centre and local schools are greatly enhanced by having the facility located with the Precinct.

5. FINANCE

- 5.1 The cost of constructing the facility, including any associated support infrastructure such as carparking will be met by the State Government.
- 5.2 Council's contribution to the project will be to provide the land at a peppercorn rental for the duration of the lease agreement.
- 5.3 The State Government will be required to own the asset and meet all costs associated with its insurance, maintenance and operations.
- 5.4 The leasing model will need to be structured to reflect the position of the Auditor General to ensure that responsibility for asset depreciation does not rest with Council.
- 5.5 In accordance with Section 177 of the Local Government Act, Council is required to obtain an independent valuation on the land. This will be provided to Council as part of a future report.

6. ENVIRONMENT

- 6.1 There are two mature eucalyptus trees at the front of the proposed site for the facility that will be retained and unaffected by the development. The site is otherwise highly disturbed and has no other natural values.

7. COMMUNICATION AND CONSULTATION

- 7.1 Section 178(4) of the Local Government Act requires the following public notification process to be followed:

If a council intends to sell, lease, donate, exchange or otherwise dispose of public land, the general manager is to—

(a) publish that intention on at least 2 separate occasions in a daily newspaper circulating in the municipal area; and

(ab) display a copy of the notice on any boundary of the public land that abuts a highway; and

(b) notify the public that objection to the proposed sale, lease, donation, exchange or disposal may be made to the general manager within 21 days of the date of the first publication.

- 7.2 The HRCCC are the major stakeholder on the site and have been advised of Council's intention to lease the facility for the development of the High Performance Training Centre.
- 7.3 The HRCCC was notified in 2009 that their tenure at the site was limited due to higher priority needs for the land and this was confirmed in the KSC Precinct Plan prepared in 2010 and the KSC Precinct Future Directions Plan endorsed by Council in 2020.

8. RISK

- 8.1 There are no risks identified in advertising Council's intent to lease the land. The action is in line with statutory requirements and provides an open and transparent process in which the public can make representations to the proposal.

9. CONCLUSION

- 9.1 The State Government has requested a 49 year lease over land in the Kingborough Sports Precinct for the purpose of constructing a High Performance Training Centre for the Tasmanian Jack Jumpers basketball team.
- 9.2 The proposal has economic, social and community pride benefits for Kingborough and the development fits well with Council's strategic objectives for the Kingborough Sports Precinct.
- 9.3 Given that the land in question is classified as Public Land under the definitions of the *Local Government Act 1993*, it is necessary for Council to go through a prescribed process of public advertising its intention to lease the land prior to a formal decision being made.

10. RECOMMENDATION

That:

- (a) Council resolves to advertise its intent to lease land within the Kingborough Sports Precinct to the State Government for the purpose of developing a High Performance Training Centre for the Tasmanian Jack Jumpers basketball team.
- (b) A further report be provided to Council providing details of the following:
- (i) Any objections received in relation to the leasing of the land;
 - (ii) An independent valuation on the land; and
 - (iii) Conditions relating to leasing of the land.

ATTACHMENTS

Nil

15.2 COMPLAINTS MANAGEMENT POLICY

File Number: 12.144

Author: Fred Moul, Chief Information Officer

Authoriser: Dave Stewart, Chief Executive Officer

Strategic Plan Reference

Key Priority Area: 1 Encourage and support a safe, healthy and connected community.

Strategic Outcome: 1.1 A Council that engages with and enables its community.

1. PURPOSE

- 1.1 The purpose of this report is for Council to consider the review of the Complaints Management Policy 1.20.

2. BACKGROUND

- 2.1 The *Local Government Act 1993* requires Council to specify a procedure within its Customer Service Charter, for dealing with complaints relating to the services they provide.
- 2.2 Council's complaint management process is outlined in general terms within its Customer Service Charter, with further reference to the Complaints Management Policy which details how complaints can be made and how they are managed.
- 2.3 This policy was introduced in February 2022 and is based on model procedures developed for use by councils by the Victorian Ombudsman.
- 2.4 The policy promotes the value of complaints and their use to improve internal processes and service delivery. Good complaint handling increases confidence in public administration and reduces the risk of reputational harm.

3. STATUTORY REQUIREMENTS

- 3.1 The [Local Government Act 1993S.339F \(2\)\(b\)](#) requires that a customer service charter "specify a procedure for dealing with complaints relating to services provided by the council".
- 3.2 The [Local Government \(General\) Regulations 2015 S.31](#) defines the matters to be included in a 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 to be made;*
- (c) opportunities for a review of a response by the general manager;*
- (d) the periods within which complaints are to be dealt with;*
- (e) other actions that may be taken if a complainant is dissatisfied by the response;*
- (f) reporting of the complaints received.*

4. DISCUSSION

- 4.1 The adoption of the policy has provided an improved framework for the management and reporting of complaints, and the identification of potential improvements to the way we do business.
- 4.2 Complaint rates remain consistent in number and type at below 20 per quarter (excluding waste collection) compared to the total number of customer interactions at around 10,000 per quarter (again excluding waste collection).
- 4.3 Apart from two internal complaint reviews in the first quarter of 2022, all subsequent complaints have been dealt with at either tier 1 or 2. That is, no complaints have been referred for internal (tier 3) or external review (tier 4) in the period to date.
- 4.4 Of the complaints received (excluding waste collection), on average 50% are determined to be where Council is at fault and remedial action taken, the remainder being dissatisfaction with a Council decision or action.
- 4.5 Since the introduction of the policy and the deployment of an improved complaint and feedback section on the web site, Council has also received an increase in positive feedback and compliments.
- 4.6 Only minor changes are proposed to the policy relating to updates to the title of the General Manager to CEO, website links, and grammatical errors.

5. FINANCE

- 5.1 There are no direct financial implications associated with the renewal of this policy.

6. ENVIRONMENT

- 6.1 There are no direct environmental implications associated with the renewal of this policy.

7. COMMUNICATION AND CONSULTATION

- 7.1 Complaints data and actions from investigations are reported quarterly to Council and made available on Council's web site.

8. RISK

- 8.1 This policy promotes the value and use of complaints to improve internal processes and service delivery. Good complaint handling increases confidence in public administration and reduces the risk of reputational harm and financial impacts associated with poor complaint management practices.

9. CONCLUSION

- 9.1 The Complaints Management Policy provides Council with a structured and transparent framework for the consistent management of complaints across Council and a valuable dataset that informs continuous improvement activities.

10. RECOMMENDATION

That Council adopts the Complaints Management Policy 1.20 as amended.

ATTACHMENTS

- 1. Existing Policy with Track Changes**
- 2. Updated Policy for Review**

EXISTING POLICY WITH TRACK CHANGES



Complaints Management Policy

Policy No:	1.20
Approved by Council:	February 2022 June 24
New Review Date:	February 2024 June 2026
Minute No:	C46/2-2022
ECM File No:	12.144
Version:	1.0
Responsible Officer:	Chief Information Officer
Strategic Plan Reference:	2.4 The organisation has a corporate culture that delivers quality customer service, encourages

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Complaints Management Policy 1.20

1. POLICY STATEMENTS

- 1.1 We are committed to the timely, efficient, and consistent delivery of quality services which places “Our community at the heart of everything we do” and “Makes Kingborough a great place to live”, [as highlighted in Council’s 2020-2025 Strategic Plan](#).
- 1.2 Dealing with complaints is a core part of Council business and we encourage people to contact us when they have a problem with our services, actions, decisions, and policies.
- 1.3 We are committed to:
- Building a positive culture around complaints and good complaint handling practices and systems.
 - Enabling members of the public to make complaints about the Council.
 - Responding to complaints by taking action to resolve complaints as quickly as possible.
 - Learning from complaints to improve our services and taking steps to ensure the matters do not recur.
 - Engaging better with the community.
- 1.4 We treat every complaint we receive on its individual merits, through clear and consistent processes.
- 1.5 We systematically record, analyse and report on complaint data and outcomes to improve our systems and service delivery.

2. DEFINITIONS

2.1 What is a ‘Complaint’?

- 2.1.1 A ‘Complaint’ includes a communication (verbal or written) to the Council which expresses dissatisfaction about:
- The quality of an action, decision or service provided by Council staff or a Council contractor.
 - A delay by Council staff or a Council contractor in taking an action, making a decision, or delivering a service.
 - A policy or decision made by the Council, Council staff or a Council contractor.

Complaints regarding decisions made by the Council or Council staff in respect of an enforcement decision are not covered by this policy, however the behaviour of staff in the conduct of their enforcement duties is covered by this policy.

2.1.2 In this policy:

‘the Council’ means the body of elected Councillors.

‘CEO’ means [Chief Executive Officer](#).

‘Council Staff’ is any person employed by the Council to carry out the functions of the Council, and the Council’s CEO.

‘Council Contractor’ is any third-party engaged by the Council to carry out functions on the Council’s behalf.

‘Enforcement Decision’ means a decision of the Council or Council staff to undertake enforcement action that is subject to the Council’s enforcement policy.

‘Mediation’ means a structured negotiation process in which a suitably qualified person appointed by the [General Manager/CEO](#), as a neutral and independent party, assists the parties to the complaint to achieve their own resolution of the complaint.

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Complaints Management Policy 1.20

'Service Request' includes a communication (verbal or written) reporting the failure of a Council provided facility or service and/or a request for services or facilities to be provided.

3. OBJECTIVE

3.1 The objective of this Policy is to:

- Provide a standardised approach to managing complaints.
- Provide a framework for the management and review of complaints and feedback with a view to continually improve services, systems, and capabilities.
- Increase the level of community satisfaction by resolving issues in an effective, fair, respectful, professional and objective manner.
- Ensure all statutory requirements are satisfied, and review, mediation, and escalation options for customers are communicated clearly.
- Ensure that the outcomes are communicated effectively.

4. SCOPE

- 4.1 Our Complaints Management Policy applies to all complaints from members of the public about Council staff, Council contractors and decisions made at Council meetings.
- 4.2 This policy does not apply to complaints about individual Councillors. See section 6.6
- 4.3 This policy does not apply to an enforcement decision of the Council and Council Officers to which the Enforcement Policy applies or where a right of statutory review exists - See section 6.6

5. PRINCIPLES

5.1 The following principles underpin this policy:

Commitment

We are committed to resolving complaints and have a culture that recognises an individual's right to complain. We value complaints and recognise them as being part of our business of serving our communities and improving service delivery.

Accessibility

People with a range of needs can easily complain and staff actively assist them to navigate the complaints process.

Transparency

We make it clear how to complain, where to complain and how the complaint will be handled. The steps taken to respond to a complaint are recorded and will stand up to scrutiny.

Objectivity and fairness

Complaints are dealt with courteously, impartially, within established timeframes and are assessed using evidence-based, objective decision making.

Privacy

Complaint information is handled according to privacy laws and other relevant legislation. We provide clear information about how we handle personal information. Complaint data is de-identified if reported on more widely.

Accountability

We are accountable internally and externally for our decision making and complaint handling performance. We treat complaints fairly, provide explanations and reasons for decisions and ensure that our decisions are subject to appropriate review processes.

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Complaints Management Policy 1.20

Continuous improvement

Acting on, learning from, and using complaint data helps us identify problems and improve services.

Governance

We record complaints systematically, analyse the data regularly, and report on the data and complaints outcomes on a regular basis.

6. COMPLAINT HANDLING PROCEDURE (POLICY DETAIL)

6.1 How to make a complaint

6.1.1 Any member of the public can make a complaint. Complaints can be made by:

- Telephone: (03) 6211 8200.
- Online: www.kingborough.tas.gov.au/contact/ and select 'Complaint' from the Enquiry Type dropdown list.
- Email: kc@kingborough.tas.gov.au
- Post: Kingborough Council Locked Bag 1 Kingston Tasmania 7050.
- In Person: Kingborough Council Civic Centre, 15 Channel Highway Kingston Tasmania.

6.1.2 If you have specific communication needs or barriers, we can assist by using:

- TTY users can phone 13 36 77 then ask for (03) 6211 8200.
- Speak & Listen (speech-to-speech) users can phone 1300 555 727 then ask for (03) 6211 8200.
- Internet relay users can connect to the National Relay Service website <https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/access-specialist-phone-equipment> ~~www.infrastructure.gov.au/media-technology-communications/phone/services-people-with-disability/accesshub/national-relay-service~~ then ask for (03) 6211 8200. You may need to register for this service.
- Talking with you if you have trouble reading or writing.
- Communicating with another person acting on your behalf if you cannot make the complaint yourself.

6.1.3 In the first instance you are encouraged to raise your concerns directly with the Council staff member or contractor involved. If the complaint is not resolved, the complaint can be escalated to a more senior person.

6.1.4 Complaints received by Councillors about Council operations should be referred to the [General Manager/CEO](#). The complaint will then be handled in accordance with this policy.

6.1.4.1 The Councillor receiving the complaint should inform the complainant that their complaint has been referred to Council's administration to be dealt with in accordance with this policy.

6.1.4.2 Council staff will inform the Councillor of the outcome of the complaint once it has been finalised.

6.1.5 When making a complaint, help us to deal with your complaint by providing the following information:

- Name and contact details. You can complain anonymously, but this may limit Council's ability to fully investigate the matter and respond to you.

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- Identify the action, decision, service, or policy you are complaining about, and why you are dissatisfied.
- The relevant details, such as dates, times, location or reference numbers, third party and/or witness/es contact details, and documents that support your complaint.
- The outcome you are seeking from making your complaint.
- Whether you have any communication needs.

6.2 Complaint management

6.2.1 When you complain to us, we will record and acknowledge your complaint within five business days. We will initially assess your complaint to decide how we will handle it. This may happen while we are talking with you.

6.2.2 After our initial assessment, we may:

- Take direct action to resolve your complaint at the time you first contact us.
- Refer your complaint to the relevant team or manager for investigation. We will tell you who you can contact about the investigation.
- Advise you how to redirect your complaint if you have a right to a statutory review (such as a right of appeal under the *Land Use Planning and Approvals Act 1993* or other legislation).
- Provide information about how to make a complaint or seek a review otherwise dealt with through another process. See section 6.7.

6.2.3 A 4-tiered approach (Annexure 1 flowchart) is used to manage the progress of complaints. Each tier represents an escalation point for complaints that have not been resolved by the previous tier:

- **Tier 1** – The complaint is resolved at first point of contact. For example: your recycle bin was not collected/missed and a Customer Service Officer (CSO) arranges for its collection; or there is a delay in the provision of a service or receiving correspondence, which is resolved by a CSO.

Where your complaint should be dealt with by an external body or through a statutory review process, we will provide guidance on how to lodge your complaint.

If we decide not to take action on your complaint, we will explain why, and, where possible, inform you about other options.

- **Tier 2** – Where a complaint requires further investigation, or is of a complex nature it moves to tier 2. The complaint will be investigated by an officer from the area that provided the service. Any third party or witness/es involved will be informed they are now part of a formal process, and provided with a copy of this policy. The officer will gather additional information and make an evidence-based decision.

We aim to complete investigations within 15 working days and will tell you if the investigation will take longer. We will update you every 10 working days about progress until the investigation is completed. We will provide a written outcome of the investigation, and explain our reasons. Annexure 2 shows model response.

- **Tier 3** – Where a complainant believes the Council has made a wrong decision then they can request an internal review. This moves the complaint to tier 3. An independent internal review is undertaken by the [General Manager/CEO](#) or their delegate who will consider whether the complaint should have been dealt with differently. The review may find that the original decision should be upheld, varied, or overturned.

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Complaints Management Policy 1.20

- **Tier 4** – Where a complainant still believes that the Council has made a wrong decision, they can request an external review by contacting: The Ombudsman, The Anti-Discrimination Commissioner, or the Director of Local Government. Council contributes to the tier 4 escalation by providing advice on how to seek an external review and by participating and cooperating in the external review process. See Section 6.7 for contact details

6.3 Investigation

6.3.1 As part of the complaint investigation process, we will:

- Assess the information against relevant legislation, policies, and procedures to determine how a complaint is to be managed. For example, a complaint about serious misconduct may need to be dealt with as a Public Interest Disclosure depending on who makes the complaint, or a complaint for which right of statutory review/appeal exists would need to be considered under the provisions of the relevant legislation.
- Refer to relevant Council documents and records and third party/witness statements.
- Meet with affected parties to gain further insights and consider possible solutions.
- The General Manger may initiate independent mediation where the facts or substance of a complaint remain in dispute after all information gathered has been considered, further discussions have taken place with the complainant, and the investigating or review officer is unable to make an objective and fair decision.
- Make an objective and fair decision based on the weight of available evidence and information.
- Advise you in writing of the outcome of the investigation and reasons for the decision made.
- Where mediation is initiated, parties are to comply with the directions of the appointed independent mediator.

6.4 Resolution

6.4.1 In finding a solution to your complaint we are committed to a range of options which may include:

- An acknowledgement and apology for an error
- An explanation of a decision or action
- A change of decision
- A change to policy or procedure
- Repair / rework / replacement / refund
- Counselling or disciplining of staff
- Mediation to resolve disputes arising from a complaint investigated under this policy

6.5 Internal Review

6.5.1 Where the complainant believes the Council has made a wrong decision in dealing with their complaint then they can request an internal review. The review will be undertaken independently of the person who took the action, the person who made the decision and the person who provided the action, decision or service. This will usually be a member of the Executive Management Team or the [General Manager/CEO](#).

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- 6.5.2 The internal review will evaluate the complaint process and associated evidence collected to date and determine whether the outcome of the initial investigation decision should be upheld, varied, or overturned.
- 6.5.3 We aim to complete a review of an internal complaint within 10 working days and will tell you if the review will take longer. We will provide a written outcome of the internal review and explain our reasons.
- 6.5.4 You can request a review of the complaint decision by replying to the officer who dealt with your complaint or by any of the methods listed in sections 6.1.1 and 6.1.2, quoting your complaint reference number and reasons why you believe the wrong decision was made.
- 6.6 Complaints about specific matters – alternative procedures**
- 6.6.1 Complaints relating to the conduct of a Councillor are handled in accordance with the Code of Conduct for Councillors. A complaint form is available on Council’s web site at www.kingborough.tas.gov.au/wp-content/uploads/2017/05/Local-Government-Code-of-conduct-Template-complaint-form.pdf.
- 6.6.2 Complaints made by a Public Officer or Contractor relating to the conduct of a Council officer or Council are handled in accordance with the [Public Interest Disclosures Policy & Procedures-https://www.kingborough.tas.gov.au/wp-content/uploads/2017/12/Policy-1.4-Public-Interest-Disclosures-Policy-and-Procedures.pdf](https://www.kingborough.tas.gov.au/wp-content/uploads/2017/12/Policy-1.4-Public-Interest-Disclosures-Policy-and-Procedures.pdf)
- 6.6.3 A complaint regarding the failure of Council, a Councillor or the [General Manager/CEO](#) to comply with the requirements of the *Local Government Act 1993* or any other Act; or a complaint that a Councillor, the [General Manager/CEO](#) or an employee of Council may have committed an offence under the *Local Government Act 1993* may be made to the Director of Local Government under section 339E of the *Local Government Act 1993*. See section 6.4 for contact details.
- 6.6.4 A complaint made against the [General Manager/CEO](#) not relating to matters defined in 6.6.3 are to be directed to the Mayor. The Mayor may elect to refer the complaint to the Director of Local Government for investigation.
- 6.6.5 Complaints for which statutory review processes exist (including enforcement decisions), are dealt with in accordance with the relevant legislation, such as application for withdrawal, appeal or review provisions in the *Land Use Planning and Approvals Act 1993*; *Dog Control Act 2000*; *Building Act 2016*; *Monetary Penalties Enforcement Act 2005*, *Traffic Act 1925*, *TASCAT*, Magistrates Court of Appeals, or decisions made under the *Right to Information Act*. This list is not exhaustive.
- 6.6.6 While enforcement decisions are dealt with under existing statutory review processes, matters relating to the behaviour of staff in the conduct of their enforcement duties will be dealt with under this Policy.
- 6.6.7 A disagreement with a policy or the direction of the Council may also be directed to the Mayor and/or individual Councillors.
- 6.6.8 Vexatious or misconceived complaints will only be considered if issues relating to health or safety are raised.
- 6.7 Contact for external review**
- 6.7.1 A customer who remains dissatisfied with the outcome of a review is entitled to seek external review from:
- The Ombudsman:
NAB House, Level 6
86 Collins Street
Hobart

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GPO Box 960
 Hobart Tas 7001
 T 1800 001 170 (free call in Tasmania)
 Email: ombudsman@ombudsman.tas.gov.au
 www: www.ombudsman.tas.gov.au/home

- The Office of the Anti-Discrimination Commissioner:
 Level 1
 54 Victoria Street
 Hobart
 GPO Box 197
 Hobart Tas 7001
 T 1300 305 062
 Email: office@equalopportunity.tas.gov.au
 www: www.equalopportunity.tas.gov.au/home
- The Director, Local Government Division:
 GPO Box 123
 Hobart Tas 7001
 T 03 6232 7022
 Email: lgd@dpac.tas.gov.au
 www: www.dpac.tas.gov.au/divisions/local_government

A complaint made to the Director under section 339E of the *Local Government Act 1993* must be:

- In writing; and
- identify the complainant and the person against whom the complaint is made; and
- give particulars of the grounds of the complaint; and
- be verified by a statutory declaration.

6.8 Complaint analysis and reporting

- 6.8.1 Complaints from people who use or who are affected by our administration or delivery of services provide us with valuable feedback about how we are performing.
- 6.8.2 We regularly analyse our complaint data to identify trends and potential issues that require further attention. We use this information to come up with solutions about how we can improve our administration and delivery of services.
- 6.8.3 Complaint information will be recorded using Councils Enterprise Content Management system and be uniquely categorised to enable retrieval, analysis and reporting of complaints.
- 6.8.4 Complaint details recorded include items listed in 6.1.5 and further categorised by Service Type, Issue Type, Department/Officer, How the complaint was dealt with, Outcome, Remedy, Complaint Handling Officer, Review Outcome.
- 6.8.5 We are open and transparent about the complaints we have received, and what we have done to resolve them. We publish our complaint data quarterly, including in our annual report.
- 6.8.6 The number of complaints publicly reported will be summarised by: Service Type, Issue Type, Resolution/investigation Type, Outcome and any service improvements made.
- 6.8.7 The following Key Performance Indicators are used to measure our complaint management performance:
 - Number of complaints upheld, partially upheld, not upheld

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- Number of changes made to services as a result of complaints
- Customer satisfaction with the complaint handling system
- Number of complaints referred for external review by Council or Complainant.
- Number of officer breaches of legislation and policy.

6.9 Your Privacy

- 6.9.1 We keep your personal information secure in accordance with the requirements of the *Personal Information Protection Act 2004* and the *Right to Information Act 2009*.
- 6.9.2 We use your information to respond to your complaint and may also analyse the information you have provided for the purpose of improving services that relate to your complaint.
- 6.9.3 Where we publish complaint data, personal information is removed.

6.10 Responsibilities

6.10.1 [General Manager/CEO](#)

- Promoting positive behaviours and continual improvement practices relating to enabling, recording, responding to, and learning from complaints.
- Supporting service and administrative improvements that arise from complaints.
- Reviewing and publishing complaint data.

6.10.2 Managers and Coordinators

- Training staff to use the complaints management system to record complaint information consistently, audit the data quality, and ensure errors are corrected.
- Managing conflicts of interest in the complaint process.
- Reporting on and identifying improvements from complaint data.
- Supporting staff who deal with complaints.

6.10.3 All Council Staff

- Familiarising themselves with this policy and the Council's complaint process.
- Assisting members of the public to make a complaint.
- Treating members of the public respectfully and professionally.
- Raising suggestions to continuously improve complaint systems and administration.

6.10.4 Councillors

- Familiarising themselves with this policy and the Council's complaint process.
- Referring complaints to Council staff to be dealt with in accordance with our processes.
- Monitoring performance of complaints management and reporting.

6.10.5 Contractors

- Familiarising themselves with this policy and the Council's complaint process.
- Cooperating with the Council's complaint handling processes

7. COMMUNICATION

7.1 Internally:

- 7.1.1 Accessible by all staff via intranet.

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7.1.2 Included in the staff induction procedure.

7.2 Externally:

7.2.1 Accessible on the Kingborough Council website at www.kingborough.tas.gov.au.

7.2.2 Available in soft copy to be emailed upon request.

7.2.3 Available in hard copy to be mailed upon request.

8. LEGISLATION

8.1 [Local Government Act 1993](#)

8.2 [Personal Information Protection Act 2004](#)

8.3 [Public Interest Disclosures Act 2002](#)

9. RELATED DOCUMENTS

9.1 Policy 9.14: Code of Conduct – Employees

9.2 Policy 1.8: Code of Conduct – Councillors

9.3 Policy 1.6: Customer Service Charter

9.4 Policy 9.20: Workplace Behaviour Administrative Policy

9.5 Policy 1.9: Privacy

9.6 Policy 9.12: Employee Disciplinary Administrative Policy

9.7 Policy 4.16 - Enforcement

9.8 Risk Management Framework

[9.9](#) Kingborough Council Strategic Plan 2020-2025.

[9.99.10](#) [Policy 1.24: Continuous Improvement Policy](#)

10. AUDIENCE

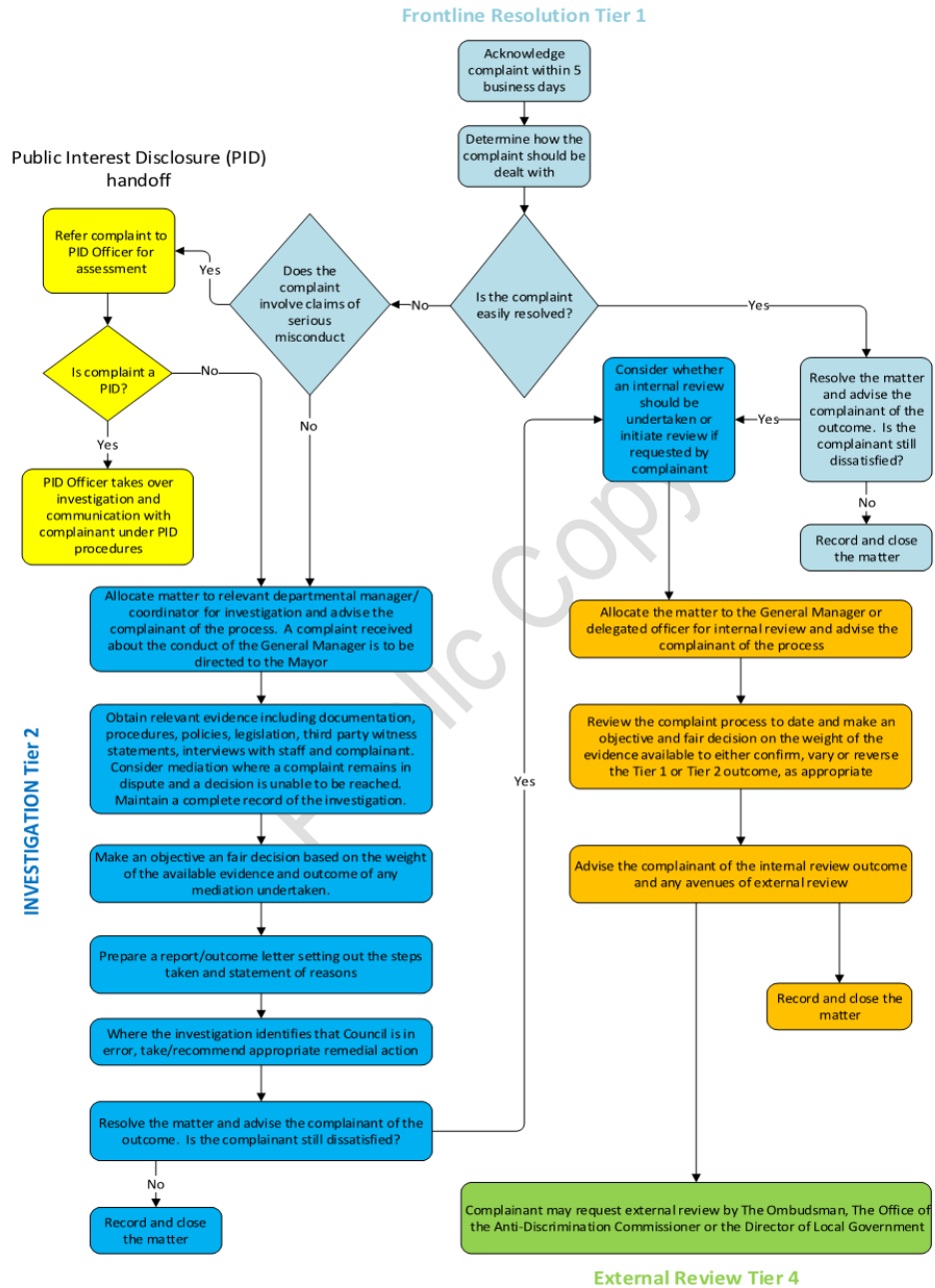
10.1 Public Document



Complaints Management Policy 1.20

Annexure 1

Kingborough Council Complaint Handling Flowchart



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Annexure 2

Complaint Investigation Outcome Template on Kingborough Council Letterhead

Date:

Ref:

Complainant

Address Block

[COMPLAINT ISSUE]

Dear *[Complainant]*

Thank you for your complaint of *[Date]*, and for discussing your concerns with me.

As you are aware, I have investigated your complaint about *[Include summary and confirmation/understanding of complaint issue]*

My investigation involved *[Include what steps were taken as part of the investigation. For example, the policies (including service levels), procedures and legislation that are relevant to the complaint; the outcome the complainant would like; broader impact on service levels, community as a whole and cost.]*

As a result of my investigation, I have decided that *[Include the evidence and statement of reasons to support the decision. If the Council is taking remedial action, explain what it is and how it addresses the issue, including an apology for the issue/s that caused the complaint.]*

If you are dissatisfied with the outcome of your complaint, you can request an internal review of the handling of your complaint by contacting us on *[Include appropriate contact methods]* and outlining how you believe the decision was wrong.

[If this communication relates to the outcome to an internal review, include information about external review options such as The Ombudsman]

If you would like to discuss your complaint further, you are welcome to contact me by calling *[Officer number]* or emailing *[Email address]*

Yours sincerely

[Name of responsible officer and title]

UPDATED POLICY FOR APPROVAL



Complaints Management Policy

Policy No:	1.20
Approved by Council:	June 2024
New Review Date:	June 2026
Minute No:	TBA
ECM File No:	12.144
Version:	2.0
Responsible Officer:	Chief Information Officer
Strategic Plan Reference:	2.4 The organisation has a corporate culture that delivers quality customer service, encourages

Public Copy

1. POLICY STATEMENTS

- 1.1 We are committed to the timely, efficient, and consistent delivery of quality services which places “Our community at the heart of everything we do” and “Makes Kingborough a great place to live”.
- 1.2 Dealing with complaints is a core part of Council business and we encourage people to contact us when they have a problem with our services, actions, decisions, and policies.
- 1.3 We are committed to:
- Building a positive culture around complaints and good complaint handling practices and systems.
 - Enabling members of the public to make complaints about the Council.
 - Responding to complaints by taking action to resolve complaints as quickly as possible.
 - Learning from complaints to improve our services and taking steps to ensure the matters do not recur.
 - Engaging better with the community.
- 1.4 We treat every complaint we receive on its individual merits, through clear and consistent processes.
- 1.5 We systematically record, analyse and report on complaint data and outcomes to improve our systems and service delivery.

2. DEFINITIONS

2.1 What is a ‘Complaint’?

2.1.1 A ‘Complaint’ includes a communication (verbal or written) to the Council which expresses dissatisfaction about:

- The quality of an action, decision or service provided by Council staff or a Council contractor.
- A delay by Council staff or a Council contractor in taking an action, making a decision, or delivering a service.
- A policy or decision made by the Council, Council staff or a Council contractor.

Complaints regarding decisions made by the Council or Council staff in respect of an enforcement decision are not covered by this policy, however the behaviour of staff in the conduct of their enforcement duties is covered by this policy.

2.1.2 In this policy:

‘the Council’ means the body of elected Councillors.

‘CEO’ means Chief Executive Officer.

‘Council Staff’ is any person employed by the Council to carry out the functions of the Council, and the Council’s CEO.

‘Council Contractor’ is any third-party engaged by the Council to carry out functions on the Council’s behalf.

‘Enforcement Decision’ means a decision of the Council or Council staff to undertake enforcement action that is subject to the Council's enforcement policy.

‘Mediation’ means a structured negotiation process in which a suitably qualified person appointed by the CEO, as a neutral and independent party, assists the parties to the complaint to achieve their own resolution of the complaint.

‘Service Request’ includes a communication (verbal or written) reporting the failure of a Council provided facility or service and/or a request for services or facilities to be provided.

3. OBJECTIVE

3.1 The objective of this Policy is to:

- Provide a standardised approach to managing complaints.
- Provide a framework for the management and review of complaints and feedback with a view to continually improve services, systems, and capabilities.
- Increase the level of community satisfaction by resolving issues in an effective, fair, respectful, professional and objective manner.
- Ensure all statutory requirements are satisfied, and review, mediation, and escalation options for customers are communicated clearly.
- Ensure that the outcomes are communicated effectively.

4. SCOPE

4.1 Our Complaints Management Policy applies to all complaints from members of the public about Council staff, Council contractors and decisions made at Council meetings.

4.2 This policy does not apply to complaints about individual Councillors. See section 6.6

4.3 This policy does not apply to an enforcement decision of the Council and Council Officers to which the Enforcement Policy applies or where a right of statutory review exists - See section 6.6

5. PRINCIPLES

5.1 The following principles underpin this policy:

Commitment

We are committed to resolving complaints and have a culture that recognises an individual’s right to complain. We value complaints and recognise them as being part of our business of serving our communities and improving service delivery.

Accessibility

People with a range of needs can easily complain and staff actively assist them to navigate the complaints process.

Transparency

We make it clear how to complain, where to complain and how the complaint will be handled. The steps taken to respond to a complaint are recorded and will stand up to scrutiny.

Objectivity and fairness

Complaints are dealt with courteously, impartially, within established timeframes and are assessed using evidence-based, objective decision making.

Privacy

Complaint information is handled according to privacy laws and other relevant legislation. We provide clear information about how we handle personal information. Complaint data is de-identified if reported on more widely.

Accountability

We are accountable internally and externally for our decision making and complaint handling performance. We treat complaints fairly, provide explanations and reasons for decisions and ensure that our decisions are subject to appropriate review processes.

Continuous improvement

Acting on, learning from, and using complaint data helps us identify problems and improve services.

Governance

We record complaints systematically, analyse the data regularly, and report on the data and complaints outcomes on a regular basis.

6. COMPLAINT HANDLING PROCEDURE (POLICY DETAIL)

6.1 How to make a complaint

6.1.1 Any member of the public can make a complaint. Complaints can be made by:

- Telephone: (03) 6211 8200.
- Online: www.kingborough.tas.gov.au/contact/ and select 'Complaint' from the Enquiry Type dropdown list.
- Email: kc@kingborough.tas.gov.au
- Post: Kingborough Council Locked Bag 1 Kingston Tasmania 7050.
- In Person: Kingborough Council Civic Centre, 15 Channel Highway Kingston Tasmania.

6.1.2 If you have specific communication needs or barriers, we can assist by using:

- TTY users can phone 13 36 77 then ask for (03) 6211 8200.
- Speak & Listen (speech-to-speech) users can phone 1300 555 727 then ask for (03) 6211 8200.
- Internet relay users can connect to the National Relay Service website <https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/access-specialist-phone-equipment> then ask for (03) 6211 8200. You may need to register for this service.
- Talking with you if you have trouble reading or writing.
- Communicating with another person acting on your behalf if you cannot make the complaint yourself.

6.1.3 In the first instance you are encouraged to raise your concerns directly with the Council staff member or contractor involved. If the complaint is not resolved, the complaint can be escalated to a more senior person.

6.1.4 Complaints received by Councillors about Council operations should be referred to the CEO. The complaint will then be handled in accordance with this policy.

6.1.4.1 The Councillor receiving the complaint should inform the complainant that their complaint has been referred to Council's administration to be dealt with in accordance with this policy.

6.1.4.2 Council staff will inform the Councillor of the outcome of the complaint once it has been finalised.

6.1.5 When making a complaint, help us to deal with your complaint by providing the following information:

- Name and contact details. You can complain anonymously, but this may limit Council's ability to fully investigate the matter and respond to you.
- Identify the action, decision, service, or policy you are complaining about, and why you are dissatisfied.

- The relevant details, such as dates, times, location or reference numbers, third party and/or witness/es contact details, and documents that support your complaint.
- The outcome you are seeking from making your complaint.
- Whether you have any communication needs.

6.2 Complaint management

6.2.1 When you complain to us, we will record and acknowledge your complaint within five business days. We will initially assess your complaint to decide how we will handle it. This may happen while we are talking with you.

6.2.2 After our initial assessment, we may:

- Take direct action to resolve your complaint at the time you first contact us.
- Refer your complaint to the relevant team or manager for investigation. We will tell you who you can contact about the investigation.
- Advise you how to redirect your complaint if you have a right to a statutory review (such as a right of appeal under the *Land Use Planning and Approvals Act 1993* or other legislation).
- Provide information about how to make a complaint or seek a review otherwise dealt with through another process. See section 6.7.

6.2.3 A 4-tiered approach (Annexure 1 flowchart) is used to manage the progress of complaints. Each tier represents an escalation point for complaints that have not been resolved by the previous tier:

- **Tier 1** – The complaint is resolved at first point of contact. For example: your recycle bin was not collected/missed and a Customer Service Officer (CSO) arranges for its collection; or there is a delay in the provision of a service or receiving correspondence, which is resolved by a CSO.

Where your complaint should be dealt with by an external body or through a statutory review process, we will provide guidance on how to lodge your complaint.

If we decide not to take action on your complaint, we will explain why, and, where possible, inform you about other options.

- **Tier 2** – Where a complaint requires further investigation, or is of a complex nature it moves to tier 2. The complaint will be investigated by an officer from the area that provided the service. Any third party or witness/es involved will be informed they are now part of a formal process, and provided with a copy of this policy. The officer will gather additional information and make an evidence-based decision.

We aim to complete investigations within 15 working days and will tell you if the investigation will take longer. We will update you every 10 working days about progress until the investigation is completed. We will provide a written outcome of the investigation, and explain our reasons. Annexure 2 shows model response.

- **Tier 3** – Where a complainant believes the Council has made a wrong decision then they can request an internal review. This moves the complaint to tier 3. An independent internal review is undertaken by the CEO or their delegate who will consider whether the complaint should have been dealt with differently. The review may find that the original decision should be upheld, varied, or overturned.

- **Tier 4** – Where a complainant still believes that the Council has made a wrong decision, they can request an external review by contacting: The Ombudsman, The Anti-Discrimination Commissioner, or the Director of Local Government. Council contributes to the tier 4 escalation by providing advice on how to seek an external review and by participating and cooperating in the external review process. See Section 6.7 for contact details

6.3 Investigation

6.3.1 As part of the complaint investigation process, we will:

- Assess the information against relevant legislation, policies, and procedures to determine how a complaint is to be managed. For example, a complaint about serious misconduct may need to be dealt with as a Public Interest Disclosure depending on who makes the complaint, or a complaint for which right of statutory review/appeal exists would need to be considered under the provisions of the relevant legislation.
- Refer to relevant Council documents and records and third party/witness statements.
- Meet with affected parties to gain further insights and consider possible solutions.
- The General Manger may initiate independent mediation where the facts or substance of a complaint remain in dispute after all information gathered has been considered, further discussions have taken place with the complainant, and the investigating or review officer is unable to make an objective and fair decision.
- Make an objective and fair decision based on the weight of available evidence and information.
- Advise you in writing of the outcome of the investigation and reasons for the decision made.
- Where mediation is initiated, parties are to comply with the directions of the appointed independent mediator.

6.4 Resolution

6.4.1 In finding a solution to your complaint we are committed to a range of options which may include:

- An acknowledgement and apology for an error
- An explanation of a decision or action
- A change of decision
- A change to policy or procedure
- Repair / rework / replacement / refund
- Counselling or disciplining of staff
- Mediation to resolve disputes arising from a complaint investigated under this policy

6.5 Internal Review

6.5.1 Where the complainant believes the Council has made a wrong decision in dealing with their complaint then they can request an internal review. The review will be undertaken independently of the person who took the action, the person who made

the decision and the person who provided the action, decision or service. This will usually be a member of the Executive Management Team or the CEO.

- 6.5.2 The internal review will evaluate the complaint process and associated evidence collected to date and determine whether the outcome of the initial investigation decision should be upheld, varied, or overturned.
- 6.5.3 We aim to complete a review of an internal complaint within 10 working days and will tell you if the review will take longer. We will provide a written outcome of the internal review and explain our reasons.
- 6.5.4 You can request a review of the complaint decision by replying to the officer who dealt with your complaint or by any of the methods listed in sections 6.1.1 and 6.1.2, quoting your complaint reference number and reasons why you believe the wrong decision was made.

6.6 Complaints about specific matters – alternative procedures

- 6.6.1 Complaints relating to the conduct of a Councillor are handled in accordance with the Code of Conduct for Councillors. A complaint form is available on Council's web site at www.kingborough.tas.gov.au/wp-content/uploads/2017/05/Local-Government-Code-of-conduct-Template-complaint-form.pdf.
- 6.6.2 Complaints made by a Public Officer or Contractor relating to the conduct of a Council officer or Council are handled in accordance with the <https://www.kingborough.tas.gov.au/wp-content/uploads/2017/12/Policy-1.4-Public-Interest-Disclosures-Policy-and-Procedures.pdf>
- 6.6.3 A complaint regarding the failure of Council, a Councillor or the CEO to comply with the requirements of the *Local Government Act 1993* or any other Act; or a complaint that a Councillor, the CEO or an employee of Council may have committed an offence under the *Local Government Act 1993* may be made to the Director of Local Government under section 339E of the *Local Government Act 1993*. See section 6.4 for contact details.
- 6.6.4 A complaint made against the CEO not relating to matters defined in 6.6.3 are to be directed to the Mayor. The Mayor may elect to refer the complaint to the Director of Local Government for investigation.
- 6.6.5 Complaints for which statutory review processes exist (including enforcement decisions), are dealt with in accordance with the relevant legislation, such as application for withdrawal, appeal or review provisions in the *Land Use Planning and Approvals Act 1993*; *Dog Control Act 2000*; *Building Act 2016*; *Monetary Penalties Enforcement Act 2005*, *Traffic Act 1925*, *TASCAT*, Magistrates Court of Appeals, or decisions made under the *Right to Information Act*. This list is not exhaustive.
- 6.6.6 While enforcement decisions are dealt with under existing statutory review processes, matters relating to the behaviour of staff in the conduct of their enforcement duties will be dealt with under this Policy.
- 6.6.7 A disagreement with a policy or the direction of the Council may also be directed to the Mayor and/or individual Councillors.
- 6.6.8 Vexatious or misconceived complaints will only be considered if issues relating to health or safety are raised.

6.7 Contact for external review

- 6.7.1 A customer who remains dissatisfied with the outcome of a review is entitled to seek external review from:

- The Ombudsman:
NAB House, Level 6
86 Collins Street
Hobart
GPO Box 960
Hobart Tas 7001
T 1800 001 170 (free call in Tasmania)
Email: ombudsman@ombudsman.tas.gov.au
www: www.ombudsman.tas.gov.au/home
- The Office of the Anti-Discrimination Commissioner:
Level 1
54 Victoria Street
Hobart
GPO Box 197
Hobart Tas 7001
T 1300 305 062
Email: office@equalopportunity.tas.gov.au
www: www.equalopportunity.tas.gov.au/home
- The Director, Local Government Division:
GPO Box 123
Hobart Tas 7001
T 03 6232 7022
Email: lgd@dpac.tas.gov.au
www: www.dpac.tas.gov.au/divisions/local_government

A complaint made to the Director under section 339E of the *Local Government Act 1993* must be:

- In writing; and
- identify the complainant and the person against whom the complaint is made; and
- give particulars of the grounds of the complaint; and
- be verified by a statutory declaration.

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- 6.8.1 Complaints from people who use or who are affected by our administration or delivery of services provide us with valuable feedback about how we are performing.
- 6.8.2 We regularly analyse our complaint data to identify trends and potential issues that require further attention. We use this information to come up with solutions about how we can improve our administration and delivery of services.
- 6.8.3 Complaint information will be recorded using Councils Enterprise Content Management system and be uniquely categorised to enable retrieval, analysis and reporting of complaints.
- 6.8.4 Complaint details recorded include items listed in 6.1.5 and further categorised by Service Type, Issue Type, Department/Officer, How the complaint was dealt with, Outcome, Remedy, Complaint Handling Officer, Review Outcome.
- 6.8.5 We are open and transparent about the complaints we have received, and what we have done to resolve them. We publish our complaint data quarterly, including in our annual report.
- 6.8.6 The number of complaints publicly reported will be summarised by: Service Type, Issue Type, Resolution/investigation Type, Outcome and any service improvements made.

6.8.7 The following Key Performance Indicators are used to measure our complaint management performance:

- Number of complaints upheld, partially upheld, not upheld
- Number of changes made to services as a result of complaints
- Customer satisfaction with the complaint handling system
- Number of complaints referred for external review by Council or Complainant.
- Number of officer breaches of legislation and policy.

6.9 Your Privacy

6.9.1 We keep your personal information secure in accordance with the requirements of the *Personal Information Protection Act 2004* and the *Right to Information Act 2009*.

6.9.2 We use your information to respond to your complaint and may also analyse the information you have provided for the purpose of improving services that relate to your complaint.

6.9.3 Where we publish complaint data, personal information is removed.

6.10 Responsibilities

6.10.1 CEO

- Promoting positive behaviours and continual improvement practices relating to enabling, recording, responding to, and learning from complaints.
- Supporting service and administrative improvements that arise from complaints.
- Reviewing and publishing complaint data.

6.10.2 Managers and Coordinators

- Training staff to use the complaints management system to record complaint information consistently, audit the data quality, and ensure errors are corrected.
- Managing conflicts of interest in the complaint process.
- Reporting on and identifying improvements from complaint data.
- Supporting staff who deal with complaints.

6.10.3 All Council Staff

- Familiarising themselves with this policy and the Council's complaint process.
- Assisting members of the public to make a complaint.
- Treating members of the public respectfully and professionally.
- Raising suggestions to continuously improve complaint systems and administration.

6.10.4 Councillors

- Familiarising themselves with this policy and the Council's complaint process.
- Referring complaints to Council staff to be dealt with in accordance with our processes.
- Monitoring performance of complaints management and reporting.

6.10.5 Contractors

- Familiarising themselves with this policy and the Council's complaint process.
- Cooperating with the Council's complaint handling processes

7. COMMUNICATION

7.1 Internally:

7.1.1 Accessible by all staff via intranet.

7.1.2 Included in the staff induction procedure.

7.2 Externally:

7.2.1 Accessible on the Kingborough Council website at www.kingborough.tas.gov.au.

7.2.2 Available in soft copy to be emailed upon request.

7.2.3 Available in hard copy to be mailed upon request.

8. LEGISLATION8.1 [Local Government Act 1993](#)8.2 [Personal Information Protection Act 2004](#)8.3 [Public Interest Disclosures Act 2002](#)**9. RELATED DOCUMENTS**

9.1 Policy 9.14: Code of Conduct – Employees

9.2 Policy 1.8: Code of Conduct – Councillors

9.3 Policy 1.6: Customer Service Charter

9.4 Policy 9.20: Workplace Behaviour Administrative Policy

9.5 Policy 1.9: Privacy

9.6 Policy 9.12: Employee Disciplinary Administrative Policy

9.7 Policy 4.16 - Enforcement

9.8 Risk Management Framework

9.9 Kingborough Council Strategic Plan 2020-2025.

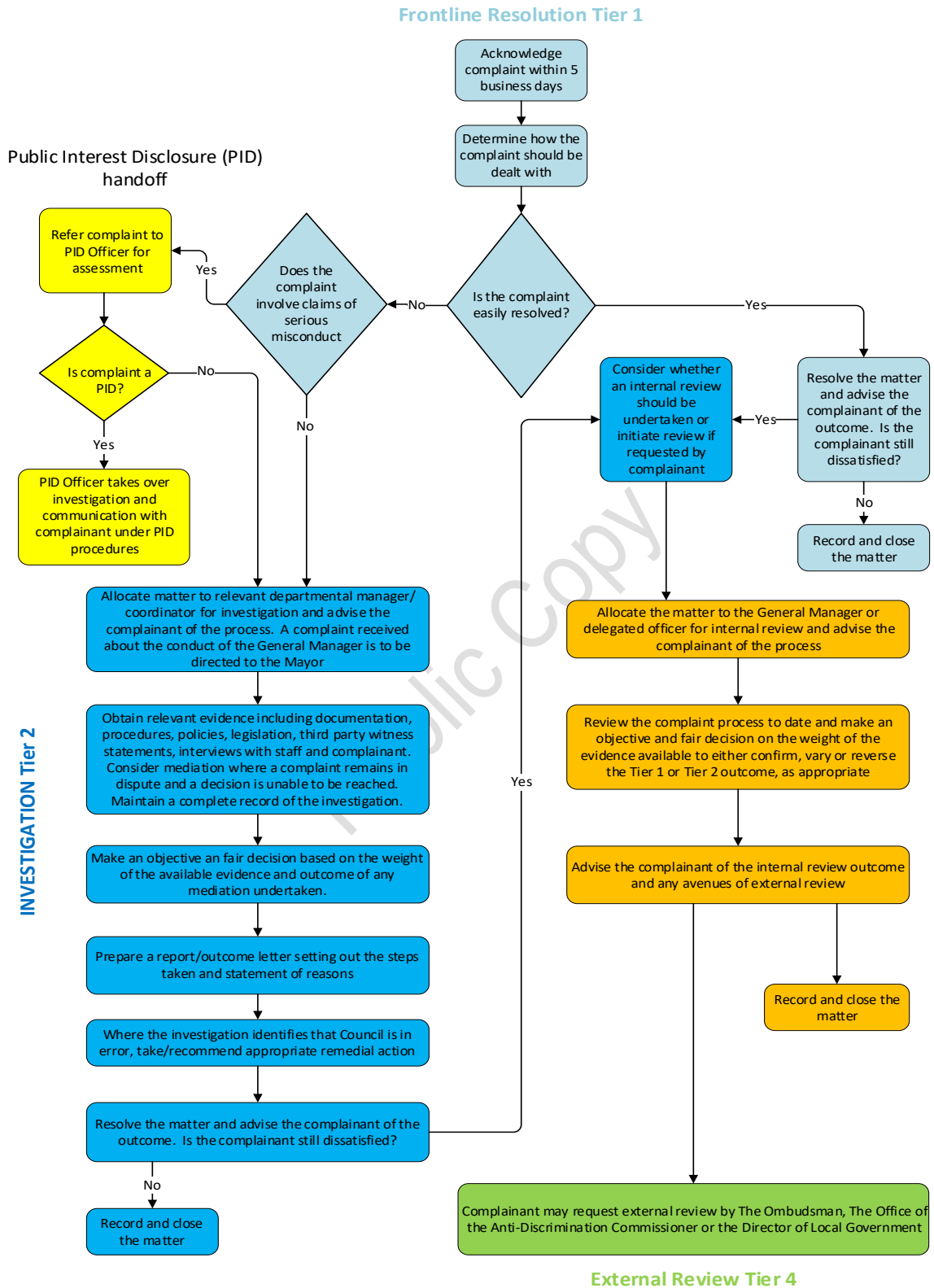
9.10 Policy 1.24: Continuous Improvement Policy

10. AUDIENCE

10.1 Public Document

Annexure 1

Kingborough Council Complaint Handling Flowchart



Annexure 2**Complaint Investigation Outcome Template on Kingborough Council Letterhead**

Date:

Ref:

Complainant

Address Block

[COMPLAINT ISSUE]

Dear *[Complainant]*

Thank you for your complaint of *[Date]*, and for discussing your concerns with me.

As you are aware, I have investigated your complaint about *[Include summary and confirmation/understanding of complaint issue]*

My investigation involved *[Include what steps were taken as part of the investigation. For example, the policies (including service levels), procedures and legislation that are relevant to the complaint; the outcome the complainant would like; broader impact on service levels, community as a whole and cost.]*

As a result of my investigation, I have decided that *[Include the evidence and statement of reasons to support the decision. If the Council is taking remedial action, explain what it is and how it addresses the issue, including an apology for the issue/s that caused the complaint.]*

If you are dissatisfied with the outcome of your complaint, you can request an internal review of the handling of your complaint by contacting us on *[Include appropriate contact methods]* and outlining how you believe the decision was wrong.

[If this communication relates to the outcome to an internal review, include information about external review options such as The Ombudsman]

If you would like to discuss your complaint further, you are welcome to contact me by calling *[Officer number]* or emailing *[Email address]*

Yours sincerely

[Name of responsible officer and title]

15.3 CONTINUOUS IMPROVEMENT POLICY

File Number: 12.289

Author: Stephanie Velini, Business Improvement Officer

Authoriser: Fred Moul, Chief Information Officer

Strategic Plan Reference

Key Priority Area: 2 Deliver quality infrastructure and services.

Strategic Outcome: 2.4 The organisation has a corporate culture that delivers quality customer service, encourages innovation and has high standards of accountability.

1. PURPOSE

- 1.1 The purpose of this report is to recommend the endorsement of a new policy, *Policy 1.24 – Continuous Improvement Policy*, in response to a Notice of Motion that was moved and carried at the Ordinary Council Meeting held on 19 December 2022.

2. BACKGROUND

- 2.1 At Council's Annual General Meeting (AGM) on 3 December 2022, the following Notice of Motion submitted by the Kingborough Ratepayers Association Inc. was successfully moved and carried:

That Council consider adoption of a Continuous Improvement Policy to facilitate advances in the quality of administrative processes, service delivery and accountability systems; reduce costs and waste; simplify work processes; and improve employee and customer satisfaction.

- 2.2 Pursuant to s.72B(6) of the *Local Government Act 1993*, a motion passed at an AGM is to be considered at the next Council meeting. Subsequently, at the Council meeting held on 19 December 2022, the motion that a Continuous Improvement Policy be drafted for endorsement by Council was considered and fully supported (refer Minute C494/24-2022).
- 2.3 This notice of motion also aligns with a proposal already in place to seek funding for a Business Improvement Officer in the 2023/24 budget cycle. The need for such a resource was identified to facilitate a number of improvement initiatives that were consistently difficult to achieve due to limited resourcing. The Business Improvement Officer commenced in the new role in March of this year.
- 2.4 Council's commitment to continuous improvement is currently incorporated in broad terms across the following policies and strategies:
- Policy 1.6: Customer Service Charter
 - Policy 1.20: Complaints Management Policy
 - Policy 3.10: Risk Management Policy
 - Kingborough Council Strategic Plan 2020-2025
- 2.5 Council's continuous improvement activities are also supported by its commitment to enhancing customer experience, employee satisfaction and service delivery.

3. STATUTORY REQUIREMENTS

3.1 There are no statutory requirements associated with the endorsement of this policy.

4. DISCUSSION

4.1 The Continuous Improvement Policy enhances the alignment between Council's existing policies, procedures, strategies, and plans by providing the foundation for the development of a framework that facilitates the implementation of improvement activities across the organisation.

4.2 This policy promotes Council's commitment to meeting its values of accountability, respect, excellence, and inclusiveness.

4.3 To deliver on its strategic outcomes, Council must actively seek opportunities to enhance its services, streamline processes, and address emerging challenges through regular performance assessments, feedback loops, and benchmarking.

4.4 This policy incorporates continuous improvement principles and risk-based thinking to meet the needs and expectations of the community and other relevant stakeholders.

4.5 Some of the benefits associated with continuous improvement efforts include, but are not limited to:

- Identification of inefficiencies, bottlenecks, and vulnerabilities within an organisation's processes.
- Enhanced performance, service delivery, and employee and community satisfaction.
- Regular assessment of an organisation's processes, systems, and operations, facilitates the early identification of potential risks.
- Eliminating waste and improving resource utilisation, contributing to overall financial efficiency.
- Encouraging employees to actively participate in identifying and implementing improvements empowers them to make changes and fosters a positive work environment.
- Allowing for manageable, sustainable changes ensures that improvements remain relevant even as circumstances evolve.

4.6 Some of the risks and challenges associated with continuous improvement efforts include, but are not limited to:

- Employees may resist changes, especially if they perceive them as disruptive.
- Implementing continuous improvement initiatives requires time, effort, and resources. Balancing these demands with daily operations can be challenging.
- If collaboration is lacking across different stakeholders, including process owners, subject matter experts, and system administrators, it can hinder the effectiveness of improvement efforts.
- Accurately measuring the impact of small changes can be difficult. Establishing meaningful metrics and tracking progress is essential.
- While continuous improvement focuses on small improvements, Council must balance the need between incremental changes and the occasional need for more substantial transformations.

- 4.7 The fundamentals for good Council administration in the context of continuous improvement include, but are not limited to:
- Clearly defining and documenting outcomes and outputs for each area of Council business and their associated quality criteria, ensuring they are aligned with Council's strategic direction.
 - Ensuring outcomes and outputs are measurable.
 - Regularly measuring, evaluating, and reporting on the quality of outcomes and outputs, contributing to accountability.
 - Undertaking data analysis and monitoring trends.
 - Using performance indicators and feedback to assess Council's performance, including service delivery, financial management, and governance.
 - Assessing and recording the risk associated with the non-achievement of outcomes and monitoring whether the approved and documented risk control measures are being met/delivered/complied with.
 - Recording improvement opportunities for further investigation and implementation if beneficial to the organisation and the community.
- 4.8 The engagement of a Business Improvement Officer has already facilitated several improvements relating to Council's administrative processes and service delivery. These improvements were identified through consultation with staff and the analysis of complaints received since March 2022 under the new Complaints Management Framework. Improvements to date include, but are not limited to:
- Deployment of existing staff to other business units to provide leave cover and assist with special projects. This initiative has resulted in cost savings to Council, increased productivity, and the upskilling of staff.
 - Business units are encouraged to communicate expectations, issues, or potential improvements with the Customer Service unit, promoting continuous improvement and ensuring the delivery of efficient and effective centralised customer service to both internal and external customers.
 - Standard work procedures are being refined and/or developed across Council's business units.
 - Current processes are being mapped to facilitate the identification of inefficiencies and bottlenecks.

5. FINANCE

- 5.1 There will be financial implications associated with the implementation of some more significant improvement projects requiring additional funding or substantial allocation of internal resources.
- 5.2 Significant improvement projects will be considered by Council's Executive Management Team on a case-by-case basis. The viability of an improvement solution will be assessed against a cost-benefit analysis and the proposed solution's alignment with Council's strategic objectives.
- 5.3 Continuous improvement activities – with a focus on identifying inefficiencies and streamlining processes – can also enhance financial performance. By eliminating waste and optimising the allocation of resources, costs can be significantly reduced.

- 5.4 Continuous improvement initiatives promote the alignment of expenditure with overall business and service delivery objectives.

6. ENVIRONMENT

- 6.1 There are no direct environmental implications associated with the adoption of this policy.
- 6.2 However, by optimising processes, using resources more efficiently, and adopting an innovative approach to solutions, Council can achieve long-term environmental sustainability. This would present itself by way of minimising waste and resource consumption, and by fostering a culture of responsibility.

7. COMMUNICATION AND CONSULTATION

- 7.1 Council's Executive Management Team reviewed the draft Continuous Improvement Policy.
- 7.2 Council employees were also consulted via submission of the draft policy to Council's Joint Consultative Committee.
- 7.3 Council did not engage an external consultant for professional advice on the development of this policy as there were sufficient internal and external resources and expertise available to formulate the policy.
- 7.4 If endorsed by Council, this policy will be published on Council's website and communicated to Council staff and will form part of the staff induction process.
- 7.5 Collaboration with, and the involvement of, affected stakeholders is key to the success of continuous improvement activities.
- 7.6 Some improvement projects will require community consultation. Communication and engagement plans will need to be developed in alignment with Council's Communications and Engagement Framework on a case-by-case basis.

8. RISK

- 8.1 This policy promotes the value of continuous improvement in enhancing administrative processes and service delivery, reducing the risk of reputational harm and potential financial impacts associated with poor business practices.
- 8.2 This policy seeks to mitigate the risks associated with continuous improvement efforts through the following activities:
- Developing detailed and accurate project plans and practicing rigorous project management.
 - Clearly communicating the need for change and the benefits of the change.
 - Providing strong leadership through visibility and active support for change initiatives.
 - Involving all stakeholders in the change process to build consensus and support for the change. Using the collective capabilities of an organisation also leads to better outcomes.
 - Regularly reviewing the progress of the change initiative to allow for adjustments to be made if things are not going to plan.
 - Considering risks during the planning phase and developing strategies to mitigate them.

- Establishing effective reporting structures.
- Using effective feedback mechanisms at key stages of improvement activities.
- Providing training and support to those affected by the change, ensuring there is a clear understanding of what is expected and how to achieve it.
- Listening to concerns, providing information, and offering support to manage resistance effectively.
- Undertaking regular and consistent retrospectives and acting on insights gained.

8.3 While there are no major risks to Council in not approving the recommendation, the adoption of this policy would ensure that efforts to improve processes and service delivery are innovative, well considered, structured, planned, and bring about beneficial, value-adding, and realistic change.

9. CONCLUSION

9.1 The Continuous Improvement Policy builds on existing improvement activities by providing the foundation for a more structured and transparent framework for the management and delivery of improvement initiatives across Council.

9.2 This policy provides Council with a valuable tool to facilitate the identification, assessment, and implementation of improvements across Council's administrative processes, accountability systems and service delivery.

9.3 Continuous improvement efforts result in enhanced administrative performance and service delivery, and encourage innovation, efficiencies and employee and community satisfaction.

9.4 Some more significant improvement projects will require additional funding or significant allocation of internal resources. These projects will be assessed for approval and prioritisation by Council's Executive Management Team.

9.5 The adoption of this policy would ensure that Council's efforts to improve business and service delivery outcomes bring about beneficial, value-adding, and sustainable change.

9.6 A work program and reporting framework will be developed for endorsement by Council's Executive Management Team.

9.7 It is proposed that this policy, if endorsed, be reviewed a maximum of every three years.

10. RECOMMENDATION

That Council endorse the Continuous Improvement Policy 1.24, as attached to this report.

ATTACHMENTS

1. Continuous Improvement Policy 1.24



Continuous Improvement Policy

Policy No:	1.24
Approved by Council:	June 2024
New Review Date:	June 2027
Minute No:	TBA
ECM File No:	12.289
Version:	1.0
Responsible Officer:	Chief Information Officer
Strategic Plan Reference:	2.4 The organisation has a corporate culture that delivers quality customer service, encourages innovation and has high standards of accountability.

1. POLICY STATEMENTS

- 1.1 We are committed to continuously improving operational efficiency and delivering quality, efficient and fit for purpose services and outcomes, with a focus on innovation, accountability, and stakeholder satisfaction.
- 1.2 Our continuous improvement activities are further supported by our commitment to ensuring that service provision meets the current and future requirements of the community.

2. DEFINITIONS

- 2.1 **Continuous improvement** means the systematic and ongoing effort to improve business and service delivery outcomes by making positive, incremental changes that collectively lead to significant improvements in organisational capabilities, efficiencies, effectiveness, and performance.
- 2.2 **Council** means the body of elected Councillors for the Kingborough Council.
- 2.3 **Council staff and employees** means any person employed by the Kingborough Council to carry out the functions of the Council.
- 2.4 **Chief Executive Officer** means the General Manager for the purpose of s.61 of the *Local Government Act 1993 (Tasmania)* and all other legislation administered by or concerning the Council.
- 2.5 **Community** means residents, ratepayers, landowners, and members of the public including individuals, groups, visitors, organisations, government, and businesses to whom Council provides services.
- 2.6 **Stakeholder** means the community (external) and Council employees (internal) who may be affected by (directly or indirectly), have a specific interest in, or influence over, the implementation of proposed business process and service delivery improvements.
- 2.7 **Root Cause Analysis** is a process used to identify the primary causes of issues or inefficiencies and it aims to determine the fundamental reason behind a problem rather than just addressing symptoms or surface-level issues.
- 2.8 **Business Needs Analysis** is a process used to identify, assess, and document the business requirements of an organisation and to determine what changes are necessary to improve performance, productivity, and overall effectiveness, in alignment with organisational strategies and resources.

3. OBJECTIVE

- 3.1 The objectives of this Policy are to:
 - 3.1.1 Convey the importance of continually reviewing and evaluating Council's processes and accountability systems to improve performance, service delivery, and employee and community satisfaction.
 - 3.1.2 Promote a culture of continuous improvement that delivers quality customer service, encourages learning and innovation, and has high standards of accountability.
 - 3.1.3 Foster a corporate commitment to continuous improvement activities, the benefits of which boost employee engagement and result in a more resilient and agile organisation better able to respond to changing priorities.
 - 3.1.4 Ensure the optimal use of Council funds and resources.
 - 3.1.5 Embed continuous improvement into the daily activities of all Council functions, by encouraging routine identification and implementation of improvements in efficiency and effectiveness.

4. SCOPE

- 4.1 This policy encapsulates the framework for continuous improvement, and it applies to all Council operations, services, processes, and systems, and is relevant to all Council employees and Councillors.
- 4.2 This policy reinforces the synergies between Council's current policies, procedures, strategies, and plans to promote optimal outcomes.

5. PROCEDURE (POLICY DETAIL)

- 5.1 The following principles underpin this policy:

5.1.1 **Customer Centric**

Commitment to understanding customer needs and directing efforts toward improving business processes and services to meet or exceed customer expectations.

5.1.2 **Collaboration and Engagement**

Encouraging all employees to contribute their insights and ideas. The collective capabilities of the workforce drive innovation and problem-solving in the continuous improvement process.

5.1.3 **Leadership Support**

The driving force behind continuous improvement, visible leadership support is crucial to the success of improvement efforts. Leaders should actively demonstrate their commitment to continuous improvement and actively participate in continuous improvement activities. Their engagement is critical for sustaining a culture of continuous improvement.

5.1.4 **Innovation**

Identifying innovation opportunities, including process and service delivery improvements, through the optimal use of technology and human resources.

5.1.5 **Incremental Change**

Emphasis placed on gradual, incremental improvements which are more manageable, achievable, more readily accepted, and cumulatively lead to considerable progress.

5.1.6 **Efficiency**

Leveraging existing practices and systems to streamline processes and maximise resources. Recognise and enhance what is working well within the organisation.

5.1.7 **Effectiveness**

Ensuring continuous improvement efforts are measurable, aligned with the Council's strategic goals and lead to tangible and beneficial outcomes for all stakeholders.

5.1.8 **Data-Driven Decision Making**

Continuous improvement requires a systematic and ongoing effort to evaluate and refine business processes and services based on reliable data and evidence. Performance is evaluated against defined/desired outcomes and service levels, and strategies adjusted accordingly, enabling ongoing optimisation.

5.1.9 **Transparency**

Maintaining open communication about improvement processes and outcomes. Lessons learned and successful improvements are shared.

5.1.10 Accountability

Accountability within the context of continuous improvement ensures that everyone is committed to learning, adapting, and driving positive change.

- 5.2 The following process facilitates a consistent approach to the delivery of continuous improvement activities:

5.2.1 Discovery

- Identify opportunities for improvement through various stakeholder feedback mechanisms, benchmarking, and evaluation of performance data.
- Where there exist important information/data gaps, establish a process to gather that information/data to inform improvements.
- Once opportunities have been identified, determine the key stakeholders and subject matter experts (SMEs) who will participate in business requirements gathering activities, such as:
 - Workshops.
 - Interviews.
 - Process modelling.
 - Researching.
 - Observation.
- Gather and document detailed business, stakeholder, and improvement solution requirements.
- Undertake Root Cause Analysis to ensure any proposed improvement solution addresses the underlying cause of the identified problem or inefficiency.
- Undertake Business Needs Analysis to determine the appropriate approach to the change initiative. Solution options must:
 - Effectively address the identified needs while considering the trade-off between the value generated and the effort required.
 - Be directly relevant to the change initiative's objectives.
 - Be realistic to implement.
 - Be aligned with relevant Council strategies, policies, or initiatives.
 - Leverage existing infrastructure or systems where possible.
- Improvement solution options can include, but are not limited to, the following:
 - Staff training.
 - Enhancing/refining/fixing an existing system.
 - Developing a custom-built system.
 - Refining existing business processes.
 - Developing new business processes.
 - Refining existing policies.
 - Implementing new policies.
 - Exploring innovative options where existing solutions are not readily available.

5.2.2 Planning

- Define scope and goals and determine scale of change, complexity of implementation and likely internal/external resource requirements.
- Prepare an Improvement Project Plan which includes a baseline scope, schedule, key stakeholders, and budget. The plan must support strategic and operational goals and deliver value through an agreed set of objectives and deliverables.
- Seek feedback from stakeholders during the development of, and prior to finalising, the proposed improvement plan.
- Business Cases are prepared for more significant continuous improvement projects requiring additional funding or significant allocation of internal resources. These are also used in conjunction with the Improvement Project Plan to measure project success.
- Business Cases must document the justification for the change and are assessed for approval and prioritisation by Council's Executive Management Team (EMT).
- Business Cases should be completed using the Project Business Case Toolkit and must provide the following:
 - An outline of the problem being addressed, including key findings from the data analysis activities.
 - A summary of how the improvement project relates to Council's broader strategic aim and objectives.
 - An assessment of the potential implications of the change and the identified controls.
 - A comparison between different options for implementing the change, each option detailing expected benefits, costs, schedule, financial considerations, and risk assessment.
 - A recommendation that delivers value-adding benefits to the organisation and stakeholders.
- Projects will be selected and prioritised for implementation based on certain criteria such as the level of risk being addressed, or the level of effort and cost required to achieve value-adding benefits.

5.2.3 Implementation

- Implement approved improvement projects and activities, in collaboration with the relevant stakeholders and using sound project management techniques.
- Undertake quality assurance activities to support the implementation.
- When implementing improvements, consider the impact on people, processes, and systems.

5.2.4 Review

- Regularly measure and evaluate the results of the process improvements for effectiveness against predefined goals and objectives.
- When applicable, adjust and refine these processes to ensure they remain effective and aligned with Council's goals and objectives.
- Identify areas for further improvement.

5.3 Change Management

- 5.3.1 Integrating change management into a continuous improvement policy is essential for fostering a dynamic and adaptable organisational culture.
- 5.3.2 To ensure that changes are successfully implemented and adopted, employees need to be well equipped and supported throughout the entire change process. This involves:
- Clearly defining and communicating the reasons for the change, the objectives that the change aims to achieve, and the benefits of the change.
 - Identifying and involving all stakeholders in the change process by seeking their input, addressing concerns, and actively listening to their feedback.
 - Assessing readiness for change, analysing the potential risks, and developing strategies to mitigate these risks.
 - Providing training and support to those affected by the change to ensure that everyone understands the new processes or tools.
 - Creating feedback loops that allow employees to share their experiences during improvement initiatives. Use this feedback to refine processes, adjust communication strategies, and adapt to changing circumstances.
 - Regularly reviewing the progress of the change initiative and making necessary adjustments.
 - Recognising and celebrating achievements resulting from continuous improvement efforts and highlighting how these successes contribute to the organisation's overall transformation.

5.4 Responsibilities

5.4.1 Chief Executive Officer

- Promoting and supporting continuous improvement initiatives that contribute to enhanced business outcomes and improved customer service outcomes.
- Reviewing and publishing continuous improvement data.

5.4.2 Management

- Providing leadership that encourages initiative and a progressive culture within the organisation, and a commitment to continuous improvement.
- Identifying and reporting on improvements.
- Prioritising and facilitating the implementation of improvement activities.
- Supporting employees working on continuous improvement activities.

5.4.3 Chief Information Officer and Business Improvement Officer

- Providing leadership that encourages initiative and a progressive culture within the organisation, and a commitment to continuous improvement.
- Supporting organisational change initiatives from initial identification through to the benefits of the change being realised by the organisation.
- Maintaining this Policy.

5.4.4 All Council Staff

- Understanding this policy and the Council's continuous improvement framework.
- Identifying and reporting business process and service delivery improvements.

- Actively taking part in, and supporting, continuous improvement activities.

5.4.5 Elected Councillors

- Endorsing and promoting the continuous improvement policy.

6. GUIDELINES

- 6.1 Guidelines and procedures for implementation of this Policy are separately maintained as administrative documents.

7. COMMUNICATION

7.1 Internally:

- 7.1.1 Accessible by all staff via the intranet.
7.1.2 Included in the staff induction program and on an on-going basis.

7.2 Externally:

- 7.2.1 Accessible on the Kingborough Council website at www.kingborough.tas.gov.au.
7.2.2 Available in soft copy to be emailed upon request.
7.2.3 Available in hard copy to be mailed upon request.

8. LEGISLATION

- 8.1 *Local Government Act 1993 (Tasmania)*.

9. RELATED DOCUMENTS

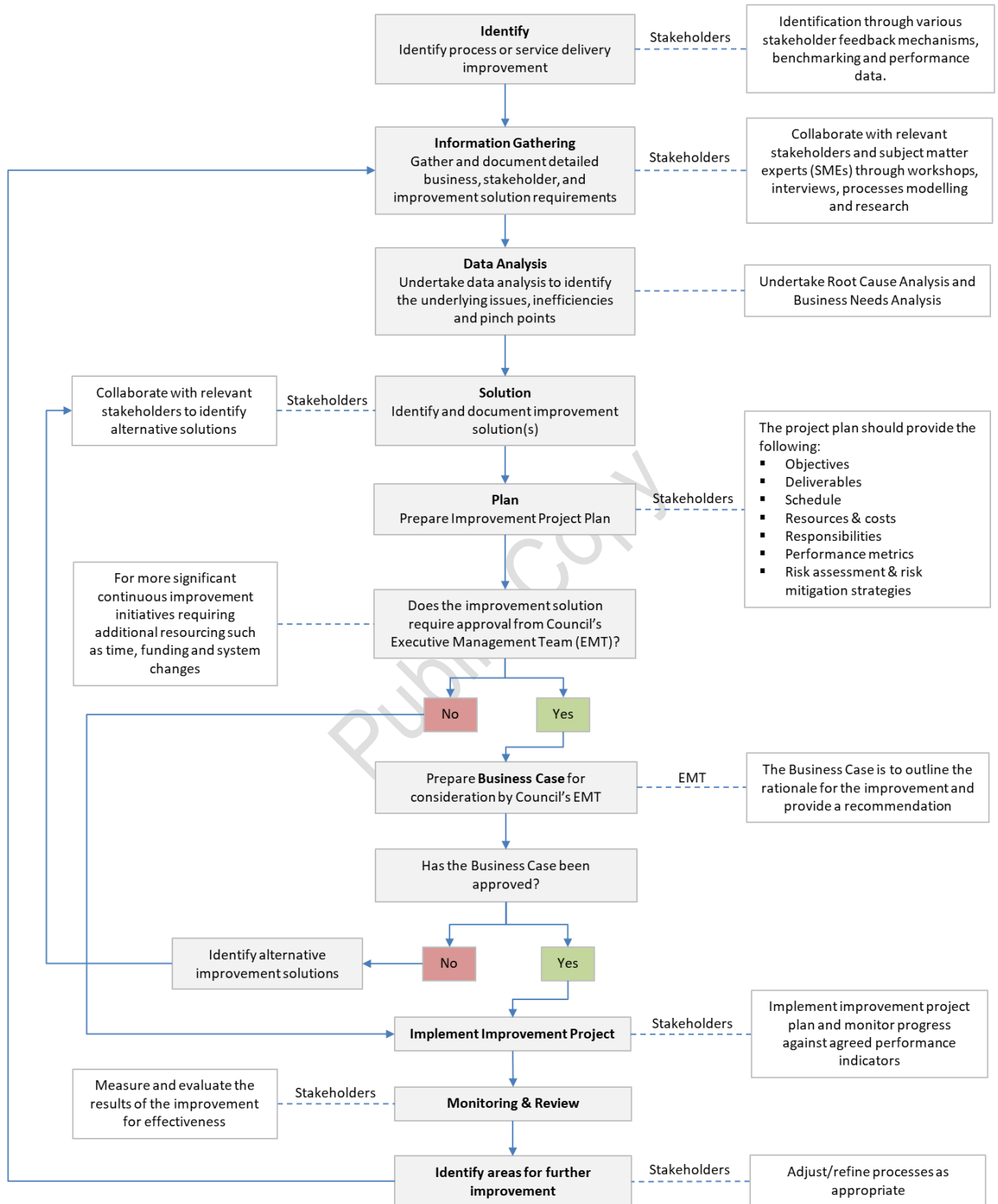
- 9.1 Policy 1.6: Customer Service Charter
9.2 Policy 1.20: Complaints Management Policy
9.3 Policy 3.10: Risk Management Policy
9.4 Kingborough Council Strategic Plan 2020-2025

10. AUDIENCE

- 10.1 The Continuous Improvement Policy is a public document that applies to all Councillors, employees, contractors, and members of the community.

Annexure 1

Continuous Improvement Process



15.4 KINGBOROUGH DRAFT MULTICULTURAL ACTION PLAN

File Number: 46.49

Author: Julie Alderfox, Community Development Officer

Authoriser: Deleeze Chetcuti, Director Environment, Development & Community Services

Strategic Plan Reference

Key Priority Area: 1 Encourage and support a safe, healthy and connected community.

Strategic Outcome: 1.1 A Council that engages with and enables its community.

1. PURPOSE

- 1.1 The purpose of this report is to seek endorsement for the Draft Multicultural Action Plan to be released for community consultation.

2. BACKGROUND

- 2.1 In July 2023 Council established a Multicultural Advisory Group to guide consultation and inform development of a Kingborough Multicultural Survey. The ten-member advisory group was chaired by Cr Wriedt with Crs Antolli and Deane holding Deputy Chair positions.
- 2.2 The aim of the survey was to seek better understanding of the needs and issues concerning Culturally and Linguistically Diverse (CALD) community members.
- 2.3 The survey was open between 14 September and 23 October 2023 and was promoted through print media, social media, Council's website, via direct email and personal approaches to local business and groups. A total of 257 individuals completed the survey.
- 2.4 Four stakeholder groups were approached to assist with distribution of the survey. Multicultural Council of Tasmania, Department of Home Affairs, Rainbow Communities Tasmania and the Kingston Library.
- 2.5 A Multicultural Engagement Report was prepared which contains the survey results in detail. The engagement report is included as an attachment to this report.
- 2.6 Based on the themes arising from the consultation the Draft Action Plan was developed.

3. STATUTORY REQUIREMENTS

- 3.1 There are no statutory requirements associated with this matter.

4. DISCUSSION

- 4.1 The Draft Action Plan encompasses four main themes:
 - Celebration - celebrating diverse cultures for the community to enjoy;
 - Communication – improving communications to increase engagement with multicultural communities;
 - Inclusion and education – providing opportunities for shared learning and greater community participation by CALD community members; and
 - Improving outcomes – work to reduce barriers to full participation.

- 4.2 Council's role in addressing the themes will vary and will include facilitation, supporting, advocating and providing for our multicultural communities.
- 4.3 Implementation of the final Action Plan will be managed by the Community Services team in consultation and collaboration with other Council departments as required.

5. FINANCE

- 5.1 To implement the final Multicultural Action Plan, a budget allocation of \$20,000 is required over two financial years. \$10,000 has been allocated in the 2024-2025 Council budget.

6. ENVIRONMENT

- 6.1 There are no environmental issues associated with this report.

7. COMMUNICATION AND CONSULTATION

- 7.1 Subject to Council's endorsement the Draft Action Plan will be released for community consultation for a period of two weeks. Stakeholder groups will be approached for comment.
- 7.2 Following the consultation, any required amendments will be made, and a final copy presented to Council prior to distribution.

8. RISK

- 8.1 There are no risks associated with the endorsement of the draft Action Plan for public comment.

9. CONCLUSION

- 9.1 With guidance from the Kingborough Council Multicultural Advisory Group and stakeholder groups, a survey and subsequent Draft Action Plan have been developed.
- 9.2 The Draft Multicultural Action Plan 2024-2026 is recommended for endorsement by Council.

10. RECOMMENDATION

That Council endorse the Draft Multicultural Action Plan to be released for community consultation.

ATTACHMENTS

- 1. Multicultural Engagement Report**
- 2. Draft Multicultural Action Plan**

Kingborough

MULTICULTURAL ENGAGEMENT REPORT

PREPARED BY
Kingborough Council

December 2023

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Introduction

COMMUNITY FEEDBACK

Kingborough Council is committed to creating a community that is inclusive, safe, welcoming and respectful for all.

Kingborough has one of the highest multicultural populations in Tasmania, with over 21% of residents born overseas, compared with the rest of the state municipalities which have on average 15%.

MULTICULTURAL ADVISORY GROUP

To better understand and address the needs of our multicultural communities, Council formed a Multicultural Advisory Group with members of the community and Councillors.

The Advisory group was made up of local residents with personal experience of migration to Australia/Tasmania.

The group guided the development of the survey and helped distribute it throughout the community.

STAKEHOLDERS

Council consulted with relevant stakeholders to assist with distribution of the survey and achieve the maximum number of responses possible.

These groups were:

- Kingston Library
- Rainbow Communities Tasmania
- Multicultural Council of Tasmania
- Migrant Resource Centre Tasmania
- Department of Home Affairs

It is planned for these relationships to continue. This will help create a unified response to the needs of our multicultural community members.



Survey

The survey was open from **14 September** to **23 October 2023**.

It was distributed to community groups and stakeholders via email as well as promoted through the local newspapers, social media channels and Council's website.

A hard copy version of the survey were also available at the:

- Civic Centre in Kingston
- West Winds Community Centre
- Kingston Neighbourhood House
- Kingston Library

The feedback received from this engagement will inform the development of a **Multicultural Action Plan**.

PARTICIPATION SURVEY NUMBERS

242	online survey
15	hard copies completed
<hr/>	
257	total

Footnote :
 When conducting the survey Council received racist comments. To avoid causing distress they were removed, however it is important to acknowledge the comments were received.



Demographics

Q1. Country born in

Skipped by 4 participants

- 70 Australia
- 26 China
- 18 England
- 12 South Africa
- 10 India
- 9 Germany
- 7 Malaysia
- 6 Nepal, Netherlands, Indonesia,
- 5 Iran
- 4 Kenya, Philippines, South Korea, Hong Kong
- 3 Canada, Italy, Japan, Russia, USA, Argentina, Chile
- 2 France, Nigeria, Pakistan, Singapore, Sri Lanka, South America, Bangladesh, Colombia
- 1 Afghanistan, Brazil, Fiji, Greece, Mauritius, Serbia, Switzerland, Thailand, Zimbabwe, Bulgaria, Mexico, Peru, Poland, Scotland, Taiwan, Wales, Yugoslavia

Q2. Language(s) spoken at home

Skipped by 6 participants

- 180 English
- 30 Mandarin
- 12 Spanish
- 10 Cantonese
- 10 German
- 7 Persian
- 6 Dutch, French, Japanese, Nepali
- 5 Hindi, Tamil, Afrikaans
- 4 Filipino, Korean, Malay Urdu, Bahasa
- 3 Italian, Russian, Swahili (Kikuyu), Malayalam, Serbian
- 2 Greek, Portuguese, Bengali, Indonesian, Telugu, Polish, Thai Fijian, Vietnamese,
- 1 Bulgarian, Creole, Fresian Creole, Kiswahili Maltese, Marathi Indian, Mongolian, Punjabi, Sichuanese dialects, Sinhalese, Visayan, Welsh, Yoruba (Ososo)

GROUPINGS:

The Countries and Languages are grouped together with the amount of responses to save space. For example there were two responses each for France, Nigeria, Pakistan etc.

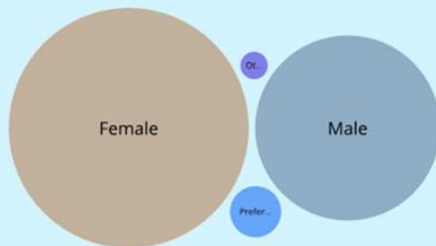


Demographics

Q3. Gender

Skipped by 4 participants

91	Male	7	Prefer not to say
153	Female	2	Other



Q4. Age

skipped by 1 participant

Under 18	5
18-24	3
25-34	36
35-44	96
45-54	44
55-64	31
65-75	34
75+	7

Q5. What area do you live in?

skipped by 4 participants

131	Kingston/Kingston Beach	2	Allens Rivulet, Birchs Bay, Firthside, Woodbridge
52	Blackmans Bay		
20	Margate	1	Bonnet Hill, Electrona, Howden, Leslie Vale, Sandfly
16	I work in Kingborough but live elsewhere		
9	Taroona		
3	Huntingfield, Kettering, Longley/Lower Longley Snug/Lower Snug		

Q6. How long have you lived or worked in Kingborough

skipped by 2 participants

24	Less than a year
53	1 - 3 years
38	3 - 5 years
51	5 - 10 years
89	10 years or longer



Belonging & Access

Q7. Do you feel part of your local community?

Skipped by 8 participants

- 157 Yes
- 40 No
- 52 Unsure



Q8. Please tell us why you are unsure or don't feel part of your local Kingborough community?

Skipped by 171 participants

- 50 I don't know many people
- 29 I don't know any of my neighbours
- 28 I haven't lived here very long
- 26 I don't know where to meet new friends
- 26 I don't do anything in my community
- 18 Other
- 16 I find it culturally hard to participate in activities
- 14 I am away from members of the family
- 6 Language barriers

Other:



Quotes

"Even though I meet people at events I get the feeling the Aussies or those who have lived here for a long time, do not want to make friends but are just kind and friendly at the events."

"I have made friends, have lovely neighbours, and belong to a couple of groups, but on the larger scale I don't yet feel a Kingboroughan."

"Most guys my age just want to drink beer and smoke."

Q9 Do you have any difficulty accessing any of the following:

Skipped by 20 participants

- | | | | |
|-----|---------------------------|----|------------------------------------------------|
| 149 | No I don't | 16 | Police, fire and ambulance |
| 50 | Health wellbeing services | 14 | Shopping |
| 30 | Social services | 14 | Welfare services |
| 28 | Transport | 10 | Education |
| 27 | Employment | 5 | Learning to drive or getting a drivers license |
| 24 | Housing | | |



Access to Services

Q10. What are the difficulties?

Skipped by 170, answered by 87 participants

- 35 Can't find a doctor
- 30 Don't know where to find activities
- 23 Other
- 21 Can't find work
- 18 Can't find things I need
- 15 Language barriers
- 14 Financial difficulties
- 13 I don't feel confident
- 9 My skills aren't recognised in Australia
- 5 I don't have the right qualifications
- 4 I don't have a car or access to transport

Other:

Location, access & mobility issues, rural living, unsure how the system works, racism, ageism, unreliable public transport, limited medical resources, shortage of rental places, timing and type of events, not enough services in Kingborough, unavailability of services/long wait times.

Q11. Have you ever contacted Council for help with services and if so what was your experience like?

Skipped by 37, answered by 220 participants

- | | | | |
|----|-------------------|----|------------------------|
| 72 | Good | 10 | Bad |
| 72 | Not applicable | 19 | Please feel to explain |
| 47 | None of the above | | (below) |

Please feel free to explain your experience with Council

- | | | | |
|---|----------|---|------------------|
| 7 | Friendly | 2 | Mixed experience |
| 7 | Neutral | 1 | Not contacted |
| 3 | Not good | | |

"Received friendly service when I rang to discuss my rates notice."

"Staff always polite, efficient and helpful."

"Can be better, but very nice staff."

"Trying to get pedestrian crossing installed in Margate. Constant buck-passing and excuses that are woefully out of date..."



Events & Facilities

Q12. What is the main way you find out about events and services in your community?

Skipped by 37 participants

- 139 Social Media
- 72 From other people
- 65 Internet search
- 64 Poster or flyer
- 54 Library
- 53 Local paper
- 21 Council website
- 7 Radio
- 7 Other

Other



Q13. Kingborough Council manages many community facilities and programs. Have you ever used any of these? Please tick all you have used:

Skipped by 38

- | | |
|----------------------------------------|-------------------------------------------------------------------------------|
| 167 Parks and playgrounds | 35 Kingborough Fitness Centre |
| 148 Local tracks and trails | 28 Mountain bike park and pump track |
| 105 Kingborough Sports Centre | 18 Skate parks |
| 71 Community halls | 15 None of the above |
| 67 Dog exercise areas | 12 Youth programs |
| 58 Outdoor exercise areas | 12 A Dose of Nature - organised walks |
| 55 Arts and cultural events | 11 Kingborough Volunteer Program, Bushfire and emergency information sessions |
| 43 Sporting ovals and clubrooms | |
| 38 Council run workshops, talks, expos | |
| 36 Childhood immunisation program | |





Q14. Do you have any suggestions on what multicultural events or activities Council could offer?

Skipped by 163, answered by 94

“An event that involves people from different backgrounds to raise tolerance and fight racism, with talks, foods, exhibition and performances.”

“Cultural Food events and more stalls and markets ...”

“More workshop for jobseekers. More support for people whose first language is not English”

“Harmony event, a taste of Kingborough, multicultural film screenings”

“... organizing a multicultural parade to showcase the diversity within the community.”

“Multicultural day with a parade for various cultural groups to showcase their culture.

“Food markets, cooking class, food tasting, international art exhibitions, international documentaries, education with a focus on embracing multiculturalism”

“Food festival with traditional dances”

“Asian New Year events”

“Australians are like chickens. Once it’s dark we all go home...”

“Continue to engage existing organisations to carry out these events in council owned premises.”

OTHER THEMES:

Information in other languages, human library, create champions for CALD communities, activate Channel Hwy at night time, access and promotion of events available, multicultural museum or area in the library, connect groups for migrants and young children who are learning to speak English.





Q15. How do you feel about these statements? (Rating)

Skipped by 36 participants

• Kingborough is a good place to live or work

151	I agree
48	Somewhat agree
14	Neutral
5	Somewhat disagree
3	Don't agree at all

• I can freely express my culture here

102	I agree
48	Somewhat agree
49	Neutral
11	Somewhat disagree
7	Don't agree at all

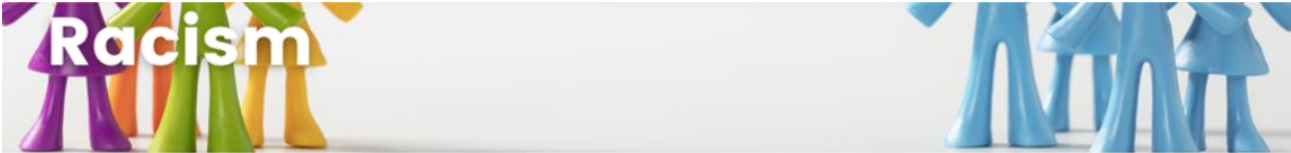
• There are places I can practice my religion

81	I agree
17	Somewhat agree
85	Neutral
13	Somewhat disagree
16	Don't agree at all

• I can make a contribution to the Kingborough community

117	I agree
43	Somewhat agree
44	Neutral
10	Somewhat disagree
5	Don't agree at all





Q16. Have you experienced or witnessed racism, discrimination, bias or felt unsafe in Kingborough?

Skipped by 38 participants

- 105 Yes
- 102 No
- 12 Prefer not to say

Q17. Would you like to share what happened?

Skipped by 187 participants, answered by 17

“A work colleague with an international background was verbally abused by a customer for their accent.”

“Blamed for Covid by an individual in Channel Court.”

“Australia day was the worst for us, we'd never feel safe or welcome so we would just stay home. One year my sister was yelled at to go back to her own country.... I've grown up here, I just look like I haven't.”

“My dad is very racist. Having events that welcome communities and mix them would help the racist people get to know the other cultures .”

“The sign acknowledges and respects the aboriginal people, but says nothing about migrants. Why doesn't kingborough respect migrants?”

“I feel unsafe when groups of young people are sitting or standing together and are extremely noisy and being silly. This is mainly near shopping areas.”

Q18. When did this occur?

Skipped by 157 participants

- 10 Prefer not to say
- 50 Less than 1 year
- 30 1 -3 years ago
- 5 4 - 5 years ago
- 2 6 - 10 years ago
- 3 Longer than 10 years ago





Q19. Where did you experience or witness this racism, discrimination, bias in Kingborough?

Skipped by 158 participants

- 53 In a public place, e.g. street, beach, parks
- 32 Shopping
- 28 Work by customers/clients
- 24 Public transport
- 17 Socialising
- 14 Work by your colleagues
- 11 Other
- 11 Service providers e.g. medical, trade persons, other government departments
- 10 Attending and activity such as sport or public event
- 8 School
- 3 Prefer not to say

Other:



Q20. Have you ever experienced or witnessed racism, discrimination, bias or felt unsafe when dealing with Kingborough Council?

Skipped by 157 respondents

- 17 Yes
- 71 No
- 12 Prefer not to say

Q21. Would you like to tell us about it?

Skipped by 242 respondents, 15 responses

- | | | | |
|---|-----------------------------------------|---|------------------------|
| 2 | Teenagers shouting at people in streets | 1 | From Council colleague |
| 2 | Council not dealing with reported abuse | 8 | N/A |
| | | 1 | Medical Centre |

Q22. Did you make a complaint to Council about it?

Skipped by 180 participants

- 4 Yes
- 73 No



Council Support

Q23. Are you aware of information Kingborough Council provides about being prepared for emergencies such as bushfires or floods?

Skipped by 51 participants

Yes 114

No 92

Q24. How do you think Kingborough Council could better support people from multicultural backgrounds?

Skipped by 156 participants, 101 responses

- 47 Cultural awareness training, education, events, celebration of cultures
- 17 Job support, training, resources for people from non-English speaking background
- 8 Have information available in other languages
- 29 Other

Other:

Help with Visa, making areas safer, current level of support is fine, cheaper rates, support whole community, racist comments

Quotes

"Have food festivals with entertainment."

"Job support, document filling support. General information providing (without asking because migrants don't know what you have to offer."

"Promote education. Create opportunities to learn about various races from primary school onwards and encourage interactions with people of different races."

"Multicultural events that include the whole community (not only for international people) and language workshop/classes or tandem conversation for everyone who wants to learn a new language."

"Have information available in other languages or promote the possibility of engaging "translating services."

"Take steps to promote multicultural diversity and raise awareness within the broader community, with a focus on minimizing bias and stereotyping... educational programs... foster a more inclusive and understanding community, where people from diverse backgrounds feel welcomed and appreciated."

"Provide more information about how to work with locals, how to transfer previous skills into the Australian work environment, ... start from giving information to be confident in local communities and adapting skills to the local businesses."





Q25. What do you like about living in Kingborough?

Skipped by 113 participants, 144 responses

- 31.1% Location
- 26.1% Lifestyle
- 25.7% Nature
- 12.8% People
- 4.3% Family friendly

“Not crowded, clean and safe with natural beauty to live and bring up family and children in a peaceful environment. For me Kingborough is one of the best places on earth.”

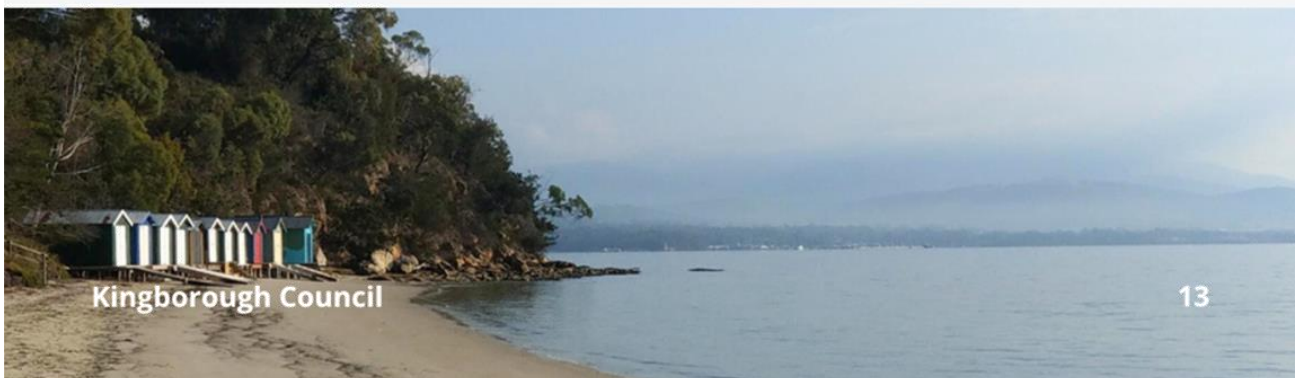
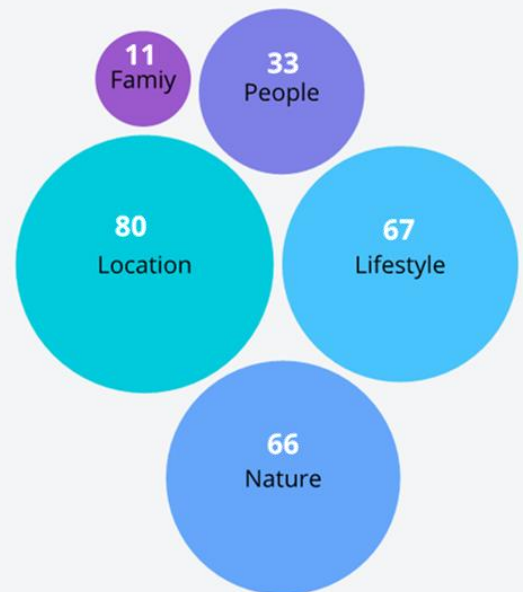
“Strong sense of community here and generally very family friendly and safe to live.”

“Easy access to natural resources, shopping, my children have a wonderful school, short travel to work and school.”

“People are kind and welcoming. Close to beach, beautiful scenery, it's safe, shops are near by and its only 15 mins from Hobart.”

“There is so much to do - so much on offer - workshops, talks, expo's - a great way to meet new people and a good way to feel a sense of belonging.”

“I have lived here since 1985. It is a growing area and so there is lots of change but I like that the council has been attempting to keep up with the needs of that change. It feels like a good area to live.”



Multicultural Action Plan

KINGBOROUGH COUNCIL
MAY 2024



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Diversity & Inclusion Statement



Kingborough Council strives to be the model of an inclusive culture where diversity of thought and background is valued.

We acknowledge, value and respect people of all cultures, sexualities, beliefs, abilities, genders and ages, and support their rights to equal access, equity and participation.

We believe diversity of thought and background, together with an inclusive work environment are critical to support every person and team to excel.

We want to enable innovation for continuous improvement of service delivery.

We strive for an environment where people feel they belong, are valued as an individual, and are respected with a shared sense of fairness.

Prepared by Kingborough Council's Disability Inclusion and Access Advisory Committee and endorsed by Council in 2023

Background

In order to support its growing multicultural population, Kingborough Council established a Multicultural Advisory Group in July 2023. The creation of the group was largely thanks to a notice of motion put to Council on 19 December 2022 by Kingborough resident and advocate for culturally and linguistically diverse community members, Mrs Sajini Sumar. The work of the group aligns with objectives contained in Council's Strategic Plan.

1.1 A council that engages with and enables its community.

1.2 An inclusive community that has a strong sense of pride and local identity.

Eleven individuals from culturally and linguistically diverse (CALD) backgrounds were appointed to the group. Four stakeholder organisations (Multicultural Council of Tasmania, Libraries Tasmania, Networking for Harmony and Rainbow Communities Tasmania) provided assistance and advice outside the meeting process.

The purpose of the Multicultural Advisory Group was:

- to advise Council on how best to gain a broader understanding of the issues being experienced by people from CALD communities.
- to assist in the preparation of a targeted survey to be used to inform the development of the Kingborough Council Multicultural Action Plan.
- to advise Council on the best ways to distribute the survey and ensure maximum engagement with people from migrant backgrounds.
- to provide a framework to work within, as Council did not have a dedicated multicultural advisory body.

Under the guidance of the Multicultural Advisory Group, a survey was developed and distributed with the aim of gathering information from people from migrant backgrounds who live, work and attend recreational activities in Kingborough.

The main objectives of the survey were to better understand the issues faced by new migrants. The vast majority of respondents think Kingborough is a great place to live, work and enjoy community activities. However, approximately half of the survey respondents reported having experienced or witnessed racism and/or discrimination. This important information influenced the Action Plan and reinforced the aim to create positive change.

To view the multicultural survey data visit Council's website under past engagements.

Emerging Themes

From the survey data four themes have been identified as areas where action can be taken:

1. **Celebration:** celebrating diverse cultures for the community to enjoy
2. **Communication:** improving communications to increase engagement with multicultural communities
3. **Inclusion and education:** providing opportunities for shared learning and greater community participation by CALD community members
4. **Improving outcomes:** work to reduce barriers to full participation

Council's role in addressing these themes will vary across different aspects of supporting and providing for our multicultural communities. Council will often be the facilitator of a service. At other times we will be a partner, leader, advocate or even just a supporter.



Action Plan

1	Celebration	
	Immediate Actions	Timeframe
1.1	Investigate external grant opportunities which aim to address isolation and promote inclusivity of CALD communities.	Ongoing
1.2	Increase the number of multicultural activities that form part of the arts program.	From July 2024
1.3	Introduce programs which promote intercultural awareness as part of Council’s Community Services’ programs.	From July 2024
1.4	Encourage multicultural groups to host events and activities which celebrate dates of cultural significance via the Community Grants Program.	Ongoing
1.5	Investigate hosting an annual ‘new citizen’s’ event	Mid 2025
1.6	Recognise national awareness days and weeks throughout the year such as Harmony Week, Refugee Week and other relevant days and dates.	Ongoing
	Longer term ‘Celebration actions	
1.7	Where possible, incorporate migrant stories and promotion of diverse cultures through public art projects.	Starting 2024 and ongoing

Action Plan

2.	Improved Communication	
	Immediate Actions	Timeframe
2.1	Promote the availability of free interpretation and translation services for Council related business at Council’s Customer Service counter.	Immediately
2.2	Develop communication strategies to improve the likelihood of Council messaging being received by multicultural groups and individuals and encourage uptake of direct communication channels such as mailing lists and notifications.	Ongoing from July 2024
2.3	Develop a ‘New Residents Guide to Kingborough’ booklet and investigate possibilities of offering in languages other than English.	December 2024
2.4	Encourage CALD community members to follow Council on social media.	Immediately and ongoing
2.5	Explore the possibility of developing a ‘New Residents’ News and Information’ tab on the Council website	December 2024
2.6	Provide information on voting rights for permanent residents.	From July 2024
	Longer Term ‘Improved Communication’ actions	
2.7	Explore the possibility of adapting Council’s website to provide translation services in a variety of languages.	Ongoing from January 2025
2.8	Explore Council’s ability to offer a service to assist with completing permit applications and other formal documents.	August 2024

Action Plan

3	Greater Inclusion and Education	
	Immediate Actions	Timeframe
3.1	Promote cultural awareness programs to businesses, schools and community groups	Starting July 2024
3.2	Develop a cultural awareness training program for Council staff.	From July 2024
3.3	Design and install signage which includes the word 'Welcome' in a variety of different locally spoken languages to be displayed at events and in the Civic Centre reception area.	July 2024
3.4	Invite new citizens to join a Community Services mailing list in order to be informed directly about events and community activities.	Ongoing from July 2024
3.5	Partner with Equal Opportunity Tasmania to promote reporting mechanisms for those who experience discrimination or harassment based on race/cultural heritage.	Immediately
3.6	Promote Council's 'Diversity and Inclusion Statement' more broadly through the use of banners and the installation of a prominent display in the Civic Centre.	Ongoing from July 2024
3.7	Investigate the resources required to join 'Welcoming Cities'.	Immediately
3.8	Continue to develop relationships with appropriate stakeholders such as shopping centres, transport providers and business operators to ensure incidences of racism and discrimination are addressed and to explore ways to promote and celebrate diversity.	Ongoing

Action Plan

3.9	Arrange 'Meet the Responders' sessions (police/fire/ambulance) in informal settings and encourage multicultural community members to attend in order to break down barriers to accessing emergency services.	Late 2024/early 2025
3.10	Provide opportunities for representatives from cultural groups to meet with elected members to learn about how Council operates.	Harmony Day March 2025
3.11	Explore ways to share health information for example via Council's immunisation clinics.	From July 2024
3.12	Share survey findings with local health providers to support more inclusive promotion of their services.	October 2024
3.13	Continue to work closely with Kingston Library to ensure community education activities are shared as widely as possible.	Ongoing
Longer term' Inclusion and Education' actions		
3.14	Investigate the benefits of hosting a 'Multicultural Forum' to provide a platform for multicultural voices to be heard by elected members and the wider community.	Early 2025
3.15	Identify champions from CALD communities to share stories. Investigate the possibility of a regular section in the local paper/social media where stories can be shared	From July 2024

Action Plan

4	Improving Outcomes	
	Actions	Timeframe
4.1	Promote opportunities which provide new migrants with better understanding of the job market and ways to secure meaningful employment.	Ongoing advocacy
4.2	Support campaigns that aim to reduce racial discrimination and racism.	Ongoing advocacy
4.3	Keep informed about external grant funding which could provide opportunities for local training and/or job-ready skills, and promote social connection.	Ongoing
4.4	Advocate for changes to recognise equivalent overseas qualifications and skills.	Ongoing
4.5	Advocate for improved communication about health services on offer from service providers.	Ongoing
4.6	Advocate for a statewide water safety program for CALD community members and maintain awareness of emerging safety issues.	Ongoing

15.5 FINANCIAL REPORT - MAY 2024

File Number: 10.47

Author: Tim Jones, Manager Finance

Authoriser: David Spinks, Director People & Finance

Strategic Plan Reference

Key Priority Area: 2 Deliver quality infrastructure and services.

Strategic Outcome: 2.4 The organisation has a corporate culture that delivers quality customer service, encourages innovation and has high standards of accountability.

1. PURPOSE

1.1 The purpose of this report is to provide the May 2024 financial report information to Council for review.

2. BACKGROUND

2.1 The attached report has been prepared based on current information with estimates being used where final information is not available.

3. STATUTORY REQUIREMENTS

3.1 There are no specific requirements under the *Local Government Act* 1993 regarding financial reporting, however good practice would indicate that a monthly financial report is required to enable adequate governance of financial information.

4. DISCUSSION

4.1 The Summary Operating Statement contains several variances to the original budget. The following are the major variances and explanations:

- Rates are \$65,000 under budget due to the number of supplementary rate assessments being below the level expected. This lower level is expected to continue, and the year-end forecast has been adjusted to reflect the expected \$150,000 shortfall for the 2023/24 year.
- Statutory Fees and Fines are \$184,000 under budget due to revenue from Building & Plumbing Services (-\$96,000), Compliance (-\$64,000 all areas), and Finance (-\$18,000 property transfer certificates) being below budget. Building and Plumbing Services are expected to remain below budget and the full year forecast revenue has been reduced by \$150,000 to reflect this. Compliance is also expected to remain below budget and the annual fee revenue forecast has been reduced by \$40,000. A total forecast of \$190,000 below budget results for fees and fines.
- User fees are \$149,000 better than budget due to greater than expected income from Kingborough Sports Centre (+\$84,000) and Property Management (+\$26,000 various hall rental) and Community Hub (+\$22,000 due to electoral commission hire).
- Grants Recurrent are -\$26,000 under budget.
- Cash contributions are \$32,000 under budget.

- Reimbursements are \$97,000 better than budget due to pensioner rate remission reimbursements from the State Government being higher than year to date budget. This is offset by pensioner remission costs (shown in Other Expenses) being \$73,000 unfavourable to budget. This budget variance is expected to remain however the revenue and expense difference is a timing issue and by the end of the year these balances will be in alignment.
 - Other income is \$283,000 over budget primarily due to revenue from private works, offset by increased costs below, and profits on sale of fleet vehicles.
 - Employee Costs are \$77,000 over budget, principally in the Transport department.
 - Expenses levies are \$19,000 over budget. This expense is the payment of the fire levy to the State Fire Commission and matched by above budget revenue.
 - Materials and Services are \$160,000 over budget. There are a number of both favourable and unfavourable variances for this, some are timing related. Unfavourable variances include Transport \$158,000 unfavourable, IT \$73,000 unfavourable, building maintenance \$110,000 and waste management \$64,000. Favourable variances are natural areas and biodiversity \$264,000 favourable, governance \$26,000 favourable, and property maintenance \$71,000 favourable. The transport costs (roads, bridge and footpath maintenance primarily) is the major unfavourable variance and forecast to be \$620,000 unfavourable (approximately 6%) at year end. This is caused by some greater than expected deterioration in the road stock, increased traffic management costs and continuing increase in material costs.
 - Other expenses are \$185,000 over budget primarily due to pensioner remission expenses costs \$73,000 unfavourable (see above), \$88,000 of property damage costs (subject to insurance claims) and CEO recruitment costs \$50,000.
 - Depreciation is \$1,023,000 over budget due to the impact of increased asset valuations. The depreciation forecast for the year has been increased substantially due to:
 - The revaluation of the Stormwater asset class in late 2022/23 which substantially increased valuations. This revaluation was completed after 23/24 budget preparation;
 - The estimated impacts of the 2023/24 revaluations of the Open Space and Buildings asset classes which are underway;
 - The indexation of asset values to reflect increasing asset replacement costs (for classes not being revalued this year); and
 - The estimated impact of the capitalisation of completed works currently classified as work in progress. This issue will also impact 2024/25.
 - An unfavourable adjustment of \$1.619M has been made to the end of year forecast.
 - Profit on sale of assets is \$848,000 better than budget with \$610,000 relating to income received from the revenue share agreement on the sale of the stages in Kingston Park. The remaining difference reflects the higher sale prices received in the healthy used vehicle market.
- 4.2 Capital grants are over budget by \$2.51M due to unspent previous years grants and the receipt of Roads to Recovery funds \$1.19M, Installment 5 of Hobart City Deal \$500,000 and Taroon Bike Lanes Grant \$350,000.

- 4.3 Council's cash and investments amount to \$6.7M at the end of the month, which is approximately the same as the April balance. The cash balance will now decline, depending on GA Grant receipts in June, until next year's rate instalments start to be received in July.
- 4.4 Council has borrowings of \$13.9M with \$11.8M of this maturing in June. Council's cash position means these borrowings will need to be redrawn.

5. FINANCE

- 5.1 The forecast result for 2023/24 is now an underlying deficit of \$2.429M due primarily to the depreciation impacts of infrastructure asset revaluations and indexations, increased road maintenance costs, lower numbers of planning applications and supplementary property rates.

6. ENVIRONMENT

- 6.1 There are no environmental issues associated with this matter.

7. COMMUNICATION AND CONSULTATION

- 7.1 The financial results for May 2024 are available for public scrutiny in the Council meeting agenda.

8. RISK

- 8.1 The Council financials are projected to be below budget for the financial year mainly due to the depreciation impact of revaluations - see 4.1 above.
- 8.2 Council is forecasting an underlying deficit for the full year.
- 8.3 Council's long term financial plan which is currently under review needs to address the ongoing incurring of deficits.
- 8.4 Council is operating at minimum cash levels which the long term financial plan will also need to address.

9. CONCLUSION

- 9.1 Council is on track to deliver a result that will be unfavourable to budget for 2023/24.

10. RECOMMENDATION

That Council endorse the attached Financial Report for May 2024.

ATTACHMENTS

- 1. **Financials YTD May 2024**
- 2. **Capital Report May 2024**

Kingborough



FINANCIAL REPORT

FOR THE PERIOD

1ST JULY, 2023

TO

31ST MAY, 2024

SUBMITTED TO COUNCIL

17TH JUNE, 2024

KINGBOROUGH COUNCIL - May 2024

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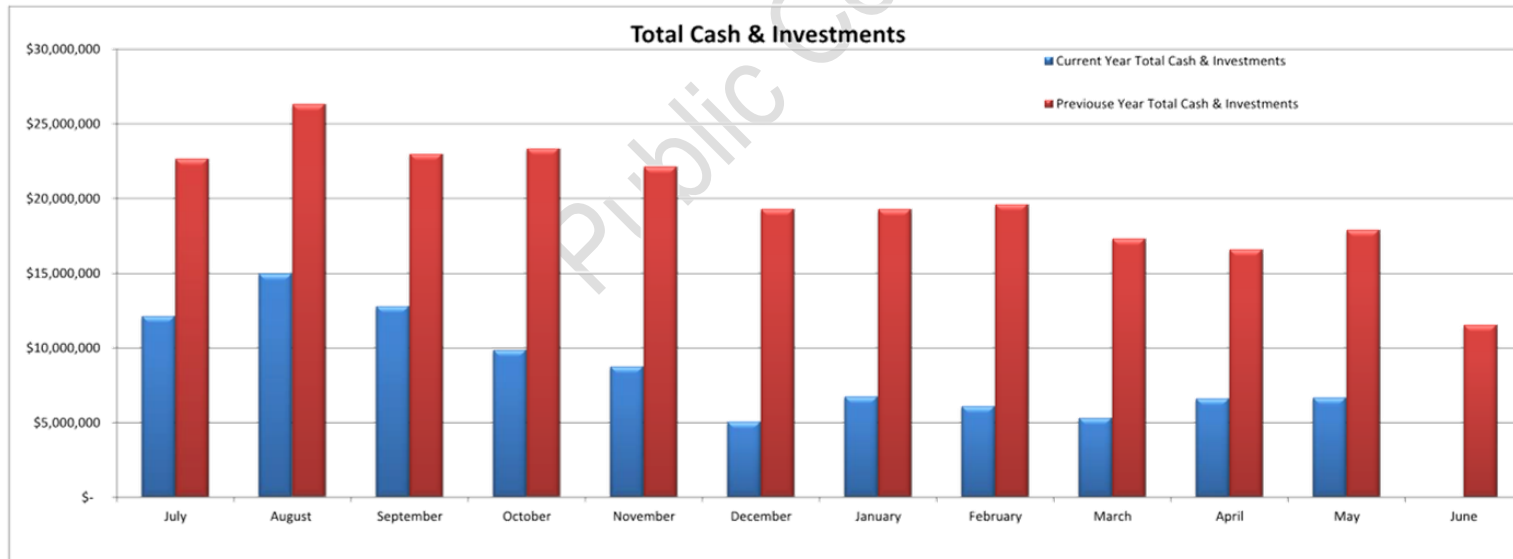
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KINGBOROUGH COUNCIL - May 2024

CASH BALANCES

Balance Type	July	August	September	October	November	December	January	February	March	April	May	June
Reserves	\$ 2,860,736	\$ 2,397,463	\$ 2,212,000	\$ 2,220,674	\$ 2,224,311	\$ 2,234,741	\$ 2,230,977	\$ 2,199,773	\$ 2,229,297	\$ 2,228,253	\$ 2,226,676	\$ -
Held in Trust	\$ 1,719,474	\$ 1,717,674	\$ 1,717,674	\$ 1,662,385	\$ 1,722,331	\$ 1,714,731	\$ 1,715,031	\$ 1,697,656	\$ 1,719,641	\$ 1,719,641	\$ 1,626,954	
Unexpended Capital Works*	\$ 1,222,745	\$ 2,709,463	\$ 3,651,964	\$ 4,586,897	\$ 5,502,984	\$ 5,827,984	\$ 7,019,522	\$ 8,629,255	\$ 9,602,984	\$ 10,108,929	\$ 10,585,007	
Current Year Total Committed Cash	\$ 5,802,955	\$ 6,824,600	\$ 7,581,638	\$ 8,469,956	\$ 9,449,626	\$ 9,777,456	\$ 10,965,530	\$ 12,526,684	\$ 13,551,922	\$ 14,056,823	\$ 14,438,637	\$ -
Previous Year Total Committed Cash	\$ 5,840,016	\$ 6,789,199	\$ 7,416,397	\$ 7,418,967	\$ 8,185,092	\$ 8,642,614	\$ 9,726,462	\$ 11,129,005	\$ 11,581,182	\$ 11,613,482	\$ 13,439,938	\$ 13,174,545
Uncommitted Funds	\$ 6,330,309	\$ 8,136,991	\$ 5,213,192	\$ 1,396,404	\$ 700,152	\$ 4,734,327	\$ 4,228,626	\$ 6,435,730	\$ 8,233,920	\$ 7,454,705	\$ 7,772,437	\$ -
Current Year Total Cash	\$ 12,133,264	\$ 14,961,591	\$ 12,794,831	\$ 9,866,360	\$ 8,749,474	\$ 5,043,130	\$ 6,736,903	\$ 6,090,954	\$ 5,318,002	\$ 6,602,117	\$ 6,666,200	\$ -
Previous Year Total Cash	\$ 22,650,806	\$ 26,297,444	\$ 22,991,651	\$ 23,355,485	\$ 22,118,994	\$ 19,292,435	\$ 19,279,548	\$ 19,625,884	\$ 17,306,239	\$ 16,581,339	\$ 17,891,355	\$ 11,541,718

*Unexpended Capital Works excludes Kingston Park expenditure



KINGBOROUGH COUNCIL - May 2024

CASH, INVESTMENTS & BORROWINGS

CASH ACCOUNTS	Interest Rate	Maturity Date	July	August	September	October	November	December	January	February	March	April	May	June
BA - Overdraft Account	3.85%	Ongoing	\$ 2,105,067	\$ 1,206,057	\$ 397,407	\$ 2,272,885	\$ 747,054	\$ 566,668	\$ 2,144,388	\$ 1,246,875	\$ 962,501	\$ 2,956,149	\$ 394,236	
BA - Applications Account	3.85%	Ongoing	\$ 3,495	\$ 58,198	\$ 6,392	\$ 123,591	\$ 280,725	\$ 198,700	\$ 37,581	\$ 145,209	\$ 222,299	\$ 31,897	\$ 370	
BA - AR Account	3.85%	Ongoing	\$ 3,947	\$ 17,943	\$ 2,169	\$ 179,517	\$ 402,591	\$ 72,163	\$ 533,602	\$ 662,616	\$ 82,142	\$ 48,057	\$ 378	
BA - Business Online Saver	4.35%	Ongoing	\$ 4,648,933	\$ 8,299,147	\$ 7,000,436	\$ 4,926,007	\$ 4,946,133	\$ 1,823,580	\$ 1,630,230	\$ 1,636,622	\$ 1,642,278	\$ 1,148,345	\$ 3,844,328	
Total Cash			\$ 6,761,442	\$ 9,581,345	\$ 7,406,404	\$ 7,502,000	\$ 6,376,502	\$ 2,661,109	\$ 4,345,801	\$ 3,691,322	\$ 2,909,220	\$ 4,184,448	\$ 4,239,312	\$ -
INVESTMENTS														
Indigo 5	5.00%	09-Oct-23	\$ 1,500,000	\$ 1,500,000	\$ 1,500,000									
Vystate 5	5.10%	09-Oct-23	\$ 1,532,548	\$ 1,532,548	\$ 1,532,548									
Ascorp HT	4.35%	Managed Trust	\$ 161,123	\$ 161,684	\$ 162,229	\$ 162,793	\$ 163,368	\$ 163,971	\$ 164,577	\$ 165,146	\$ 165,756	\$ 166,349	\$ 166,963	
Ascorp Cash Indexed	4.50%	Managed Trust	\$ 2,178,151	\$ 2,186,014	\$ 2,193,650	\$ 2,201,567	\$ 2,209,604	\$ 2,218,049	\$ 2,226,525	\$ 2,234,486	\$ 2,243,026	\$ 2,251,321	\$ 2,259,925	
Total Investments			\$ 5,371,822	\$ 5,380,245	\$ 5,388,426	\$ 2,364,360	\$ 2,372,972	\$ 2,382,020	\$ 2,391,102	\$ 2,399,632	\$ 2,408,782	\$ 2,417,670	\$ 2,426,889	\$ -
Current Year Total Cash & Investments			\$ 12,133,264	\$ 14,961,591	\$ 12,794,831	\$ 9,866,360	\$ 8,749,474	\$ 5,043,130	\$ 6,736,903	\$ 6,090,954	\$ 5,318,002	\$ 6,602,117	\$ 6,666,200	\$ -
Previous Year Cash & Investments			\$ 22,650,806	\$ 26,297,444	\$ 22,991,651	\$ 23,355,485	\$ 22,118,994	\$ 19,292,435	\$ 19,279,548	\$ 19,625,884	\$ 17,306,239	\$ 16,581,339	\$ 17,891,355	\$ 11,541,718
Borrowings														
Ascorp	3.47%	11-Oct-23	\$2,800,000	\$2,800,000	\$2,800,000									
Ascorp (Grant Funded)	2.13%	27-Jun-24	\$2,400,000	\$2,400,000	\$2,400,000	\$2,400,000	\$2,400,000	\$2,400,000	\$2,400,000	\$2,400,000	\$2,400,000	\$2,400,000	\$2,400,000	
Ascorp (Grant Funded)	1.99%	21-Jan-25	\$2,100,000	\$2,100,000	\$2,100,000	\$2,100,000	\$2,100,000	\$2,100,000	\$2,100,000	\$2,100,000	\$2,100,000	\$2,100,000	\$2,100,000	
Ascorp (Grant Funded)	1.10%	19-Jun-24	\$9,422,500	\$9,422,500	\$9,422,500	\$9,422,500	\$9,422,500	\$9,422,500	\$9,422,500	\$9,422,500	\$9,422,500	\$9,422,500	\$9,422,500	
Total Borrowings			\$ 16,722,500	\$ 16,722,500	\$ 16,722,500	\$ 13,922,500	\$ 13,922,500	\$ 13,922,500	\$ 13,922,500	\$ 13,922,500	\$ 13,922,500	\$ 13,922,500	\$ 13,922,500	\$ -

KINGBOROUGH COUNCIL - May 2024

RESERVES

Accounts	July	August	September	October	November	December	January	February	March	April	May	June
Victoria Hill Reserve	\$ 10,733	\$ 10,733	\$ 10,733	\$ 10,733	\$ 10,733	\$ 10,733	\$ 10,733	\$ 10,733	\$ 10,733	\$ 10,733	\$ 10,733	
Car Parking	\$ 46,248	\$ 46,248	\$ 46,248	\$ 46,248	\$ 46,248	\$ 46,248	\$ 46,248	\$ 46,248	\$ 46,248	\$ 46,248	\$ 46,248	
Ball Equipment Replacement	\$ 72,416	\$ 72,416	\$ 72,416	\$ 72,416	\$ 72,416	\$ 72,416	\$ 72,416	\$ 72,416	\$ 72,416	\$ 72,416	\$ 72,416	
T Equipment Replacement	\$ 220,711	\$ 220,711	\$ 220,711	\$ 220,711	\$ 220,711	\$ 220,711	\$ 220,711	\$ 220,711	\$ 220,711	\$ 220,711	\$ 220,711	
SC Equipment Replacement	\$ 145,367	\$ 145,367	\$ 145,367	\$ 145,367	\$ 145,367	\$ 145,367	\$ 145,367	\$ 145,367	\$ 145,367	\$ 145,367	\$ 145,367	
WS Replacement Reserve	\$ 400,000	\$ 400,000	\$ 400,000	\$ 400,000	\$ 400,000	\$ 400,000	\$ 400,000	\$ 400,000	\$ 400,000	\$ 400,000	\$ 400,000	
Office Equipment Replacement	\$ 120,013	\$ 120,013	\$ 120,013	\$ 120,013	\$ 120,013	\$ 120,013	\$ 120,013	\$ 120,013	\$ 120,013	\$ 120,013	\$ 120,013	
Plant & Equipment Replacement	\$ 372,850	\$ 372,850	\$ 372,850	\$ 372,850	\$ 372,850	\$ 372,850	\$ 372,850	\$ 372,850	\$ 372,850	\$ 372,850	\$ 372,850	
Public Open Space	\$ 711,421	\$ 232,171	\$ 58,571	\$ 77,321	\$ 110,556	\$ 110,556	\$ 110,556	\$ 110,556	\$ 149,556	\$ 149,556	\$ 149,556	
Tree Preservation Reserve	\$ 760,976	\$ 776,953	\$ 765,090	\$ 755,014	\$ 725,417	\$ 735,847	\$ 732,083	\$ 700,878	\$ 691,403	\$ 690,359	\$ 688,782	
Current Year Total Reserve	\$ 2,860,736	\$ 2,397,463	\$ 2,212,000	\$ 2,220,674	\$ 2,224,311	\$ 2,234,741	\$ 2,230,977	\$ 2,199,773	\$ 2,229,297	\$ 2,228,253	\$ 2,226,676	\$ -
Previous Year Total Reserve	\$ 3,171,178	\$ 3,371,968	\$ 2,992,671	\$ 2,997,893	\$ 3,078,821	\$ 2,879,919	\$ 2,881,967	\$ 2,888,160	\$ 2,889,055	\$ 2,738,651	\$ 2,728,574	\$ 3,866,525

KINGBOROUGH COUNCIL - May 2024 YTD

PUBLIC OPEN SPACE FUNDS

Opening Balance 01/05/2024	\$ 149,556
Closing Balance 31/05/2024	<u>\$ 149,556</u>
Public Open Space Uncommitted Balance	<u><u>\$ 149,556</u></u>

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KINGBOROUGH COUNCIL - May 2024

BUDGET NOTES

RECONCILIATION OF ORIGINAL TO FORECAST BUDGET	
BUDGET UNDERLYING RESULT	11,950
Forecast Changes:	
Grants - FA Grants above budget	250,000
Dividends - Taswater Adjustment	38,000
Depreciation - Stormwater assets revaluation and infrastructure indexation	(1,619,000)
Interest - Investment Reduction	(150,000)
Materials & Services - Transport greater than expected deterioration of road stock, increased	
Traffic Management and Material costs	(620,000)
Rates - Revenue Reduction	(150,000)
Statutory Fees & Fines - Compliance & Planning Revenue Reduction	(190,000)
FORECAST UNDERLYING RESULT	(2,429,050)
Adjustments not affecting the Underlying Surplus:	
Sale of Kingston Park land - Revenue Share portion	678,000
Net Surplus.	948,950

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KINGBOROUGH COUNCIL - May 2024

Summary Operating Statement All

	YTD Actuals	YTD Budget	YTD Variance	Annual Budget	Forecast Budget	Forecast Variance
Income						
Rates	36,421,990	36,487,000	(65,010)	36,490,000	36,340,000	(150,000)
Income Levies	2,015,278	1,972,000	43,278	1,972,000	1,972,000	0
Statutory Fees & Fines	1,825,683	2,009,240	(183,557)	2,279,000	2,089,000	(190,000)
User Fees	1,616,350	1,467,545	148,805	1,604,720	1,604,720	0
Grants Recurrent	287,688	314,045	(26,357)	3,094,100	3,344,100	250,000
Contributions - Cash	172,191	204,490	(32,299)	223,000	223,000	0
Reimbursements	1,336,800	1,240,000	96,800	1,240,000	1,240,000	0
Other Income	718,081	434,850	283,231	784,200	784,200	0
Internal Charges Income	201,663	201,630	33	220,000	220,000	0
Total Income	44,595,725	44,330,800	264,925	47,907,020	47,817,020	(90,000)
Expenses						
Employee Costs	17,546,754	17,469,917	(76,836)	18,067,965	18,067,965	0
Expenses Levies	1,498,288	1,479,000	(19,288)	1,972,000	1,972,000	0
Loan Interest	24,472	33,000	8,528	33,000	33,000	0
Materials and Services	11,442,483	11,282,300	(160,183)	12,239,525	12,859,525	(620,000)
Other Expenses	4,402,242	4,217,660	(184,582)	4,370,580	4,370,580	0
Internal Charges Expense	201,663	201,630	(33)	220,000	220,000	0
Total Expenses	35,115,902	34,683,507	(432,394)	36,903,070	37,523,070	(620,000)
Net Operating Surplus/(Deficit) before:	9,479,823	9,647,293	(167,470)	11,003,950	10,293,950	(710,000)
Depreciation	12,867,555	11,844,460	(1,023,095)	12,902,000	14,521,000	(1,619,000)
(Profit)/Loss on Disposal of Assets	(847,895)	0	847,895	500,000	(178,000)	678,000
Net Operating Surplus/(Deficit) before:	(2,539,837)	(2,197,167)	(342,670)	(2,398,050)	(4,049,050)	(1,651,000)
Interest	349,543	476,630	(127,087)	520,000	370,000	(150,000)
Dividends	924,000	924,000	0	1,440,000	1,478,000	38,000
Share of Profits/(Losses) of Invest. In Assoc	0	0	0	100,000	100,000	0
Investment Copping	0	0	0	350,000	350,000	0
NET OPERATING SURPLUS/(DEFICIT)	(1,266,294)	(796,537)	(469,757)	11,950	(1,751,050)	(1,763,000)
Grants Capital	3,110,580	600,000	2,510,580	1,700,000	1,700,000	0
Contributions - Capital	253,466	0	253,466	0	0	0
Contributions - Non Monetary Assets	0	0	0	1,000,000	1,000,000	0
NET SURPLUS/(DEFICIT)	2,097,752	(196,537)	2,294,289	2,711,950	948,950	(1,763,000)
Underlying Result						
Profit on Sale of Land	(678,000)	0	(678,000)	0	(678,000)	678,000
UNDERLYING RESULT	(1,944,294)	(796,537)	(1,147,757)	11,950	(2,429,050)	(1,085,000)
TOTAL CASH GENERATED	(14,133,849)	(12,640,997)	(1,492,852)	12,913,950	12,769,950	(144,000)

KINGBOROUGH COUNCIL - May 2024

Summary Operating Statement Governance

	YTD Actuals	YTD Budget	YTD Variance	Annual Budget	Forecast Budget	Forecast Variance
Income						
Rates	29,493,265	29,577,000	(83,735)	29,580,000	29,430,000	(150,000)
Income Levies	2,015,278	1,972,000	43,278	1,972,000	1,972,000	0
Statutory Fees & Fines	0	0	0	0	0	0
User Fees	90,200	87,120	3,080	95,000	95,000	0
Grants Recurrent	114,918	84,915	30,003	2,760,000	3,010,000	250,000
Contributions - Cash	121,235	128,370	(7,136)	140,000	140,000	0
Reimbursements	1,336,800	1,240,000	96,800	1,240,000	1,240,000	0
Other Income	96,433	54,370	42,063	352,000	352,000	0
Internal Charges Income	0	0	0	0	0	0
Total Income	33,268,129	33,143,775	124,354	36,139,000	36,239,000	100,000
Expenses						
Employee Costs	394,972	387,090	(7,882)	419,260	419,260	0
Expenses Levies	1,498,288	1,479,000	(19,288)	1,972,000	1,972,000	0
Loan Interest	0	0	0	0	0	0
Materials and Services	209,110	182,600	(26,510)	211,200	211,200	0
Other Expenses	2,493,426	2,390,780	(102,646)	2,434,000	2,434,000	0
Internal Charges Expense	0	0	0	0	0	0
Total Expenses	4,717,030	4,439,470	(277,560)	5,036,460	5,036,460	0
Net Operating Surplus/(Deficit) before:	28,551,100	28,704,305	(153,205)	31,102,540	31,202,540	100,000
Depreciation	24,713	215,700	190,987	235,000	235,000	0
Loss/(Profit) on Disposal of Assets	(847,895)	0	847,895	500,000	(178,000)	678,000
Net Operating Surplus/(Deficit) before:	29,374,281	28,488,605	885,676	30,367,540	31,145,540	778,000
Interest	0	0	0	0	0	0
Dividends	924,000	924,000	0	1,440,000	1,478,000	38,000
Share of Profits/(Losses) of Invest. In Assoc	0	0	0	100,000	100,000	0
Investment Copping	0	0	0	350,000	350,000	0
NET OPERATING SURPLUS/(DEFICIT)	30,298,281	29,412,605	885,676	32,257,540	33,073,540	816,000
Grants Capital	3,110,580	600,000	2,510,580	1,700,000	1,700,000	0
Contributions - Capital	253,466	0	253,466	0	0	0
Contributions - Non Monetary Assets	0	0	0	1,000,000	1,000,000	0
Initial Recognition of Infrastructure Assets	0	0	0	0	0	0
NET SUPRPLUS/(DEFICIT)	33,662,327	30,012,605	3,649,722	34,957,540	35,773,540	816,000
TOTAL CASH GENERATED	30,273,568	29,196,905	1,076,663	32,022,540	32,838,540	(816,000)

KINGBOROUGH COUNCIL - May 2024

Summary Operating Statement Business Services

	YTD Actuals	YTD Budget	YTD Variance	Annual Budget	Forecast Budget	Forecast Variance
Income						
Rates	0	0	0	0	0	0
Income Levies	0	0	0	0	0	0
Statutory Fees & Fines	238,238	256,630	(18,392)	280,000	280,000	0
User Fees	0	0	0	0	0	0
Grants Recurrent	0	0	0	0	0	0
Contributions - Cash	0	0	0	0	0	0
Reimbursements	0	0	0	0	0	0
Other Income	129,747	112,630	17,117	136,000	136,000	0
Internal Charges Income	137,500	137,500	0	150,000	150,000	0
Total Income	505,485	506,760	(1,275)	566,000	566,000	0
Expenses						
Employee Costs	3,058,543	2,903,110	(155,433)	3,143,180	3,143,180	0
Expenses Levies	0	0	0	0	0	0
Loan Interest	24,472	33,000	8,528	33,000	33,000	0
Materials and Services	892,840	838,810	(54,030)	890,700	890,700	0
Other Expenses	1,070,802	1,197,290	126,488	1,257,800	1,257,800	0
Internal Charges Expense	0	0	0	0	0	0
Total Expenses	5,046,656	4,972,210	(74,446)	5,324,680	5,324,680	0
Net Operating Surplus/(Deficit) before:	(4,541,171)	(4,465,450)	(75,721)	(4,758,680)	(4,758,680)	0
Depreciation	245,581	239,000	(6,581)	260,400	260,400	0
Loss/(Profit) on Disposal of Assets	0	0	0	0	0	0
Net Operating Surplus/(Deficit) before:	(4,786,753)	(4,704,450)	(82,303)	(5,019,080)	(5,019,080)	0
Interest	349,543	476,630	(127,087)	520,000	370,000	(150,000)
Dividends	0	0	0	0	0	0
Share of Profits/(Losses) of Invest. In Assoc	0	0	0	0	0	0
Investment Copping	0	0	0	0	0	0
NET OPERATING SURPLUS/(DEFICIT)	(4,437,210)	(4,227,820)	(209,390)	(4,499,080)	(4,649,080)	(150,000)
Grants Capital	0	0	0	0	0	0
Contributions - Non Monetary Assets	0	0	0	0	0	0
Initial Recognition of Infrastructure Assets	0	0	0	0	0	0
NET SUPRPLUS/(DEFICIT)	(4,437,210)	(4,227,820)	(209,390)	(4,499,080)	(4,649,080)	(150,000)
TOTAL CASH GENERATED	(4,191,629)	(3,988,820)	(202,809)	(4,238,680)	(4,388,680)	(150,000)

KINGBOROUGH COUNCIL - May 2024

Summary Operating Statement Governance & Property Services

	YTD Actuals	YTD Budget	YTD Variance	Annual Budget	Forecast Variance
Income					
Rates	0	0	0	0	0
Income Levies	0	0	0	0	0
Statutory Fees & Fines	286,844	350,220	(63,376)	469,000	(40,000)
User Fees	1,339,912	1,219,385	120,527	1,334,120	0
Grants Recurrent	93,151	229,130	(135,979)	250,000	0
Contributions - Cash	2,158	0	2,158	0	0
Reimbursements	0	0	0	0	0
Other Income	57,358	75,130	(17,772)	82,000	0
Internal Charges Income	0	0	0	0	0
Total Income	1,779,424	1,873,865	(94,441)	2,135,120	(40,000)
Expenses					
Employee Costs	3,309,753	3,204,357	(105,396)	3,466,061	0
Expenses Levies	0	0	0	0	0
Loan Interest	0	0	0	0	0
Materials and Services	1,273,576	1,311,830	38,254	1,404,050	0
Other Expenses	286,667	126,040	(160,627)	136,900	0
Internal Charges Expense	0	0	0	0	0
Total Expenses	4,869,996	4,642,227	(227,768)	5,007,011	0
Net Operating Surplus/(Deficit) before:	(3,090,571)	(2,768,362)	(322,209)	(2,871,891)	(40,000)
Depreciation	1,165,487	939,640	(225,847)	1,023,600	0
Loss/(Profit) on Disposal of Assets	0	0	0	0	0
Net Operating Surplus/(Deficit) before:	(4,256,058)	(3,708,002)	(548,056)	(3,895,491)	(40,000)
Interest	0	0	0	0	0
Dividends	0	0	0	0	0
Share of Profits/(Losses) of Invest. In Assoc	0	0	0	0	0
Investment Copping	0	0	0	0	0
NET OPERATING SURPLUS/(DEFICIT)	(4,256,058)	(3,708,002)	(548,056)	(3,895,491)	(40,000)
Grants Capital	0	0	0	0	0
Contributions - Non Monetary Assets	0	0	0	0	0
Initial Recognition of Infrastructure Assets	0	0	0	0	0
NET SUPRPLUS/(DEFICIT)	(4,256,058)	(3,708,002)	(548,056)	(3,895,491)	(40,000)
TOTAL CASH GENERATED	(3,090,571)	(2,768,362)	(773,902)	(2,871,891)	(40,000)

KINGBOROUGH COUNCIL - May 2024

Summary Operating Statement Environment, Development & Community Services

	YTD Actuals	YTD Budget	YTD Variance	Annual Budget	Forecast Budget	Forecast Variance
Income						
Rates	0	0	0	0	0	0
Income Levies	0	0	0	0	0	0
Statutory Fees & Fines	1,300,600	1,402,390	(101,790)	1,530,000	1,380,000	(150,000)
User Fees	98,509	75,350	23,159	82,200	82,200	0
Grants Recurrent	79,618	0	79,618	84,100	84,100	0
Contributions - Cash	42,799	73,370	(30,571)	80,000	80,000	0
Reimbursements	0	0	0	0	0	0
Other Income	69,734	50,380	19,354	55,000	55,000	0
Internal Charges Income	0	0	0	0	0	0
Total Income	1,591,260	1,601,490	(10,230)	1,831,300	1,681,300	(150,000)
Expenses						
Employee Costs	5,324,844	5,507,940	183,096	5,972,081	5,972,081	0
Expenses Levies	0	0	0	0	0	0
Loan Interest	0	0	0	0	0	0
Materials and Services	700,724	1,010,140	309,416	1,094,000	1,094,000	0
Other Expenses	329,458	347,320	17,862	376,680	376,680	0
Internal Charges Expense	0	0	0	0	0	0
Total Expenses	6,397,825	6,865,400	467,575	7,442,761	7,442,761	0
Net Operating Surplus/(Deficit) before:	(4,806,564)	(5,263,910)	457,346	(5,611,461)	(5,761,461)	(150,000)
Depreciation	204,790	158,020	(46,770)	172,000	172,000	0
Loss/(Profit) on Disposal of Assets	0	0	0	0	0	0
Net Operating Surplus/(Deficit) before:	(5,011,355)	(5,421,930)	410,575	(5,783,461)	(5,933,461)	(150,000)
Interest	0	0	0	0	0	0
Dividends	0	0	0	0	0	0
Share of Profits/(Losses) of Invest. In Assoc	0	0	0	0	0	0
Investment Copping	0	0	0	0	0	0
NET OPERATING SURPLUS/(DEFICIT)	(5,011,355)	(5,421,930)	410,575	(5,783,461)	(5,933,461)	(150,000)
Grants Capital	0	0	0	0	0	0
Contributions - Non Monetary Assets	0	0	0	0	0	0
Initial Recognition of Infrastructure Assets	0	0	0	0	0	0
NET SUPRPLUS/(DEFICIT)	(5,011,355)	(5,421,930)	410,575	(5,783,461)	(5,933,461)	(150,000)
TOTAL CASH GENERATED	(4,806,564)	(5,263,910)	457,346	(5,611,461)	(5,761,461)	(150,000)

KINGBOROUGH COUNCIL - May 2024

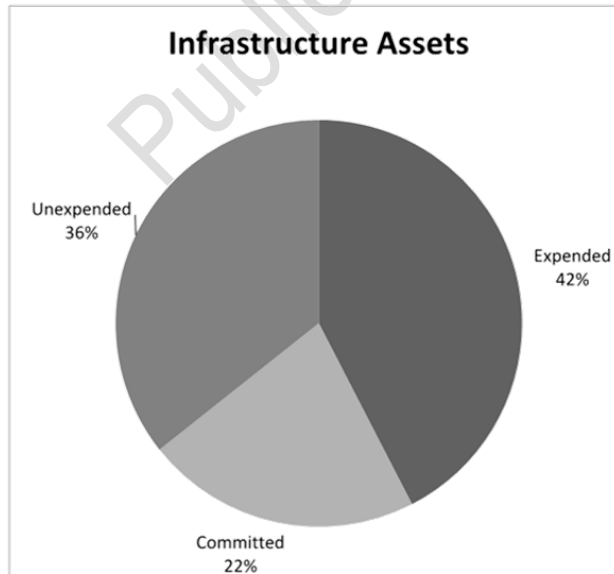
Summary Operating Statement Infrastructure Services

	YTD Actuals	YTD Budget	YTD Variance	Annual Budget	Forecast Budget	Forecast Variance
Income						
Rates	6,928,725	6,910,000	18,725	6,910,000	6,910,000	0
Income Levies	0	0	0	0	0	0
Statutory Fees & Fines	0	0	0	0	0	0
User Fees	87,729	85,690	2,039	93,400	93,400	0
Grants Recurrent	0	0	0	0	0	0
Contributions - Cash	6,000	2,750	3,250	3,000	3,000	0
Reimbursements	0	0	0	0	0	0
Other Income	364,809	142,340	222,469	159,200	159,200	0
Internal Charges Income	64,163	64,130	33	70,000	70,000	0
Total Income	7,451,426	7,204,910	246,516	7,235,600	7,235,600	0
Expenses						
Employee Costs	5,458,642	5,467,420	8,778	5,070,432	5,070,432	0
Expenses Levies	0	0	0	0	0	0
Loan Interest	0	0	0	0	0	0
Materials and Services	8,366,234	7,938,920	(427,314)	8,641,526	9,261,526	(620,000)
Other Expenses	221,890	156,230	(65,660)	165,200	165,200	0
Internal Charges Expense	201,663	201,630	(33)	220,000	220,000	0
Total Expenses	14,248,429	13,764,200	(484,229)	14,097,158	14,717,158	(620,000)
Net Operating Surplus/(Deficit) before:	(6,797,003)	(6,559,290)	(237,713)	(6,861,558)	(7,481,558)	(620,000)
Depreciation	11,226,983	10,292,100	(934,883)	11,211,000	12,781,000	(1,570,000)
Loss/(Profit) on Disposal of Assets	0	0	0	0	0	0
Net Operating Surplus/(Deficit) before:	(18,023,986)	(16,851,390)	(1,172,596)	(18,072,558)	(20,262,558)	(2,190,000)
Interest	0	0	0	0	0	0
Dividends	0	0	0	0	0	0
Share of Profits/(Losses) of Invest. In Assoc	0	0	0	0	0	0
Investment Copping	0	0	0	0	0	0
NET OPERATING SURPLUS/(DEFICIT)	(18,023,986)	(16,851,390)	(1,172,596)	(18,072,558)	(20,262,558)	(2,190,000)
Grants Capital	0	0	0	0	0	0
Contributions - Non Monetary Assets	0	0	0	0	0	0
Initial Recognition of Infrastructure Assets	0	0	0	0	0	0
NET SUPRPLUS/(DEFICIT)	(18,023,986)	(16,851,390)	(1,172,596)	(18,072,558)	(20,262,558)	(2,190,000)
TOTAL CASH GENERATED	(29,250,970)	(27,143,490)	(2,107,480)	(6,861,558)	(7,481,558)	(620,000)

**KINGBOROUGH COUNCIL
CAPITAL EXPENDITURE TO 31/05/2024**

	Budget					Actual			Remaining
	Carry Forward	Annual Budget	Grants/Council	IMG Adjustments	Total	Actual	Commitments	Total	
EXPENDITURE BY ASSET TYPE									
Roads	4,696,493	6,992,500	-	445,371	12,134,364	4,740,900	3,137,759	7,878,659	4,255,705
Stormwater	1,340,416	1,776,500	-	(240,595)	2,876,321	1,070,484	394,238	1,464,722	1,411,599
Property	2,740,209	4,044,200	206,100	162,371	7,152,880	3,289,398	1,161,258	4,450,655	2,702,225
Other	60,406	-	-	(707,675)	(647,269)	28,250	19,209	47,458	(694,727)
Sub total	8,837,524	12,813,200	206,100	(340,528)	21,516,296	9,129,032	4,712,463	13,841,495	7,674,801
Kingston Park	(1,367,667)	-	-	-	(1,367,667)	661,796	317,812	979,608	(2,347,275)
City Deal Funding	174,884	-	727,908	350,600	1,253,392	2,876,531	1,353	2,877,884	(1,624,492)
Kingston Multi-storey Car Park feasibility to Operational Expenditure			300,000		300,000	176,022	-	176,022	123,978
Grand Total	7,644,741	12,813,200	1,234,008	10,072	21,702,021	12,843,381	5,031,628	17,875,009	3,827,012

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**KINGBOROUGH COUNCIL
CAPITAL EXPENDITURE TO 31/05/2024**

Closed?	Capital Project No.	Description	Department	Renewal, Upgrade, or New	Budget					Actual			Remaining	
					Carry Forward	Annual Budget	Grants Rec., POS Funding Council decision	On costs allocated	IMG Adjustments	Total	Actual	Commitments		Total
KINGSTON PARK														
1	KP	Overall Project budget	Kingston Park	New	-	-	-	-	-	-	-	-	-	-
2	TRUE C00689	KP Pardalote Parade Design & Construction	Kingston Park	New	-	-	-	-	-	-	311	-	311	(311)
3	FALSE C01627	KP Site - Land Release Strategy	Kingston Park	New	(4,439)	-	-	-	-	(4,439)	55,800	-	55,800	(60,239)
4	FALSE C01628	KP Site - General Expenditure	Kingston Park	New	(26,666)	-	-	-	-	(26,666)	82,114	-	82,114	(108,780)
5	TRUE C03068	Kingston Park Operational Expenditure	Kingston Park	New	-	-	-	-	-	-	-	-	-	-
6	TRUE C03173	KP Public Open Space - Playground	Kingston Park	New	(15,741)	-	-	-	-	(15,741)	-	-	-	(15,741)
7	FALSE C03277	KP Public Open Space - Stage 2	Kingston Park	New	(636,066)	-	-	14,424	-	(621,642)	309,695	26,357	336,052	(957,695)
8	KP3	KP Playground Stage 2 Security Cameras	Kingston Park	New	70,000	-	-	-	-	70,000	-	-	-	70,000
9	TRUE C03504	KP Playground Security Cameras	Kingston Park	New	-	-	-	-	-	-	-	-	-	-
10	TRUE C03293	Pardalote Parade Northern Section (TIP)	Kingston Park	New	9,529	-	-	-	-	9,529	-	-	-	9,529
11	TRUE C03279	KP Goshawk Way Stage 1B	Kingston Park	New	41,828	-	-	-	-	41,828	123,111	251,841	374,952	(333,124)
12	TRUE C03532	John St Roundabout Upgrade (T'ferrd to C03279)	Kingston Park	New	-	-	-	-	-	-	-	-	-	-
13	TRUE C03306	KP Sparrowhawk St Design and Construct	Kingston Park	New	-	-	-	-	-	-	-	30,003	30,003	(30,003)
14	TRUE C03280	KP Stormwater wetlands	Kingston Park	New	(806,112)	-	-	-	-	(806,112)	90,766	9,610	100,376	(906,488)
15					-	-	-	-	-	-	-	-	-	-
16					(1,367,667)	-	-	14,424	-	(1,353,243)	661,796	317,812	979,608	(2,332,851)
17														
18	CITY DEAL FUNDING													
19														
20	G10034	City Deal Funding - \$0.5m to come (Funding \$7,900,000 to come \$5.9m - paid 2020/21 \$2.0m, 2021/22 \$2m, 2022/23 \$3.4, 2023/24 \$0.5m)			2,569,280	-	500,000	-	(3,069,280)	-	-	-	-	-
21	Place	Place Strategy development	Expenditure in C03107 Channel Hwy 2019/20		-	-	-	-	-	-	-	-	-	-
22	FALSE C03530	Kingston Bus Interchange		New	788,950	-	-	-	-	788,950	5,700	-	5,700	783,250
23	CD2	Other initiatives to be determined			-	-	-	-	-	-	-	-	-	-
24	CD3	Whitewater Creek Track - construct			-	-	-	-	-	-	-	-	-	-
25	FALSE C03524	Channel Highway Vic 15-45 - Design		Upgrade	(187,576)	-	-	-	-	(187,576)	(5,891)	-	(5,891)	(181,685)
26	FALSE C03525	Channel Highway Vic 15-45 - Construct		80% R / 20% N	(2,455,992)	-	227,908	-	3,330,853	1,102,769	2,876,310	1,353	2,877,663	(1,774,894)
27	FALSE C03526	Fantail Parade Walkway - design		New	50,000	-	-	-	-	50,000	-	-	-	50,000
28	FALSE C03523	Property purchase - 40 Channel Hwy		New	(589,778)	-	-	-	-	(589,778)	412	-	412	(590,190)
29	G80001	Transform Kingston Program	in Operational expenditure		-	-	-	89,027	-	89,027	-	-	-	-
30	CD8	John St Roundabout Upgrade			-	-	-	-	-	-	-	-	-	-
31	G80002	Kingborough Bicycle Plan	in Operational expenditure		-	-	-	-	-	-	-	-	-	-
32					-	-	-	-	-	-	-	-	-	-
33					174,884	-	727,908	-	350,600	1,253,392	2,876,531	1,353	2,877,884	(1,713,519)
34														

**KINGBOROUGH COUNCIL
CAPITAL EXPENDITURE TO 31/05/2024**

Closed?	Capital Project No.	Description	Department	Renewal, Upgrade, or New	Budget					Actual			Remaining	
					Carry Forward	Annual Budget	Grants Rec., POS Funding Council decision	On costs allocated	IMG Adjustments	Total	Actual	Commitments		Total
35		KINGSTON MULTI-STOREY CAR PARK												
36	FALSE C03692	Kingston Multi-storey Car Park feasibility	Property	New	-		300,000	-	-	300,000	176,022	-	176,022	123,978
37					-			-	-	-	-	-	-	-
38														
39					-		300,000	-	-	300,000	176,022	-	176,022	123,978
40														
41	FALSE C03326	Kingston Beach Oval Changerooms Upgrade	Property	Upgrade	451,216	-		-	-	451,216	36,261	-	36,261	414,955
42	FALSE C03341	Woodbridge Hall Toilet Upgrade	Property	Renewal	78,489	-		-	9,000	87,489	87,169	6,364	93,532	(6,043)
43	FALSE C03455	Alamo Close Play Space and Parkland Works	Property	New	216,008	-		-	(50,000)	166,008	7,493	1,205	8,698	157,311
44	FALSE C03460	Dru Point Playground Upgrade	Property	50% R / 50% U	255,568	-		-	-	255,568	173,477	4,885	178,362	77,206
45	TRUE C03468	Margate Hall Disability Toilet	Property	Upgrade	(5,742)	-		22	5,742	22	459	-	459	(437)
46	TRUE C03469	Margate Hall Access Ramp	Property	New	16,000	-		-	-	16,000	-	-	-	16,000
47	TRUE C03470	North West Bay River Multi-Use Trail - Stage 1	Property	New	1,349	-		787	15,000	17,136	16,536	-	16,536	600
48	TRUE C03472	Taroona Hall Upgrade	Property	Upgrade	-	21,500		736	-	22,236	15,464	-	15,464	6,772
49	FALSE C03475	Willowbend Park Playground Upgrade	Property	Upgrade	137,115	-		-	(115,000)	22,115	19,866	-	19,866	2,249
50	FALSE C03476	Public Place Recycling - Blackmans Bay Beach	Property	New	(119)	-		-	119	-	6,490	-	6,490	(6,490)
51	TRUE C03425	Whitewater Creek Track Rehabilitation - Stage 1	Property	50% R / 50% U	(9,253)	-		308	9,253	308	6,468	-	6,468	(6,160)
52	TRUE C03458	Works Depot Toilet & Washroom Facilities	Property	Renewal	(2,500)	30,000		-	2,500	30,000	-	-	-	30,000
53	FALSE C03473	Taroona Beach Foreshore Toilet	Property	Renewal	301,108	-		-	33,000	334,108	337,444	-	337,444	(3,336)
54	TRUE C03529	Longley Reserve Toilet Block Replacement	Property	Renewal				53		53	1,123	-	1,123	(1,070)
55	FALSE C03546	Civic Centre HVAC System Upgrade, Design & Install	Property	Renewal	30,000	550,000		-	(230,000)	350,000	3,298	9,010	12,308	337,692
56	FALSE C03547	Gormley Park Changerooms Upgrade	Property	New	100,000	-		-	-	100,000	58,034	-	58,034	41,966
57	TRUE C03550	Gormley Park Oval Upgrade	Property	New	(6,497)	-		204	6,497	204	4,287	-	4,287	(4,083)
58	TRUE C03521	Leslie Vale Oval Upgrade	Property	New	7,835	-		526	-	8,361	11,038	-	11,038	(2,677)
59	FALSE C03552	Kingston Mountain Bike Park Carpark	Property	Renewal	39,216	-		-	-	39,216	-	-	-	39,216
60	FALSE C03553	Dog Bag Dispenser Renewal	Property	Renewal	46,533	-		-	-	46,533	13,812	-	13,812	32,721
61	FALSE C03314	Silverwater Park Upgrade	Property	Upgrade	277,610	-		-	-	277,610	62,149	33,000	95,149	182,461
62	TRUE C03554	Twin Ovals to Spring Farm Connector Track	Property	New	127,434	-	27,000	7,318	-	161,752	153,687	-	153,687	8,065
63	FALSE C03555	Spring Farm Track to Whitewater Creek	Property	New	238,848	-	207,100	-	-	445,948	347,269	87,427	434,696	11,252
64	FALSE C03595	Playground at Spring Farm or Whitewater Park	Property	New	189,065	-		-	165,000	354,065	91,687	241,201	332,888	21,177
65	TRUE C03596	Electric Vehicle Charging Station Civic Centre	Property	New	30,000	-		1,000	-	31,000	21,000	-	21,000	10,000
66	FALSE C03610	Mt Royal Park Upgrade	Property	Upgrade	178,422	-		-	-	178,422	19,604	6,375	25,979	152,443
67	FALSE C03612	Works Depot Native Nursery upgrade	Property	Upgrade	-	25,000		-	-	25,000	32,796	985	33,781	(8,781)
68	FALSE C03613	KSC Fitness Centre Access DDA Compliant - Design Only	Property	Upgrade	-	25,000		-	-	25,000	24,318	-	24,318	682
69	FALSE C03614	Snug Foreshore Toilet Upgrade	Property	Upgrade	-	250,000		-	45,000	295,000	268,268	27,836	296,104	(1,104)
70	FALSE C03615	Kellaway Park Clubrooms Electrical Upgrade	Property	Upgrade	-	10,200		-	-	10,200	-	-	-	10,200
71	FALSE C03616	Kingborough Community Hub Upgrade & Signage	Property	Upgrade	-	250,000		-	(30,000)	220,000	37,921	132,803	170,724	49,276
72	FALSE C03617	KSC Fitness Centre Multi-Access Toilet Upgrade	Property	Upgrade	-	356,400		-	50,000	406,400	417,450	7,222	424,672	(18,272)
73	FALSE C03618	KSC Rear Landscaping & Accessibility Upgrade	Property	Upgrade	-	360,000		-	-	360,000	74,105	133,741	207,846	152,154
74	TRUE C03619	KSC Ground Floor Multi-Access Toilet Upgrade	Property	Upgrade	-	50,000		-	(50,000)	-	-	-	-	-
75	FALSE C03620	Kingston Mountain Bike Toilet	Property	New	-	110,000		-	15,000	125,000	121,708	12,384	134,092	(9,092)
76	FALSE C03621	Twin Ovals Machinery Shed	Property	New	-	70,000		-	-	70,000	604	72,585	73,189	(3,189)
77	FALSE C03622	Barretta Transfer Station Vehicle Storage Shed	Property	New	-	374,000		-	-	374,000	25,085	-	25,085	348,915
78	TRUE C03623	Adventure Bay Community Hall Kitchen Upgrade	Property	Upgrade	-	6,000		135	-	6,135	2,844	-	2,844	3,291
79	FALSE C03624	Snug Community Hall Upgrade	Property	Upgrade	-	250,000		-	-	250,000	27,762	5,448	33,210	216,790
80	FALSE C03625	Kettering Cricket Club Changerooms	Property	Upgrade	-	10,000		-	-	10,000	10,000	-	10,000	-
81	TRUE C03626	Kingston Beach Accessibility Matting	Reserves	Upgrade	-	16,000		669	-	16,669	14,049	-	14,049	2,620
82	FALSE C03627	Woodbridge Oval Upgrade	Reserves	Upgrade	-	200,000		-	-	200,000	27,204	158,983	186,187	13,813
83	TRUE C03628	Snug Oval Cricket Net Replacement	Reserves	Renewal	-	80,000		3,248	(11,000)	72,248	68,214	-	68,214	4,034
84	TRUE C03629	Snug Foreshore tennis court refurbishment (POS)	Reserves	Renewal	-	39,000	(39,000)	-	-	-	-	-	-	-
85	TRUE C03630	McKenzies Road - Leslie Vale Track Upgrade - Stage 2 (I	Reserves	Upgrade	-	96,000		4,800	-	100,800	100,800	-	100,800	-
86	TRUE C03631	Picket Hill Track Upgrade (POS)	Reserves	Upgrade	-	57,000		2,850	-	59,850	59,845	-	59,845	5

**KINGBOROUGH COUNCIL
CAPITAL EXPENDITURE TO 31/05/2024**

Closed?	Capital Project No.	Description	Department	Renewal, Upgrade, or New	Budget					Actual			Remaining		
					Carry Forward	Annual Budget	Grants Rec., POS Funding Council decision	On costs allocated	IMG Adjustments	Total	Actual	Commitments		Total	
87	FALSE	C03632	North West Bay Trail Feasibility - Stage 2	Reserves	New	-	20,800	-	-	20,800	18,326	730	19,056	1,744	
88	FALSE	C03633	KSC Connector Track from Coop Court - DA	Reserves	New	-	10,000	-	-	10,000	520	-	520	9,480	
89	FALSE	C03634	Kelvedon Park Drainage Upgrade	Reserves	Upgrade	-	208,800	-	-	208,800	149,241	51,624	200,865	7,935	
90	TRUE	C03635	Kingston Beach RSL Memorial	Reserves	Renewal	-	7,500	162	-	7,662	3,402	3,960	7,362	300	
91	TRUE	C03636	Taroona Foreshore Track Upgrade (POS)	Reserves	Upgrade	-	12,000	750	-	12,750	15,750	-	15,750	(3,000)	
92	FALSE	C03637	Barretta Reserve Parking Upgrade (POS)	Reserves	Upgrade	-	15,000	-	-	15,000	519	-	519	14,481	
93	FALSE	C03638	Hinsby Road Foreshore Access Upgrade - Design Only	Reserves	Upgrade	-	30,000	-	-	30,000	781	-	781	29,219	
94	FALSE	C03639	Kingston Wetlands Access Upgrade (POS)	Reserves	Upgrade	-	269,000	-	-	269,000	34,385	139,596	173,981	95,019	
95	FALSE	C03640	Sherburd Oval cricket net replacement	Reserves	Renewal	-	100,000	-	-	100,000	-	-	-	100,000	
96	TRUE	C03641	Kingston Netball Access Road Improvements	Reserves	Renewal	-	65,000	2,579	-	67,579	54,154	-	54,154	13,426	
97	FALSE	C03642	Taroona Bowls & Tennis Club Carpark - Design	Reserves	Renewal	-	30,000	-	-	30,000	32,572	-	32,572	(2,572)	
98	FALSE	C03643	KSC Netball Court Resurfacing	Reserves	Renewal	-	40,000	-	-	40,000	-	-	-	40,000	
99	FALSE	C03690	Lightwood Park Water Supply	Reserves	New	-	-	-	10,000	10,000	17,862	-	17,862	(7,862)	
100	FALSE	C03694	Civic Centre Security Upgrade	Property	Upgrade	-	-	-	60,000	60,000	88,579	-	88,579	(28,579)	
101	FALSE	C03696	Civic Centre lighting upgrade to LED panels	Property	Upgrade	-	-	-	30,000	30,000	18,311	-	18,311	11,689	
102	FALSE	C03697	Irrigation Controller Upgrade from 3G to 4G	Property	Upgrade	-	-	-	11,000	11,000	9,694	-	9,694	1,306	
103	FALSE	C03704	CC Customer Service area alteration	Property	Upgrade	-	-	-	90,000	90,000	281	-	281	89,719	
104	FALSE	C03705	Review of long-term accommodation options	Property	New	-	-	-	80,000	80,000	14,835	1,040	15,875	64,125	
105															
106	TRUE	C90016	Community Halls Security Systems Upgrade	Property	Upgrade	25,000	-	-	-	25,000	-	-	-	25,000	
107	FALSE	C03599	Kingston Beach Hall Security Upgrade	Property	Upgrade	9,640	-	-	-	9,640	-	9,640	9,640	-	
108	FALSE	C03600	Blackmans Bay Hall Security Upgrade	Property	Upgrade	(260)	-	-	260	-	-	5,090	5,090	(5,090)	
109	FALSE	C03601	Margate Hall Security Upgrade	Property	Upgrade	3,706	-	-	-	3,706	-	3,706	3,706	-	
110	FALSE	C03602	Sandfly Hall Security Upgrade	Property	Upgrade	4,418	-	-	-	4,418	-	4,419	4,419	(1)	
111	TRUE	C03693	Woodbridge Hall Stage	Property	New	-	-	11,000	1,100	11,000	23,100	-	23,100	-	
112															
113						2,740,209	4,044,200	206,100	27,247	162,371	7,180,127	3,289,398	1,161,258	4,450,655	2,729,472
114															
115	FALSE	C03130	Multi-function devices - CC, Depot, KSC etc	IT	Renewal	-	-	-	-	-	-	-	-	-	-
116	FALSE	C00613	Purchase IT Equipment	IT	New	-	-	-	-	-	11,125	2,792	13,917	(13,917)	
117	FALSE	C00672	Digital Local Government Program	IT	New	60,406	-	-	-	60,406	-	-	-	60,406	
118	FALSE	C01602	Financial Systems Replacement	IT	Renewal	-	-	-	-	-	4,300	16,416	20,716	(20,716)	
119	FALSE	C03405	Wireless networking	IT	Renewal	-	-	-	-	-	-	-	-	-	
120															
121						60,406	-	-	-	60,406	15,425	19,209	34,633	25,773	
122															
123	TRUE	C90003	Design/survey for future works	Design	Renewal	-	80,000	-	(38,000)	42,000	-	-	-	42,000	
124	FALSE	C03537	Recreation Street Carpark Rehabilitation	Design	Renewal	3,851	-	-	-	3,851	7,584	-	7,584	(3,733)	
125	FALSE	C03645	Belhaven Avenue (vic.2-16) Design	Design	Renewal	-	30,000	-	-	30,000	17,600	-	17,600	12,400	
126	FALSE	C03689	Margate Museum retaining wall - design	Design	New	-	-	-	22,000	22,000	19,958	-	19,958	2,042	
127	FALSE	C03706	Simpson Bay Boat Ramp - Design	Design	Renewal	-	-	-	30,000	30,000	-	-	-	30,000	
128						3,851	110,000	-	-	14,000	127,851	45,143	-	45,143	82,708
129															
130						-	-	-	-	-	-	-	-	-	-
131						-	-	-	-	-	-	-	-	-	-
132						-	-	-	-	-	-	-	-	-	-

**KINGBOROUGH COUNCIL
CAPITAL EXPENDITURE TO 31/05/2024**

Closed?	Capital Project No.	Description	Department	Renewal, Upgrade, or New	Budget					Actual			Remaining	
					Carry Forward	Annual Budget	Grants Rec., POS Funding Council decision	On costs allocated	IMG Adjustments	Total	Actual	Commitments		Total
133														
134	FALSE C03276	Upgrade Street Lighting to LED	Roads	Upgrade	242,542	-	-	-	-	242,542	13,739	-	13,739	228,803
135	TRUE C03199	Snug Tiers Reconstruction	Roads	Upgrade	(36,350)	-	-	4,290	126,350	94,290	90,083	-	90,083	4,207
136	TRUE C03284	Adventure Bay Road road safety measures - BI Tourism	Roads	New	16,650	-	-	1,120	-	17,770	23,516	-	23,516	(5,746)
137	TRUE C03311	Browns Road Upgrade	Roads	Upgrade	27,364	-	-	1,368	-	28,732	28,732	-	28,732	-
138	FALSE C03499	Wyburton Place and Clare Street Reconstruction	Roads	Upgrade	23,548	-	-	-	12,000	35,548	35,025	-	35,025	523
139	FALSE C03508	Pelverata Road Slope Failure Repair	Roads	New	18,209	320,000	-	-	-	338,209	11,382	160,756	172,138	166,071
140	TRUE C03494	Harvey Street Sealing	Roads	30% R / 70% N	39,548	-	-	1,510	-	41,058	31,703	-	31,703	9,355
141	TRUE C03566	Jamieson Road (vic23) Passing Lane	Roads	New	12,353	-	-	1,112	11,000	24,465	23,351	-	23,351	1,114
142	TRUE C03567	Olivia Court to Whitewater Track Link	Roads	Upgrade	32,200	-	-	28	-	32,228	579	-	579	31,649
143	TRUE C03528	Wells Parade (vic37-59) Footpath	Roads	50% R / 50% N	190,000	-	-	9,313	-	199,313	195,569	-	195,569	3,744
144	TRUE C03517	Nierinna Track Bridge 28604 & 28605 Replacement	Roads	Renewal	116,800	-	-	8,488	70,000	195,288	178,238	-	178,238	17,050
145	TRUE C03519	Summerleas Rd Bridge 28599 Safety Barrier Upgrade	Roads	Upgrade	5,000	-	-	88	-	5,088	1,846	-	1,846	3,242
146	FALSE C03569	Whitewater Ck pedestrian Underpass Summerleas Rd	Roads	New	1,543,946	-	-	-	398,983	1,942,929	201,204	16,696	217,900	1,725,029
147	FALSE C03571	Auburn Road Reconstruction	Roads	Renewal	2,797	-	-	-	-	2,797	37,020	-	37,020	(34,223)
148	FALSE C03527	Blowhole Road (vic5-59) Reconstruction	Roads	Renewal	73,846	1,300,000	-	-	153,000	1,526,846	132,928	1,180,821	1,313,749	213,097
149	FALSE C03541	Browns River Pedestrian Bridge Replacement	Roads	Renewal	34,488	-	-	-	-	34,488	8,627	9,773	18,400	16,088
150	FALSE C03572	Browns Road Stg2 (vic1-19) Reconstruction	Roads	Renewal	685,456	1,000,000	-	-	-	1,685,456	24,154	1,631,061	1,655,215	30,241
151	FALSE C03574	Taroona Bike Lanes Upgrade	Roads	New	24,067	250,000	-	-	-	274,067	24,323	-	24,323	249,744
152	TRUE C03575	Gemalla Road (vic37-Wharf) Reconstruction	Roads	Renewal	1,094,104	-	-	58,650	80,000	1,232,754	1,231,653	38,857	1,270,510	(37,756)
153	FALSE C03577	Kingston Beach Precinct LATM - Stage 1	Roads	New	150,000	200,000	-	-	-	350,000	23,373	-	23,373	326,627
154	FALSE C03579	Lawless Road Extension & Carpark Facilities	Roads	New	314,669	-	-	-	-	314,669	317,946	7,524	325,470	(10,801)
155	FALSE C03644	Crescent Drive shared path	Roads	New	-	20,000	-	-	-	20,000	8,180	-	8,180	11,820
156	FALSE C03342	Pelverata Road (vic 609) Reconstruction - Design	Roads	Upgrade	30,635	635,000	-	-	(600,000)	65,635	54,131	-	54,131	11,504
157	FALSE C03646	Margate Main Street Master Plan	Roads	New	-	100,000	-	-	-	100,000	62,082	7,161	69,243	30,757
158	TRUE C03647	Chandlers Road Bridge Approaches Sealing	Roads	New	-	40,000	-	871	-	40,871	18,295	-	18,295	22,576
159	FALSE C03648	Proctors Rd (vicHinman Dr) Slip Failure	Roads	Upgrade	-	130,000	-	-	-	130,000	102,121	1,683	103,804	26,196
160	FALSE C03649	Sandfly Road (vic923) Slip Failure	Roads	Upgrade	-	70,000	-	-	-	70,000	30,752	6,673	37,425	32,575
161	FALSE C03650	Nebraska Road (vic93) Slip Failure	Roads	Upgrade	-	80,000	-	-	-	80,000	-	-	-	80,000
162	TRUE C03651	Huon Road (vic295) Slip Failure	Roads	Upgrade	-	40,000	-	1,791	-	41,791	37,619	673	38,292	3,499
163	FALSE C03652	Palmers Road (vic80) Slip Failure	Roads	Upgrade	-	65,000	-	-	-	65,000	8,484	-	8,484	56,516
164	TRUE C03653	Kregors Road (vic260) Slip Failure	Roads	Upgrade	-	52,700	-	4,977	46,000	103,677	104,513	-	104,513	(836)
165	TRUE C03654	Old Bernies Road Bridge Approaches Sealing	Roads	New	-	35,000	-	767	-	35,767	16,109	-	16,109	19,658
166	FALSE C03655	Maranoa Road - Denison Street Black Spot Project (Gra	Roads	Upgrade	-	210,000	-	-	-	210,000	19,842	-	19,842	190,158
167	FALSE C03664	Channel Hwy (Vic2216-2236) Snug Footpath - Design O	Footpaths	New	-	30,000	-	-	-	30,000	6,583	-	6,583	23,417
168	FALSE C03665	Channel Hwy (vic157-197) Kingston Footpath	Footpaths	New	-	142,000	-	-	142,200	284,200	48,102	11,169	59,271	224,929
169	FALSE C03666	Channel Hwy (vic170-182) Kingston Footpath	Footpaths	New	-	142,200	-	-	(142,200)	-	-	-	-	-
170	TRUE C03667	Summerleas Road (vic106-170) Footpath Upgrade	Footpaths	Upgrade	-	220,000	-	9,601	-	229,601	201,631	-	201,631	27,970
171	FALSE C03668	Summerleas Road to Firthside Connector Paths	Footpaths	New	-	150,000	-	-	-	150,000	101,546	-	101,546	48,454
172	FALSE C03669	Kingston Beach Oval Carpark Upgrade	Carparks	Upgrade	-	80,500	-	-	-	80,500	1,726	-	1,726	78,774
173	FALSE C03670	Kingston Beach Oval Drainage Upgrade	Carparks	Upgrade	-	52,100	-	-	-	52,100	5,612	-	5,612	46,488
174	FALSE C03671	Major Bridge Rehabilitation (Cathedral Rd, Spring Farm	Bridges	Renewal	-	50,000	-	-	-	50,000	3,841	44,925	48,766	1,234
175	FALSE C03672	North West Bay Bridge Replacement - Design Only	Bridges	Renewal	-	40,000	-	-	-	40,000	-	-	-	40,000
175	FALSE C03708	Adventure Bay Road Major patching	Roads	Renewal	-	-	-	-	100,000	100,000	93,794	-	93,794	6,206
176			Roads		-	-	-	-	-	-	-	-	-	-
177	TRUE C90006	Access ramps	Roads	New	-	20,000	-	-	-	20,000	-	-	-	20,000
178	TRUE C03598	Access Ramp Kingston Heights	Roads	New	-	-	-	-	-	-	-	-	-	-
179														
180	TRUE C90002	2023/24 Resheeting Program	Roads	Renewal	-	-	-	-	-	-	-	-	-	-
181	C03564	Lighthouse Road (vic1-1000) Resheet	Roads	Renewal	-	-	-	-	-	-	-	-	-	-
182	FALSE C03565	Van Morey Road (vic233-311) Resheet	Roads	Renewal	74,808	-	-	-	-	74,808	-	2,692	2,692	72,116
183	FALSE C03604	Van Morey Road (Petterd Rd to end) Resheet	Roads	Renewal	10,000	-	-	-	-	10,000	-	-	-	10,000

**KINGBOROUGH COUNCIL
CAPITAL EXPENDITURE TO 31/05/2024**

Closed?	Capital Project No.	Description	Department	Renewal, Upgrade, or New	Budget					Actual			Remaining		
					Carry Forward	Annual Budget	Grants Rec., POS Funding Council decision	On costs allocated	IMG Adjustments	Total	Actual	Commitments		Total	
184	FALSE	C03660	Halls Track Road Resheet	Roads	Renewal	-	233,000	-	-	233,000	238,405	(360)	238,046	(5,046)	
185	FALSE	C03661	Snug Tiers Road Resheet	Roads	Renewal	-	244,000	-	-	244,000	174,224	3,365	177,589	66,411	
186	FALSE	C03662	Sproules Road Resheet	Roads	Renewal	-	55,000	-	-	55,000	62,157	-	62,157	(7,157)	
187	TRUE	C03663	Llantwit Road Resheet	Roads	Renewal	-	155,000	8,133	-	163,133	170,794	-	170,794	(7,661)	
188						-	-	-	-	-	-	-	-	-	
189	RS	2023/24 Resealing Program	Roads	Renewal	-	-	-	-	-	-	-	-	-	-	
190	FALSE	C03656	Wells Parade (vic78-104) Reseal	Roads	Renewal	-	98,000	-	-	98,000	58,368	-	58,368	39,632	
191	TRUE	C03657	Balm Court Reseal	Roads	Renewal	-	63,000	1,993	-	64,993	41,846	-	41,846	23,147	
192	TRUE	C03658	Pengana Place Reseal	Roads	Renewal	-	53,000	2,703	-	55,703	56,773	-	56,773	(1,070)	
193	TRUE	C03611	Cloudy Bay Road Reseal	Roads	Renewal	(34,038)	257,000	8,377	34,038	265,377	175,919	4,181	180,100	85,277	
194				Roads	Renewal	-	-	-	-	-	-	-	-	-	
195	TRUE	C90001	Prep works 2023/24	Roads	Renewal	-	250,000	-	(245,000)	5,000	-	-	-	5,000	
196	FALSE	C03698	Harrow Place Reseal Prep work	Roads	Renewal	-	-	-	40,000	40,000	17,670	-	17,670	22,330	
192	FALSE	C03699	Binya Court reseal	Roads	Renewal	-	-	-	30,000	30,000	28,121	-	28,121	1,879	
193	FALSE	C03700	Hackford Drive reseal	Roads	Renewal	-	-	-	70,000	70,000	60,989	-	60,989	9,011	
194	FALSE	C03701	Adventure Bay Road reseal	Roads	Renewal	-	-	-	40,000	40,000	10,200	-	10,200	29,800	
195	FALSE	C03702	Pelverata Road reseal	Roads	Renewal	-	-	-	35,000	35,000	40,342	5,008	45,350	(10,350)	
196	FALSE	C03703	Manuka Road reseal	Roads	Renewal	-	-	-	30,000	30,000	-	5,100	5,100	24,900	
197				Roads	Renewal	-	-	-	-	-	-	-	-	-	
198						-	-	-	-	-	-	-	-	-	
199						4,692,642	6,882,500	-	125,180	431,371	12,131,693	4,695,757	3,137,759	7,833,516	4,298,177
200															
201	FALSE	C03691	Upgrade Leica Survey Equip to 4G	Other	Renewal	-	-	-	12,825	12,825	12,825	-	12,825	-	
202				Other	Renewal	-	-	-	-	-	-	-	-	-	
203						-	-	-	-	-	-	-	-	-	
204						-	-	-	12,825	12,825	12,825	-	12,825	-	
205															
206	FALSE	C03242	Leslie Road Stormwater Upgrade	Stormwater	New	76,964	-	-	-	76,964	7,515	-	7,515	69,449	
207	TRUE	C03163	Stormwater Regional Flood Gauge Network	Stormwater	Renewal	-	-	325	6,500	6,825	6,825	-	6,825	-	
208	FALSE	C03447	Woodlands-View-Hazell Catchment Invest incl Survey	Stormwater	New	10,000	-	-	-	10,000	14,181	-	14,181	(4,181)	
209	TRUE	C03543	Oakleigh Avenue, Taroona SW Upgrade	Stormwater	Upgrade	109,442	-	6,342	25,000	140,784	133,939	-	133,939	6,845	
210	FALSE	C03445	Van Morey Rd / Frosts Rd Intersection SW Upgrade	Stormwater	Upgrade	9,000	-	-	-	9,000	-	-	-	9,000	
211	FALSE	C03582	Victoria Avenue Dennes Point Erosion Investigation	Stormwater	New	35,000	-	-	-	35,000	24,712	14,517	39,229	(4,229)	
212	FALSE	C03121	Wetlands Beach Road Kingston Litter Trap	Stormwater	New	96,501	-	-	-	96,501	294	-	294	96,207	
213	FALSE	C03583	Roslyn Ave / James Ave Stormwater Investigation	Stormwater	New	55,196	-	-	-	55,196	28,406	-	28,406	26,790	
214	FALSE	C03252	Willowbend Catchment Investigation	Stormwater	New	12,088	-	-	-	12,088	8,820	-	8,820	3,268	
215	FALSE	C03444	Roslyn, Pearsall & Wells Catchment Investigation	Stormwater	New	5,000	-	-	-	5,000	11,965	-	11,965	(6,965)	
216	FALSE	C03584	CBD/Wetlands High Flow Bypass	Stormwater	New	(15,283)	-	-	15,283	-	44,720	-	44,720	(44,720)	
217	FALSE	C03544	Illawong to Hinsby Storwater Upgrade	Stormwater	Upgrade	487,069	-	-	-	487,069	9,751	86,584	96,335	390,734	
218	FALSE	C03585	Atunga Street Stormwater Upgrade - relining	Stormwater	Renewal	119,926	-	-	-	119,926	6,408	84,420	90,827	29,099	
219	FALSE	C03587	Bruny Island Works Depot SW Upgrade	Stormwater	Upgrade	47,457	-	-	-	47,457	13,983	-	13,983	33,474	
220	FALSE	C03590	Roslyn ave (vic42) Stormwater Upgrade	Stormwater	New	152,921	-	-	-	152,921	9,555	152,147	161,702	(8,781)	
221	FALSE	C03591	Davies Road (vic8-20) SW Investigation	Stormwater	New	5,000	-	-	-	5,000	6,923	-	6,923	(1,923)	
222	FALSE	C03592	Old Bernies Road (vic 102) SW Upgrade	Stormwater	Upgrade	17,000	-	-	-	17,000	-	-	-	17,000	
223	TRUE	C03593	Stanfields Road (vic25) Sw Upgrade	Stormwater	Upgrade	117,135	-	4,491	-	121,626	94,304	-	94,304	27,322	
224	FALSE	C03673	Adelie Place (vic18) SW Upgrade	Stormwater	Upgrade	-	53,000	-	-	53,000	8,789	-	8,789	44,211	
225	FALSE	C03674	Suncoast Catchment Investigation	Stormwater	New	-	24,000	-	-	24,000	6,472	-	6,472	17,528	
226	FALSE	C03675	KSC Stormwater Strategy - Design Only	Stormwater	New	-	40,000	-	-	40,000	16,077	-	16,077	23,923	
227	FALSE	C03676	Albion Heights Drive (vic51-69) SW Upgrade	Stormwater	Upgrade	-	60,000	-	-	60,000	15,173	1,683	16,855	43,145	
228	FALSE	C03677	Baringa / Wanella Road SW Upgrade - Design Only	Stormwater	Upgrade	-	35,000	-	-	35,000	-	-	-	35,000	
229	FALSE	C03678	Campbell Street SW Upgrade - Design Only	Stormwater	Upgrade	-	30,000	-	-	30,000	311	-	311	29,689	
230	FALSE	C03679	Denehey / Hackford SW Upgrade	Stormwater	Upgrade	-	85,000	-	-	85,000	71,486	4,388	75,874	9,126	

**KINGBOROUGH COUNCIL
CAPITAL EXPENDITURE TO 31/05/2024**

Closed?	Capital Project No.	Description	Department	Renewal, Upgrade, or New	Budget					Actual			Remaining	
					Carry Forward	Annual Budget	Grants Rec., POS Funding Council decision	On costs allocated	IMG Adjustments	Total	Actual	Commitments		Total
231	FALSE C03680	Drysdale / Whitewater SW Upgrade	Stormwater	Upgrade	-	520,000	-	-	-	520,000	63,421	-	63,421	456,579
232	FALSE C03681	Hutchins Street SW Upgrade	Stormwater	Upgrade	-	550,000	-	(340,528)	-	209,472	209,472	-	209,472	(0)
233	TRUE C03682	Huon Road (vic1514) SW Upgrade	Stormwater	Upgrade	-	58,500	-	1,946	-	60,446	40,870	-	40,870	19,576
234	TRUE C03683	Huon Road (vic1271) SW Upgrade	Stormwater	Upgrade	-	29,500	-	1,615	-	31,115	33,908	-	33,908	(2,793)
235	TRUE C03684	Huon Road (vic1316) SW Upgrade	Stormwater	Upgrade	-	38,000	-	1,694	-	39,694	35,568	41	35,608	4,086
236	TRUE C03685	Mona Street (vic3) SW Upgrade	Stormwater	Upgrade	-	47,500	-	-	-	47,500	-	-	-	47,500
237	TRUE C03686	Nicholas Drive (vic31) SW Upgrade	Stormwater	Upgrade	-	35,000	-	924	-	35,924	19,402	136	19,538	16,386
238	TRUE C03687	Olive / Mona SW Upgrade	Stormwater	Upgrade	-	110,500	-	2,909	-	113,409	61,092	-	61,092	52,317
239	FALSE C03688	Tinderbox Road (vic508) SW Upgrade	Stormwater	Upgrade	-	60,500	-	-	-	60,500	38,227	1,683	39,910	20,590
240	TRUE C03695	Nicholas Drive - major stormwater pipe repairs	Stormwater	Upgrade	-	-	-	1,312	26,600	27,912	27,562	-	27,562	350
240	FALSE C03707	Whitewater-Boddy Creek Flood Investigation	Stormwater	Upgrade	-	-	-	-	26,550	26,550	355	48,640	48,995	(22,445)
241														
242					1,340,416	1,776,500	-	21,558	(240,595)	2,897,879	1,070,484	394,238	1,464,722	1,433,157
243	B00000	Capital Balancing Account	Other						(720,500)	(720,500)	-	-	-	(720,500)
244	OC	On costs on capital project						(188,409)		(188,409)				(188,409)
		TOTAL CAPITAL EXPENDITURE			7,644,741	12,813,200	1,234,008	-	10,072	21,702,021	12,843,381	5,031,628	17,875,009	3,737,985

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	Budget	Actual incl Commitments
Renewal	7,645,696	6,748,096
Upgrade	7,421,352	4,147,819
New	6,434,825	2,945,587
	21,501,873	13,841,502
Kingston Park New	(1,353,243)	979,608
City Deal funding	1,253,392	2,877,884
Kingston Multi-storey Car Park feasibility	300,000	176,022
	21,702,022	17,875,016

NOTE: Classification is an estimate at the start of a project and may change on completion of job.

15.6 APPENDICES**RECOMMENDATION**

That the Appendices attached to the Agenda be received and noted.

16 NOTICES OF MOTION

At the time the Agenda was compiled there were no Notices of Motion received.

17 CONFIRMATION OF ITEMS TO BE DEALT WITH IN CLOSED SESSION

RECOMMENDATION

That in accordance with the *Local Government (Meeting Procedures) Regulations 2015* Council, by absolute majority, move into closed session to consider the following items:

Confirmation of Minutes

Regulation 34(6) *In confirming the minutes of a meeting, debate is allowed only in respect of the accuracy of the minutes.*

Applications for Leave of Absence

Regulation 15(2)(h) *applications by councillors for a leave of absence*

In accordance with the Kingborough Council *Meetings Audio Recording Guidelines Policy*, recording of the open session of the meeting will now cease.

Open Session of Council adjourned at

OPEN SESSION ADJOURNS

OPEN SESSION RESUMES

RECOMMENDATION

The Closed Session of Council having met and dealt with its business resolves to report that it has determined the following:

Item	Decision
Confirmation of Minutes	
Applications for Leave of Absence	

CLOSURE

Public Copy

APPENDICES

- A Development Services Quarterly Report
- B Environmental Services Quarterly Activities
- C Chief Executive Officer's Activities 13 May 2024 to 7 June 2024
- D Current and Ongoing Minute Resolutions (Open Session)

Public Copy

A DEVELOPMENT SERVICES QUARTERLY REPORT

File Number:

Author: Tasha Tyler-Moore, Manager Development Services

Authoriser: Deleeze Chetcuti, Director Environment, Development & Community Services

1. INTRODUCTION

Development Services has Planning Authority delegations under the *Land Use Planning and Approvals Act 1993* and is the Permit Authority for plumbing and building applications under the *Building Act 2016*. These responsibilities include related enforcement functions. Kingborough is one of Tasmania’s fastest growing municipalities.

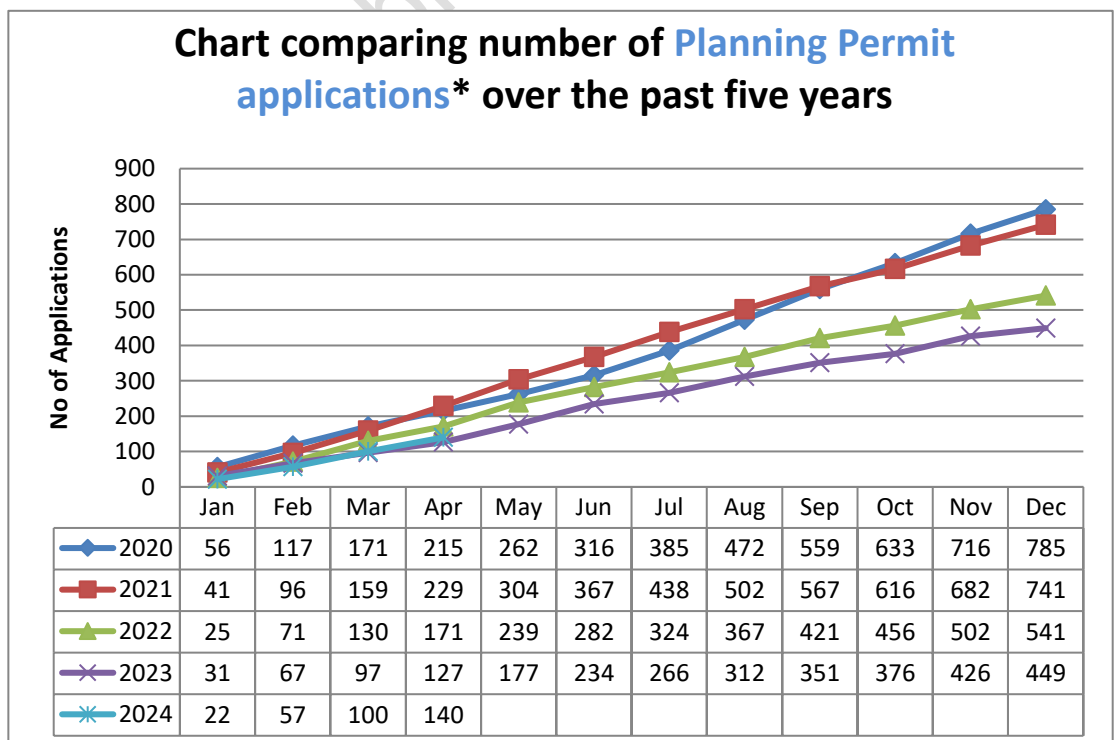
This report provides an update on Development Services’ building and planning permit activity including lodgement numbers; Tasmanian Civil and Administrative Tribunal (TASCAT) and Tasmanian Planning Commission (TPC) matters; and strategic planning matters.

2. PLANNING

2.1 Planning application lodgement numbers (calendar year)

The chart below details the number of planning applications lodged this year to date (until end of April 2024) compared with the number of applications lodged over the past five years.

The data included is for development applications only. Applications for subdivisions, sealed plan amendments, strata applications, adhesion order applications, planning scheme amendments, minor amendments, extensions to the life of a permit or pre-application meetings are not included.



The chart shows that in 2023 there were fewer applications lodged than previous years. It is likely that external factors such as increased interest rates, cost of materials, ability to contract tradespeople have influenced the number of people applying for development

applications. External data shows that the number of property sales in Kingborough specifically is trending down from the peaks seen 2018 and 2019, which correlates with the slow down of development applications as often a change of ownership can bring with it a desire for a new build or renovation/extension of existing buildings.

The start of 2024 demonstrated low application lodgements compared to previous years, however that may have been influenced by private industry returning to their tradition to be closed for either two or three weeks at the start of January. In the subsequent months, we saw an increase in lodgements fairing closer to previous years.

2.3 State Government's development of the Tasmanian Planning Policies (TPP's)

The Tasmanian Government is developing a suite of Planning Policies that are integral to the overall Planning Reform project. Consultation on the drafted policies commenced in October 2021 with a scoping process, followed by consultation on a first draft of the policies commencing in September 2022. In total, 73 submissions, including from Kingborough, were received.

In February 2023, Councils were invited to the State Planning Office to discuss the consultation, the outcomes so far and the development of those policies. The meeting highlighted a number of key issues raised from the consultation, including implementation and proposed general application statement for the policies – it also proposed removal of the implementation strategies for each policy.

The policies were released for general public consultation from 28 March to 26 June 2023 as part of the independent review process undertaken by the Tasmanian Planning Commission. During October 2023, the Tasmanian Planning Commission hosted hearings for submitters. The hearings have been split into topics and Kingborough has been represented for each of those. Further information is available at www.planningreform.tas.gov.au. The Tasmanian Planning Commission will finalise its review of the TPPs following the conclusion of the hearings. This includes consideration of the submissions and information gathered at the hearings. The Commission will make recommendations to the Minister for Planning, including any modifications that may be necessary. The Minister will consider the recommendations before determining whether to make the TPPs, including any modifications. The making of the TPPs triggers reviews of the regional land use strategies and State Planning Provisions for consistency.

2.4 State Government's current review of the State Planning Provisions (SPP's)

The SPPs are the State-wide set of planning rules in the [Tasmanian Planning Scheme](#) (TPS). The SPPs are used for the assessment of applications for planning permits. The SPPs contain the planning rules for the 23 zones and 16 codes in the TPS, along with the administrative, general, and exemption provisions.

It is a legislative requirement that the State Planning Provisions are reviewed every five years. Even though several Councils are not yet using the Tasmanian Planning Scheme, including Kingborough, and most have only been using it for around one year, the SPP's were approved more than five years ago (at the time when Councils were required to move over to the 'Interim Schemes').

The State Government has commenced the work on the five-year review. Between May and August 2022, scoping consultation was undertaken with Councils with follow-up workshops for those who made submissions. Kingborough made a submission and attended workshops. There was a total of 163 submissions made. A summary of the key issues raised in the SPP scoping consultation has been released and is available on the State Planning Office (SPO) website. To deal with the vast number of Clauses to be considered and the numerous submissions, the SPO has broken the Clauses up by topic and assigned seven 'action groups' to focus on those groups. The Action Groups have commenced, with Kingborough participating in them. The most recent (February) action

group was reviewing boundary adjustment, subdivision across zones and sheds on vacant sites.

The SPO has advised that the next stage involves a review of the SPPs for consistency with the TPPs, once they are made. This may lead to further amendments to the SPPs. Amendments flowing from the five yearly SPPs review, and the review for consistency with the TPPs, will occur throughout 2024 and 2025.

The most recent contact about this project was in early May, with short consultation proposed for the topic of home-base business and home occupation – submissions are due 31 May 2024, with a hearing tentatively booked in for 11 June 2024.

2.5 Stakeholder engagement: Improving residential standards in Tasmania discussion paper.

A sub-project of the SPP's is a review of Tasmania's residential use and development standards. The project will deliver improvements to the residential use and development standards in the SPPs, including requirements for medium density housing (e.g. apartments) in conjunction with design guidelines being delivered through the Greater Hobart Plan.

A technical reference group, including nominated representatives from 9 councils in the State, has been established to provide detailed input into the project. The first step in delivering the project is to develop a discussion paper, which has been developed by ERA Planning. The discussion paper was on exhibition between December 2023 and 2nd February 2024. The discussion paper contains an introduction to the project and its background, an analysis of Tasmanian housing profile and best practice review across Australia; conversation starters for potential change and proposed methodology for testing recommendations. Kingborough has participated in discussions and made a submission.

Draft recommendations will be finalised around the middle of 2024. The recommendations will inform amendments to the residential use and developments in the SPPs which will be progressed through the legislated process that will include a formal consultation period.

2.6 State Government's consultation on the Regional Planning Framework and draft Structure Plan Guidelines

The [Land Use Planning and Approvals Act 1993](#) (LUPA Act) provides for the making and, to a limited extent, the review of the Regional Land Use Strategies (RLUSs). Kingborough is included in the Southern Regional Land Use Strategy (STRLUS). The State government intends to deliver reforms to the regional planning framework in two stages.

A discussion paper on the review was released for comment between November 2022 and February 2023. The discussion paper sought feedback on options for the Stage 1 improvements to the regional planning framework, including how it can better provide for the scope and purpose of the RLUSs and processes around their assessment, review and amendment. The improvements were intended to support the current reviews of the RLUSs, with potential legislative and administrative changes.

The discussion paper also introduced draft Structure Plan Guidelines (SPGs) for comment. Structure plans provide an important strategic link between the RLUS and the Local Provisions Schedules in the Tasmanian Planning Scheme. They should guide the development or redevelopment of settlements by integrating and coordinating future land uses, development, and infrastructure provision in a sustainable and orderly manner.

A copy of the submissions to the discussion paper received are available on the State Planning Office website. Kingborough was involved in workshops to help inform the preparation of the discussion paper.

After considering the submissions received, the Minister for Planning determined to prioritise the reviews of the RLUSs over progressing any legislative change to the regional planning framework. The State Government is currently preparing draft memorandums of understanding (MoUs) with each region to progress the RLUS reviews. The MoUs will ensure the comprehensive reviews can continue in a timely manner whilst providing the flexibility to trial some of the processes identified through the regional planning framework consultation process and inform potential legislative and regulatory amendments in the future.

The STRLUS review is being coordinated by the recently appointed Southern Regional Planning Coordinator. The Coordinator was appointed by the Southern Tasmanian Councils Authority and is funded by the State Planning Office and co-contributions from Councils, including Kingborough. Council was recently advised that it is anticipated that the review of STLUS will be finalised over the next 2 years with an opportunity for comment during a formal public consultation period.

2.7 State Government's Landslide Planning Map review and update

Within the provisions of the Interim Planning Schemes and the Tasmanian Planning Schemes there is Landslide mapping. In conjunction with Mineral Resources Tasmania and input from Local Government and other agencies, the mapping is under review and update.

The first stage of technical updates is complete. The second stage of consultation of the proposed updates to the mapping will occur during May and June 2024. Additional information about the project and to see the mapping, please refer to the [Mineral Resources Tasmania website](#).

2.8 Progress of Kingborough's Local Provisions Schedule – moving to the 'Tasmanian Planning Scheme' and public consultation.

Council's adopted draft of the Kingborough Local Planning Provisions (LPS) of the Tasmanian Planning Scheme was sent to the Tasmanian Planning Commission (TPC) on 13 December 2019 (additional information was sent on 18 December 2019). A second iteration of the plans (with corrected data) was adopted at the Council Meeting on 11 February 2020 and forwarded to the TPC for their consideration.

The TPC notified Council on 2 March 2020 that the information provided is suitable for an assessment of legislative compliance to be conducted. On 27 April 2020 and 21 May 2020, the TPC requested additional information related to the GIS files for mapping.

Post lodgement meetings were held on 30 October 2020 and 20 November 2020. Following Council submissions, meetings were held on 18 May 2022, 3 June 2022 and 15 December 2023 with focussed discussion on the proposed SAP's. The most recent post lodgement meeting with the TPC was on 13 May 2024. In that meeting there was further discussion about the SAPs, some zoning and the Local Area Objectives. We await formal response and direction, which the TPC indicated was likely to occur in June 2024. Until the requirements of that direction have been satisfied, the TPC will not provide direction for Council to exhibit the draft LPS; it is expected that public exhibition of the LPS will occur in the second half of 2024.

An extensive communications strategy has been developed in anticipation of the LPS statutory public exhibition period. The *Land Use Planning and Approvals Act 1993* specifies minimum exhibition requirements for the LPS, however Kingborough intends to go beyond the minimum requirements to maximise the number of people who are made

aware of the changes to Planning Controls within the municipality. The communication strategy focusses on making information easily available to assist people to understand the new provisions and by allowing face-to-face questions at a number of locations across the municipality.

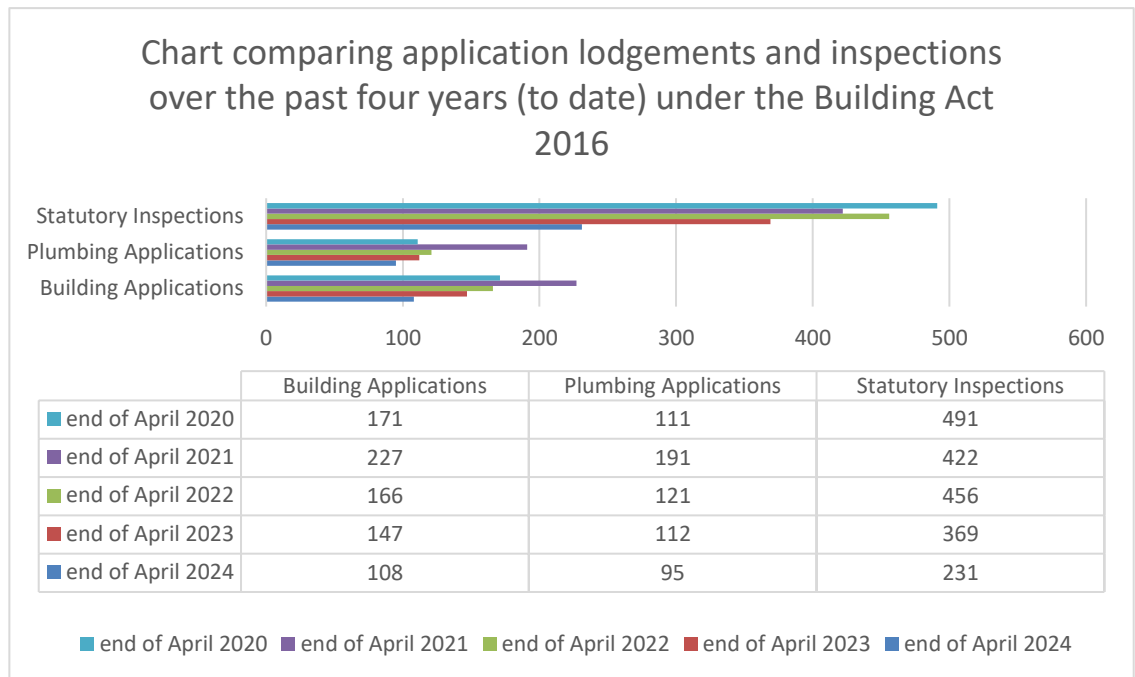
Councillors will be provided with an update of the LPS and overview of the consultation strategy once all of the post-lodgement meetings with the TPC have been held.

2.9 Active Planning Appeals

APPLICATION DETAILS	PROPOSAL	APPEAL TYPE	KEY DATES / LATEST ACTIONS
P/2023/46 DAS2022-7 37 Nebraska Road, DENNES POINT	Subdivision of 10 lots, works and vegetation removal	Applicant appeal against conditions	6 March 2024 – Tribunal issued directions following consent agreement by all parties to issued varied Planning Permit.
P/2023/45 DA2022-103 528 Manuka Road, KETTERING	Visitor accommodation and vegetation removal	Applicant appeal against conditions and Part 5 Agreement	16 May 2024 – final questionnaire submission supporting signed consent agreement by all parties set to TASCAT. Awaiting final direction from TASCAT.
P/2024/14 DA2023-420 32 Woodreddy Road, SOUTH BRUNY	Quarry and associated works	Applicant appeal against request for further information	9 April 2024 - Tribunal issued directions following consent agreement by all parties to issued varied Request for Information.
P/2024/31 DA2023-107 13 Christopher’s Way, KINGSTON BEACH	Front fence adjoining public walkway	Applicant appeal against Council decision to refuse application	30 April 2024 – Mediation held on site. Awaiting amended plans from applicant.
P/2024/44 DA-2023-174 112, 116 & 120 Tinderbox Road, BLACKMANS BAY	Development of a water recycling plant	Representor appeal against Council’s decision to issue a Planning Permit	Preliminary conference: 9 May 2024 Mediation meeting: 27 May 2024 Full Hearing: 5-7 August 2024, if not resolved by mediation or appeal withdrawn.
P/2024/27 DA-2023-312 28 Bloomsbury Lane, KETTERING	Extend hours and operation of eagle refuge	Applicant appeal against conditions	Currently undertaking mediation.

3. Building and Plumbing

3.1 Building and Plumbing applications and inspection numbers



The chart above shows total number of application lodgements until the end of April 2024. The chart demonstrates a slow down of builds that are being completed (and presumably started) in comparison to previous years. It is likely to be the same external influences such as cost of building and high interest rates that are affecting the number of planning permit applications being lodged is affecting how many people are completing builds.

The chart does not demonstrate all the department’s work but is a representation of one aspect that shows activity trends in the local building industry. Much of the department’s regular work activity is in regard to building and plumbing compliance.

3.2 Department of Treasury dwelling approval data

The Tasmanian Department of Treasury released data on the approvals of dwellings by State which shows a general downwards trend across all jurisdictions except WA and the ACT:

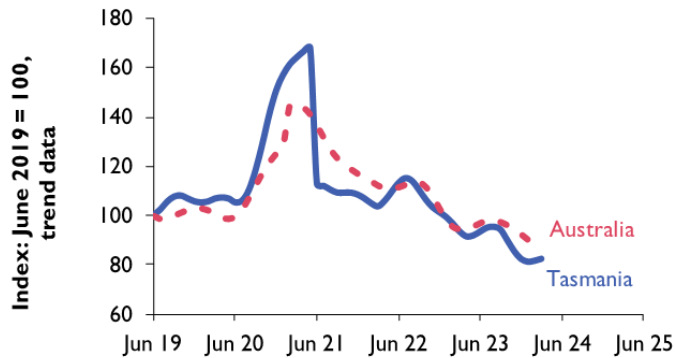
Table 1: Growth in number of dwelling unit approvals by jurisdiction, March 2024, trend data

<i>Trend data</i>	% change from previous month	% change from previous year
NSW	0.9	-13.5
Vic	-2.8	-3.9
Qld	-3.1	-17.4
SA	-1.3	-15.2
WA	3.0	36.2
Tas	1.0	-12.0
NT	-8.3	-46.3
ACT	-4.1	12.7
Aus	-1.1	-7.3

SOURCE: BUILDING APPROVALS, ABS CAT NO 8731.0: TABLES 6, 7

The number of dwelling unit approvals in Tasmania has continued to track in a downwards trend since a peak in June 2021, which is generally in line with the national trend, as shown in the Australian Bureau of Statistics table below:

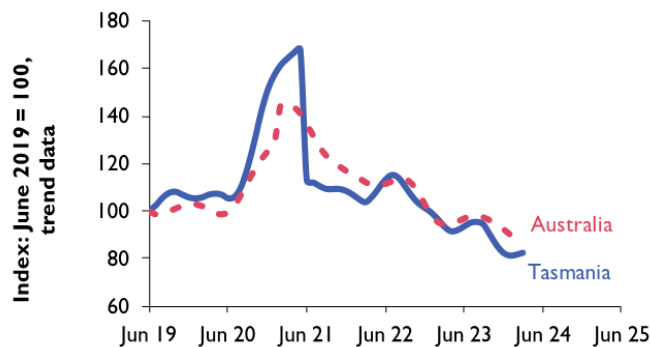
Chart 1: Number of dwelling unit approvals, Tasmania and Australia, trend data



SOURCE: BUILDING APPROVALS, ABS CAT NO 8731.0: TABLES 6, 7

The value of residential building approvals in Tasmania has continued in a general upwards trend since June 2019, which is generally in line with the national trend, as shown in the Australian Bureau of Statistics table below:

Chart 1: Number of dwelling unit approvals, Tasmania and Australia, trend data



SOURCE: BUILDING APPROVALS, ABS CAT NO 8731.0: TABLES 6, 7

3.3 National Construction Code Public Comment Draft

The Australian Building Codes Board (ABCB) will publish proposed changes to the National Construction Code (NCC) in the NCC Public Comment Draft, which will be released on 1 May 2024.

The NCC Public Comment Draft consultation period is the communities opportunity to provide feedback on the proposed changes. Feedback on the NCC Public Comment Draft can be submitted between 1 May and 1 July 2024 through the ABCB Consultation Hub.

3.4 Prefabricated buildings

A new guide has been provided by the Consumer Building and Occupational Services Department to clarify the difference in regulatory requirements between an unregistrable relocatable building and a prefabricated building.

Prefabricated buildings are those that are built offsite and then transported to their final destination.

The new guide provides information on the certification of prefabricated buildings and unregistrable relocatable buildings. There is information on the commonly

misunderstood use of compliance plates for certification purposes, and an explanation on WaterMarked prefabricated “pods”.

3.5 Rental Services Tasmania Facebook page

The new hub for information relating to residential tenancy rights and regulations has been released.

Consumer, Building and Occupational Services (CBOS) have launched a new Facebook page specific to owners, tenants, and property managers in Tasmania.

The Facebook page includes the following:

- Practical information for owners, tenants and property managers
- Guidance and support
- News and regulatory updates
- Resources and tools

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B ENVIRONMENTAL SERVICES QUARTERLY ACTIVITIES

File Number: 8.218

Author: Liz Quinn, Manager Environmental Services

Authoriser: Deleeze Chetcuti, Director Environment, Development & Community Services

1 ENVIRONMENTAL HEALTH

1.1 Recreational Water

Recreational water quality sampling

Mandatory recreational water quality monitoring required under the *Public Health Act 1997* commenced at beaches and environmental water sites on 1 December 2023 and continued until the 31 March 2024. A map of the sampling sites can be found on the Kingborough Council website: [Kingborough Beach Watch](#)

- **Weekly Sites:** Tarooma Beach, Hinsby Beach, Browns River, Kingston Beach North/Middle/South, Blackmans Bay North/Middle/South
- **Monthly Sites:** Tinderbox Beach, Howden, Margate, Snug Beach, Conningham Beach, Woodbridge, Middleton Beach
- **Bi-monthly Sites:** Nebraska Beach, Simmonds Point, Adventure Bay Beach, Quiet Corner, Alonnah

Summer 23/24 Water Quality Monitoring:

- Most failures were low-level (<500 enterococci).
- Blackmans Bay Middle: 1 significant failure (>500 enterococci).
- Blackmans Bay South: 2 significant failures (>500 enterococci).
- Retesting showed compliance within 2 days.

Table 1.0: Results for combined recreational water testing sites

Site	Samples Taken	Compliant	Failed	Significant Failures
All Sites Combined	204	179	25	3

Beach closure advisory signage was erected twice during the 2023-24 recreational sampling period due to two consecutive moderate failure sample results (>280 enterococci). This was communicated to the public through Council’s social media page. These events occurred once at Blackmans Bay South and once at Dru Point, Margate. On both occasions signage was removed following receipt of a compliant water sample.

The Environmental Health team continue to work closely with Council’s Stormwater Investigation Officer to proactively identify potential contamination sources to our recreational water sites. Council actively engages with external stakeholders such as TasWater, DEP and the Department of Health to manage potential public health impacts from our recreational water sites.

1.2 Immunisations

Table 2.0: Immunisations between 1 October 2023 and 31 May 2024

Category	Number
School based immunisations	581
Staff Vaccinations	137
Community Clinics	146
TOTAL	864

Council’s Immunisation program is continuously reviewed and updated to ensure we provide a quality, accessible service to our community members. Recent improvements included developing an online clinic booking form to allow community members easier access to bookings.

1.3 Food safety

As at, 31 May 2024, there were 269 registered food businesses (mobile and fixed) located within our municipality.

Table 3.0: October to May (inclusive) period, Environmental Health

Category	Number
Registered Food Businesses (as of 31 May 2024)	269
Temporary Food Applications Received	115
Inspections Conducted	148
^No infringement notices (non-compliance with the Food Safety Standards) were issued during this period.	

1.4 Public Health

i) Public Health Risk Activities

Environmental Health processed the renewal of and inspected two Public Health Risk Activity Premises Registrations and five Public Health Risk Activity Operators Licences under the *Public Health Act 1997* in the October to March period.

ii) Recreational Water – Pools

Environmental Health conduct monthly sampling on behalf of the two pools used by the public located within our municipality. Sampling on behalf of one pool for the month of October 2023 was not undertaken due to outstanding payment of service. This pool was required to undertake their own sampling for this month which they failed to do. An Infringement Notice for noncompliance under the *Public Health Act 1997* and associated Regulations was issued.

During the reporting period, there were only two samples taken that were non-compliant with the *Tasmanian Recreational Water Quality Guidelines 2007*. These two non-compliant samples were taken consecutively at the same pool, and as a result, that pool was required to temporarily close to the public. After achieving two consecutive compliant samples the following month, the pool was able to re-open.

i) Private Water Supplier

Table 4.0: Private Water Supplier regulation October 2023 to May 2024

Activity	Number	Outcome
Renewals of Private Water Suppliers	5	
Routine Microbial Samples Taken	6	1 non-compliance; advisory (boil water) signage required until compliant resample result received
Investigative Private Water Source Microbial Samples Taken	1	Non-compliant; advisory (boil water) signage required until compliant resample result received; 1 new licence issued
Food Business Private Water Source Microbial Samples Taken	1	Non-compliant; advisory (boil water) signage required until compliant resample result received

ii) Place of Assembly

Environmental Health received, assessed, and licenced two Place of Assembly applications during the period.

1.5 Community requests/complaints

Table 5.0 Community requests and complaints overview

Activity	Number
Community Requests/Complaints Received	215
Environmental Protection Notices Issued	2

2 NATURAL AREAS AND BIODIVERSITY

1.1 Natural Areas Activities

i) Great Aussie Bird Count

Two community bird counts were led by Council staff as part of Birdlife Australia’s ‘Great Aussie Bird Count’ in October 2023 in Algona and Whitewater Creek Reserves. Birdlife Australia provides a report with the data from the events which will allow for those species to be incorporated into reserve management plans and activities.



Counting birds in the Whitewater Creek Reserve as part of the Great Aussie Bird Count

ii) School Program

Activities at schools included a platypus guided walk for Kingston Primary School along whitewater creek and Bush Kinder and a planting day at Margate Primary.

iii) **Alguna Reserve Community Event**



The Alguna community event introduced people to the reserve

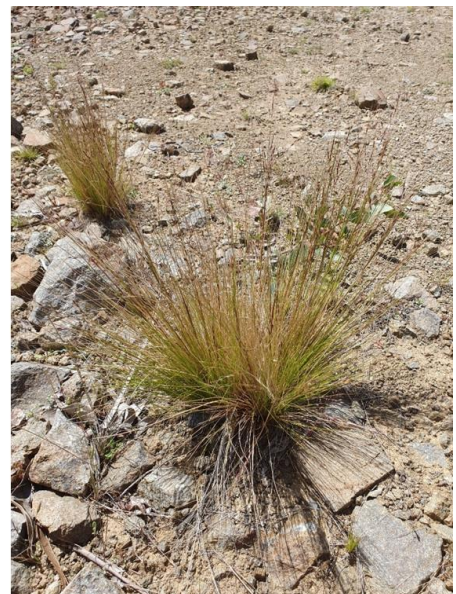
Council staff recently joined Alguna Landcare Group to raise community awareness of Alguna reserve and to highlight the work of the group and the many benefits of being involved in local Landcare. Over 50 people attended the event which included guided walks around the new nature trail, discussions on responsible cat ownership, photo monitoring displays of wildlife from the reserve, information on native gardening and weed management and nature-based children’s activities.

1.2 **Weed Management**

i) **Focus species**

Council continue to monitor and manage weed species within the municipality. A focus species has been Serrated tussock (*Nassella trichotoma*).

- Weed of National Significance
- Small, localised occurrences detected across Kingborough, observed at new sites including North Bruny, Kingston, and Margate.
- Council continue to monitor and manage including sending notifications to landowners.
- Council advice is landowners undertaking landscaping or building activities must require that their contractor’s vehicles, machinery, and equipment have been washed down before entering the property.



Natural Areas Weed Staff treating serrated tussock plants.

ii) Weed of the Month



Council Weed of the Month flyers that are available for download on Councils website.

Weed of the Month (WOM) is a community engagement initiative to educate the public about the different weeds that are growing in the municipality, their environmental status and how to manage them. You can view all of the previous WOM information on the website here: [KC Weed of the Month | \(kingborough.tas.gov.au\)](http://kingborough.tas.gov.au)

1.3 Landcare

i) Annual Social Event

In February, 31 participants attended Kingborough Council's annual Landcare social event at Dru Point, Margate. This event aims to foster collaboration, brainstorming and training among members of the landcare groups. They enjoyed nature journaling with artist Keith Davis, networking, and an information session by Aboriginal Land Management Officer Nicole King on identifying indigenous artefacts. The event concluded with a guided walk through Dru Point's cultural heritage sites.



Nicole King discussing Aboriginal artefact identification with Landcare volunteers

ii) State Landcare Award

Council's Natural's Areas and Biodiversity Team and the South East Tasmanian Aboriginal Council were awarded the 2024 State First Nations Landcare Collaboration Award.

Since 2022 Council, in partnership with SETAC, has been supporting the employment of Nicole King as a Trainee Aboriginal Land Management Officer. Nicole works within the Natural Areas and Biodiversity team two days a week.



Council’s Natural’s Areas and Biodiversity Team and the South East Tasmanian Aboriginal Council at the 2024 First Nations Landcare Collaboration Award

The partnership with Nicole and SETAC has been profoundly significant for the NAB crew. It provides the opportunity to walk on country together, to observe through the seasons and share stories. It has significantly advanced our understanding of Aboriginal land management practices, including cultural burning, building bridges within our current land management practices and fuel reduction program.

As a result of the Tasmanian award, the partnership will be considered as part of Landcare Australia’s National Awards in 2025.

1.4 Wildlife and Threatened Species Management

i) Little Penguins

In January, a new Little Penguin breeding site was discovered at the southern end of Tinderbox Peninsula. Historically known but not recently seen, this colony will now be part of the Derwent Estuary Program’s annual survey, thanks to local landholder support.

In February, Kingborough Council and the Derwent Estuary Program hosted a workshop for Little Penguin Survey teams, featuring PhD candidate Mel Wells on best practice monitoring methods. CSIRO’s recent report on the vulnerability of colonies to dog attacks underscores the importance of Council’s advocacy to protect local penguins.

ii) Remote Camera Monitoring in Reserves

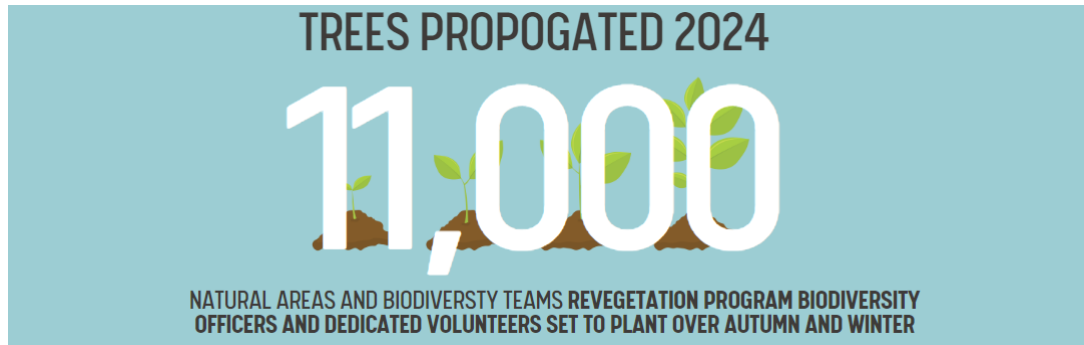
Wildlife monitoring continues to be conducted in Council’s bushland reserves. Observations to date are included below in Table 6.0.

Table 6.0: Summary of observations from wildlife monitoring in bushland reserves.

Wildlife Monitoring Observations	Locations
Tasmanian Devils	Sandfly Land for Wildlife Reserve Barretta Reserve
Eastern Quolls	Sandfly Land for Wildlife Reserve Barretta Reserve Apollo Bay Reserve
Long-Nosed Potaroos	Algona Reserve Apollo Bay Reserve Barretta Reserve Mount Louis, Tinderbox Peggy’s Beach Reserves

Other Observations	
Cats	Identified in almost every reserve
Dogs off lead	Often recorded in reserves
First deer caught on camera	Apollo Bay (2023 National Tree Day site)

1.5 Revegetation Program



- Volunteers have successfully propagated approximately 11,000 plants for the 2024 Revegetation Program.
- Local seeds and cuttings were collected from Council’s bushland reserves.
- Plants will be used for:
 - Landcare group projects
 - Capital projects
 - Community events
 - Revegetation in reserves and parks



New nursery tables for propagation and growing seedlings

1.6 Kingborough Environmental Fund

The Kingborough Environmental Fund Implementation Plan 2023-2027 was endorsed by Council.

Second phase of implementation includes:

- Establishing two conservation covenants
- Continuing stewardship actions for existing covenants
- Initiating several revegetation projects targeting threatened species and vegetation communities

1.7 Reserve Management

i) No Mow Program

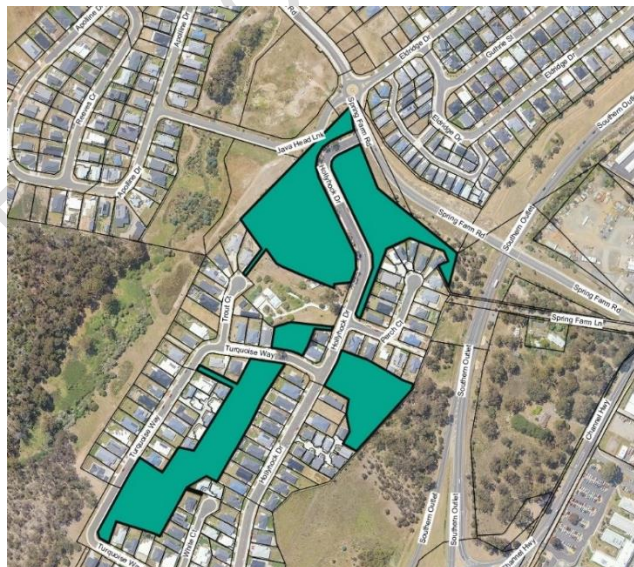
Council continued its orchid no-mow program over the spring/summer in a select reserves where native orchids persist amongst the mown grass. By delaying any scheduled summer mowing until after the orchids have set seed, it ensures that populations of native orchids are maintained and not degraded. Additionally,

through social media posts, the NAB team engaged the community on how to responsibly enjoy orchids and protect them in their natural habitat using ethical photography practices.



ii) New Reserves

Reserves within Whitewater Park Estate now sit within Council’s reserve estate. These reserves comprise of trees that provide habitat for a range of local wildlife, including the critically endangered swift parrot, and also contains the critically endangered Black gum (*Eucalyptus ovata*) forest and woodland.



Map 1: Whitewater Park Estate comprises of the 5 reserves above, which has now been officially transferred to Council.

1.8 Catchment Management

i) River Action Group

The Natural Areas and Biodiversity team have focused recent efforts within the North West Bay River Catchment towards stakeholder engagement, including community groups, industry, NGOs and State Government, resulting in the formation of the community led River Action Group (RAG).

The group facilitated its first community led meeting in March, hosted by the Allens Rivulet and Sandfly Landcare group.

Outcome	No. of applications
Exemption ¹ granted	48
Further information request ²	27
Development Application Required	5
Multiple outcomes	5
Application not valid or no longer required	9

1.9 Regulation of Tree Removal on Private Land

A total of 94 applications for tree removal were processed between July 29 2023 – May 2024.

2 CAT MANAGEMENT PROGRAM

2.1 Kingborough Cat Management Program

i) Responsible Cat Ownership

Complaints regarding cats:

- Nuisance is the most common complaint received from the community regarding cats.
- It is estimated that 24% of Kingborough households own cats.
- Complaints resolution involves strategic household visits, door knocking, targeted communication, and mail-outs.

ii) Multiple cat permits

Under the *Cat Management Act 2009* a permit is now required to own more than four cats. Partnering with NRE, Council’s Cat Management Officer is now provided support when addressing challenging cases of cat hoarding.

iii) Cat Management on Bruny

When the NRM South partner program to manage cats on Bruny Island ended in June 2023, Council negotiated partnerships with PWS, Ten Lives Cat Centre, and contractors Bruny Farming and consultant Lou Purcell, to extend the work into 2024. Council is advocating to maintaining the 85% reduction in feral cat numbers

¹ **Exemption granted:** An exemption indicates that the tree in question was exempt from requiring a permit under the Kingborough Interim Planning Scheme. No further Council approvals are required and the applicant can proceed with the proposed works.

² **Further information request:** This category advises that further information is required for Council to make an adequate assessment. Typically, a suitably qualified arborist (AQF Level 5 or equivalent) must assess the condition of the tree and submit a report. This report should detail management options for the tree or a recommendation for their removal, supported by an “not acceptable” outcome from a quantitative risk assessment (VALID, QTRA).

across North Bruny, including community support for the cat by-law, reporting of feral cat sightings and assistance for cat trapping.

Council is working with NRM South to secure funding for Stage 3 of the program.



Cat Young (NRM South), Kaylene Allan (KC) were presented the Keep Australia Beautiful Award by Geoff March.

3 TRAINEE ABORIGINAL LAND MANAGEMENT OFFICER

Kingborough Council and the South East Tasmanian Aboriginal Corporation (SETAC) continue to partner and deliver the highly successful trainee Aboriginal Land Management Officer (LMO).

Activities within the reporting period have included:

- Presenting at the Australian Ornithology conference held in Queensland.
- Presenting at the 2023 Tasmanian Landcare Tasmania conference.
- Obtaining Certificate 2 in fire safety,
- Presenting at the Bruny Island Bird Festival.
- Assisting with Seniors Walks and Dose of Nature.
- Playing a significant role within the cat management program.
- Involvement in the Natural Areas and Biodiversity program, including weed control, revegetation projects and natural values assessments.

4 CLIMATE CHANGE

4.1 Adapting to a Changing Climate

i) Coastal Hazards Policy and Decision-Making Framework

The Kingborough Coastal Hazards Policy identified the need to develop a Coastal Hazards Decision Making Framework. Work on the framework has progressed and it is anticipated that the first stage of this framework will be used to assess the upcoming Capital Works projects.

The second stage of the framework will include the development of a more detailed assessment and project plan for any work which has been identified as high risk, such as seawalls or projects which involve significant resourcing within identified coastal hazard areas.

ii) Council Capability Working Group

A new initiative, the Local Government Climate Capability Program is funded by the Tasmanian Government and run by Local Government Association of Tasmania (LGAT). The objective is to build the capacity of the local government sector in Tasmania to respond to the impacts of a changing climate and reduce greenhouse gas emissions. Council is represented on the working group.

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C CHIEF EXECUTIVE OFFICER'S ACTIVITIES 13 MAY 2024 TO 7 JUNE 2024

Date	Description
13 May	Attended meeting with representative of the Department of State Growth regarding priority site works
	Attended Councillor workshop
14 May	Participated in Metropolitan Council GM's weekly meeting
15 May	Attended introductory meeting with LGAT CEO, Mr Dion Lester
	Attended Southern Employment and Training Network Board meeting
16 May	Attended introductory meeting with representative of Southern Waste Solutions
17 May	Attended Audit Panel meeting
	Attended introductory meeting with representatives of TasWater
	Attended Greater Hobart Committee meeting
20 May	Attended the Kingborough Emergency Management Committee meeting
	In company with the Mayor, met with the President of Ten Lives Cat Centre
	Attended Council meeting
21 May	Participated in Metropolitan Council GM's weekly meeting
22 May	Met with representatives of the Department of State Growth
	Attended introductory meeting with the CEO of Destination Southern Tasmania
23 May	Attended meeting with representatives of KPMG
	Attended the Copping Joint Authority General Meeting
24 May	Attended introductory meeting with Huon Valley Council's CEO
	Attended briefing meeting with representative of the Committee for Greater Hobart
27 May	Attended Councillor workshop
28 May	Met with Mr Charles Biggins
	Participated in Metropolitan Council GM's weekly meeting
30 May	Met with representatives of the Kingborough Lions Football Club
	Met with representatives of Traders In Purple
	Attended the Greater Hobart CEO/GM's meeting
31 May	In company with the Mayor and Cr Midgley, attended the Reconciliation Week Breakfast
	Met with Mr Donald Coventry
	Met with a representative of Friends of Longley Area Group
3 June	Attended Council meeting
4 June	Participated in Metropolitan Council GM's weekly meeting
5 June	Met with Mr Lex McIndoe
	Attended Greater Hobart Mayor's Forum
6 June	Introductory meeting with representative of the Derwent Estuary Program
7 June	Met with a representative of the Kalis Group

D CURRENT AND ONGOING MINUTE RESOLUTIONS (OPEN SESSION)

CURRENT

NIL

STILL BEING ACTIONED

Resolution Title	AGM Motion – Environmental Reports
Meeting Date	18 December 2024
Minute No.	C395/24-2023
Status	In progress
Responsible Officer	Manager Development Services
Officers Comments	A workshop date has been requested to be included in the upcoming workshop(s) schedule. The workshop will provide Councillors with an overview of the current process, understand specific concerns and to determine if further action is required.
Anticipated Date of Completion	August 2024
Resolution Title	The Tasmanian Sustainability Strategy
Meeting Date	2 October 2023
Minute No.	C314/19-2023
Status	In progress
Responsible Officer	Manager Development Services
Officers Comments	A submission was sent to State Govt (who are running the project) in October 2023. We await further direction or steps from them on the project.
Anticipated Date of Completion	Unknown
Resolution Title	Buy Local Procurement & Tendering Policy
Meeting Date	20 November 2023
Minute No.	C365/22-2023
Status	Ongoing
Responsible Officer	Manager Legal & Property
Officers Comments	A draft policy will be developed for Council in accordance with the Council resolution
Anticipated Date of Completion	July 2024
Resolution Title	Expansion of Smoke-Free Areas
Meeting Date	5 June 2023
Minute No.	C172/10-2023
Status	In progress
Responsible Officer	Manager Environmental Services
Officers Comments	Community consultation completed. Engagement Report to Council in August
Anticipated Date of Completion	August 2024

Resolution Title	Tinderbox Beach Erosion Management – Community Consultation Report
Meeting Date	5 December 2022
Minute No.	C475/23-2022
Status	Complete
Responsible Officer	Manager Environmental Services
Officers Comments	Local coastal plan for Tinderbox Reserve budgeted for in the 24/25 budget.
Anticipated Date of Completion	Complete
Resolution Title	Glyphosate
Meeting Date	7 February 2022
Minute No.	C54/2-2022
Status	Ongoing
Responsible Officer	Director Environment, Development & Community Services
Officers Comments	A broader herbicide usage review is underway which encompasses Glyphosate. The project is being delivered in two stages. Stage 1 will provide the context of the review including Council herbicide use and alternatives. This will be completed by end of FY23/24. Stage 2 will provide costings for alternatives and be delivered in first half 24/25.
Anticipated Date of Completion	June 2024 (Stage 1)

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