



COUNCIL AGENDA

15 OCTOBER 2024

COUNCIL CHAMBERS
COMMUNITY ADMINISTRATION CENTRE (CAC)

NOTICE OF MEETING

Notice is hereby given that the next meeting of the Sorell Council will be held at the Community Administration Centre (CAC), 47 Cole Street, Sorell on Tuesday, 15 October 2024, commencing at 6.00 pm.

C E R T I F I C A T I O N

I, Jess Hinchon, Acting General Manager of the Sorell Council, hereby certify that in accordance with Section 65 of the Local Government Act 1993, the reports in this Agenda have been prepared by persons who have the qualifications and experience necessary to give such information, recommendation or advice.

Council or a Council Committee is not to decide on any matter which requires the advice of a qualified person without considering such advice unless –

- (a) the General Manager certifies, in writing –
 - (i) that such advice was obtained; and
 - (ii) that the General Manager took the advice into account in providing general advice to the Council or Council Committee; and
- (b) a copy of that advice or, if the advice was given orally, a written transcript or summary of that advice is provided to the Council or Council Committee with the General Manager's certificate.

Notices of Motion and supporting documentation from Councillors are exempted from this certification.

JESS HINCHON
ACTING GENERAL MANAGER
10 OCTOBER 2024



AGENDA

FOR THE COUNCIL MEETING TO BE HELD AT THE
COMMUNITY ADMINISTRATION CENTRE (CAC), 47 COLE STREET,
SORELL ON 15 OCTOBER 2024

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1.0 ACKNOWLEDGEMENT OF COUNTRY – MAYOR GATEHOUSE

[^](#)

I would like to begin by paying respect to the traditional and original owners of this land the Mumirimina people, to pay respect to those that have passed before us and to acknowledge today's Tasmanian Aboriginal community who are custodians of this land.

2.0 ATTENDANCE

[^](#)

Mayor J Gatehouse
Deputy Mayor C Wooley
Councillor S Campbell
Councillor M Miró Quesada Le Roux
Councillor B Nichols
Councillor M Reed
Councillor N Reynolds
Councillor C Torenus
Councillor M Larkins

3.0 APOLOGIES

[^](#)

4.0 DECLARATIONS OF PECUNIARY INTEREST

[^](#)

5.0 CONFIRMATION OF THE MINUTES OF 17 SEPTEMBER 2024

[^](#)

RECOMMENDATION

"That the Minutes of the Council Meeting held on 17th September 2024 be confirmed."

6.0 MAYOR'S REPORT

[^](#)

RECOMMENDATION

"That the Mayor's communication report as listed be received."

This communication is provided as a courtesy, any items that require Council action and/or decision will be listed as separate agenda items. Any Councillor requiring information on any matter contained in the communication report please contact the Mayor at any time.



- BEST AGM.
- Pembroke Park user group meeting – general meeting and information about the review of the Pembroke Park Master Plan.
- Rebecca White regular catch up.
- SENA Suns Netball Dinner.
- Andrew Jenner catchup.
- Destination Southern Tasmania, AGM and tour around Iron creek Farm stay.
- Midway Yacht club season opener.
- Kerry Vincent regular catch up.
- Kristian Horvath plans for his community network.
- KabTas Tiny Towns Judging - Sorell 22 was put forward for judging.
- BEST formal meeting.
- Jayne Howlett regular catch up.
- Relay for life Sorell.
- Susie Bower – Overview of the municipality's development and desires to support Social infrastructure.
- Student wellbeing team at Sorell School – needs and shortfalls in youth services and general needs.
- TCF – Abi Binning funding for Potential Youth Project.
- Guy Barnett - Conversation revolved around the need for medical, medical support and mental health services in the area. Plus the struggle for timely appointments at the GP and possible solutions eg a pool of GPs that can be relocated as needed (a new State Gov initiative).
- Sorell Football Club.
- Council Workshops.
- Smoking ceremony Dodges Ferry Rec Reserve organised by Southern Beaches Landcare/Coastcare.
- Brixhibition presenting awards.
- Helping Salvos in the Stadium canteen.
- Sorell Football Club – Plans for the future.

7.0 SUPPLEMENTARY ITEMS



RECOMMENDATION

"That the Council resolve by absolute majority to deal with any supplementary items not appearing on the agenda, as reported by the General Manager in accordance with the *Local Government (Meeting Procedures) Regulations 2015*."



In accordance with the requirements of Part 2 Regulation 8 (6) of the *Local Government (Meeting Procedures) Regulations 2015*, the Council by absolute majority may approve the consideration of a matter not appearing on the agenda, where the General Manager has reported:

- a) The reason it was not possible to include the matter on the agenda; and
- b) That the matter is urgent; and
- c) That advice has been provided under section 65 of the *Local Government Act 1993*.

8.0 COUNCIL WORKSHOPS REPORT

[△]
The following Council Workshop was held:

Date	Purpose	Councillor Attendance	Councillor Apologies
1 October 2024	<ul style="list-style-type: none"> • Scheme Amendment • Governance Framework Update • Copping Refuse Disposal Site Joint Authority <ul style="list-style-type: none"> ◦ Proposed changes to Governing rules • Seventh Avenue Soccer Ground Dodges Ferry discussion • South East Sports Complex & Community Precinct Master planning • Councillor Items • Community Grants 	<ul style="list-style-type: none"> • Gatehouse, Wooley, Campbell, Reed, Torenus, Nichols, Miro Quesada, Reynolds, Larkins 	Nil



9.0 COUNCILLOR QUESTIONS ON NOTICE

[^](#)

10.0 COUNCILLOR MOTIONS ON NOTICE

[^](#)

11.0 WORKGROUP REPORTS

[^](#)

RECOMMENDATION

"That the workgroup reports as listed be received."

11.1 OFFICE OF THE GENERAL MANAGER – ROBERT HIGGINS

GENERAL MANAGER – ROBERT HIGGINS

- Annual Leave (9 September 2024 – 14 October 2024)

DIRECTOR SERVICE DELIVERY – RUSSELL FOX

- Long Service Leave (8 July 2024 – December 2024)

DIRECTOR PEOPLE AND PERFORMANCE - JESS HINCHEN

Meetings attended:

- Greater Hobart Liveability Forum
- Tas Community Fund RE: Youth Grant Opportunities
- Various Southern Councils and Gloop Advertising RE: Joint Anti-Racism Campaign
- Minster Guy Barnett & Mayor
- Performance Review Information Session
- Sorell Community Network & Mayor
- Consultative Committee Meeting
- Discussion with Mayor & Andrew Jenner
- South East Salvos & BEST – Discussion around implementation of South East Youth Report Recommendations
- BEST – RE Youth Connector Program and Youth Services Planning
- WHS Committee Meeting
- Community Conference – Youth Justice
- Regular Catch Up – Mayor & Manager Community Relations
- Various Workgroup Manager meetings
- Various meetings RE: South East Stadium
- Leadership Team Meeting
- SPA Meeting.
- LGAT RE: Child & Youth Safeguarding
- Various HR Matters
- Council Workshop
- Council Meeting



EMPLOYEE SUPPORT COORDINATOR – HR

Retirement

- Director of Service Delivery – Russell Fox is retiring from his position at Council following his period of leave ending in December 2024.

Resignation

- Compliance Officer – Russell Kemp has resigned from his position with his last day at Council being 11 September 2024.
- Accounts Payable – Samara Godden has resigned from her position with her last day at Council being 10 October 2024.

Appointment

- Customer & Business Support (Planning) – Vicki Foster has been successful in her application and commenced in the role 23 September 2024.
- EOI – Leading Hand (Unsealed Roads) - Les Gillie has been successful in his application and commenced in the role 23 September 2024.
- Customer & Business Support Officer (fixed-term) – Samryn Hawkes has been successful in her application and will commence in the role 30 September 2024.
- Accounts Payable - Michelle Milne has rejoined the Finance team on a casual basis and commenced in the role 30 September 2024.
- Municipal Worker – Unsealed Roads – Robert Campbell has been successful in his application and will transfer from Sealed Roads to Unsealed Roads on 14 October 2024.
- Development Engineer – Ramjee Raya has been successful in his application and will commence in the role 21 October 2024.

Recruitment

Recruitment for the following positions is currently in progress –

- Customer & Business Support Officer (Permit Authority) – This position was re-advertised with BEST and on SEEK and closes 1 October 2024.
- Customer & Business Support Officer (12 Month, Fixed Term, Full Time) – Has been advertised with BEST and closes on 18 September 2024.
- Community Development Officer (0.8FTE) - Has been advertised with BEST and on SEEK and closes on 30 September 2024.
- Engagement Officer (0.8FTE) - Has been advertised with BEST and on SEEK and closes on 30 September 2024.
- Works Support Officer – Infrastructure & Assets (0.8FTE) - Has been advertised with BEST and closes on 1 October 2024.
- EOI – Advanced Municipal Worker - Facilities Maintenance - Applications will be accepted from members of the Land Improvements and Roads and Stormwater crews. Applications close 9am Monday 14 October 2024.



Meetings

- Various meetings with Finance, Manager Roads & Stormwater.
- Various meetings with HR Consultants.
- 1 x Inductions.
- Various interviews were held.

Workers Compensation

- No active claims.

Training

- New Training & Development Form rolled out to Leadership Team.

Performance Reviews

- Performance Reviews have commenced and will be finalised by November 2024.

EMPLOYEE SUPPORT - PAYROLL

- Two pay runs completed.
- EOM Complete.
- Training Finance Support Officer in Payroll and EOM Procedures.
- Meetings with Manager Finance.
- CDCS documents for Finance.
- Audit Enquiries for Finance.

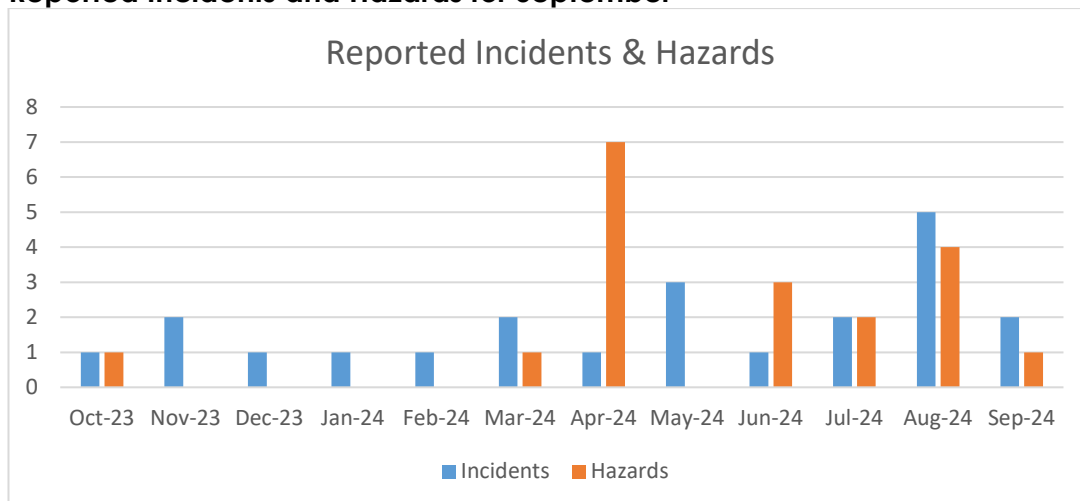
DEVELOPMENT OFFICER – STRATEGY & RISK

Meetings attended:

- Risk & Strategy Monthly Meeting.
- WHS Committee Meeting.
- Environmental Liability Insurance.
- Chemwatch – Chemical Risk Management.
- Complete Fire Safety – Fire/Emergency Procedures Review and update.
- Acting GM & Acting Director Service Delivery – Pembroke Park Stadium.
- LGAT: Child and Youth Safeguarding Webinar.
- WorkSafe Tasmania - Safe Work Month Webinars
 - Connecting the Dots: Psychosocial Hazards and Post Injury Care in the modern workplace
 - Implementing Effective Controls for Psychosocial Hazards in the Workplace
 - Risk Assessments and SWMS
 - Critical risk control with bowtie analysis
 - Psychosocial health in the workplace
 - Insights in the identification and management of incivility, bullying and harassment



Reported Incidents and Hazards for September



- 2 x Incidents reported.
- 1 x hazard reported.
- 2 x WHS incident investigations completed

11.2 FINANCE – STEPHANIE PERRY, MANAGER

Financial Management

During the month of September, the following key financial management tasks were completed:

- Finance staff completed all end-of-month (EOM) procedures for August, including the completion of EOM processing and balance sheet reconciliations and the submission of Council's monthly Business Activity Statement (BAS) to the Australian Tax Office (ATO).
- Finance staff raised all monthly sundry debtor invoices and the monthly sundry debt recovery processes were completed.
- Finance staff completed four vendor payment runs, totalling \$2m in payments.
- The 2024/2025 financial year variance reporting schedule has been developed and agreed upon with workgroup managers. Workgroup managers will complete comprehensive variance reporting on actual to budget income and expenditure four times during the financial year. Variance reporting was completed by all workgroup managers in September.
- Finance staff collated and reviewed Phase 1 of the 2023/2024 Consolidated Data Collection Survey and submitted it to KPMG prior to the 27 September 2024 due date.
- Finance staff completed South East Regional Development Association (SERDA) ad-hoc and monthly financial tasks.



- Finance staff completed the following grant related reports:
 - Finance staff assisted with completion of the final acquittal report for Eradication of Paterson's Curse from South East Region (Sorell and Tasman LGA) program and lodged it with Northern Tasmanian Natural Resource Management Association Inc. (NRM North).
 - Finance staff assisted with completion of the final acquittal report for South East Youth Project and lodged it with Tasmanian Community Fund Board.
 - Finance staff assisted with reporting in relation to the Australian Government Department of Infrastructure, Transport, Regional Development, Communications and the Arts funding of both the South East Jobs Hub and Memorial Hall extension and upgrade.
 - Finance staff completed variation request and monetary claim for Local Roads and Community Infrastructure Program Phase IV and lodged it with Australian Government Department of Infrastructure, Transport, Cities and Regional Development.
- Finance staff provided payroll support for the pay run fortnight ending 6 September & 20 September 2024.

Rates

- The rates paid in full date was 11 September 2024.
- At the end of September, 39% of rates had already been paid, compared to 41.9% at the same time last year.
- Supplementary valuations were received from the Office of the Valuer-General, year to date totalling \$24k in waste charges, \$51k in general rates and \$2k in fire levy income. One supplementary valuation received in September is yet to be processed.
- Penalty relating to the 1st rates instalment date (14 August 2024) was applied.
- 2nd instalment (16 October 2024) reminders were sent out.

Audit

- The Tasmanian Audit Office (TAO) were on site the week starting Monday 9 September 2024 completing the 2023/2024 end of financial year audit. Finance staff worked with TAO to finalise the audit.
- TAO issued the Report to Those Charged with Governance – Year Ended 30 June 2024, on 25 September 2024. The report noted that the audit did not identify any uncorrected misstatements that, in TAO's judgement, either individually or in aggregate, could have a material effect on the financial report. The report noted two



corrected misstatements, which effected balances in the financial report above thresholds. These were corrected by management.

- The Manager Finance and the Acting General Manager signed the audit Management Representation Letter and provided certification of the Annual Financial Report for the year ended 30 June 2024, on 26 September 2024.
- TAO issued the unqualified Independent Auditor's Report of the Annual Financial Report for the year ended 30 June 2024, on 26 September 2024.
- TAO will not issue a final Memorandum of Audit Findings in October 2024 per the Audit Strategy. This is because no additional audit findings were identified during the final audit. A detailed Memorandum of Audit Findings was issued by TAO after the interim audit visit and the findings contained within that document at not due for resolution. TAO did note that one outstanding prior period finding, relating to reconciling leave loading, was satisfactorily resolved during the final audit.
- TAO provided positive feedback to the Finance team, noting that the Council's financial statements were one of the best Council submissions TAO has seen.
- Finance staff completed and circulated the Audit Panel minutes for the meeting held on the 6 September 2024. Meeting actions were also completed.

Grants & Funding

During the month of September, the following grants were invoiced:

- The State Government Department of State Growth was invoiced \$500k (excluding GST) for Instalment 3 of the Jobs Tasmania Program for works on the regional training and jobs hub facility. This invoice was paid during the month of September.
- NRM North was invoiced \$19k (excluding GST) for Instalment 1 of the Highly Invasive Perennial Grasses Program. This invoice was paid during the month of September.
- NRM North was invoiced \$10k (excluding GST) for Final Instalment of the Paterson's Curse Program. This invoice was outstanding at the end of September.
- The State Government Department of State Growth was invoiced \$74k (excluding GST) for Instalment 1 of the Vulnerable Road Users Program for works on Penna Road. This invoice was outstanding at the end of September.



- The State Government Department of Police, Fire and Emergency Management was invoiced \$700k (excluding GST) for Instalment 1 and 2 of the National Flood Mitigation Infrastructure Program for works on Seventh Avenue. This invoice was outstanding at the end of September.

Insurance

- Nil

Fleet Management

- One vehicle, a Ford Ranger utility, relating to the 2023/2024 fleet replacement program, was received in September 2024. All vehicles relating to the 2023/2024 program have now been received.
- The 2024/2025 fleet replacement program has an approved budget. One vehicle, a Ford Ranger utility, has been purchased and received. Finance staff are currently completing the remaining fleet replacement schedule. Remaining procurement decisions are expected to be signed off by Manager Finance and the General Manager in October.

Plant and Equipment Disposals

- Two vehicles, relating to the 2023/2024 replacement program, remain to be disposed of.

Meetings

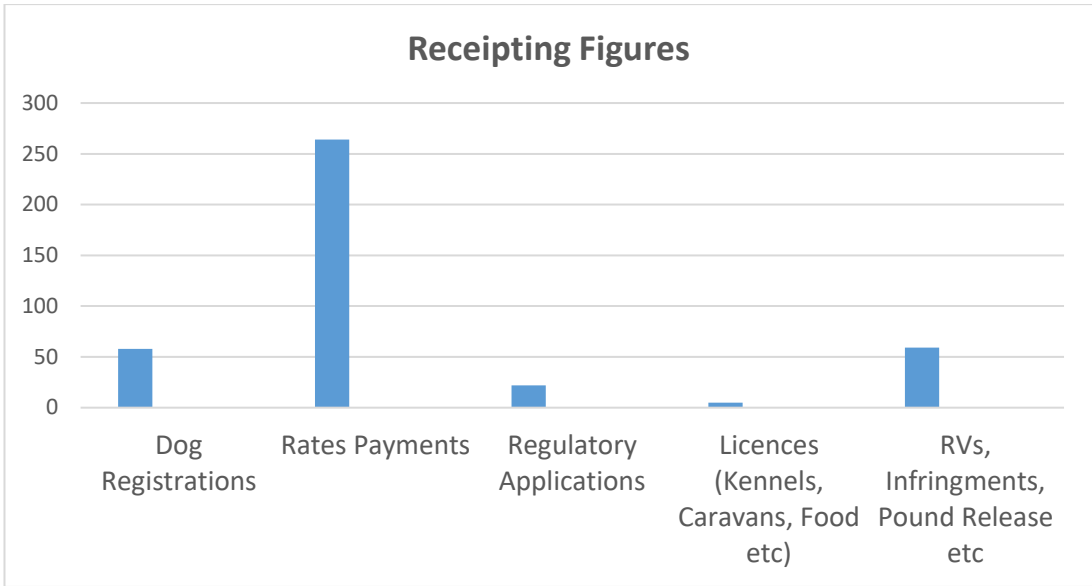
- Monthly Leadership Team Meeting – 4/9/2024
- Monthly capital works meeting with Finance, Asset Management, Engineering and Depot staff – 11/9/2024
- Monthly Finance Team Meeting – 11/9/2024
- Audit Panel Meeting – 6/9/2024
- JLT Insurance Forum – Environmental Liability Insurance – 25/9/2024

11.3 COMMUNITY RELATIONS – STACEY GADD, MANAGER

CUSTOMER & BUSINESS SUPPORT

Receipting figures – September

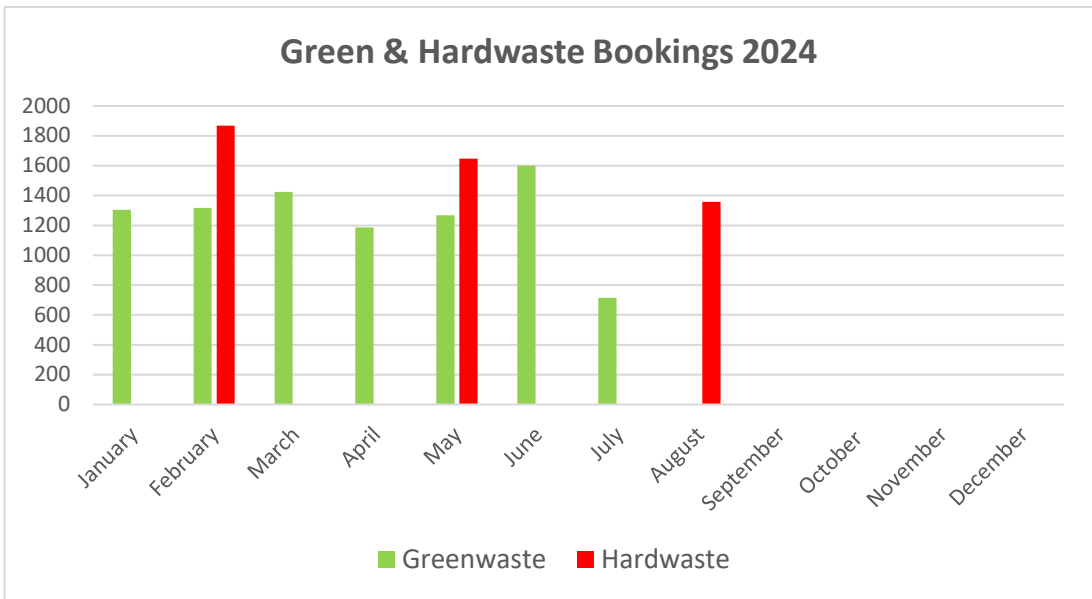




Green and Hard Waste Bookings – September

With the implementation of the new waste contract, you will see that bulk green waste bookings will be less as there is now monthly green waste kerbside collections.

No Bulk green or hard waste collection for September.



Phone Call Reporting

Call summary for September

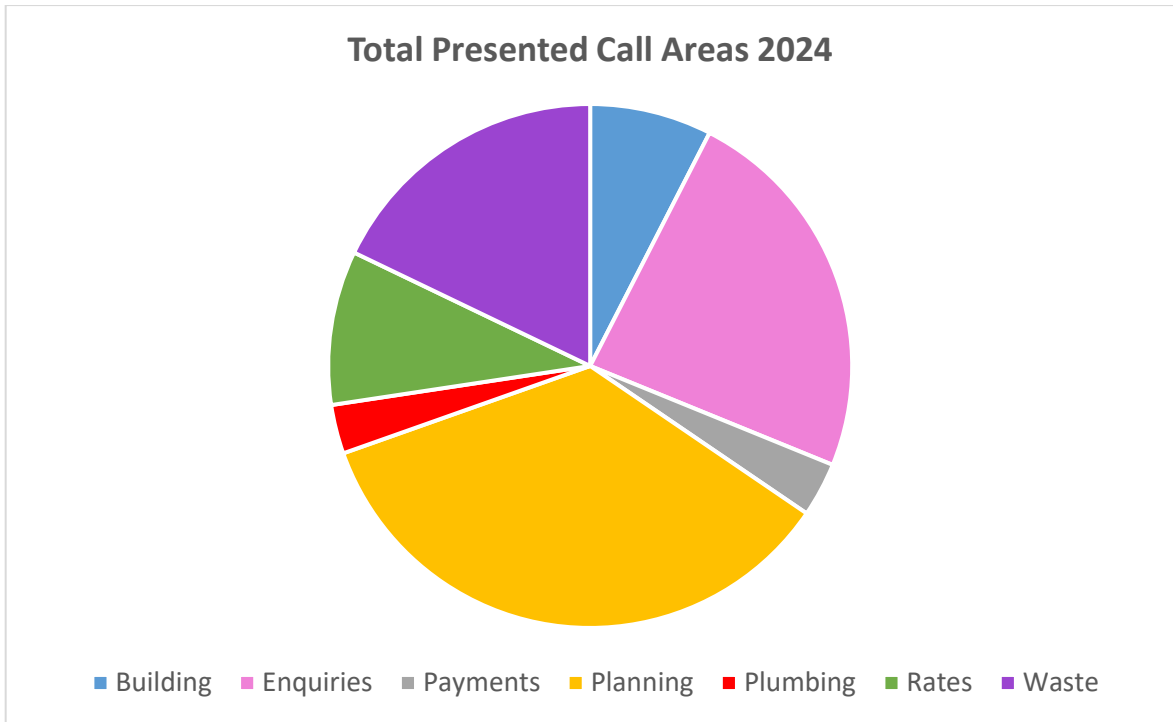


Group Summary

Sun, 01/09/2024 12:00 AM -
Mon, 30/09/2024 11:59 PM

Total Presented Calls	533	Total Answered Calls	484
Total Missed Calls	49	Total Calls Overflowed To	
Total Calls Overflowed From		Percent of Calls Answered	90.8%
Percent of Calls Missed	9.2%	Avg Speed of Answer	0:00:16
Total Talking Duration	19:46:50	Avg Talking Duration	0:02:27

Group	Presented Calls	Answered Calls	Missed Calls	Calls Overflowed To	Calls Overflowed From	Percent of Calls Answered	Percent of Calls Missed	Avg Speed of Answer	Total Talking Duration	Avg Talking Duration
Building	37	34	3			91.9%	8.1%	0:00:15	1:28:49	0:02:37
Enquiries	129	107	22			82.9%	17.1%	0:00:14	3:38:10	0:02:02
Payments	14	12	2			85.7%	14.3%	0:00:10	0:07:54	0:00:40
Planning	218	210	8			96.3%	3.7%	0:00:17	10:56:58	0:03:08
Plumb Engineer	14	12	2			85.7%	14.3%	0:00:30	0:23:55	0:02:00
Rates	58	52	6			89.7%	10.3%	0:00:15	1:30:35	0:01:45
SorelCouncil										
Waste	63	57	6			90.5%	9.5%	0:00:15	1:40:29	0:01:46



Customer Requests

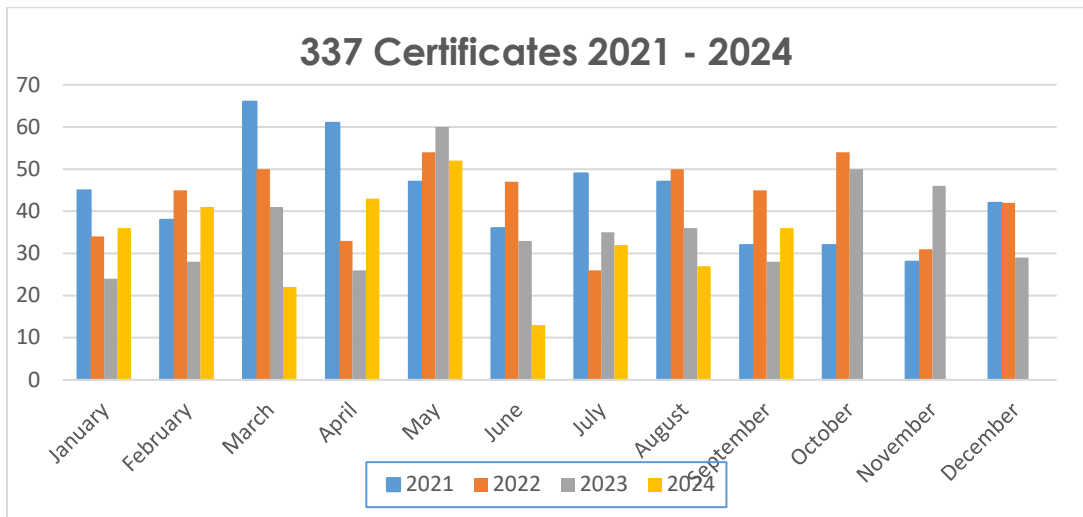
CRMs created for the month of September





337 Certificates

Council processed 36 - 337 Certificates in September which relate to the sale of properties as detailed in the graph below.



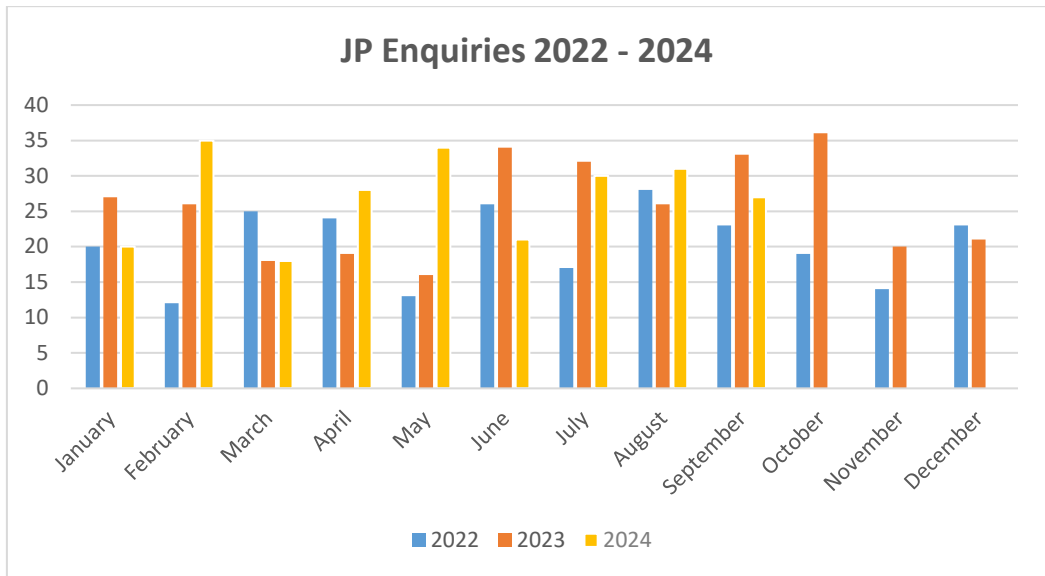
132 Certificates

Council processed 82 - 132 Certificates in September which relate to the sale of properties as detailed in the graph below.





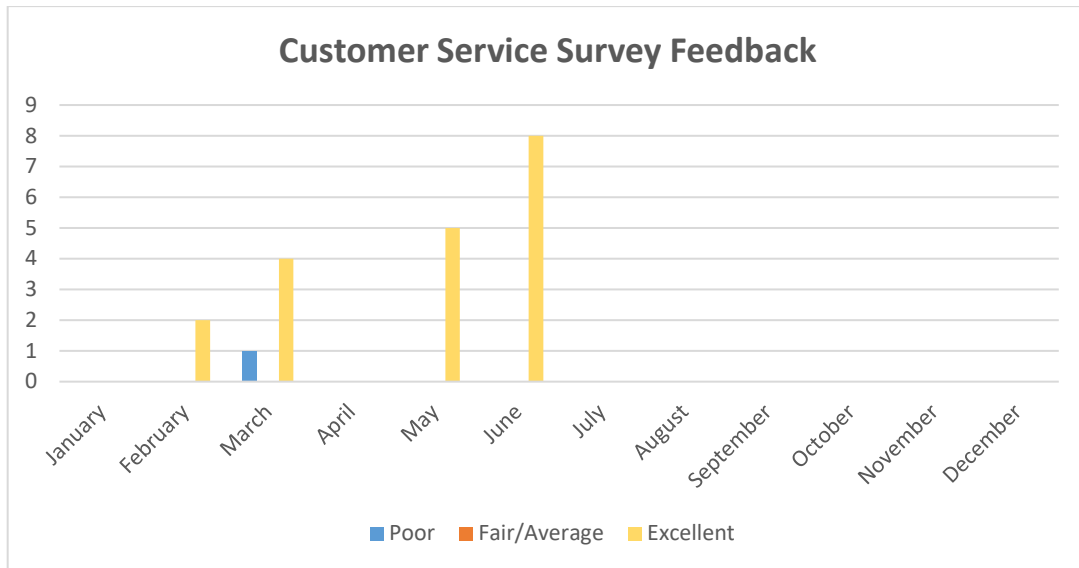
Justice of the Peace Enquiries



Customer Service Feedback

No completed customer service surveys for the month of September were received.





We received 1 written form of appreciation for the month of September:

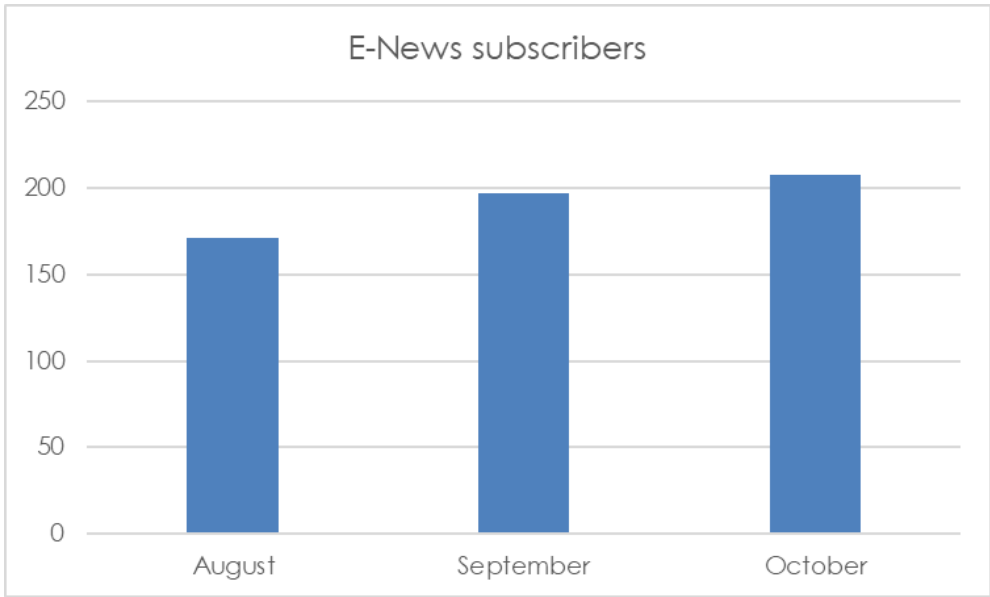
Breast Screen Tasmania thanked Council for hosting the mobile screening bus "Luna".

COMMUNICATIONS

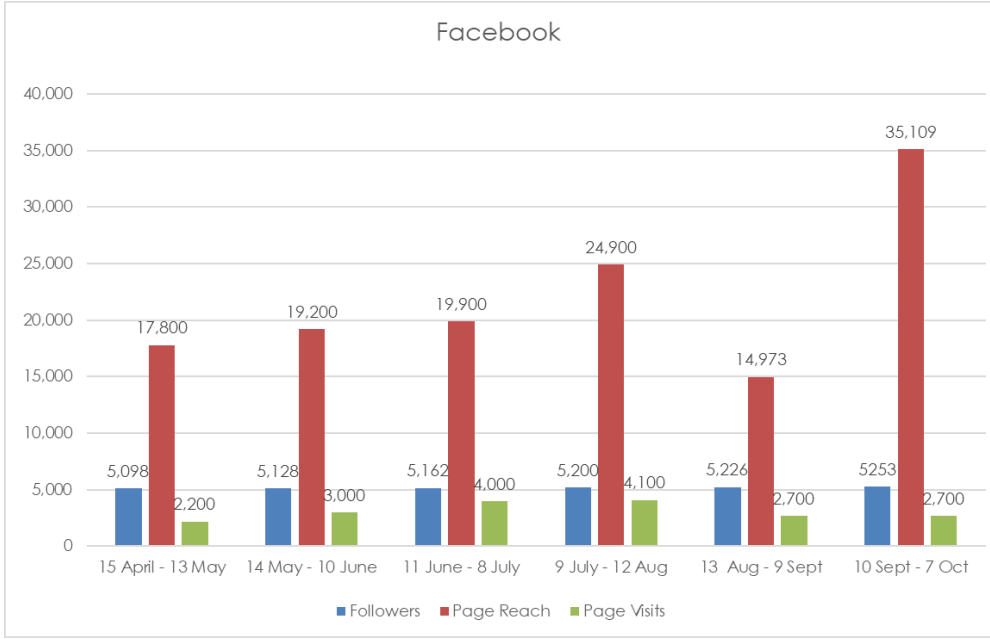
General

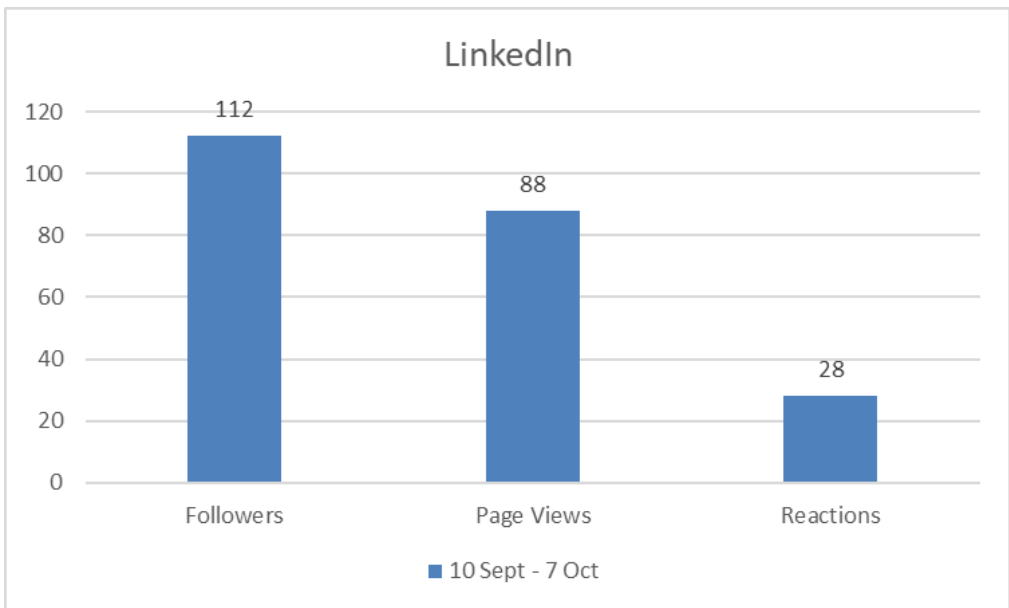
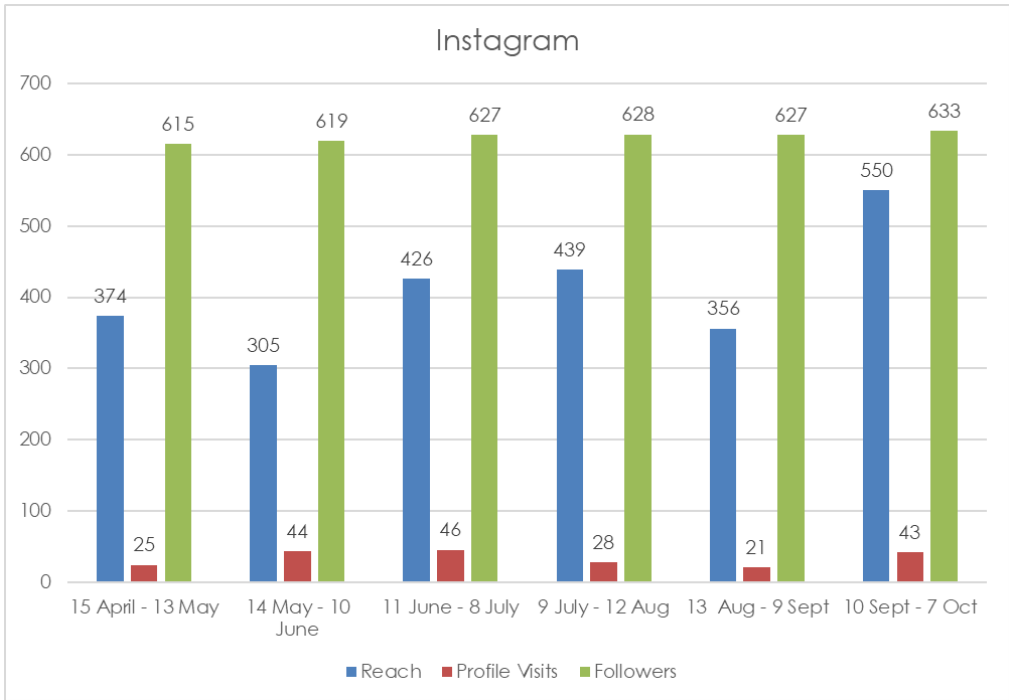
- Sorell Times – Regular monthly advert.
- Council Works Update – Monthly update compiled re current and soon to be commenced Council works, published on our website, Facebook and Instagram pages.
- Website – Updated with news and information including Council Works Updates, Copping Hall AGM, Blue Lagoon managing water levels, Australia Day Awards, Garage Sale Trail and STRLUS review.
- NRM - NRM Thursday posts on social media ongoing. NRM section ongoing in monthly Sorell Times advert re weed awareness and other NRM matters.
- Waste Education - Waste Wednesday social media posts ongoing.
- Advocacy - Regional Strengthening Projects Advocacy document update in progress.
- E-News – Sent out the October 2024 edition of Sorell Council E-News to subscribers.





Social Media





COMMUNITY CONSULTATION/ENGAGEMENT

Engagement and Partnerships Coordinator was on leave at time of reporting.

- Preparations for Southern Beaches Onsite Wastewater and Stormwater consultation.
- Prepared Scope of Works, Quote for Services and briefed consultant for draft NRM Strategy revision.
- Liaison with Service Providers Network re previous meeting notes and next meeting.



- Met with Stephen Savage from St George's Anglican re St George's Square and community opportunities on 10/9.
- Update to community re Park Beach to Cafes project.
- Held Community pop up chat to engage on C&E Strategy at Midway Point Neighbourhood House 11/9 and Dunalley Bakery 12/9.
- Reviewed survey responses and feedback for Making Community Engagement Count consultation to inform Communication and Engagement Strategy.

MEDIA/PROMOTIONS

- Yahoo News – provided a quote in response to Veolia garbage truck driver going “above and beyond” picking up rubbish.
<https://au.news.yahoo.com/council-worker-praised-by-neighbours-for-legendary-bin-act-004449979.html?>

ARTS AND CULTURE

- Nil

COMMUNITY COLLABORATIONS

- KABTas Sustainable Communities Tidy Towns Awards 2024 – Nominated Sorell 22: Country to Coast in the Heritage and Culture category for the 2024 program and met with the judges on 1/10/24.
- Southern Beaches Landcare Coastcare – provided approval and funding for Smoking Ceremony by Linton Burgess at Dodges Ferry Rec Reserve and attended with some elected members, Council Staff and local Home Schoolers and Dodges Ferry Primary School students as an acknowledgment of Country.

COMMUNITY GRANTS PROGRAM

Community Grants

- South East Netball Association - \$2,000 towards their Taste of the South East Event.

Individual Achievement

- Nil

Quick Response

- Nil

EVENTS

- Seniors Week (14-20 October) – Promotions and bookings for events ongoing.



CORPORATE ADMINISTRATION

Citizenship Ceremony

Council conducted a Citizenship Ceremony on Australian Citizenship Day 17 September 2024 and welcomed 7 new citizens to our Municipality.

Right to Information

- No Right to Information Requests were received.

Policies under review

Policy	Policy Type	Update
Enforcement Policy	Council	Review complete. Associated Enforcement Procedure developed. Both require Council workshop before adoption.
Fraud and Corruption Prevention	Council	Review complete. Requires Council approval.
Property Access Policy	Council	Review complete. Requires Council approval.
Code of Tendering	Council	Officer review underway.
Investment Policy	Council	Officer review nearing completion.
Fees Refund and Remission	Council	Review complete. Requires Council approval.
Acknowledgement of Traditional Owners Policy	Council	Officer review complete.
Related Party Disclosures Policy	Management	Officer review nearing completion.
Asset Management Policy	Council	Officer review underway.
Personal Information Protection Policy	Council	Officer review complete. Requires Council approval.

Leases & Licences

- Sorell Football Club Lease – With the club for review.
- Dodges Ferry Rec Centre – Variation to Lease negotiations with DECYP re: Canteen.
- Crown Lease renewal – Boomer Bay Road, Boomer Bay – Carpark and Toilet. Request to enact further term sent.

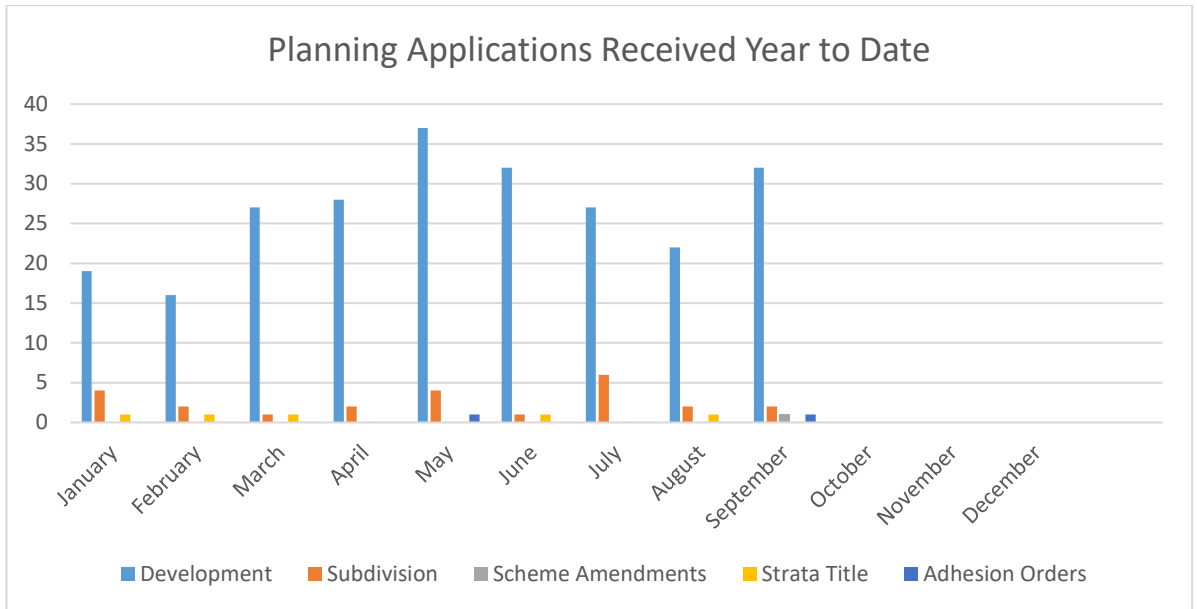


11.4 PLANNING – SHANE WELLS, MANAGER



Planning application received for year 2024

Analysis of planning applications received year to date including September 2024.



Fees Waived

During the month of September 2024, no requests to waive Planning fees were approved.

DELEGATED AUTHORITY

During the month of September 2024, a total of 22 Planning Approvals/Permits/Refusals/Exemptions have been issued including:

1	Applications approved as Permitted Development; issued under delegated authority
0	Applications presented as Permitted Developments for Council consideration at SPA/Council Meeting.
0	Application presented as Section 56 Amendment for Council consideration at SPA/Council Meeting.
1	Application received which complied with Section 56 Minor Amendment, issued under delegated authority
1	Applications received which complied with requirements for No Permit Required (not requiring a Planning Permit)



0	Applications received which complied with requirements for No Permit Required (not requiring a Planning Permit), for Council consideration at SPA/Council Meeting.
0	Application with the requirements for General Exemptions/Not applicable
18	Applications approved as Discretionary Developments; issued under delegated authority
1	Applications presented as Discretionary Developments for Council consideration at SPA/Council Meeting.

The following is a summary of approvals/permits issued for September 2024.

Description	Application Type	Property Address
Three lot subdivision	Discretionary	701 Arthur Highway, Sorell
Partial Change of Use (Tasting Room (including the sale of packaged alcohol)), and Signage	Discretionary	11 Fulham Road, Dunalley
Educational and Occasional Care (Childcare Centre)	Discretionary	18 Arthur Street, Sorell
Additions & Alterations to Dwelling & Front Fence	Discretionary	222 Carlton River Road, Carlton
Outbuilding	Discretionary	8 Spotswood Road, Dunalley (186622/3)
Dwelling	Discretionary	20 Sunningdale Close, Midway Point
Dwelling	Discretionary	20 Oakmont Road, Midway Point
Dwelling	Discretionary	12 Tenth Avenue, Dodges Ferry
Educational and Occasional Care	Discretionary	24 Clifton Drive, Sorell including works to the Clifton Drive road reservation
Dwelling & Outbuilding	Discretionary	8 Vigar Court, Orielton
Outbuilding	Discretionary	696 Bay Road, Marion Bay
Dwelling (CT 187106/26)	Discretionary	16 Spoonbill Loop, Sorell
Dwelling	Discretionary	10 Spoonbill Loop, Sorell
Dwelling	Discretionary	12 Federation Drive, Sorell
Outbuilding	Discretionary	159 Greens Road, Orielton
External Lighting (BMX facility)	Discretionary	11 Arthur Street, Sorell
Minor Amendment (Relocation of Outbuilding)	Minor Amendments	189 Greens Road, Orielton
Dwelling (CT187106/7)	Discretionary	13 Spoonbill Loop, Sorell
Outbuilding (CT211147/1)	Discretionary	White Hills Road, Forcett (CT211147/1)



Outbuilding	Discretionary	11 Blackwood Drive, Forcett
Outbuilding	Permitted	20 Clearys Lane, Bream Creek
Outbuilding - Farm Shed - (Resource Development)	No Permit Required	5 Oakview Court, Sorell

There were no Refusals issued for September 2024.

PLANNING COMPLIANCE

During the month of September 2024, we received two new complaints that required further investigation.

Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec
-	2	2	2	2	0	0	1	2			

Below statistics reflective of Notice of Intention/Enforcement Notice issued for September 2024:

Notice of Intention Issued:	1
Enforcement Notice Issued:	0

SORELL PLANNING AUTHORITY (SPA)

The Sorell Planning Authority (SPA) met on the 10th and 24th of September 2024 and determined the following:

- Approval of a child care centre at 24 Clifton Drive, Sorell (5.2024.133.1)
- Approval of a three lot subdivision at 701 Arthur Highway, Forcett (7.2024.3.1)

APPEALS

Item	Appeal Status
7.2022.10.1 - Subdivision at 8 Cole Street, Sorell – appeal lodged by applicant regarding sewer and footbridge contributions	Appeal lost. Tribunal found in favour of applicant
5.2023.295.1 - Dwelling at 579 Primrose Sands Road refusal conditions Consent agreement reached	Hearing completed. Decision pending



STRATEGIC PLANNING

Item	Status (* indicates update since prior month)
State Planning Office (SPO) - Improving Residential Standards in Tasmania Project (General Residential Zone and Low Density Residential Zone).	Consultation process completed. Awaiting Outcome
Outer Hobart Residential Supply and Demand Study.	Complete. Public release pending
Statewide Planning Provisions – Ongoing Five Year Review	TPC hearings scheduled for hazard code changes(*)
Tasmanian Planning Policies.	Approval Delayed
Regional Land Use Strategy Update.	State of Play public engagement underway

NATURAL RESOURCE MANAGEMENT

Following key activities were conducted:

- Invasive Weeds grants works underway.
- Free Cat desexing and microchipping extended to all Sorell Municipality and progressing.
- Paterson's Curse project completed in partnership with Tasman Council.
- Bridal Creeper project in final stages with Clarence Council.
- Participated in Local Government Climate Capability Program.
- Various grassy invasive weeds control program underway.
- CERMP phase 1, first five outfall construction completed and other 15 outfalls design underway.

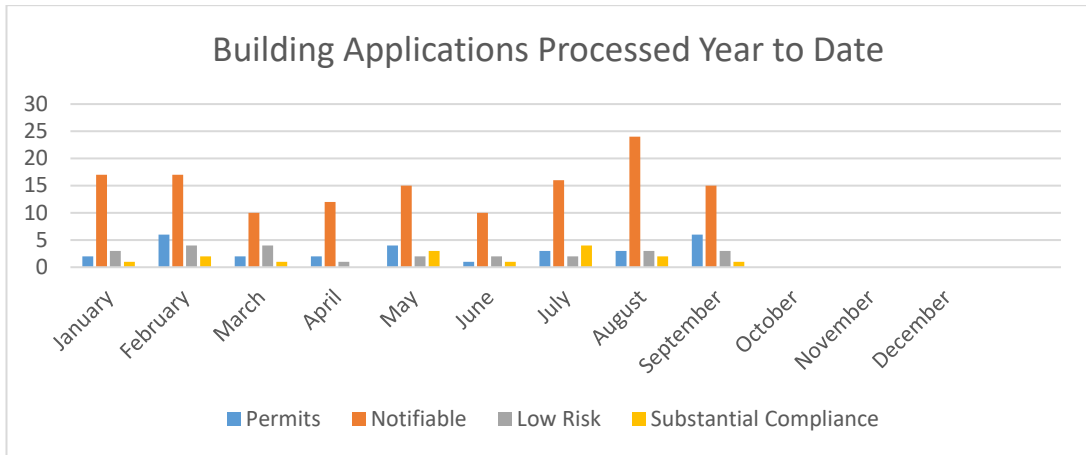


11.5 HEALTH AND COMPLIANCE – GREG ROBERTSON, MANAGER



BUILDING

Analysis of applications approved year to date including September 2024. These include (Permit/Notifiable/Low Risk/Substantial Compliance).



Details of applications that were approved in September 2024 (details below).

These include:

- 6 Permits
- 15 Notifiable
- 2 Low Risk
- 1 Substantial Compliance

Property Address	Propose Use Of Building
49 Franklins Road, Kellevie	Dwelling
43A Midway Point Esplanade, Midway Point	Dwelling
1 Tamarix Road, Primrose Sands	Dwelling
41 Richards Avenue, Dodges Ferry	Deck & Retaining Wall
7 Birkdale Place, Midway Point	Dwelling
460 Old Forcett Road, Dodges Ferry	Storage Room
5 Oakmont Road, Midway Point	Dwelling
6 Downward Way, Sorell	Dwelling
41 Friendship Drive, Sorell	Dwelling
600 Primrose Sands Road, Primrose Sands	Outbuilding
18 Knights Road, Connellys Marsh	Dwelling
182 Shark Point Road, Penna	Dwelling
20 Sunningdale Close, Midway Point	Dwelling
20 Oakmont Road, Midway Point (186700/41)	Dwelling



5 Spoonbill Loop, Sorell (CT 18681 1/3)	Dwelling
13 Parkside Place, Sorell	Dwelling
21 Federation Drive, Sorell	Dwelling
47 Cole Street, Sorell	Training Centre & Ass Offices
25 Downward Way, Sorell	Dwellings x 4
2124 Arthur Highway, Copping	Carport
37 Arthur Highway, Dunalley	Dwelling
4 Rantons Road, Dodges Ferry	Outbuilding
85 Susans Bay Road, Primrose Sands	Dwelling
3 Three Street, Dodges Ferry	Dwelling

FEES WAIVED

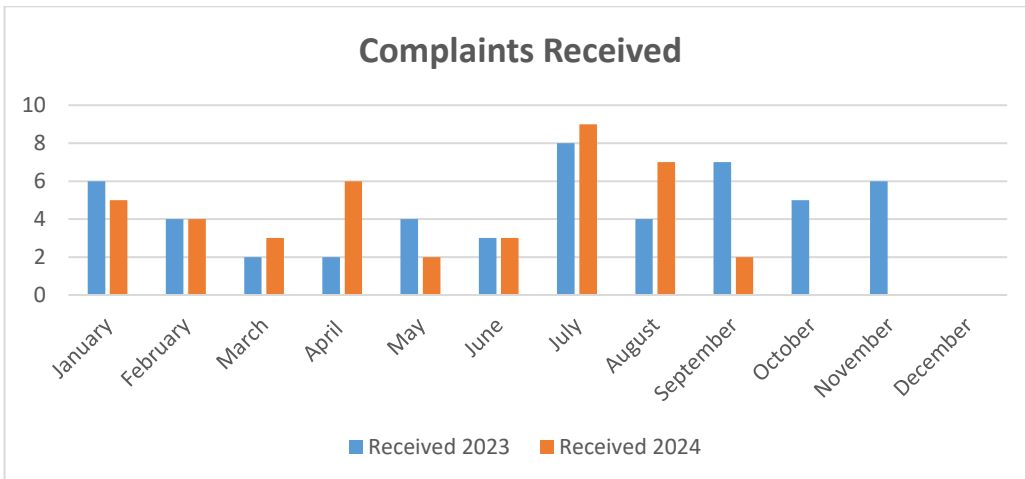
During the month of September 2024 no fees were waived.

BUILDING COMPLIANCE

Council compliance officers are continuing to investigate and inspect any incoming complaints in relation to potential illegal construction of works.

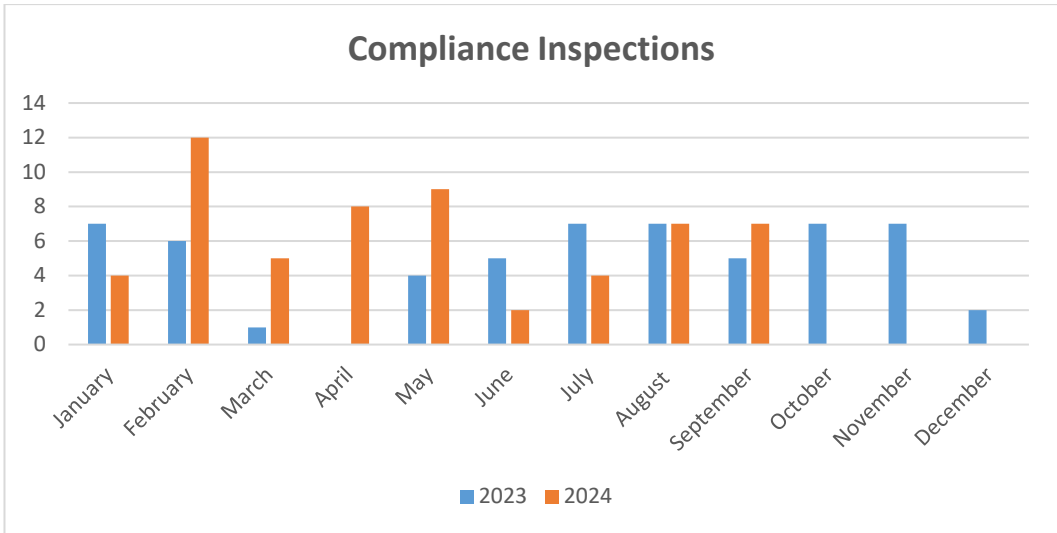
During the month of September 2024, we received 2 new complaints that required further investigation.

During the month of September 2024, we prioritised some existing complaints that required further follow up to ensure compliance. These involved re-inspections in Primrose Sands and Nugent to ensure non-habitation of Outbuilding's/Un-approved Buildings to prevent infringement notices being issued. This has resulted in removal of furniture to ensure compliance, and applications submitted for approval of illegal works.



There were 7 on-site inspections completed for the month of September 2024.

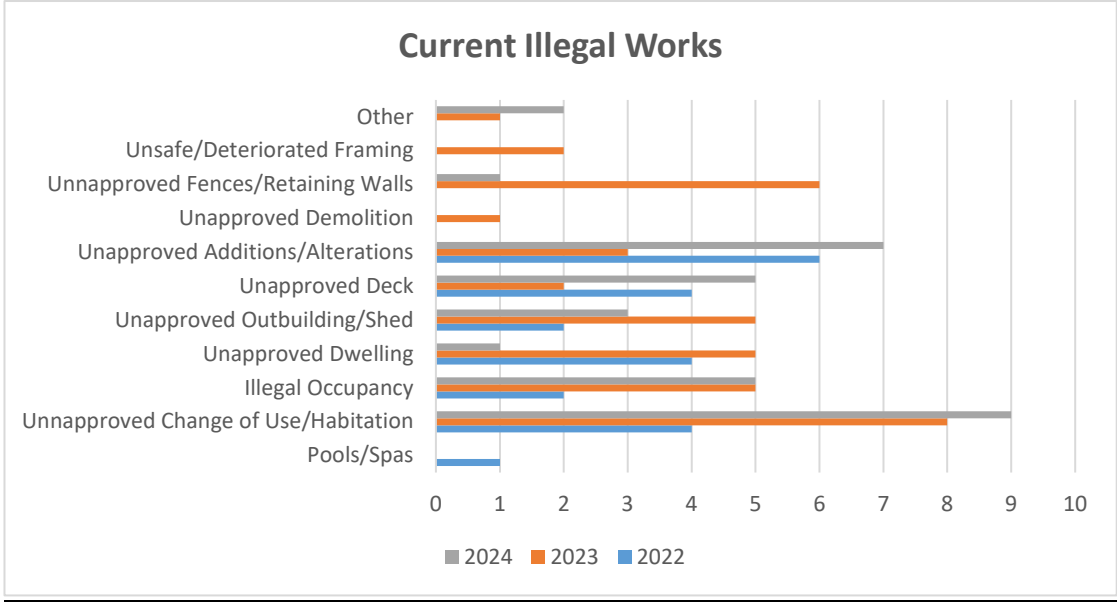




We often receive other incoming queries/complaints that do not require inspections that can be completed as they comply or are low risk work not requiring permits.

Below statistics reflective of Notices/Orders issued for September 2024:

Building Notices issued:	4
Building Order issued:	2
Building Order (Including Notices) revoked:	2
Infringement Notices issued:	2
Emergency Order issued:	0

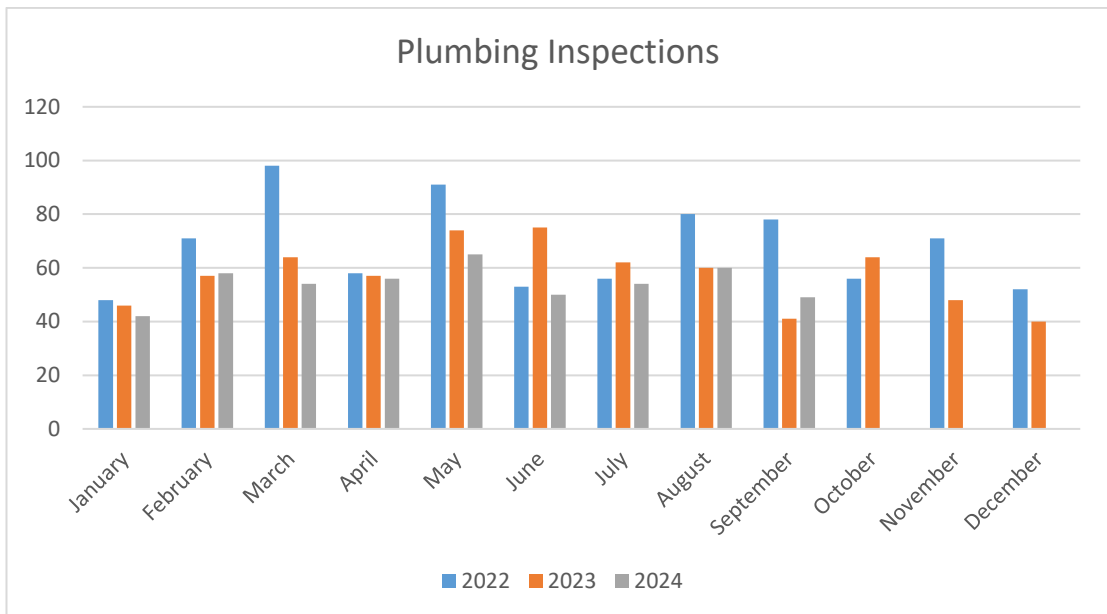
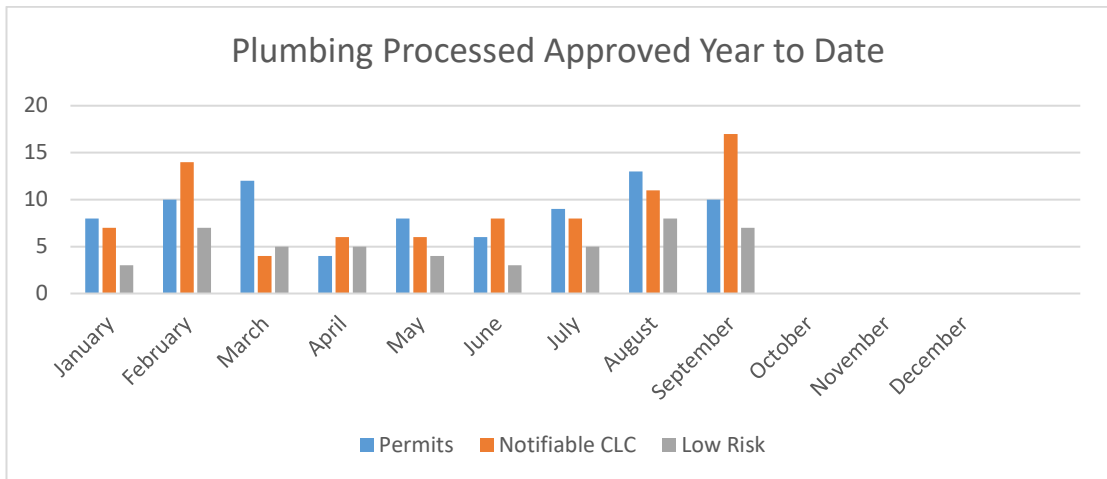


PLUMBING

Analysis of applications approved year to date including September 2024. These include (Permit/Notifiable/Low Risk).

Details of applications that were processed in September 2024 (details below). These include:

- 10 Permits
- 17 Notifiable
- 7 Low Risk



In September, 49 plumbing inspections were conducted for new and existing plumbing works. These works are current Plumbing Permits and Certificates of Likely Compliance.



PLUMBING COMPLIANCE

Below statistics reflective of Plumbing Notices/Orders issued for September 2024:

Plumbing Notices issued:	0
Plumbing Order issued:	0
Plumbing Order (Including Notices) revoked:	0
Infringement Notices issued:	0
Emergency Order issued:	0

Plumbing Surveyor and Manager of Health & Compliance have been dealing with two ongoing complaints about plumbing work that has been completed and subsequently identified as being defective.

ENVIRONMENTAL HEALTH

Building Act 2016

Onsite wastewater management assessments completed for Plumbing Permit applications, mostly in the Southern Beaches. Several designs received were non-compliant and had to be re-designed.

The operator of a commercial property in the Southern Beaches which discharges wastewater into Pittwater has not yet been resolved. The Licensee has engaged a plumbing business to install a new wastewater treatment system, a plumbing application has been issued for the new wastewater treatment system. The new design involves an aerated wastewater treatment system and irrigation area, which will avoid the need to discharge into Jones Bay. The owner was contacted in late September 2024 for an update. A site meeting is planned with the contractor in October to make the arrangements for when work can commence.

Land Use Planning & Approval Act 1993

Development and subdivision application assessments completed including, a childcare centre in Sorell, unit development, re-zoning application, new houses in the Southern Beaches, (where the Southern Beach On-site Wastewater and Stormwater Special Area Plan applies) including a new subdivision in Forcett and subdivision final plans assessment to ensure compliance with permit conditions.

Food Act 2003

All Food businesses have renewed their registrations certificates and inspections are ongoing to ensure registration of food business is consistent with the Food Standards Code. 6 Food business safety assessments were conducted during September 2024, including two follow-up inspections to



determine if required works from a previous inspection had been completed.

The Food Safety Supervisor requirements have been implemented and most food businesses now comply. Follow up inspections continue to improve food safety culture and education and ensure food business comply with Food safety Standards. All food businesses inspections are currently up to date.

Food business registration renewals were sent out in late May 24. EHO's have assessed the applications and registration certificates were emailed out. EHO's have assisted with several new business enquiries, mostly related to temporary food business applications,

Public Health Act 1997

Renewal registrations for private water suppliers and water carriers have been sent out and are being assessed. Inspections and compliance with Appendix A –ADWG Health Guideline Values: Microbiological and non-microbiological sampling. An application for a water cartage vehicle was assessed.

The EHO prepared and submitted the annual public health, recreational water quality and food safety reports to the Director of Public Health.

The EHO completed a report on staff influenza immunisations.

One Gastroenteritis outbreak was reported however on investigation it was found not to be related to the establishment's food handling.

Environmental Management & Pollution Control Act 1994 (EMPCA)

Noise, smoke, light spillage and odour issues/complaints were received including, loud music, trail bikes, smoke from wood heaters, builders working outside of permissible hours.

The EHO has resolved an ongoing odour complaint from a food business, the owner has agreed to undertake works to reduce the nuisance to neighbours. A filter has been installed in mechanical ventilation to reduce odour emissions.

Several complaints were received regarding smoke from wood heaters in residential areas. The smoke emitted is causing a nuisance to several neighbours.

Waste Management

1. The third greenwaste wheelie bin collection commenced in September with a participation rate of 41% (number collections divided by the total number of eligible properties) which was higher than August (33%) and July (38%). In total 65 tonnes of greenwaste were collected, with low levels of



contamination, tonnages were similar to that collated in August. The greenwaste bins have proved to be more popular than the former monthly bulk greenwaste collection, the total monthly collection had an average participation rate of 14% and average tonnage of 44.

Veolia is now providing monthly reports on greenwaste, garbage and recycling collections. The participation rate for garbage was 81% and 77% for recycling in September. 77 Tonnes of recycling (from Kerbside collections) was sent to the Recycling Processing Facility in Derwent Park. 322 Tonnes of kerbside collected garbage was delivered to the Copping Landfill.

2. Prepared a submission to the ACCC in relation to the application by Southern Waste Solutions for an organic's facility at Copping. The submission indicated support for establishing a new facility and the benefit of having a local facility, in particular lower transport costs and opportunities to divert more organics from landfill.

3. Garage Sale Trail registrations are now open. The sale runs over two weekends in November. Registration information has been shared with schools, community groups, and residents to encourage them to get involved in this waste education program and landfill reduction initiative.

Street Stall / Public place permits

Several permits were issued for food vans in Dodges Ferry. One new application for outside dining was received in Sorell near the round-a-bout.

Shark Point Road Sewerage extension

The TasWater contractor has completed the sewerage extension works. One property has connected.

Dodges Ferry School sewage lagoons

Tawater's consultant is continuing to prepare designs for new wastewater treatment systems to replace the existing sewage lagoons on the recreation park that service the School, Okines House and Dodges Ferry Football Club. A new water meter has been installed to more accurately calculate the daily wastewater loadings required for the sizing the sewage treatment plant and wastewater land application area.

Water meter reading have been taken to allow the designer to size the wastewater treatment plant and land application area. Council will meet with TasWater and Department of Education staff in late October or early November to progress the project.



Southern Beaches On-site Wastewater and Stormwater Strategy

Three experienced consultants have been engaged to prepare the strategy, Whitehead & Associates, WC Cromer and Onsite Assessments Tas. All consultants are familiar with the Southern Beaches and have worked for Council previously on similar projects. A meeting is scheduled with the consultants in early October 2024 and work will commence during November.

By-Laws

The Director of Local Government provided feedback on the draft Public Places by-law and regulatory impact statement. The RIS and by-law have been amended and sent back to the Director for approval to commence community consultation.

Dairy Effluent

Manager Health & Compliance provided feedback to the stakeholder reference group in relation to the regulation of dairy premises and proposed changes to the Code of Practice for Dairy Effluent Management.

COMPLIANCE

Dogs on beaches

Council officers have continued periodic patrols of beaches outside of the restricted times as part of Council's education program. Focussing on both making owners aware that dogs must be under 'effective control' and requiring dogs to be 'on-lead' in car parks.

Dog attacks

Council officers investigated 2 dog attacks on a person and 2 attacks on other dogs.

Dogs at Large / Fines and impounded

8 dogs were impounded and 9 dog related infringement notices were issued, comprising the following offences:

- dog at large
- creating a nuisance
- failing to register
- failing to pick up after their dog in the main street of Sorell.

Compliance Officers continued to engage with dog walkers, issuing fines when necessary to those with dogs off-lead on footpaths. In accordance with the *Dog Control Act 2000*, dogs must be kept on a lead on all roads and road-related areas within built-up areas, including footpaths, roads, nature strips, and car parks, unless a designated off-lead area has been declared by Council.



Compliance Officers have continued dog registration checks for dogs that have not re-registered from the previous year, which has resulted in over 20 dogs been reregistered.

Planning Compliance

2 Complaints were received and investigated.

Parking

Compliance Officers continued to deal with an increased number of parking complaints, which were predominately minor traffic parking offences ranging from parking on footpaths, exceeding time restrictions outside local businesses, illegal parking of heavy vehicles and parking in a disability zone without displaying a permit.

Noise Complaints including Dog Barking and Poultry

Council's Compliance Officers dealt with 7 barking dog complaints and rooster crowing complaints. 3 roosters were relinquished to Council.

Littering

No littering investigations occurred through September.

Caravans

Compliance Staff identified 23 caravans that had not obtained a caravan licence and the owners of the property were sent a letter requesting they apply for a licence.

Currently, 12 Applications have been received and the remaining property owners will receive a fine for non-compliance.



11.6 INFRASTRUCTURE AND ASSETS – JULIE MANN, MANAGER



CAPITAL WORKS - TRANSPORT AND STORMWATER

There are several Capital Works projects that are being designed, advertised for construction, about to commence construction, have commenced or achieved practical completion across our Municipality.

Capital Works projects within the design phase:

- Whitlam Court, Lewisham – Stormwater – Land easement and negotiation with property owner delays, currently looking at an alternative solution – ongoing.
- Junction Street, Dodges Ferry – Footpath renewal - Design commenced.
- Franklin Street, Dunalley, reconstruction, and associated drainage works. Design Stage.
- Three Street, Dodges Ferry upgrade and associated drainage works. Design Stage.
- Pearl Court, Dodges Ferry upgrade/stabilisation.
- Jacobs Court, Dodges Ferry upgrade with associated drainage works.
- Delmore and White Hill Road Intersection upgrade. Geotech investigation quotation requested, UDM will be carrying out GPR survey in September to assist in the reconstruction design.
- Southeast Sports Complex – drainage works, materials quotation received from TEFCO.

Capital Works construction projects within the procurement process

- Resheet Program 2024-25 tender submissions and assessment.
- Reseals program is currently out for tender.
- Parnella Road, preparing RFQ ready for second quarter.
- Sorell Main Road the vicinity of 81 and 83 (School Grounds) flood retention and pipework. Progressing with property owners' approvals. Currently preparing RFQ.
- Oak Street Reconstruction.
- Allambie Road reconstruction.

Capital Works Under Active Construction:

- Erle Street, Carlton, stormwater drainage project.
- Seventh Avenue Stormwater upgrade – completed now.

Safer Rural Roads Program

- Kellevie Road project detailed Engineering Survey for Planning and Design due to be completed in August. Draft proposal by early September. Have been in discussion with Burbury Consulting to expedite design as soon as possible. Vegetation and tree clearing on site has been successfully completed providing vastly improved visibility.



CAPITAL WORKS - LAND IMPROVEMENTS AND BUILDINGS

Footpaths

- Red Ochre Beach Access – Local indigenous community groups have had another meeting with Council.
- Shark Point Rd (Taswater Site) gravel path – due to Start in October.
- Sorell Streetscape
 - New bin surrounds have been installed and recently we have had more delivered to replace the old-style bins in the main streets.
 - Stage 6 is nearing completion with only minor works remaining.
 - More seating, trees and bins will be installed during October/November.
 - Designs for areas adjacent to Live Eat for seating and protective barriers is underway.

Vulnerable Road User Program

- Gate Five Rd – Land acquisition is complete.
 - The guard rail has been installed.
 - Installation of the concrete footpath to commence mid-October.

BUILDINGS

Train Shed

- The glass doors have been installed.
- Lighting will be installed late-October.
- Perimeter fencing – no change.
- Screening and hedge style plantings to be installed along the rear fence to properties in Cole St – No change.
- Additional concrete works have been installed at the eastern end/main entrance.

Southeast Jobs Hub

- Certificate of Likely Compliance has been issued.
- Building and plumbing permits have been issued.
- Works have commenced on-site with:
 - Compacted gravel pad installed.
 - Concrete piers and thickening beams have been installed.
 - Works have commenced on the internal concrete beams.
 - Plumbing works have commenced.
 - Cost saving methods on various components are being discussed with the contractor.
 - Roofing trusses are being manufactured.
 - Window surrounds are being manufactured.



Sorell Memorial Hall

- Floorplan has been agreed on internally with the basics suiting the requirements of the Historical Society and Councils preferences.
- Design consultants have been engaged.
- Detailed survey has been taken around the site and internally due to some level issues.
- Design considerations have allowed for the external air vents to the under floor of the main hall area will remain functional.
- Quote request received for air conditioning/ control unit to the existing Historical Society room – this will become the climate-controlled storage area.

PARKS AND RESEERVES

Dodges Ferry Skate Park

- The scope is being finalised. This includes the removal of an old bowl section and another feature that are not functional as they presently stand.
- Currently investigating whether the stormwater outlet of the bowl needs a trash collecting device installed to prevent rubbish from entering the nearby creek.

ASSETS, GIS & ICT UPDATES

- Preparation and scoping for property wise cloud migration taking place in November.
- Blue Lagoon support - temporary pumping to reduce blue lagoon level to a manageable level. Meeting with NRE and Handfish experts / IMAS.
- Stadium floorboards on Court 1 damage – liaising with consultants on best rectification procedures.
- Techquity, behind the scenes are implementing laptop roll out.
- GIS upgrade to take place next month.
- Recruiting for Work Support Officer for Infrastructure and Assets team.

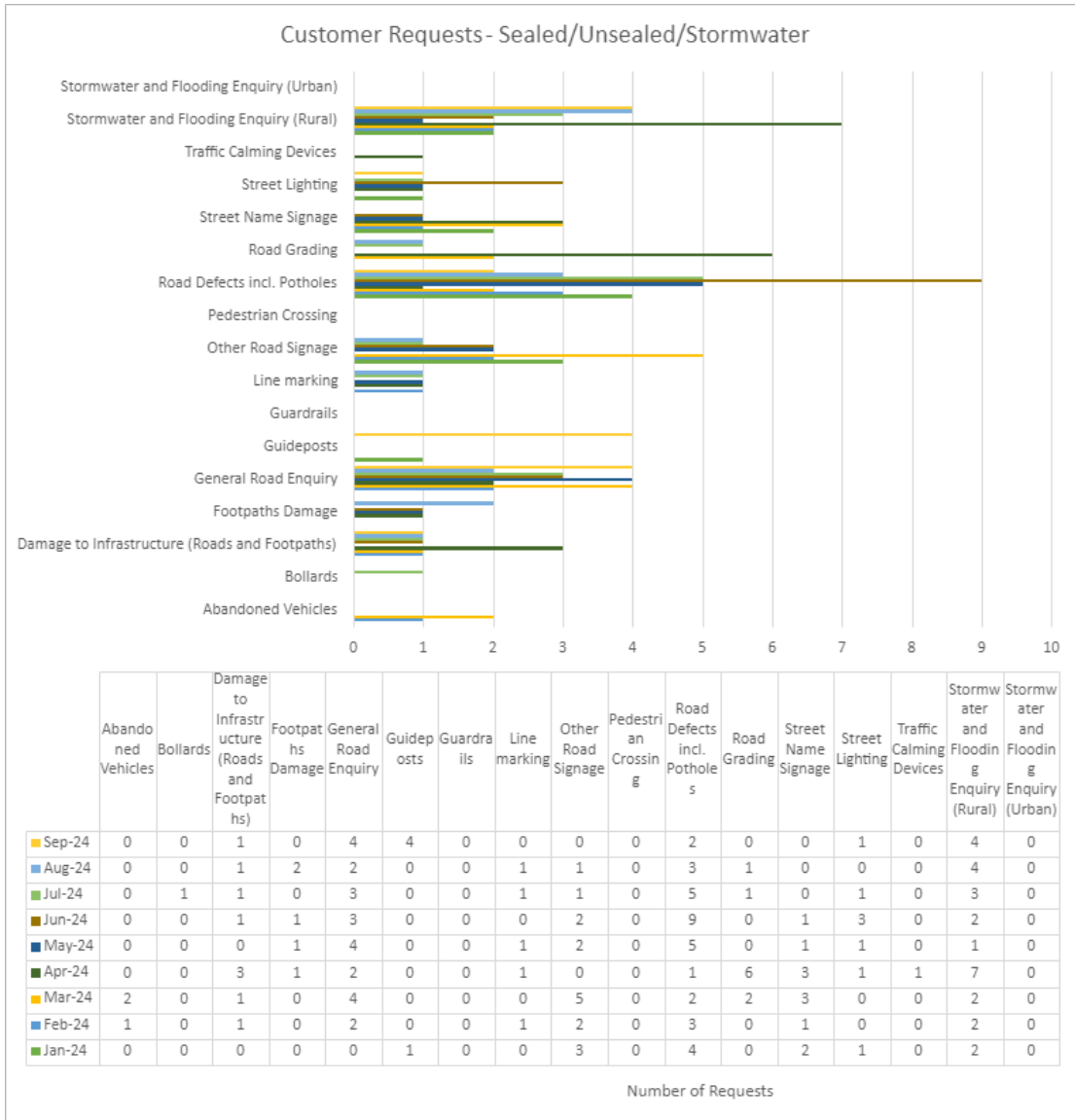


11.7 ROADS AND STORMWATER - DAVID REARDON, MANAGER



All Supervisors and Programmers have implemented project plans on all maintenance work that falls outside business-as-usual practices.

CRM's

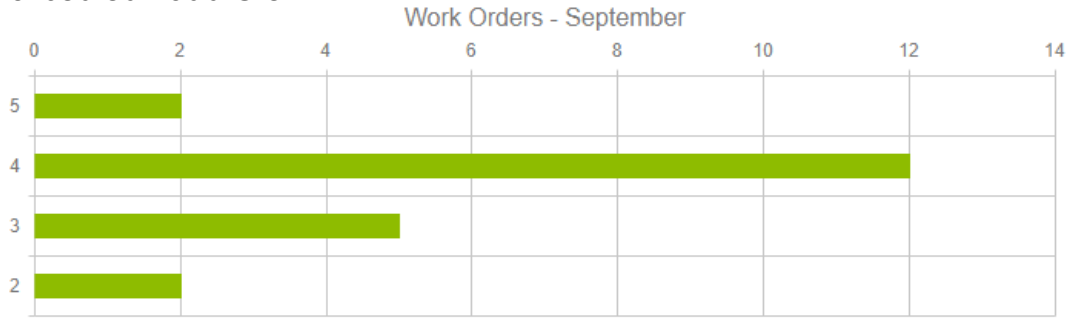


Road Maintenance and Repairs

Priority 1	Urgent - 1 Day
Priority 2	Important- 6 Weeks
Priority 3	Required - 16 Weeks
Priority 4	Maintenance - 26 Weeks
Priority 5	Monitor - 52 Weeks

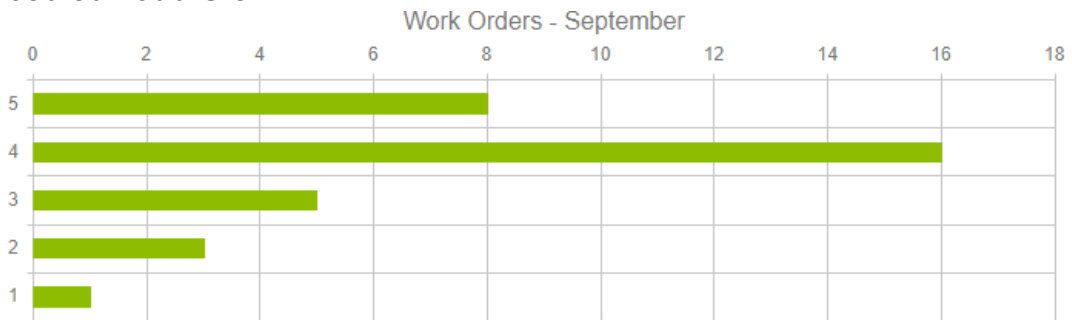


Unsealed Road Crew



- Grading on Nugent Road, Lyeena Street, Kannah Street, Dodges Ferry Rec Ground Access Major, Signal Hill Road, Gillingbrook Road, Alomes Road, Heatherbell Road, Rantons Road, Matthews Road, Tangari Road, White Hill Road, Wiggins Road, and Delmore Road.
- Culvert Repair on Wiggins Road.
- Redirect Drain on Delmore Road.
- Vegetation Control on Nugent Road and Masons Road.

Sealed Road Crew



- Potholes on Mary Street, Beach Road, Correa Street, Brinktop Road, Pawleena Road, Penna Road, White Hill Road, Allambie Road, Delmore Road, Fulham Road, Fitzroy Street, East Crescent, Primrose Sands Road, and Quarry Road.
- Asphalt Edge Breaks on Carlton River Road.
- Gravel Shoulders on Shark Point Road.
- Asphalt Shoulders on Kellevie Road and Carlton Beach Road.
- Asphalt Drain on Brooklyn Drive.
- Linemarking on Gordon Street.
- Vegetation Control on Penna Road and Old Forcett Road.

Inspections carried out

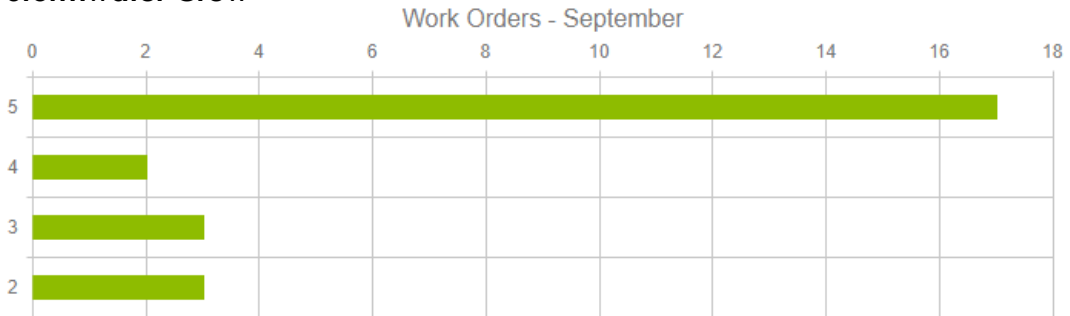
- Nugent

Roadside Furniture



- Signs/Guideposts on Brinktop Road, Bay Street and Primrose Sands Road.
- Replace Mirror on Ridge Road.
- Clean Traffic Islands on Old Forcett Road.
- Footpath Maintenance on Lynmore Way, Sandpiper Drive, and Brady Street.

Stormwater Crew



- Clean Drains on Sunhaven Court, Delmore Road, Franklin Street, Renmore Court, Keelan Court, and Boyd Street.
- Repair Drains on Bay Road, Gordon Street, and Giblin Drive.
- Rockline Drains on Penna Road.
- Vac GPT on Parsonage Place, Penna Beach Street, Reynolds Road, Dubs & Co Drive, Montagu Street, and Fulham Road.
- Repair Kerb on Attunga Drive and Rotuli Street.
- Sinkhole Repair on Penna Road.
- Investigate Pipes on Lewisham Scenic Drive.
- Sweep Kerb on Gordon Street.
- Outfalls in Zone 1.
- Clean up Sugarloaf Quarry.

11.8 FACILITIES AND RECREATION – SONIA PULLEN, MANAGER



Meetings Attended:

- Leadership Team Meeting
- Capital Works Meeting
- South East Sports Precinct User Group Meeting
- South East Sports Precinct Master Plan Meeting
- Various onsite meetings with contractors and staff
- Municipal Emergency Management Meeting
- Southern City BMX

South East Stadium:

- Communications to all facility users provided.
- Various meetings regarding Stadium & Community Facilities.
- Ongoing liaison with local clubs and other future users of the stadium.

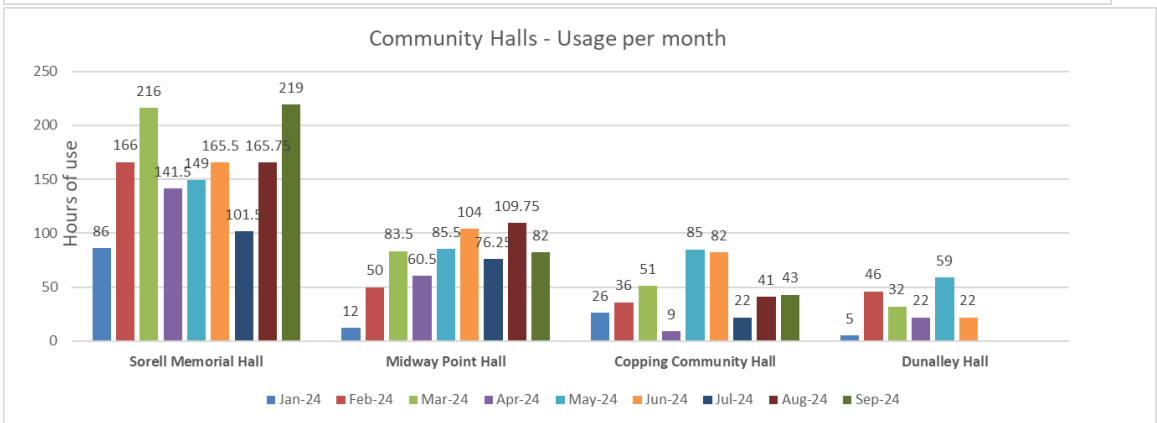
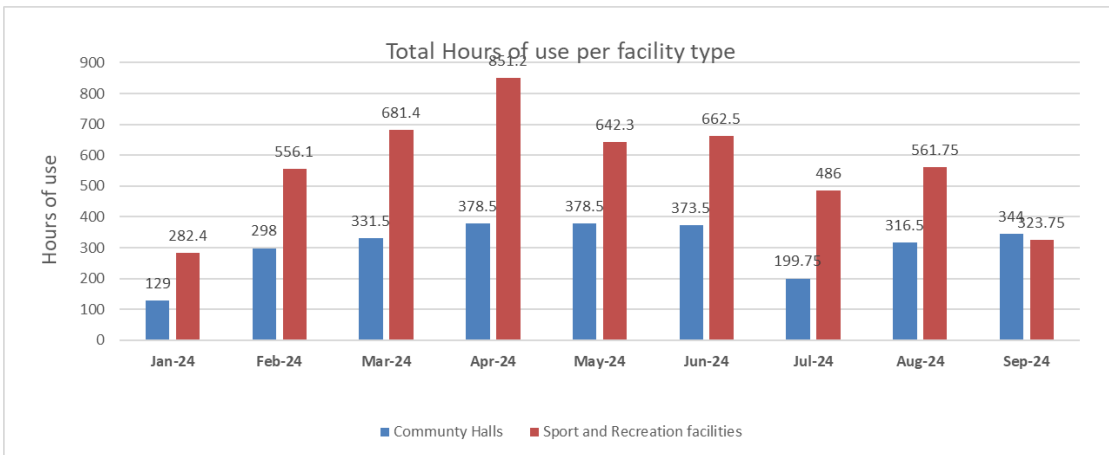


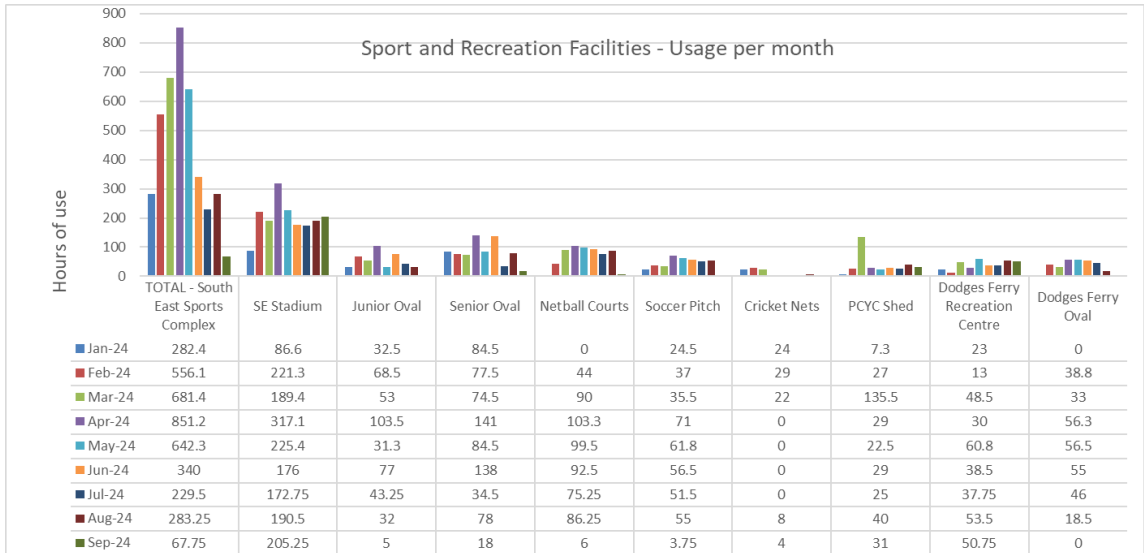
- Ongoing Maintenance discussions.

Activities:

- South East Netball Association
- South East Basketball Association
- South East United Football Club
- South East Pickleball
- Chair Yoga – Reclink
- Probus Club Meeting
- Basketball Tas
- Netball Tas
- Individual hire

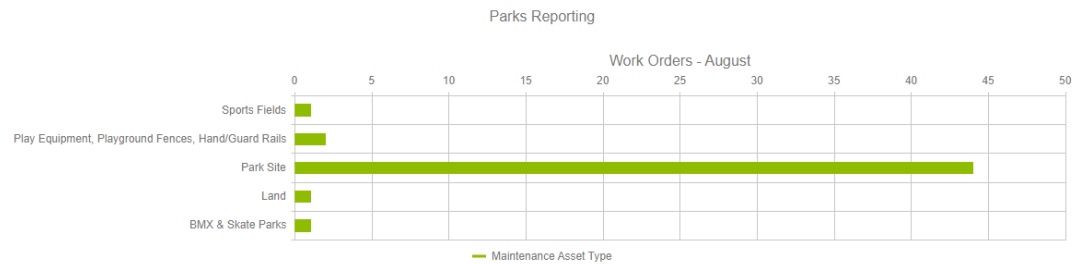
FACILITY USAGE





LAND IMPROVEMENTS

- Tree work – Various locations
- Ongoing mowing and maintenance for Parks, Reserves and Walkways.
- CRM's.
- Replace boards and seating Dunalley Recreation Ground
- Replace 2 broken bollards RV Park Sorell
- Top up gravel on footpath leading to bridge Cole Street Sorell
- Remove boneseed Dunalley Recreation Ground
- Prune back vegetation on Penna Beach Street/Shark Pt Rd intersection



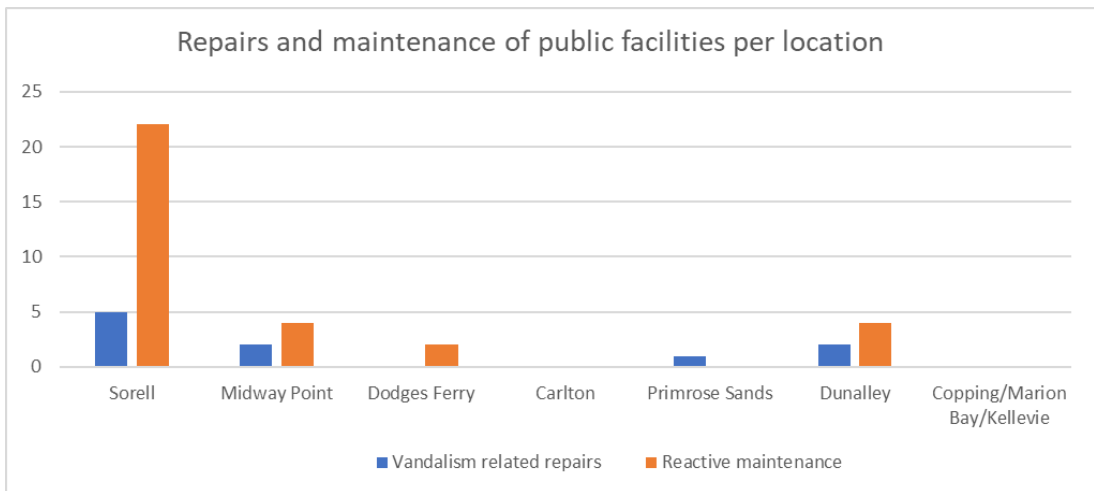
Priority 1	Urgent - 1 Day
Priority 2	Important- 6 Weeks
Priority 3	Required - 16 Weeks
Priority 4	Maintenance - 26 Weeks
Priority 5	Monitor - 52 Weeks

FACILITY MAINTENANCE

All Buildings - general maintenance requirements as per form 46. Repairs and maintenance summary per location, including vandalism related repairs and reactive maintenance:

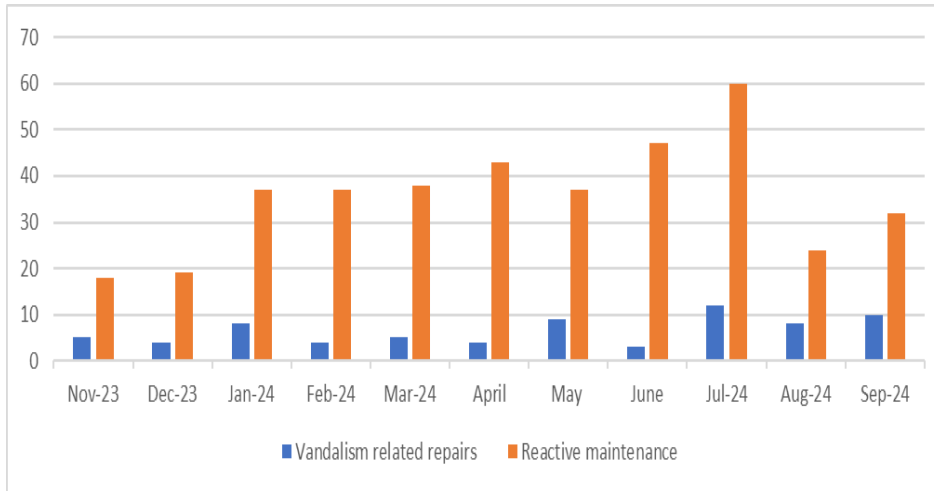


Vandalism and reactive events per location – September 24		
Location	Vandalism related repairs	Reactive maintenance
Sorell	5	22
Midway Point	2	4
Dodges Ferry	0	2
Carlton	0	0
Primrose Sands	1	0
Dunalley	2	4
Copping/Marion Bay/Kellevie	0	0



Overall vandalism and reactive events per month by month		
Month	Vandalism related repairs	Reactive maintenance
Oct-23	12	16
Nov-23	5	18
Dec-23	4	19
Jan-24	8	37
Feb-24	4	37
Mar-24	5	18
April-24	4	43
May-24	9	37
June-24	3	47
July-24	12	60
August-24	8	24
Sep-24	10	32





12.0 PETITIONS STILL BEING ACTIONED



Petition	Tabled at Council Meeting	Status
Withdrawal of the Blue Lagoon Management Plan Draft	18 th July 2023 ordinary Council meeting – S.58(2) LGA 1993.	<p>Council laid the matter on the table for further consultancy on review and options assessment for stormwater management at Blue Lagoon. Variation to the operating budget approved at August 2023 Council meeting to facilitate this - \$50k.</p> <p>Final consultant reports received April 2024.</p> <p>Council staff continue to progress matters with Red Handfish research team (NHRT) in first instance through exchange of consultant reports, development of an interim water level management SOP and ongoing engagement prior to determining further actions.</p> <p>Exchange of all project materials expanded to relevant state and federal agencies.</p> <p>Engagement with NRM EAG has also occurred.</p>

13.0 PETITIONS RECEIVED



At the time of preparation of this agenda no petitions had been received.



14.0 LAND USE PLANNING



The Mayor advised in accordance with the provisions of Part 2 Regulation 25 of the Local Government (Meeting Procedures) Regulations 2015, the intention of the Council to act as a planning authority pursuant to the Land Use Planning and Approvals Act 1993 is to be noted.

In accordance with Regulation 25, the Council will act as a planning authority in respect to those matters appearing under item 14 on this agenda, inclusive of any supplementary items.

14.1 SORELL PLANNING AUTHORITY MINUTES



RECOMMENDATION

"That the minutes of the Sorell Planning Authority ("SPA") Meetings of 10th and 24th September 2024 and 1st October 2024 be noted."



15.0 GOVERNANCE



15.1 COPPING REFUSE DISPOSAL SITE JOINT AUTHORITY – PROPOSED RULE CHANGE

RECOMMENDATION

“That Council approves the proposed amendments to the Rules of the Copping Refuse Disposal Site Joint Authority as agreed by the Authority at its meeting on 15 August 2024”

Introduction

At its meeting on 23 May 2024, the Authority approved, by special resolution, its intention to amend the Rules. The relevant extract from the meeting minutes is attached for reference (Attachment 1).

Since then:

- all Participating Councils approved, by special resolution, advertising the proposed amendments. Thanks are extended to Participating Councils for the efficiency with which Councils addressed the matter;
- the proposed amendments were advertised, and no comments were received; and
- the Authority approved, by special resolution, the proposed amendments as advertised. The relevant extract from the draft meeting minutes is attached for reference (Attachment 2).

The purpose of this report is to progress the process of changing the Rules by seeking the approval of each Participating Council by resolution to the proposed amendments as advertised.

Attachment 1

Extract from the draft minutes of the general meeting of the Copping Refuse Disposal Site Authority held on 23 May 2024

6.6 Proposed Rule Changes **SPECIAL RESOLUTION**

The Secretary summarised the background to the proposed Rule change. The Authority noted that the proposed changes offered flexibility to appoint a Board Secretary separate from the Authority Secretary, however this would be an option not mandatory. The Authority retained discretion to approve or decline a request from the Board of Southern Waste Solutions on its merits.

The Secretary outlined the process, starting with the need for participating Councils to approve, by special resolution, the advertising of the proposed Rule changes. It was envisaged that the timeline for completion would be around February 2025.

DECISION

Moved: Cr Cordover

Seconded: Cr Knott

That the Authority:

- *approves by special resolution the proposal to amend the Rules of the Copping Refuse Disposal Site Joint Authority as outlined; and*
- *authorises the Secretary to do all things necessary to amend the Authority Rules accordingly.*

CARRIED UNANIMOUSLY



Attachment 2

Extract from the draft minutes of the general meeting of the Copping Refuse Disposal Site Authority held on 15 August 2024

6.5 Amendment to the Authority Rules – Role of the Secretary (special resolution)

The Secretary summarised the history of the process for the most recent changes to the Rules. Ms Pillans noted that the amended Rules had been advertised, and that no comments had been received. The next step is for the Authority to approve the amended Rules by special resolution, after which Participating Councils will be asked to approve the changes.

The amendment is on track for completion in early calendar year 2025.

DECISION

Moved: Mayor Gatehouse

Seconded: Mr Stewart

That the Authority:

- approves **by special resolution** the proposed amendments to the Rules of the Copping Refuse Disposal Site Joint Authority as outlined; and
- authorises the Secretary to do all things necessary to amend the Authority's Rules accordingly.

CARRIED UNANIMOUSLY

Strategic plan

Not applicable for this Authority governance matter.

Annual plan

Not applicable for this Authority governance matter.

Policy implications

None applicable for this Authority governance matter.

Environmental implications

None applicable for this Authority governance matter.

Asset management implications

None applicable for this Authority governance matter.

Risk management implications

Limited application to this Authority governance matter as it seeks to defray potential operational risks within the Authority.

Community implications

None applicable for this Authority governance matter.

Statutory implications

None applicable for this Authority governance matter.

Report

The proposed amendments aim to provide flexibility within the Rules to permit the separation of the roles of Authority Secretary and the Board Secretary of Southern Waste Solutions. This involves a considerable number of changes throughout the Rules. At the Authority's request, the proposed



amendments retain safeguards for the Authority if it was to consider a proposal from the Board to separate the roles.

The attached table summarises the amendments and explains the reasons for them (Attachment 3). A copy of the Rules incorporating the proposed amendments is also attached to more easily consider them in context (Attachment 4). Other Rules that refer to the role of Authority Secretary but do not need amendment have been omitted from the table. For reference, however, they were included in the paper to the Authority meeting in May. Process for changing the Rules The amendments are considered material and so require the full process prescribed under sections 31 and 32 of the Local Government Act 1993 (Tas) (Act). A summary of the process is provided below.

Step 1	<ul style="list-style-type: none"> A <u>special resolution</u> of the Authority's Participating Councils is required to approve advertising the proposed Rule change 	Special resolution passed by each Participating Council June 2024
	<ul style="list-style-type: none"> One Participating Council is to act as the 'Nominated Council' to perform the roles required under the Act to change the Rules 	Clarence City Council agreed to be the Nominated Council
Step 2	<p>If the special resolution to advertise is approved, the Nominating Council is to:</p> <ul style="list-style-type: none"> publish the complying notice in a local daily newspaper, display the complying notice at its premises for at least 21 days, provide a copy of the proposed amendments to the Director of Local Government, make the proposed amendments available for inspection or purchase at its public office. 	Occurred during July 2024
Step 3	<ul style="list-style-type: none"> After publication and any submissions are received, a general meeting of the Authority is convened to consider, and deal with, any submissions 	No submissions - Special resolution passed by Authority 15 August 2024
	<ul style="list-style-type: none"> Subject to any changes to the proposed amendments, Participating Councils approve the proposed amendments to the Rules by resolution 	The purpose of this briefing paper



Step 4	The proposed amended Rules are to be certified by both a legal practitioner and the General Manager of the Nominating Council as prescribed in the Act	Target date: October 2024
Step 5	The certified, proposed Rules are provided to Participating Councils for formal adoption	Target dates: Oct – December 2024
Step 6	Once approved, the amended Rules are to be certified (again) by both a legal practitioner and the General Manager of the Nominating Council as prescribed in the Act	Target date: Dec 2024 - Jan 2025
Step 7	<ul style="list-style-type: none"> • A copy of the new Rules is provided to the Director, Local Government • The final decision is to be advised to anyone who provided a submission on the proposed amendments <p style="text-align: center;">NOT REQUIRED – NO SUBMISSIONS RECEIVED</p>	Target date: January 2025
Step 8	The amendments come into effect.	Target: January 2025

Action now required from Participating Councils

Each Participating Council has been requested to arrange for its Council to vote on the proposed amendments to the Rules. To be valid, the wording of each resolution must be identical.

If Council wishes to amend or re-word the resolution, there are urgent timing and process implications for other Participating Councils that would need to be addressed.

Jess Hinchon
ACTING GENERAL MANAGER

Attachments: (10 pages) Table of proposed amendments to the Authority's Rules



Proposed amendments to the Rules 2024: Role of the Secretary

Purposes

1. Enable flexibility in appointment of the Secretary
2. Correct minor typographical (or similar) errors identified in Rules 172, 180 and 190.

Proposed amendments

Black text = existing Rule wording

Red text = proposed change

Rule #	Proposed amendments	Reason/Notes/Comments
	Definitions	
6 AMEND (add new Definition)	<p>“Secretary” means a person appointed as Secretary of the Authority under Rule 204;</p> <p>ADD: “Board Secretary” means a person appointed as the Secretary of the Board of Southern Waste Solutions under Rule 204(b) and where no Board Secretary has been appointed means the person appointed as Secretary under Rule 204(a).</p>	<p>Retain the current Definition of Secretary but add a further definition for Board Secretary.</p> <p>DMA extended the wording of the new definition to clarify who is the Board Secretary if no separate appointment is made.</p>
15 AMEND	<p>The Board may delegate to the Chief Executive Officer or an individual director, a committee of the Board or the Board Secretary in their capacity as Secretary to the Board, with or without conditions:</p> <p>(a) any of the functions and powers delegated to it by the Authority in writing (including any specified power of on-delegation of those functions and powers); and</p> <p>(b) any of the functions and powers conferred upon it under these Rules.</p>	<p>Board needs to have authority to delegate to the Board Secretary.</p> <p>Cannot delegate to the Authority Secretary (but, of course, may request assistance or support)</p> <p>No need for the Authority to have capacity to delegate to the Board Secretary.</p>
15A NEW	<p>By written agreement between the Board, the Chief Executive Officer and Board Secretary, the Secretary may delegate responsibilities</p>	<p>In the current Rules, the [Authority] Secretary has particular responsibilities. This new Rule is proposed as an alternative to changing all the individual applicable Rules to permit delegation.</p>



Attachment 3

	prescribed in these Rules to the Board Secretary.	<p>Some of these may be better managed by the Board Secretary when the appointee is an employee of SWS, eg the obligation to maintain the corporate registers of the Authority under Rule 96.</p> <p>Options for delegations include those under Rules 93, 94, 96, 107, 113, 161, 230.</p> <p>Regardless of any delegation, the Authority Secretary retains the statutory responsibility under the Rules. The Secretary needs to accept the risk and be suitable empowered to manage the risk.</p>
	Membership of the Board	
79 AMEND	<p>The office of a Director is vacated if the Director:</p> <p>(a)....(f)</p> <p>(g). resigns office by notice in writing to the Secretary of the Authority;</p> <p>(h)...</p> <p>(i) is elected as a Councillor of a Member or is appointed as the Chief Executive Officer, the Secretary, Board Secretary, or an employee of the Authority or of a Member or provides remunerated services to the Authority (other than the performance of the duties and responsibilities of Director).</p>	<p>Most can be retained as is, except for the following.</p> <p>Re (g) - Directors are appointed by the Authority, so it is appropriate that notification of vacation of Director's role should be provided to the Authority Secretary.</p> <p>Re (i) – In small and closely-held proprietary limited companies, it is permissible for a Director to be appointed as Company Secretary. However, it is anticipated that appointment to the separate role of SWS's Board Secretary would likely be through an executive management position. Therefore, if a Director was to be appointed to the Board Secretary role, it would mean becoming an employee of the Authority, which would terminate the Director's role anyway.</p> <p>It is clearer to simply include the Board Secretary role in the list in (i)</p>
	Disclosure of Interests	
89 AMEND SPLIT INTO (a) and (b)	89(a) A Member, Representative, or Proxy or Director shall, in accordance with the Act, advise the Secretary in writing of the details of any interest declared in accordance with these Rules within 7 days of that declaration.	<p>Splitting the Rule into two parts is the easiest and clearest way to separate out which secretary deals with what.</p> <p>Preferable to trying to weave into the one Rule.</p>



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	89(b) A Director, member of a Board committee, the Chief Executive Officer or the Secretary shall, in accordance with the Act, advise the Board Secretary in writing of the details of any interest declared in accordance with these Rules within 7 days of that declaration.	(b) captures member of Board Committee, CEO and the [Authority] Secretary's declarations.
90 AMEND SPLIT INTO (a) and (b)	90(a) The Secretary is to ensure that any declaration of interest is recorded in the Minutes of the Authority meeting at which the declaration is made. 90(b) The Board Secretary is to ensure that any declaration of interest is recorded in the Minutes of the Board or Board committee meeting at which the declaration is made.	Split into (a) and (b) for same reason as 89 (above). 90(b) Have included members of Committees in case any external members are appointed in the future
92 AMEND	The Chief Executive Officer shall advise the Board Secretary of any interest of any employee that has been declared or notified to the Chief Executive Officer.	Amended to allow for changes to Rule 93
93 AMEND and ADD (b)	93(a) The Board Secretary shall keep a Register of Interests of the Members, Representatives, Proxies, or Directors, members of Board committees, Secretary and of any employees of the Authority that have been declared or notified to the Chief Executive Officer or the Board Secretary. 93(b) The Board Secretary shall advise the Secretary and provide access to, or a copy of, the Register of Interests kept under Rule 93(a) as soon as the Register is amended.	While Rule 96(e) prescribes the [Authority] Secretary shall cause the register of interests to be kept, changes to Rule 93 (a) propose that the Board Secretary administers this. Reasons: <ul style="list-style-type: none"> - most of the changes/amendments to the Register occur through Directors' updates to which the Board Secretary has immediate access; and - the safest place to keep the register is in SWS's IT system 93(b) added so that the Secretary has constant access to the register as updated, both for Authority purposes and to satisfy requirement of Rule 96(e).



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94 AMENDED	The Secretary shall advise the Chief Executive Officer and Board Secretary of any interest of any Member, Representative or ; Proxy that has been declared or notified to the Secretary.	To facilitate the Board Secretary maintaining the currency of the Register under Rule 93(a).
Notice of General Meetings of the Authority and Meetings of the Board		
107 AMEND	Fourteen days' notice of the Annual and any other General Meeting of the Authority shall be given by the Secretary to: (a). each Member, Representative and Proxy; (b). the Directors and the Board Secretary ; (c). the General Manager of any Member who is not a Representative; (d). the Chief Executive Officer; (e). the Comptroller, and (f). the auditor.	It would be useful to add the Board Secretary as a practical support to the Directors ; to maintain coordination and consistency between Board and Authority; and same level of coordination between Board Secretary and Authority Secretary. Distribution of papers may well be a responsibility delegated from Authority Secretary to Board Secretary under proposed Rule 15A so permitting access to papers by Board Secretary would ensure consistency within the Rules. Also, add apostrophe after days'
111 AMEND	Seven days' notice of any meeting of the Board shall be given by the Board Secretary to: (a). each Director, and (b). the Chief Executive Officer.	Board meeting notice would be a responsibility of the Board Secretary, not the Secretary. Also, add apostrophe after days'
Resolution in Writing or by Electronic Means		
150 AMEND SPLIT INTO (a) and (b)	150 (a) A resolution in writing signed by a Simple Majority of Representatives or Directors entitled to vote on a resolution or a resolution transmitted to the Secretary by electronic mail or other electronic means is taken to have been passed at a duly called and constituted General Meeting of the Authority or meeting of the Board . The resolution is taken to have been determined on the day upon which it is transmitted by the Secretary to the Representatives or Directors . 150 (b) A resolution in writing signed by a Simple Majority of Directors entitled to vote on a resolution or a resolution transmitted to the Board Secretary by electronic mail or other electronic means	Splitting the Rule into two parts is the easiest and clearest way to separate out who responds to whom for circulating resolution of the Authority or the Board. This provides a better outcome than trying to weave into the one Rule which body deals with which Secretary.



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	is taken to have been passed at a duly called and constituted meeting of the Board. The resolution is taken to have been determined on the day upon which it is transmitted by the Board Secretary to the Directors.	
151 AMEND SPLIT INTO (a) and (b)	151(a) A resolution of the type referred to in Rule 150(a) may consist of several documents in the same form, each signed by one or more Representatives or Directors provided the resolution is identically worded. 151(b) A resolution of the type referred to in Rule 150(b) may consist of several documents in the same form, each signed by one or more Representatives or Directors provided the resolution is identically worded.	Split into two parts for same reason as Rule 150 (above)
152 AMEND SPLIT INTO (a) AND (b)	152(a) If a majority of Representatives or Directors do not agree to the procedure in Rule 150(a), no resolution can be passed in this manner. 152(b) If a majority of Representatives or Directors do not agree to the procedure in Rule 150(b), no resolution can be passed in this manner.	Split into two parts for same reason as Rule 150 (above)
	Minutes and Papers	
155 AMEND SPLIT INTO (a) and (b)	155(a). The Authority and the Board are is to ensure that Minutes of their its meetings are duly recorded by the Secretary. 155(b). The Authority and the Board are is to ensure that Minutes of their its meetings are duly recorded by the Board Secretary.	Split into two parts for same reason as Rule 150 (above)
159 AMEND SPLIT INTO (a) and (b)	159(a) The Minutes of Authority and Board meetings and all papers and reports considered by the Authority and by the Board are to be classified (in whole or in part) by the Secretary as "Open" or "Commercial-in-Confidence". 159(b) The Minutes of Authority and Board meetings and all papers and	Split into two parts for same reason as Rule 150 (above) 159(b) allows for Board papers to be classified as needed, despite Board meeting protocols being different from those of Council and Authority meetings.



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	reports considered by the Authority and by the Board are to may be classified (in whole or in part) by the Board Secretary as “Open” or “Commercial-in-Confidence”.	
161 AMEND	<p>161(a) The Secretary will provide: (a) in respect of each Authority meeting:</p> <p>(i). prior to each meeting, a copy of all papers and reports to be considered by the Authority; and</p> <p>(ii). as soon as practicable after each meeting, a copy of the draft Minutes;</p> <p>to:</p> <p>A. Representatives and Proxies;</p> <p>B. Directors and Board Secretary;</p> <p>C. General Managers of Members for the information of Councillors and relevant Member employees;</p> <p>D. the auditor;</p> <p>E. the Chief Executive Officer.</p> <p>161(b). The Board Secretary will provide in respect of each Board meeting:</p> <p>(i). prior to each meeting, a copy of all papers and reports to be considered by the Board; and</p> <p>(ii). as soon as practicable after each meeting, a copy of the draft Minutes;</p> <p>to:</p> <p>A. Directors; and</p> <p>B. the Chief Executive Officer.</p>	<p>Split in two parts for clarity and ease of understanding.</p> <p>Re part (a) and consistent with proposed amendment to Rule 107 (re the AGM), it is helpful to add the Board Secretary as support to the Directors ; to maintain coordination and consistency between Board and Authority, and same level of coordination between Board Secretary and Authority Secretary.</p> <p>Distribution of Authority papers could be a responsibility delegated from Secretary to Board Secretary under proposed Rule 15A so permitting access to papers by Board Secretary would ensure consistency within the Rules.</p>
Exclusion of Chief Executive Officer and Others from Certain Deliberations		
162 AMEND	<p>162 (a) A person under consideration by the Authority for appointment or re-appointment as the Secretary, or by the Board for appointment or re-appointment as Chief Executive Officer, shall not be present during any deliberation of the Authority or</p>	<p>Split in two parts for clarity and ease of understanding.</p> <p>(b) Board Secretary included.</p>

<p>SPLIT INTO (a) AND (b)</p>	<p>the Board or at the time the Authority or Board makes a decision, in relation to:</p> <ul style="list-style-type: none"> (a) the appointment or re-appointment; or (b) the determination or application of any terms or conditions on which the Secretary or the Chief Executive Officer holds office; or (c) the approval of the Chief Executive Officer engaging in paid employment outside the duties of the office of Chief Executive Officer; or (d) the termination of the appointment of the Secretary or the Chief Executive Officer. <p>162 (b) A person under consideration by the Authority Board for appointment or re-appointment as the Secretary, or by the Board for appointment or re-appointment as Chief Executive Officer or Board Secretary, shall not be present during any deliberation of the Authority or the Board or at the time the Authority or Board makes a decision, in relation to:</p> <ul style="list-style-type: none"> (a) the appointment or re-appointment; or (b) the determination or application of any terms or conditions on which the Secretary or the Chief Executive Officer or Board Secretary holds office; or (c) the approval of the Chief Executive Officer engaging in paid employment outside the duties of the office of Chief Executive Officer; or (d) the termination of the appointment of the Secretary or the Chief Executive Officer or the Board Secretary. 	
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163 AMEND	At its discretion, the Board may in its discretion request the Chief Executive Officer and/or the Board Secretary to leave the meeting at other times.	Enabling the Board to meet without the Board Secretary as appropriate.
	General Powers and Responsibilities of Chief Executive Officer	
172 AMEND	The Chief Executive Officer is responsible to the Board for the general administration and management of the Authority's business activities and, in particular, for the determination of the number and types of employees and the terms and conditions of employment, consistent with the approved budget. On behalf of the Board, the Board Chair is the primary contract contact with the Chief Executive Officer.	Correct minor typographical error
	Particular Responsibilities [of the CEO]	
180 AMEND	The Chief Executive Officer shall undertake the following responsibilities to the satisfaction of the Board: (a)...(l)... (m) implement and monitor the organisation's ork Work Health and Safety policies environmental policies, procedures and programs; (n)...(p)... (q) in conjunction with the Secretary , Secretary, provide induction training for newly appointed Representatives and Proxies; and in conjunction with the Board Secretary , provide induction training for newly appointed Directors;	Re (m) - correct minor typographical error Re (q) – to separate roles and responsibilities for the induction of Representatives sand Proxies, and Directors; and correct minor typographical error.
	Strategic and Business Plans	
188 AMEND	Once approved by the Board, the Business Plan shall be provided by the Secretary -Board Secretary to the Authority at its next meeting for review and approval.	Remove the reference to the Secretary altogether. As the first approver, it is far simpler to require the Board to present the Business Plan to the Authority meeting. DMA prefers that this should be the Board Secretary as the Board's 'arms and legs' to enact their responsibility.
190 AMEND	Once approved by the Authority- (a). and subject to any commercially sensitive aspects being separated into a separate section and marked	Remove to be consistent with Rule 98.



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	<p>'commercial in confidence', the Business Plan shall be provided to each Member. and (b) — the Strategic Plan and the Business Plan shall be submitted to the Annual General Meeting for noting.</p>	<p>It appears that the reference in Rule 190(b) was not similarly removed in 2023. It should be removed now to retain the internal consistency of the Rules.</p> <p>Rule 190(b) should align with the requirements of Rule 98. Rule 98 addresses the content of the AGM agenda. In the 2023 review of the Rules, the need to present the Strategic and Business Plans at the AGM was removed because it was seen to be redundant given the AGM could be held up to 5+ months into the new financial year.</p>
	<p>Secretary</p>	
<p>204 AMEND</p> <p>ADD FURTHER SUB-RULES</p>	<p>204(a) The Authority is to appoint a person to be Secretary of the Authority, and that person shall may also be appointed as the Board Secretary of the Board.</p> <p>204(b) The Authority may authorise the Board to appoint a Board Secretary who is not also the Secretary.</p> <p>204(c) If the Board is authorised under Rule 204(b) to appoint a Board Secretary, the Board shall determine the remuneration, terms and conditions of that appointment and manage the performance of the Board Secretary.</p> <p>204(d) At its discretion, the Authority may review the separate appointment of the Board Secretary and, subject to the conditions of the Board Secretary's employment, revoke the authority granted to the Board under Rule 204(b).</p> <p>204(e) The Authority will not appoint, review or revoke the authority to appoint a Board Secretary under Rule 204(b) during the period that commences two months before and ends four months after scheduled</p>	<p>(a) Provides flexibility for separate appointment to Board Secretary.</p> <p>Remaining changes in this Rule are required to support a separate appointment.</p> <p>(b) Authority can approve a request to appoint separate Board Secretary</p> <p>(c) If the Board does appoint separate role, it needs authority to determine terms and conditions etc, and responsibility to manage performance. This applies regardless of whether the appointee is an external contracted appointee or an employee.</p> <p>(d) Provides option for Authority to review the separate appointment and revoke if it decides to. Revoking the Board's authority to appoint Board Secretary needs to be subject to the appointment/employment contract of the appointed person.</p>



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	Local Government elections that are applicable to all Participating Councils.	(e) Avoiding the period around the LG elections is to avoid the (remote) risk of inappropriate decision making or leveraging an inexperienced Authority. Unlikely, but a safeguard.
205 AMEND ADD FURTHER SUB-RULE	205(a) The Secretary may be the Chief Executive Officer or an employee of the Authority or a Member. 205(b) The Board Secretary may be an employee of the Authority.	Clarifying that the Authority Secretary could be an employee beyond only allowing it to be the CEO. This opens up the option of Board Secretary being the Acting Secretary (under Rule 207) as well as the possibility of an employee being appointed to both Authority and Board Secretary roles. Also allows for the Board Secretary to be appointed on contract, but not as an employee.
206 AMEND ADD FURTHER SUB-RULE & RENUMBER	Subject to Rule 207: (a). the Chair may appoint a person as Acting Secretary, if the Secretary is absent or otherwise unable to perform the functions of Secretary, for the period the Secretary is absent or unable to perform the functions of Secretary; and (b) the Board Secretary may be appointed as Acting Secretary under sub-Rule (a); (b) (c) the Acting Secretary has the powers and functions of the Secretary for the period of the appointment.	(b) Allows the Board Secretary to act in Secretary role, at Authority Chair/Authority's discretion, which provides a natural continuity option.
	Immunity from Liability	
226 AMEND	In Rules 224, 225 and 227 "officer" includes a Representative, a Director, the Chief Executive Officer, the Secretary, the Board Secretary, the auditor, the Comptroller, and any other person employed by the Authority.	Include Board Secretary, which is consistent with the COMMON LAW classification of the Board or Company Secretary as an 'officer' of the relevant corporate entity. Note: Reference to Rule 227 relates to the ability of the Authority to organise insurance to cover officers against liability.

15.2 MANAGING UNREASONABLE CONDUCT BY CUSTOMERS POLICY

RECOMMENDATION

"That the Managing Unreasonable Conduct by Customers Policy, be approved."

Introduction

Whilst it is recognised that most customers act reasonably and responsibly in their interactions with Council, unreasonable conduct does occur between members of the public and council staff and councillors. Over recent years, Council has experienced a steady increase in the reporting of unreasonable conduct by customers, impacting on the wellbeing of Council staff and councillors. The implementation of the Managing Unreasonable Conduct by Customers Policy will provide an effective tool for guiding the process when customer conduct is unreasonable, it will support the wellbeing of our staff and councillors and assist Council in the meeting of our responsibility to maintain a safe workplace.

Background

The Office of Local Government, with the assistance of councils and the Local Government Association of Tasmania (LGAT), has developed resources to assist councils in the management of unreasonable conduct of customers across local government. The Tasmanian Local Government – Model Policy for Managing unreasonable conduct by Customers is a key tool for councils to adopt to support and maintain a safe workplace.

The Tasmanian Government Model Policy for Managing Unreasonable Conduct by Customers provides a clear, standardised, and consistent approach for councils to use to inform and support their policy development processes. The Model Policy is based on the NSW Ombudsman's unreasonable conduct practice manual, which has been adopted by the Tasmanian Ombudsman and is provided as a resource for public authorities.

Strategic plan

Objective 2 – Responsible Stewardship and a Sustainable Organisation.
Objective 4 – Increased Community Confidence in Council.

Annual plan

NIL

Policy implications

NIL

Environmental implications

NIL



Asset management implications

NIL

Risk management implications

Implementation of this Policy, will support Council in ensuring it has processes in place to manage the workplace safety risks associated with staff and elected members subjected to unreasonable conduct by customers.

Community implications

Implementation of this policy will provide a clear outline for our community to understand how Council will manage unreasonable and challenging conduct by customers.

Statutory implications

NIL

Report

It is recognised that most customers act reasonably and responsibly in their interactions with Council, even when they are experiencing high levels of distress, frustration, and anger about their concern or matter. However, despite our best efforts to help them, in a small number of cases customers display inappropriate and unacceptable behaviour. They can be aggressive and verbally abusive towards our staff, threaten harm and violence or bombard our offices with unnecessary and excessive phone calls and emails. They may make inappropriate demands on our time and resources or refuse to accept our decisions and recommendations in relation to their complaints. When customers behave in these ways (and where there are no cultural factors that could reasonably explain their behaviour) their conduct is considered to be 'unreasonable'. In short, unreasonable conduct by a customer is any behaviour by a current or former customer which, because of its nature or frequency raises substantial health, safety, resource or equity issues for our, our staff and councillors, other service users and customers or the customer themselves.

The implementation of this policy will assist our staff and councillors to better understand and manage unreasonable and challenging conduct by customers (UCC). It policy aims to help staff:

- feel confident and supported in taking action to manage UCC.
- act fairly, consistently, honestly, and appropriately when responding to UCC.
- understand their roles and responsibilities in relation to the management of UCC, and how this policy will be used understand the types of circumstances when it may be appropriate to manage UCC using one or more of the mechanisms detailed in the policy.
- understand the criteria we will consider before we decide to change or restrict a customer's access to our services.



- be aware of the processes that will be followed to record and report UCC incidents, and the procedures for consulting and notifying customers about any proposed action or decision to change or restrict their access to our services
- understand the procedures for reviewing decisions made under this policy, including specific timeframes for review.

The implementation of this policy demonstrates Council's commitment to being accessible and responsive to all customers who approach Council, regardless of ethnic identity, national origin, religion, linguistic background, sex, gender expression, sexual orientation, physical ability or other cultural or personal factors.

At the same time, the success of our Council depends on:

- our ability to do our work in the most effective and efficient ways possible
- the health, safety, and security of our staff
- our ability to allocate our resources fairly across all the complaints, enquiries and contact we receive.

When customers behave unreasonably, their conduct can significantly affect the successful conduct of our work.

This policy supports Council to act proactively and decisively in managing any customer conduct that negatively and unreasonably affects our staff and elected members.

Jess Hinchen
ACTING GENERAL MANAGER

Attachments: (27) Managing Unreasonable Conduct by Customers Policy



AGENDA
ORDINARY COUNCIL MEETING
15 OCTOBER 2024



Sorell Council Managing unreasonable conduct by customers

Tasmanian Local Government - Model policy



Acknowledgement

This model policy has been adapted, with permission, from the NSW Ombudsman's model policy *Managing unreasonable conduct by complainants* (2022).



Unreasonable conduct of customers Model Policy

1. Introduction

1.1 Statement of support

Sorell Council is committed to being accessible and responsive to all customers who approach our office regardless of ethnic identity, national origin, religion, linguistic background, sex, gender expression, sexual orientation, physical ability or other cultural or personal factors. At the same time, the success of our Council depends on:

- our ability to do our work in the most effective and efficient ways possible
- the health, safety, and security of our staff
- our ability to allocate our resources fairly across all the complaints, enquiries and contact we receive.

When customers behave unreasonably, their conduct can significantly affect the successful conduct of our work. *Sorell Council* will act proactively and decisively to manage any customer conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

I authorise and expect all *Sorell Council* staff to implement the strategies provided in this policy.



Jess Hinch
ACTING GENERAL MANAGER

2. Objectives

2.1 Policy aims

This policy was developed to assist all staff members to better manage unreasonable and challenging conduct by customers (UCC). It aims to help staff:

- feel confident and supported in taking action to manage UCC
- act fairly, consistently, honestly, and appropriately when responding to UCC
- understand their roles and responsibilities in relation to the management of UCC, and how this policy will be used
- understand the types of circumstances when it may be appropriate to manage UCC using one or more of the following mechanisms:
 - the strategies provided in the NSW Ombudsman's *Managing unreasonable conduct by a customer manual* (3rd edition) ² including the strategies to change or restrict a customer's access to our services
 - alternative dispute resolution strategies to deal with conflicts involving customers and members of our council
 - legal instruments such as trespass laws or other legislation to prevent a customer from coming onto our premises, and orders to protect specific staff members from any actual or apprehended personal violence, intimidation, or stalking
 - guidelines to managing unreasonable conduct of the public in council meetings, including public question time
- understand the criteria we will consider before we decide to change or restrict a customer's access to our services.
- be aware of the processes that will be followed to record and report UCC incidents, and the procedures for consulting and notifying customers about any proposed action or decision to change or restrict their access to our services.
- understand the procedures for reviewing decisions made under this policy, including specific timeframes for review.

² <https://www.ombo.nsw.gov.au/guidance-for-agencies/managing-unreasonable-conduct-by-a-complainant> - accessed 19 March 2024



3. Defining unreasonable conduct by a customer

3.1 Unreasonable conduct by a customer

Most customers act reasonably and responsibly in their interactions with us, even when they are experiencing high levels of distress, frustration, and anger about their concern or matter. However, despite our best efforts to help them, in a very small number of cases customers display inappropriate and unacceptable behaviour. They can be aggressive and verbally abusive towards our staff, threaten harm and violence or bombard our offices with unnecessary and excessive phone calls and emails. They may make inappropriate demands on our time and resources or refuse to accept our decisions and recommendations in relation to their complaints. When customers behave in these ways (and where there are no cultural factors that could reasonably explain their behaviour) we consider their conduct to be 'unreasonable'.

In short, unreasonable conduct by a customer is any behaviour by a current or former customer which, because of its nature or frequency raises substantial health, safety, resource or equity issues for our council, our staff, other service users and customers or the customer themselves.

UCC can be divided into 5 categories of conduct:

- unreasonable persistence
- unreasonable demands
- unreasonable lack of cooperation
- unreasonable arguments
- unreasonable behaviours.

3.1.1 Unreasonable persistence

Unreasonable persistence is continued, incessant and unrelenting conduct by a customer that has a disproportionate and unreasonable impact on our council, staff, services, time, or resources. Some examples of unreasonably persistent behaviour include:

- An unwillingness or inability to accept reasonable and logical explanations, including final decisions that have been comprehensively considered and dealt with (even when it is evident the customer does understand the information provided).
- Persistently demanding a review simply because it is available, and without arguing or presenting a case for one.
- Pursuing and exhausting all available review options, even after we have explained that a review is not warranted – and refusing to accept that we cannot or will not take further action on their complaint.
- Reframing a complaint in an effort to get it taken up again.
- Multiple and repeated phone calls, visits, letters, emails (including cc'd correspondence) after we have repeatedly asked them not to.
- Contacting different people within or outside our council to get a different outcome or a more sympathetic response to their enquiry, complaint or concern – this is known as internal and external 'forum shopping'. This can include excessive communications with councillors and elected members.

3.1.2 Unreasonable demands

Unreasonable demands are any demands expressly made by a customer that have a disproportionate and unreasonable impact on our council, staff, services, time, or resources. Some examples of unreasonable demands include:

- Issuing instructions and making demands about how to handle their complaint or enquiry, the priority it should be given, or the outcome to be achieved.
- Insisting on talking to a senior manager or the General Manager personally when the reasons that this is not appropriate or warranted have been carefully explained to the customer.
- Emotional blackmail and manipulation resulting in intimidation, harassment, shaming, seduction or portraying themselves as being victimised when this is not the case.
- Insisting on outcomes that are not possible or appropriate in the circumstances, for example asking for someone to be fired or prosecuted, or for an apology or compensation when there is no reasonable basis for this.
- Demanding services of a nature or scale that we cannot provide, even after we have explained this to them repeatedly.

3.1.3 Unreasonable lack of cooperation

Unreasonable lack of cooperation is when a customer is unwilling or unable to cooperate with us, our staff, or our complaints process – resulting in a disproportionate and unreasonable use of our services, time, or resources. Some examples of unreasonable lack of cooperation include:

- Sending us a constant stream of complex or disorganised information without clearly defining the issue at hand or explaining how the material provided relates to their complaint or enquiry (where the customer is clearly capable of doing this).
- Providing little or no detail around their complaint or enquiry, or providing information in 'drips and drabs'.
- Refusing to follow or accept our instructions, suggestions, or advice without a clear or justifiable reason for doing so.
- Arguing that a particular solution is the correct one in the face of valid contrary arguments and explanations.
- Unhelpful behaviour such as withholding information, acting dishonestly and misquoting others.

3.1.4 Unreasonable arguments

Unreasonable arguments include any arguments that are not based on any reason or logic, that are incomprehensible, false, or inflammatory, trivial, or delirious, and that disproportionately and unreasonably impact upon our council, staff, services, time, or resources. Arguments are unreasonable when they:

- fail to follow a logical sequence that the customer is able to explain to staff
- are not supported by any evidence or are based on conspiracy theories
- lead a customer to reject all other valid and contrary arguments

- are trivial when compared to the amount of time, resources, and attention that the customer demands
- are false, inflammatory, or defamatory.

3.1.5 Unreasonable behaviour

Unreasonable behaviour is conduct that is unreasonable in all circumstances (regardless of how stressed, angry, or frustrated a customer is) because it unreasonably compromises the health, safety and security of our staff, other service users or the customer themselves.

Some examples of unreasonable behaviours include:

- acts of aggression, verbal abuse, derogatory, racist, or grossly defamatory remarks
- harassment, intimidation, or physical violence
- rude, confronting, or threatening correspondence
- threats of harm to self or third parties, threats with a weapon or threats to damage property, including bomb threats
- stalking in person or online
- emotional manipulation.

All staff should note that *Sorell Council* has a zero-tolerance policy towards any harm, abuse or threats directed towards them. Any conduct of this kind will be dealt with under this policy and in accordance with our duty of care and work health and safety responsibilities under the *Tasmanian Work Health and Safety Act 2012*.

4. Roles and responsibilities

4.1 All staff

All staff are responsible for familiarising themselves with this policy as well as expectations of council and customers, as detailed within council customer service charters. Staff are also encouraged to explain the contents of this document to all customers, particularly those who engage in UCC or exhibit the early warning signs of UCC.

Staff are also encouraged and authorised to use the strategies and scripts provided at the NSW Ombudsman's website – see Part 2 of the *Managing unreasonable conduct by a complainant Manual (3rd edition)* »:

- Strategies and scripts for managing unreasonable persistence
- Strategies and scripts for managing unreasonable demands
- Strategies and scripts for managing unreasonable lack of cooperation
- Strategies and scripts for managing unreasonable arguments
- Strategies and scripts for managing unreasonable behaviours

Any strategies that change or restrict a customer's access to our services must be considered by the General Manager, or their delegate, as provided in this policy.

Staff are also responsible for recording and reporting all UCC incidents they experience or witness (as appropriate) to the General Manager, or their delegate, within 24 hours of the incident occurring, using the Sample UCC incident form in **Appendix A**. A file note of the incident should also be copied into the council Customer Relationship Management system.

4.2 The General Manager

The General Manager, in consultation with relevant staff, has the responsibility and authority to change or restrict a customer's access to our services in the circumstances

identified in this policy. When doing so they will consider the criteria in **section 7.2** below (adapted into a checklist in **Appendix B**) and will aim to impose any service changes or restrictions in the least restrictive ways possible. Their aim when taking such actions will not be to punish the customer, but rather to manage the impacts of their conduct. Under this policy, the General Manager is able to delegate certain responsibilities to another Senior Manager, however the final decision regarding service limitation should always be a responsibility of the General Manager.

When applying this policy, the General Manager, or their delegate, will also aim to keep at least one open line of communication with a customer. However, we do recognise that in extreme situations all forms of contact may need to be restricted for some time to ensure the health, safety, and security of our staff or third parties.

The General Manager, or their delegate, is also responsible for recording, monitoring, and reviewing all cases where this policy is applied to ensure consistency, transparency, and accountability for the application of this policy. They will manage and keep a file record of all cases where this policy is applied.

4.3 Senior managers and team leaders

All managers, team leaders and supervisors are responsible for supporting staff to apply the strategies in this policy, as well as those in the manual. Senior managers are also responsible for ensuring compliance with the procedures outlined in this policy, and that all staff members are trained to deal with UCC.

After a stressful interaction with a customer, senior managers and team leaders should provide affected staff members with the opportunity to debrief their concerns either formally or informally. Senior managers and team leaders will also ensure that staff are provided with proper support and assistance including medical or police assistance, and if necessary, support through programs like the Employee Assistance Program.

Senior managers and team leaders may also be responsible for arranging other forms of support for staff, such as appropriate communication or intercultural training.

4.4 Councillors

Councillors hold a vital role in upholding the principles outlined in this policy, contributing to a safe and respectful community environment. Councillors have a responsibility to advocate for the implementation and adherence to the policy within the community.

³ <https://www.ombo.nsw.gov.au/guidance-for-agencies/managing-unreasonable-conduct-by-a-complainant> - accessed 19 March 2024

5. Responding to and managing UCC

5.1 Changing or restricting a customer's access to our services

UCC incidents will generally be managed by limiting or adapting the ways we interact with or deliver services to customers by restricting:

- **Who they have contact with** – limiting a customer to a sole contact person or staff member in our council.
- **What they can raise with us** – restricting the subject matter of communications that we will consider and respond to.
- **When they can have contact** – limiting a customer's contact with our council to a particular time, day, or length of time, or curbing the frequency of their contact with us.
- **Where they can make contact** – limiting the locations where we will conduct face-to-face interviews to secured facilities or areas of the office.
- **How they can make contact** – limiting or modifying the forms of contact that the customer can have with us. This can include modifying or limiting face-to-face interviews, telephone, and written communications, prohibiting access to our premises, contact through a representative only, taking no further action or terminating provision of services altogether.

When using the restrictions provided in this section, we recognise that discretion will need to be used to adapt them to suit a customer's personal circumstances such as level of competency, literacy skills, and cultural background. In this regard, we also recognise that more than one strategy may be needed in individual cases to ensure their appropriateness and efficacy.

5.2 Who: limiting the customer to a sole contact point

Where a customer tries to forum-shop within our council, changes their issues of complaint or their enquiry repeatedly, constantly reframes their issues, or raises an excessive number of issues, it may be appropriate to restrict their access to a single staff member (a sole contact point) who will manage their correspondence and interaction with our office. This may help ensure they are dealt with consistently and may minimise the incidence of misunderstandings, contradictions, and manipulation.

To avoid staff 'burnout', the sole contact officer's supervisor will provide them with regular support and guidance as needed. The General Manager, or their delegate, will also review the arrangement every month to ensure that the officer is managing/coping with the arrangement.

Customers who are restricted to a sole contact person will, however, be given the contact details of one additional staff member who they can contact if their primary contact is unavailable – for example if they go on leave or are otherwise unavailable for an extended period of time.

5.3 What: restricting the subject matter of communications that we will consider

Where customers repeatedly send letters, emails, or online forms that raise trivial or insignificant issues, contain inappropriate or abusive content, or relate to an issue that has already been comprehensively considered or reviewed (at least once) by our office, we may restrict the issues the customer can raise with us. For example, we may:

- Refuse to respond to correspondence that raises an issue that has already been dealt

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with, that raises a trivial issue, or is not supported by evidence. The customer will be advised that future correspondence of this kind will be read and filed without acknowledgement unless we decide that we need to pursue it further – in which case, we may do so on our 'own motion'.

- Restrict the customer to one complaint or enquiry per month. Any attempts to circumvent this restriction (for example by raising multiple complaints or issues in the one letter) may result in modifications or further restrictions being placed on their access.
- Return the correspondence to the customer and require them to remove any inappropriate content before we agree to consider its contents. We will also keep a copy of the inappropriate correspondence for our records to help identify repeat UCC incidents.

5.4 When and how: limiting when and how a customer can contact us

If a customer's contact with our council places an unreasonable demand on our time or resources, or affects the health, safety, and security of our staff because it involves behaviour that is persistently rude, threatening, abusive or aggressive, we may limit when or how the customer can interact with us. This may include:

- Limiting their telephone calls or face-to-face interactions to a particular time of the day or days of the week.
- Limiting the length or duration of telephone calls, written correspondence, or face-to-face interactions. For example:
 - Telephone calls may be limited to [10] minutes at a time and will be politely terminated at the end of that time period.
 - Lengthy written communications may be restricted to a maximum of [10] typed or written pages, single sided, font size 12 or it will be sent back to the customer to be organised and summarised – This option is only appropriate in cases where the customer is capable of summarising the information and refuses to do so.
 - Limiting face-to-face interactions to a maximum of [15] minutes.
- Limiting the frequency of their telephone calls, written correspondence, or face-to-face interviews. Depending on the natures of the service(s) provided we may limit:
 - Telephone calls to [1] every 2 weeks/month.
 - Written communications to [1] every 2 weeks/month.
 - Face-to-face interviews to [1] every 2 weeks/month.

For irrelevant, overly lengthy, disorganised or very frequent written correspondence we may also:

- Require the customer to clearly identify how the information or supporting materials they have sent to us relate to the central issues that we have identified in their complaint.
- Restrict the frequency with which customers can send emails or other written communications to our office.
- Restrict a customer to sending emails to a particular email account (e.g., the council's main email account) or block their email access altogether and require that any further correspondence be sent through Australia Post only.

We may, in accordance with our policies and guidelines surrounding social media, remove inappropriate content posted on council social media accounts, and any person who repeatedly violates such guidelines may be blocked from the council social media accounts.

'Writing only' restrictions

When a customer is restricted to 'writing only' they may be restricted to written communications through:

- Australia Post only
- Email only to a specific staff email or our general office email account
- Hand delivery, where appropriate

If a customer's contact is restricted to writing only, the General Manager, or their delegate, will clearly identify the specific means that the customer can use to contact our office (e.g., Australia Post only). If it is not appropriate for a customer to enter our premises to hand deliver their written communication this must be communicated to them as well.

Any communications received by our office in a manner that contravenes a 'writing only' restriction will be read and filed without acknowledgement.

5.5 Where: limiting face-to-face interviews

If a customer is violent or overtly aggressive, unreasonably disruptive, threatening or demanding or makes frequent unannounced visits to our premises, we may consider restricting our face-to-face contact with them.

These restrictions can include:

- Restricting access to particular secured premises or areas of the office such as the reception area or a secured room or facility.
- Restricting their ability to attend our premises to specified times of the day or days of the week only – for example, when additional security is available or to times or days that are less busy.
- Allowing them to attend our office on an 'appointment only' basis, and only with specified staff (for these meetings, staff should enlist the support and assistance of a colleague for added safety and security.)
- Banning the customer from attending our premises altogether and allowing some other form of contact, e.g., 'writing only' or 'telephone only' contact.

5.6 Terminating a customer's *direct* access to our services

In rare cases, and as a last resort when all other strategies have been considered, the General Manager may decide that it is necessary for our council to restrict a customer's direct contact or access to our services. In these situations, an intermediary body, such as an independent mediator, should be nominated by the General Manager.

A decision for a council to terminate direct contact with a customer will only be made if it appears that the customer is unlikely to modify their conduct, or their conduct poses a significant risk for our staff or other parties because it involves one or more of the following:

- Acts of aggression, verbal or physical abuse, threats of harm, harassment, intimidation, stalking, assault.
- Damage to property while on our premises.
- Threats with a weapon or common office items that can be used to harm another person or themselves.
- Physically preventing a staff member from moving around freely either within their office or during an off-site visit – e.g., entrapping them in their home.
- Conduct that is otherwise unlawful.

In these cases, the customer will be sent a letter notifying them that their access has been restricted as outlined in **section 7.4** below.

A customer's access to our services and our premises may also be restricted (directly or indirectly) using legal mechanisms like trespass laws and other legislation or legal orders to protect members of our staff from personal violence, intimidation or stalking by a customer.

5.7 Managing disruptive behaviour in council meetings

The *Local Government Act 1993* (the Act) promotes participation of the community in council meetings through public question time and observation of the decision-making process which should be conducted in an open and transparent way.

It is however, at this time in the meeting where it is most likely issues with unreasonable and disruptive conduct will arise.

Sometimes, members of public fail to show respect or consideration for the chairperson, elected members, council staff and other members of the public. Such unreasonable conduct makes the running of council business more difficult and stressful, reducing the efficiency and effectiveness of council meetings.

Unreasonable and disruptive conduct can also deny other members of the public the opportunity to participate in and observe council proceedings.

The *Tasmanian Local Government (Meeting Procedures) Regulations 2015* state that if a member of the public:

- a) hinders or disrupts a meeting; or
- b) tries to hinder or disrupt a meeting; or
- c) fails or refuses to leave a closed meeting –

then the chairperson may take reasonable steps to remove the person from the meeting or closed meeting, including requesting the assistance of a police officer in removing the person.

The chairperson and General Manager should familiarise themselves with *Guidelines - Disruptive behaviour by the public at council meetings*⁴, prior to taking any decisive action regarding behaviour of customers in council meetings.

⁴ PLACEHOLDER Link to: Disruptive behaviour by the public at council meetings guidelines

6. Alternative dispute resolution

6.1 Using alternative dispute resolution strategies to manage conflicts with customers

If the General Manager, or their delegate, determines that we cannot terminate our services to a customer in a particular case or that we or our staff bear some responsibility for causing or exacerbating their conduct, they may consider using alternative dispute resolution strategies (**ADRs**) such as mediation and conciliation to resolve the conflict with the customer and attempt to rebuild our relationship with them. If an ADR is considered to be an appropriate option in a particular case, it will be conducted by an independent third party to ensure transparency and impartiality.

However, we recognise that in UCC situations an ADR may not be an appropriate or effective strategy – particularly if the customer is uncooperative or resistant to compromise. Therefore, each case will be assessed on its own facts to determine the appropriateness of this approach.

7. Procedure to be followed when changing or restricting a customer's access to our services

7.1 Consulting with relevant staff

When the General Manager, or their delegate, receives a UCC incident form from a staff member, they will contact the staff member to discuss the incident. They will discuss:

- The circumstances that gave rise to the UCC incident, including the customer's situation, personal and cultural background, and perspective.
- The impact of the customer's conduct on our council, relevant staff, our time, resources etc.
- The customer's response to the staff member's warnings or requests to stop the unreasonable behaviour.
- What the staff member has done to manage the customer's conduct (if applicable).
- Any suggestions made by relevant staff on ways that the situation could be managed.

7.2 Criteria to be considered

Following a consultation with relevant staff the General Manager, or their delegate, will search the council Customer Relationship Management system for information about the customer's prior conduct and history with our council. They will also consider the following criteria:

- Whether the conduct in question involved overt anger, aggression, violence, or assault (which is unacceptable in all circumstances).
- Whether the customer's case has merit.
- The likelihood that the customer will modify their unreasonable conduct if they are given a formal warning about their conduct.
- Whether changing or restricting access to our services will be effective in managing the customer's behaviour.
- Whether changing or restricting access to our services will affect the customer's ability to meet their obligations, such as reporting obligations.
- Whether changing or restricting access to our services will have an undue impact on the customer's welfare, livelihood, or dependents etc.
- Whether the customer's personal circumstances have contributed to the behaviour – For example, the customer's cultural background may mean their

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communication patterns differ from those of our staff or our council's standards, or the customer is a vulnerable person who is under significant stress as a result of one or more of the following:

- homelessness
 - physical disability
 - illiteracy or other language or communication barrier
 - mental or other illness
 - personal crises
 - substance or alcohol abuse.
- Whether the customer's response or conduct was moderately disproportionate, grossly disproportionate, or not at all disproportionate in the circumstances.
 - Whether there are any statutory provisions that would limit the types of limitations that can be applied to the customer's contact with, or access to our services.

Once the General Manager, or their delegate, has considered these criteria, they will decide on the appropriate course of action. They may suggest formal or informal options for dealing with the customer's conduct which may include one or more of the strategies provided in the manual and this policy.

See **Appendix B** – Sample checklist for General Manager, or their delegate, to consider when deciding to modify or restrict a customer's access.

7.3 Providing a warning letter

Unless a customer's conduct poses a substantial risk to the health and safety of staff or other third parties, the General Manager will provide them with a written warning about their conduct in the first instance. If the customer is unable to read the letter, it will be followed/accompanied by a telephone call, using an interpreter if necessary.

The warning letter will:

- Specify the date, time, and location of the UCC incident(s).
- Explain why the customer's conduct/UCC incident is problematic.
- List the types of access changes and/or restrictions that may be imposed if the behaviour continues. (Note: not every possible restriction should be listed but only those that are most relevant).
- Provide clear and full reasons for the warning being given.
- Include an attachment of the council's ground rules and/or briefly state the standard of behaviour that is expected of the customer. See Council Customer Service Charter.
- Provide the name and contact details of the staff member who they can contact about the letter.
- Be signed by the General Manager. See **Appendix C** – Sample warning letter.

7.4 Providing a notification letter

If a customer's conduct continues after they have been given a written warning or in extreme cases of overt aggression, violence, assault, or other unlawful/unacceptable conduct, the General Manager has the discretion to send a notification letter immediately restricting the customer's access to our services (without prior or further written warning). If the customer is unable to read the letter (due to literacy issues, non-English speaking, etc.) the letter will be followed or accompanied by a telephone call, using an interpreter if necessary. The customer should at this point also be provided an opportunity to give a

written response to any restrictions.

This notification letter will:

- Specify the date, time, and location of the UCC incident(s).
- Explain why the customer's conduct is problematic.
- Identify the change and/or restriction that will be imposed and what it means for the customer.
- Provide clear and full reasons for this restriction.
- Specify the duration of the change or restriction imposed, which will not exceed 12 months.
- Indicate a time period for review.
- Provide the name and contact details of the senior officer who they can contact about the letter and/or request a review of the decision.
- Be signed by the General Manager.

See **Appendix D** – Sample letter notifying customers of a decision to change or restrict their access to our services after a warning.

7.5 Notifying relevant staff about access changes/restrictions

The General Manager, or their delegate, will notify relevant staff about any decisions to change or restrict a customer's access to our services, in particular reception and security staff in cases where a customer is prohibited from entering our premises. This process includes notification to current elected members of the situation.

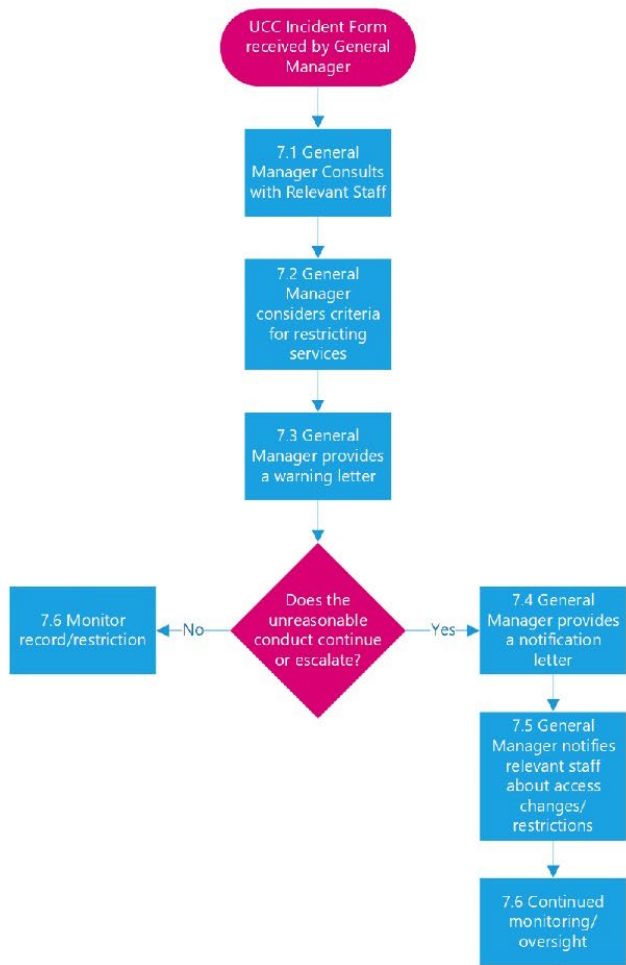
The General Manager or their delegate, will also update the council Customer Relationship Management system with a record outlining the nature of the restriction imposed and its duration.

7.6 Continued monitoring/oversight responsibilities

Once a customer has been issued with a warning letter or notification letter the General Manager, or their delegate, will review the customer's record/restriction every *[3 months]*, on request by a staff member, or following any further incidents of UCC that involve the particular customer to ensure that they are complying with the restrictions/the arrangement is working.

If the General Manager, or their delegate, determines that the restrictions have been ineffective in managing the customer's conduct or are otherwise inappropriate they may decide to either modify the restrictions, impose further restrictions, or terminate the customer's access to our services altogether.

Figure 1: Modifying/ Restricting Access of Customers to Council Services



8. Appealing a decision to change or restrict access to our services

8.1 Right of appeal

People who have their access changed or restricted are entitled to one appeal of a decision to change or restrict their access to our services. This review will be undertaken by a senior staff member who was not involved in the original decision to change or restrict the customer's access. This staff member will consider the customer's arguments and personal circumstances, including cultural background, along with all relevant records regarding the customer's past conduct. They will advise the customer of the outcome of their appeal by letter, which must be signed off by the General Manager. The staff member will then refer any materials or records relating to the appeal to the General Manager to be kept in the appropriate file.

If a customer is still dissatisfied after the appeal process, they may seek an external review from an oversight agency such as the Ombudsman. The Ombudsman may accept the review (in accordance with its administrative jurisdiction) to ensure that we have acted fairly, reasonably, and consistently and have observed the principles of good administrative practice, including procedural fairness.

9. Non-compliance with a change or restriction on access to our services

9.1 Recording and reporting incidents of non-compliance

All staff members are responsible for recording and reporting incidents of non-compliance by customers. This should be recorded in a file note in the council Customer Relationship Management system and a copy forwarded to the General Manager, or their delegate, who will decide whether any action needs to be taken to modify or further restrict the customer's access to our services.

10. Periodic reviews of all cases where this policy is applied

10.1 Period for review

All cases where this policy is used will be reviewed every 3 months or 6 months (depending on the nature of the service provided) and not more than 12 months after the service change or restriction was initially imposed or upheld.

10.2 Notifying the customer of an upcoming review

The General Manager, or their delegate, will ask customers if they would like to participate in the review process unless they determine that this invitation will provoke a negative response from the customer (i.e., further UCC). The invitation will be given, and the review will be conducted in accordance with the customer's access restrictions. See **Appendix E – Sample letter notifying a customer of an upcoming review.**

10.3 Criteria to be considered during a review

When conducting a review, the General Manager, or their delegate, will consider:

- Whether the customer has had any contact with the council during the restriction period.
- The customer's conduct during the restriction period.
- Any information or arguments put forward by the customer for review.
- Any other information that may be relevant in the circumstances.

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The General Manager, or their delegate, may also consult any staff members who have had contact with the customer during the restriction period.

Sometimes a customer may not have a reason to contact our office during their restriction period. As a result, a review decision that is based primarily on the fact that the customer has not contacted our council during their restriction period may not be an accurate representation of their level of compliance/reformed behaviour. This should be taken into consideration, in relevant situations.

See **Appendix F** – Sample checklist for reviewing an access change or restriction.

10.4 Notifying a customer of the outcome of a review

The General Manager, or their delegate, will tell the customer the outcome of their review using an appropriate method of communication, as well as a written letter explaining the outcome. The review letter will:

- Briefly explain the review process.
- Identify the factors that have been considered during the review.
- Explain the decision or outcome of the review and the reasons for it.
- Explain the appeals option for the customer, notably contact with the Ombudsman.

If the outcome of the review is to maintain or modify the restriction, the review letter will also:

- Indicate the nature of the new or continued restriction.
- State the duration of the new restriction period.
- Provide the name and contact details of the General Manager or relevant officer who the customer can contact to discuss the letter.
- Be signed by the General Manager.

See **Appendix G** – Sample letter advising the customer of the outcome of a review.

10.5 Recording the outcome of a review and notifying relevant staff

The General Manager, or their delegate, is responsible for keeping a record of the outcome of the review, updating the council Customer Relationship Management system and notifying all relevant staff of the outcome of the review including if the restriction has been withdrawn. This process includes notification to current elected members of the situation. See **sections 4.2** and **7.5** above.

11. Managing staff stress

11.1 Staff reactions to stressful situations

Dealing with demanding, abusive, aggressive, or violent customers can be extremely stressful, distressing and even frightening for our staff. It is perfectly normal to get upset or stressed when dealing with difficult situations.

As a council, we have a responsibility to support staff members who experience stress as a result of situations arising at work and we will do our best to provide staff with debriefing and counselling opportunities, when needed. However, to do this we also need the help of all *Sorell Council* staff to identify stressful incidents and situations. All staff have a responsibility to tell relevant supervisors and senior managers about UCC incidents, and any other stressful incidents that they believe require management to be involved.

11.2 Debriefing

Debriefing means talking things through following a difficult or stressful incident. It is an important way of dealing with stress. Many staff do this naturally with colleagues after a difficult telephone call, but staff can also debrief with a supervisor or senior manager (or as

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a team) following a significant incident. We encourage all staff to engage in an appropriate level of debriefing, when necessary.

Staff may also access an external professional service if required, through Council's Employee Assistance Program with Relationships Australia.

12. Training and awareness

Sorell Council is committed to ensuring that all staff are aware of and know how to use this policy. All staff who deal with customers in the course of their work will also receive appropriate training and information on using this policy and on managing UCC on a regular basis and on induction. This should include training to support culturally appropriate communication.

13. Policy review

All staff are encouraged to forward any suggestions they have in relation to this policy to the General Manager, or their delegate, who along with relevant senior managers will review it biennially (every 2 years).

14. Supporting documents and policies

14.1 Statement of compliance

This policy is compliant with and supported by the following documents:

- Sorell Council Customer Service Charter
- Sorell Council Work Health and Safety Policy
- Sorell Council Customer Resolution Policy and Procedures
- Managing unreasonable conduct by a customer manual (3rd edition) ⁵

⁵ <https://www.ombo.nsw.gov.au/guidance-for-agencies/managing-unreasonable-conduct-by-a-complainant> - accessed 9 August 2023



Appendix A – Sample UCC incident form

This form should only be filled out if you encounter unreasonable conduct by a customer and consider that steps may need to be taken to change or restrict a customer's access to services.

Complete this form and send it electronically or by hand to the General Manager or their delegate within 24 hours of a UCC incident. They will decide on the necessary and appropriate course of action for responding to and managing the customer's conduct.

Date: _____ Case officer's name: _____

Name of customer: _____ Customer's case file number: _____

Details of the customer's conduct/incident including whether emergency services were contacted:

Why do you consider this conduct to be unreasonable?

For example – has it occurred before/repeatedly, caused significant disruptions to our council, has or could it raise significant health and safety issues for our staff or other persons.

What action, if any, have you taken to manage the customer's conduct?

For example – warning the customer 'verbally' about their conduct, previous attempts to manage the behaviour etc.

What do you think should be done to effectively manage the customer's conduct?

Note – the final decision on the appropriate course of action will be made by the General Manager.

Is there any other information that might be relevant to this case? Please include information on any personal or cultural background issues that may have affected the customer's conduct. If necessary, attach any supporting documentation.



Appendix B – Sample checklist - modify or restrict a customer's access

[To be completed by the General Manager after receiving UCC Incident Form (Appendix A)]

- I have received a signed and completed incident form from the case officer(s) involved (attach copy).
- I have spoken with relevant case officer(s) to obtain further information, as needed.
- I have reviewed the customer's record and all the relevant information in it.
- I have referred to and considered **section 7.2 criteria** to be considered which includes an assessment of the following:
 - The merits of the customers case

 - The customer's circumstances

 - Jurisdictional issues

 - Proportionality

 - Council or case officer responsibility

 - Responsiveness, including previous conduct



Case officer's personal boundaries

Conduct that is unreasonable in all circumstances (assault, threats of harm etc.)

I have completed the Unreasonable and Inappropriate Behaviour WHS Risk Assessment⁶.

Along with the case officer concerned and any other nominated senior officers, I have considered all reasonable options for managing the customer's conduct, including those that do not involve restricting their access to our services.

- The customer has been warned about their conduct in writing, and the letter has been signed by the General Manager if applicable.
- The customer has been advised in writing, and by other culturally, linguistically, or personally appropriate means, of our decision to restrict their access to our council, and the letter has been signed by the General Manager if applicable.
- I have made a record of my assessment and decision about the customer's conduct and all relevant staff members have been notified of my decision.
- An electronic alert has been created in the council Customer Relationship Management system that notifies any staff dealing with this customer of the nature of the conduct that caused us to be concerned, the nature of the restriction that has been placed on their access, its duration, how they are to deal with the customer (including who they should direct any communications from the customer to).

Date: _____ Signature: _____

⁶ The WHS Risk Assessment is available on the Local Government Association of Tasmania's Member Portal.



Appendix C – Sample warning letter

[To be signed by the General Manager]

Our reference: *[reference]*
 Contact: *[case officer]*
 Telephone: *[number]*

[Date]

[Name of customer] [Address of customer]

Dear *[name of customer]*

Your contact with Sorell Council

You recently had *[state the form of contact – e.g., telephone, written or face-to-face]* with staff at *[name of Council]* on *[date]*. *[During/In that telephone call/appointment/letter]*, I understand that you *[explain the nature of the conduct that has caused the council to be concerned]*.

We consider this type of behaviour to be inappropriate and it must stop. If you continue to behave in this way or in any other way that my staff consider to be unreasonable, we will impose restrictions on your contact with our office. This may involve restricting your contact to *[apply the relevant option(s)]*:

- 'Writing only' – this means that we will only accept communications from you in writing, delivered by Australia Post *[if online or other written communications are preferred then explain]*.
- 'Telephone contact only' – this means that you will only be able to contact us by telephone on a specified time and day of the week.
- 'Face-to-face contact only' – this means that your contact will be limited to scheduled face-to-face meetings with a specified member of our staff.

Or any other restriction that we consider to be appropriate in the circumstances.

I have attached a copy of a document called Council Customer Service Charter for your reference. We expect everyone who complains to this office to act in the ways described in this document.

If you have any questions about this letter, please contact me on *[phone number of the General Manager/council]*.

Yours sincerely,
 [General Manager]



Appendix D – Sample letter notifying a customer of a decision to change or restrict their access to our services

Note: This letter can be amended and utilised without a warning, should an act of unreasonable conduct occur and it warrants immediate change or restriction of customer access.

[To be signed by the General Manager]

Our reference: [reference]
Contact: [case officer]
Telephone: [number]

[Date]

[Name of customer] [Address of customer]

Dear [name of customer]

Decision to restrict your contact with Sorell Council

It has come to my attention that you [describe the nature of the unreasonable conduct and its impact – e.g., if the customer has been sending emails to several members of my staff on a daily basis...]

[apply if relevant]: I understand that my staff have previously told you that we consider this conduct to be unreasonable and unwarranted.

I also wrote to you on [date] and asked you to stop this behaviour. In that letter I advised you that if your behaviour continued, we would restrict your contact with council. At the time I also attached a copy of our Council Customer Service Charter which outlines your responsibilities as a customer.

Because your behaviour has continued, I now consider it necessary to impose certain restrictions on your future contact with council. I therefore give you notice that from [date], and with the exception(s) detailed below, council will only accept communication from you [identify permissible form of contact, if any].

[apply if relevant]: Because of the seriousness of this [behaviour, incident], I now consider it necessary to impose certain restrictions on your future contact with council. I therefore give you notice that from [date], and with the exception(s) detailed below, council will only accept communication from you [identify permissible form of contact, if any].

What this means

This means that you are only to contact our council using [describe the restriction in further details]. Any communications that do not comply with this restriction will be [describe what will happen – e.g., phone calls will be terminated immediately, or emails/written communications will be read and filed without acknowledgment, emails will be blocked or deleted, no interviews will be granted, etc].

[Note: the customer should be clearly informed how they can contact the council and how the council will contact them].

Your existing complaint/matter (if applicable)

This council currently has [one] file open in your name. This relates to [state the subject of complaint and describe complaint]. This file is being handled by [name of officer and position title]. While you are able to contact [name of officer] [state nature of contact – e.g., by email] about this specific matter, all other contact with my council, including any future complaints, must be [state restriction – e.g., in writing through Australia Post] [provide contact details – e.g., address of council where post can be sent].

Review of this decision

My decision to restrict your contact with this council is effective immediately and will last for [3 months/6 months/12 months]. At that time, we will review your restriction and decide if it should be maintained, amended, or withdrawn.

I take these steps with the greatest reluctance, but [state reason for restriction – e.g., the equity and safety of other customers and my staff], leaves me no alternative.

If you have any questions about this letter, you can contact me on [General Manager phone number]. Yours sincerely,

[General Manager]



Appendix E – Sample letter notifying a customer of an upcoming review

[To be signed by the General Manager or their delegate]

Our reference: *[reference]*
 Contact: *[case officer]*
 Telephone: *[number]*

[Date]

[Name of customer] [Address of customer]

Dear *[name of customer]*

Upcoming review of the decision to restrict your contact with Sorell Council

It has now been *[3 months/6 months/12 months]* since restrictions were *[imposed/upheld]* on your contact with our office. As advised in our letter dated *[date]*, we are now reviewing our decision to ascertain whether the restrictions should be maintained, amended, or withdrawn.

We consider it important to give you an opportunity to participate in the review process, so we are therefore inviting you to *[apply the relevant option(s)]*:

- make submissions in writing through Australia Post *[include contact person's name and address]*
- schedule a face-to-face interview with *[include name of staff member and provide instructions on how they should go about scheduling the appointment – e.g., calling through the reception line on xxx- xxx-xxxx]*
- schedule a telephone interview with *[include name of staff member and provide instructions on how they should go about scheduling the appointment – e.g., calling through the reception line on xxx- xxx- xxxx]*

In your letter, you should include information that would be relevant to our review. This includes information about *[.....]*/During the interview which will not last more than 30 minutes, we will discuss whether:

- you have complied with the current contact restrictions
- the current contact restrictions should be removed
- the current contact restrictions should be amended to better suit your personal circumstances
- the current contact restrictions should be maintained
- any other information that is relevant to our decision.

We must receive your letter by *[time and date]* /you should confirm your interview with *[name of case officer]* by *[time and date]*. If we do not receive it/hear from you by this date, we will assume that you do not wish to participate in this review and will undertake the review based on the information that we have available to us.

Once the review is completed, we will contact you again by letter notifying you of our decision.

If you have any questions about this letter, you can contact me on *[General Manager phone number]*.

Yours sincerely,

[General Manager or their delegate]

Appendix F – Sample checklist for reviewing a decision regarding an access change/restriction

- The customer has been sent a letter, or if necessary has been contacted by a more culturally and linguistically appropriate means, notifying them of the review.
- The customer will/will not participate in the review.
 - the customer has/has not scheduled a face-to-face interview
 - the customer has/has not made written submissions
 - the customer has/has not scheduled a telephone interview
- I have reviewed all the information in the council Customer Relationship Management system from the last 12 months
[or relevant period of the restriction] about the customer's:
 - contact with the office (explain form of contact)

- conduct during that contact (explain if conduct reasonable or unreasonable)

- I have spoken with the case officers who have had contact with the customer during the last 12 months about the customer's conduct during that period.
- I have considered the arguments/statements made by the customer, including the impact of the restrictions on them (explain customer's position, including if their circumstances have changed etc.) *Note: if the customer is arguing that their circumstances have changed, they should be required to submit evidence to support this claim.*

- I have considered whether there are other more reasonable/suitable options for managing the customer's conduct, including those that do not involve restricting their access to our services (list all that apply).

- I consider that the restriction should be (explain):
 - maintained – e.g., because the conduct has continued or is likely to continue, is disproportionate etc.
 - removed – e.g., because the customer has complied with the restrictions etc.
 - amended – e.g., because the customer's circumstances have changed, and the current restriction is no longer appropriate.

- I have discussed my decision with [other nominated senior officers]
- The customer has been advised in writing of my decision to maintain/remove/ amend the restriction.
- The council Customer Relationship Management system has been updated to reflect my decision.

Date: _____

Signature: _____



Appendix G – Sample letter advising the customer of the outcome of a review

[To be signed by the General Manager]

Our reference: [reference]
 Contact: [case officer]
 Telephone: [number]

[Date]

[Name of customer] [Address of customer]

Dear [name of customer]

Review of your contact with Sorell Council

I am writing about a review that was undertaken by my council on [date] concerning your contact with this office. I understand that you [participated/did not participate] in that review.

Process of review

During the review you were given an opportunity to [explain in general terms how the review was undertaken].

Considerations

After your [interview/reading your submissions], we considered the concerns and suggestions raised in your [interview/letter, etc.], particularly your concerns about [include information that would be relevant – e.g., the customer said their circumstances had changed]. We also reviewed our records of your conduct and contact with our office over the last 12 months. Our records showed that [provide summary of relevant information – e.g. Our records show that you have continued to send emails to our office, sometimes up to 4 times a day, throughout the period of your restriction].

[apply if relevant]: These communications were in direct violation of your restriction which limited your contact with our office to [state nature restriction] [explain what the purpose of the restriction was, if appropriate, and the impact of their conduct].

[apply if relevant]: Our records show that you have complied with the restrictions that were imposed on your contact with our council.

Decision

[apply if relevant]: Due to [explain reasoning for the decision – e.g., the number of emails that you have sent to our council in the last 12 months and] I consider it necessary to maintain the restrictions on your contact with our office for a further 12 months, effective immediately.

[apply if relevant]: Due to [explain reasoning for the decision I consider it necessary to amend the restrictions on your access to better suit your personal circumstances [explain, including providing clear instructions on how the customer is to contact us and how we will contact them]. The new restrictions will be effective immediately and will last for 12 months. If your circumstances change again during this period, you may [explain how the customer can notify of the change].

[apply if relevant]: Due to [explain reasoning for the decision] I consider it appropriate to remove the restrictions that have been placed on your access with our council, effective immediately. You may contact our council using any of our normal servicing options.

If you have any questions about this letter, you can contact me on [General Manager phone number].

Yours sincerely

[General Manager]

16.0 INFRASTRUCTURE AND ASSETS

△

Nil reports

17.0 COMMUNITY RELATIONS

△

17.1 COMMUNITY GRANTS PROGRAM

RECOMMENDATION

"That Council approve a grant application from South East Netball Association under the 2024-2025 Community Grants Program as per the following report."

Introduction

Through the Community Grants Program 2024-2025 Council provides financial support to eligible community groups and organisations within the Municipality for their projects, events and activities.

Applications for funding are available for sporting and community groups to support them with their one off activities or projects that benefit the Sorell Municipality.

These may include, but are not limited to:

- Community events and programs;
- Asset purchases which will enhance the functions of the group/organisation within the community; or
- Projects in the local community.

The program is governed by the Community Grants Policy and the Community Grants Program Guidelines which outlines the three funding streams, associated procedures and eligibility requirements.

Strategic Plan

Objective 3.8 – To Ensure a Liveable and Inclusive Community – *Encourage and support the local arts, cultural activities, programs and events.*

Council's Community Grants Program was reviewed and updated in 2023 to ensure it met the needs of our diverse and growing community. Its broad aim is to provide financial support to eligible community groups and organisations within our community for their projects, events and activities to encourage and support the local arts, cultural activities, programs and events.

Operational Plan

Grants are open for applications throughout the year and will be awarded in line with the annual budget allocation as approved by Council. Sufficient



funds currently exist within the current Operational Plan and Budget to fund these applications.

Policy

Community Grants Policy.

Asset Management Implications

NIL

Risk Management Implications

NIL

Community Implications

There will be positive implications for the community through the provision of funds for activities and projects within the Sorell Municipality.

Providing funding to community groups and sporting clubs to run activities, projects and events will enhance the vibrancy and engagement of our community. It provides an opportunity to build the capacity of these groups to be more self-sufficient and have a greater impact and positive influence on the community.

REPORT

Council received one Community Grant Applications from –

- South East Netball Association – a request for \$2,000.00 towards costs associated with holding their Taste of the South East 2024 event.

The application was discussed by Council at their workshop on 1 October 2024. All Councillors except Councillor Miro Quesada were present.

This application is now presented to Council for approval.

STACEY GADD**Manager Community Relations**

Date: 8 October 2024.



18.0 FINANCE



18.1 EXECUTIVE SUMMARY – FINANCIAL REPORT SEPTEMBER 2024 YTD

RECOMMENDATION

"That the Executive Summary – FINANCIAL REPORT SEPTEMBER 2024 YEAR-TO-DATE be received and noted by Council."

Note: variances are only reported and discussed below if they are greater than \$10k and have a variance percentage of greater than 10%.

FINANCIAL REPORT SEPTEMBER 2024 YEAR-TO-DATE

The operating surplus for the period ended 30 September 2024 of \$14.980m is above the budget of \$14.503m by \$476k. The main drivers of this position are:

- Recurrent income year to date is \$20.391m, which is above budget by \$108k.
- Operating expenses year to date are \$5.412m, which is below budget by \$369k.

NOTES TO THE ACCOUNTS

1. RATES AND CHARGES

This category is above budget by \$67k to the end of September, with no significant variances noted.

2. STATUTORY FEES AND CHARGES

This category is below budget by \$16k to the end of September. The following significant variance is noted:

- Town planning fees is below budget by \$13k, as a result of planning activity being less than expected year to date.

3. USER FEES

This category is above budget by \$34k to the end of September. The following significant variances are noted:

- Caravan licences is below budget by \$11k. This is a result of a process change, where it was decided to start raising caravan licenses relating to the 2024/2025 financial year in June, rather than in July.



This resulted in income relating to the 2024/2025 financial year being recognised in the 2023/2024 financial year.

- Food licences is above budget by \$10k. This is a result of a process change at the end of the 2023/2024 financial year, where it was decided that food licence invoices would only be raised once an application for the 2024/2025 financial year is received. This process change, resulted in less invoices raised in June 2024 and more carried over to the first quarter of the 2024/2025 financial year.

4. GRANTS OPERATING

This category is above budget by \$13k to the end of September.

The Commonwealth Government Financial Assistance grant income is above budget by \$11k. This is because at the time the budget was prepared the amount Council was to receive for this grant was unknown. The budget was estimated based on advice received from the Commonwealth Government in June 2024. A full year budget of \$414k was estimated and an actual amount of \$460k relating to the 2024/2025 financial year is expected to be received throughout the year.

Refer to attachment (g) Grants Variance Analysis for a detailed explanation of the State Government grant variances.

5. CONTRIBUTIONS RECEIVED

This category is below budget by \$27k to the end of September. The following significant variances are noted:

- Public open space contributions is below budget by \$50k. The budget was estimated based on planned developments, however actual activity started in October, which was later than expected.
- Car parking cash in lieu contributions is above budget by \$23k, as a result of un-budgeted money received from a development application at Dodges Ferry.

6. INTEREST

This category is above budget by \$38k to the end of September. The following significant variance is noted:

- Interest received banks & other is above budget by \$29k, as a result of cash funds held in the investment and operating bank accounts being greater than expected and slightly higher than estimated interest rates.



7. OTHER INCOME

This category is below budget by \$4k to the end of September. The following significant variances are noted:

- Lease/rent fees received is below budget by \$24k. The Dodges Ferry Recreation Centre lease fee payable by the Department of Education is budgeted to be received in August, however it will not be invoiced until January 2025.
- Lease fees – Copping tip is above budget by \$24k. The profit share component of the lease agreement was budgeted to be received in October, however it was raised in August based on a request from Southern Waste Solutions.
- Other facility hire is below budget by \$12k, as a result of activity being less than expected year to date.

8. INVESTMENT IN TASWATER

This category is in line with budget to the end of September.

9. EMPLOYEE BENEFITS

Total employee benefits is below budget by \$181k to the end of September.

The following significant variances are noted:

- Annual leave is above budget by \$16k. This variance is currently under investigation and a support ticket has been lodged with Council's Dynamics 365 Business Central (D365BC) system provider for additional information.
- Long service leave is below budget by \$16k. This variance appears to be a result of the D365BC payroll system reducing the long service leave provision post employee terminations. A support ticket has been lodged with Council's D365BC system provider for confirmation.
- Protective clothing & accessories is below budget by \$15k. A significant personal protective equipment order was expected to occur in September, however this order is now expected to be completed later in the year.
- Workers compensation insurance is below budget by \$84k. This is predominately a result of a difference in budgeted versus actual workers compensation renewal rates and a claims experience discount received. During the insurance renewal process JLT negotiated a reduction in Council's renewal rate. Council budgeted for a renewal rate of 4.38% and the actual renewal rate was 3.39%. This will result in approximately an \$80k budget variance throughout



the financial year. Additionally, in September Council received a \$46k refund from JLT relating to the 2022/2023 financial year workers compensation claims experience discount.

10. MATERIALS AND SERVICES

Materials and services is \$338k below budget to the end of September.

The following significant variances are noted:

- Consultants other is below budget by \$28k, predominantly as a result of significant underspends to date in the Governance (\$14k) and the Assets & GIS (\$10k). These costs are expected to be incurred over the coming months.
- Contractors is below budget by \$80k, predominantly as a result of significant underspends to date in Governance (\$20k), Information Technology (\$8k), Communications & Corporate Administration (\$5k), Assets & GIS (\$26k), Natural Resource Management (\$31k) and Plumbing Services (\$4k). These costs are expected to be incurred over the coming months. These underspends are somewhat offset by an overspend in Town Planning (\$15k), for unbudgeted Development Engineering Officer support.
- Mornington Park Transfer Station (MPTS) disposal costs is below budget by \$12k, as a result of MPTS credits received monthly, which are not included in budget.
- Greenwaste mobile garbage bin collection is below budget by \$18k. This is a result in a delay in receiving the August invoice, which resulted in it being processed in early October, rather than in September as expected.
- Legal fees is above budget by \$11k, as a result of a significant town planning legal matter.
- Repairs and maintenance is below budget by \$139k, predominantly as a result of underspends to date in Community Facilities (\$8k), Sealed Roads (\$39k), Unsealed Roads (\$10k), Stormwater (\$12k), Land Improvements (\$60k) and Bridges & Other Structures (\$11k). Repairs and maintenance costs are difficult to estimate, due to the often reactive and unpredictable nature of these activities. These costs are expected to be incurred over coming months.
- Kerbside green waste collection is below budget by \$25k. This expense was budgeted to be incurred in September, however the first collection will be completed in October and invoiced in November.
- Kerbside hard waste collection is above budget by \$41k. This was budgeted in the months of December and June, however in the



2024/2025 financial year the hard waste schedule was changed to August and January. During the 2023/2024 financial year there were four hard waste collections available, however in 2024/2025 financial year this was reduced to two. The August collection cost of \$41k, was under the December budget of \$56k. When budgeting it was assumed that the number of bookings would increase, as the collection frequency had decreased. However, this was not the case in August.

- Kerbside garbage collection is below budget by \$12k, as a result of the monthly budget being split evenly across the financial year, whereas the suppliers monthly billing cycle varies throughout the year (e.g. 4 weeks vs 5 weeks per month).
- Kerbside garbage disposal is above budget by \$18k, as a result of an increase to the waste levy. In addition, the waste levy has been incurred on green waste disposal, which was not budgeted for. The Manager Health and Compliance is currently investigating this matter with Southern Waste Solutions.
- Street bin collection contract is below budget by \$14k, as a result of lower than expected collection numbers during the winter months. The monthly budget is split evenly across the financial year, whereas in reality the number of collections per month has reasonable variations.

11. DEPRECIATION AND AMORTISATION

This category is above budget by \$64k to the end of September, with no significant variances noted.

12. FINANCE COSTS

This category is in line with budget to the end of September.

13. OTHER EXPENSES

This category is above budget by \$86k to the end of September. The following significant budget variances are noted:

- Employee subscriptions, licences and memberships is below budget by \$27k, Council was expecting to receive a Governance subscription invoice of \$22k in July, which is yet to be received.
- Functions & programs is below budget by \$32k, predominantly as a result of various activities budgeted but not yet taken place. This includes Youth Project expenditure (\$15k) and Art & Culture expenditure (\$7.5k), as well as engagement and special committee



activities. These function and programs expenses are expected to take place later in the financial year.

- Government fire contributions is above budget by \$166k. This invoice was budgeted to be received and processed in October, however it was received and processed in September.
- Land tax is above budget by \$22k. This relates to the Copping Tip land tax invoice, which was budgeted to be received and processed in October, however it was received and processed in September.
- Public liability insurance is below budget by \$13k, as a result of lower premiums than expected for the 2024/2025 financial year. The annual increase was 8% and Council estimated 15%.
- Contributions (SES) is below budget by \$26k. This relates to the annual volunteer SES unit contribution, which Council was expecting to receive in August and is yet to be received.

14. GRANTS CAPITAL

This category is below budget by \$991k to the end of September.

Refer to attachment (g) Grants Variance Analysis for a detailed explanation of the Commonwealth, State Government and other grant variances.

15. CONTRIBUTIONS – NON MONETARY ASSETS

This category is below budget by \$309k, as a result of a budgeting error. Development contributions for road assets were incorrectly budgeted in September, however these will be accounted for in October during the quarter 1 capitalisation process.

16. NET GAIN / (LOSS) ON DISPOSAL

No net gain / loss on disposal revenue was received as at the end of September.

17. SHARE OF INTEREST IN JOINT VENTURES

No joint venture revenue was received as at the end of September.

CASH & INVESTMENTS

The Council maintains deposits with four major banks (Commonwealth (CBA), Westpac, Bendigo Bank and MyState).

Council's cash position remained stable during the month of September. In comparison with the 2023/2024 financial year, the current cash balance of



\$22.729m is \$912k greater than the balance at the same time last year. Sorell Council continues to hold \$2.319m in grant income received in advance as reported in the Balance Sheet.

CASH RESERVES

As at 30 September 2024, cash reserves being held by Council are as follows;

Land Sales	\$1,269,649
Public Open Space Contributions	\$1,796,055
Car Parking Cash in Lieu	\$ 23,423
Subdivision Traffic Management Contributions	\$ 150,790
Stormwater	<u>\$ 7,016</u>
	\$3,246,933

RATES OUTSTANDING

Attached is a graph showing unpaid rates by month, for both the current and previous four years. The graph declines each month as rates are progressively paid throughout the financial year. The second graph reflects the percentage of rates debt outstanding at the end of each month, with four comparative financial years' data as well.

Collections have remained positive this financial year, with 39.0% of rates already paid by the end of September. At the same time last year, Council had received 41.9% of rates.

ATTACHMENTS

MONTHLY DASHBOARD REPORT (Pages 4)

- a) Statement of Income and Expenditure for the period ending 30 September 2024 (Pages 1)
- b) Statement of Financial Position as at 30 September 2024 (Pages 1)
- c) Statement of Cash Position as at 30 September 2024 (Pages 1)
- d) Detailed Statement of Income and Expenditure for the period ending 30 September 2024 (Pages 5)
- e) Cash on Hand as at 30 September 2024 and Graph 1 – Total Cash Available (Pages 2)
- f) Graph 2 - Rates Outstanding (Pages 2)
- g) Grants Variance Analysis (Pages 1)



STEPANIE PERRY
MANAGER FINANCE

SCOTT NICOL
FINANCIAL ACCOUNTANT

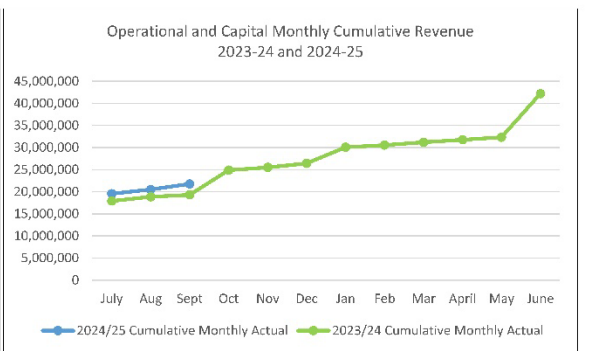
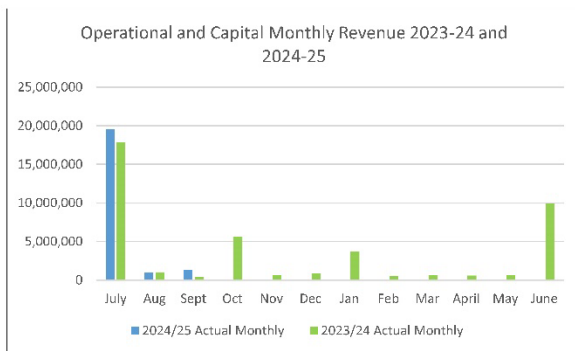
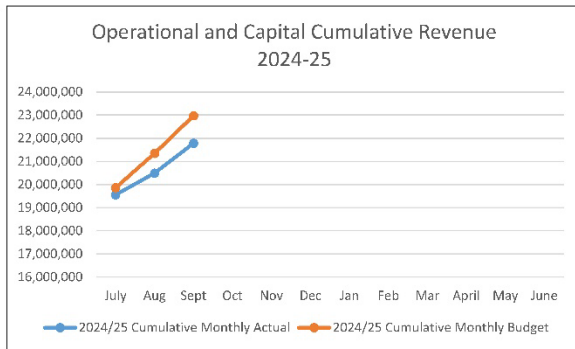
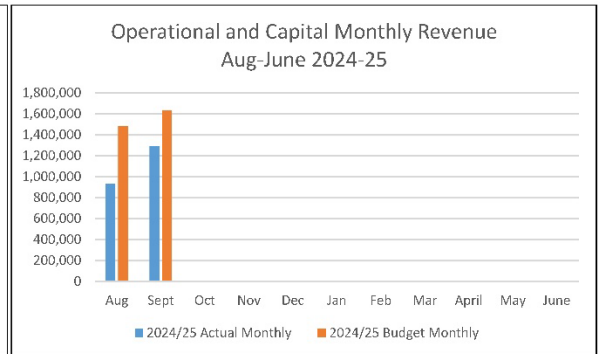
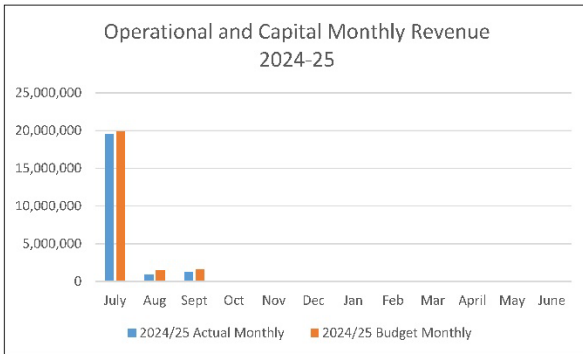
SALLY FANG
ACCOUNTANT

Date: 9 October 2024
 Attachments (17 pages)

SORELL COUNCIL – MONTHLY DASHBOARD REPORT SEPTEMBER 2024

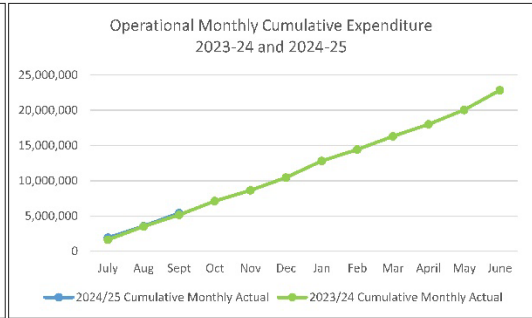
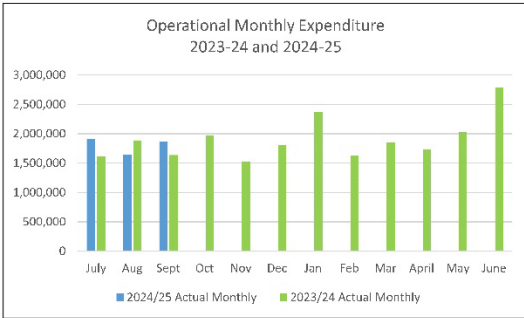
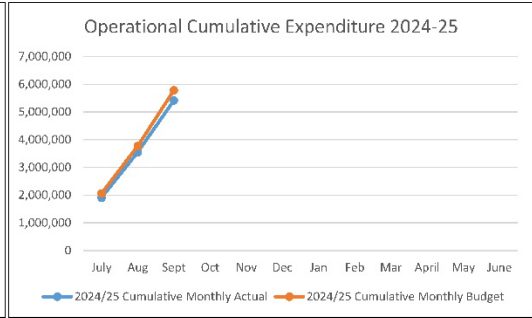
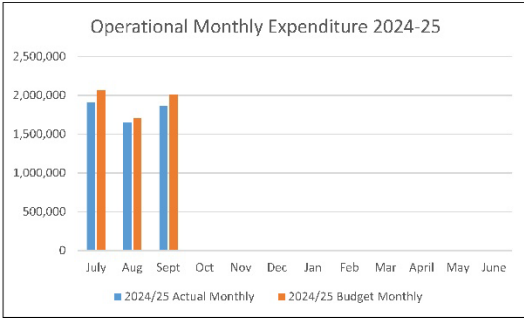
DESCRIPTION: The following contains graphical information on the financial performance of Council’s Operating Budget.

REVENUE

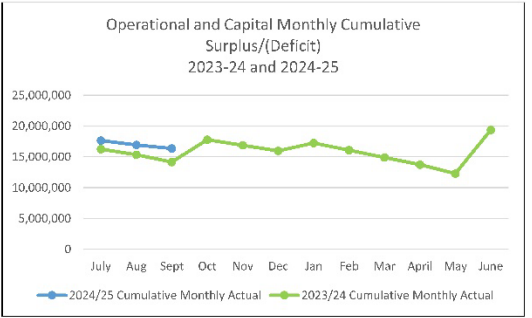
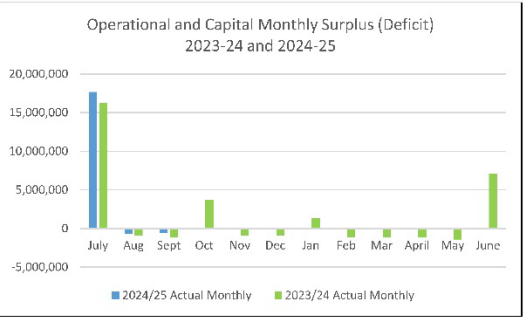
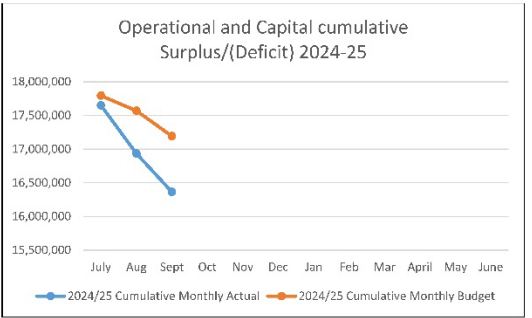
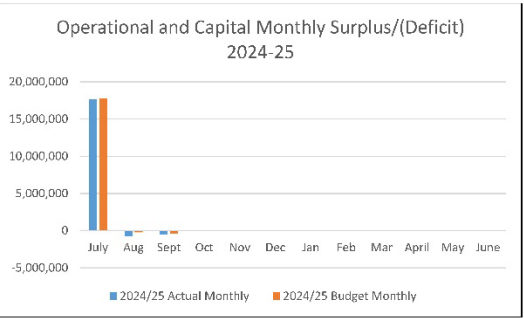


AGENDA
ORDINARY COUNCIL MEETING
15 OCTOBER 2024

EXPENDITURE



SURPLUS/DEFICIT



SORELL COUNCIL
STATEMENT OF INCOME AND EXPENDITURE
For the period September 2024

	NOTES	ACTUAL YTD	BUDGET YTD	VAR	FULL YEAR BUDGET
INCOME					
RECURRENT INCOME					
Rates and Charges	1	19,515,331	19,448,050	67,280	19,519,937
Statutory fees and fines	2	146,125	161,982	(15,858)	544,611
User Fees	3	212,960	178,696	34,265	684,300
Grants Operating	4	126,923	113,490	13,433	452,700
Contributions received	5	23,423	50,000	(26,578)	230,000
Interest	6	154,624	116,125	38,499	974,296
Other income	7	131,042	134,543	(3,501)	574,498
Investment income from TasWater	8	81,000	81,000	0	388,800
		20,391,427	20,283,886	107,541	23,369,141
EXPENSES					
Employee benefits	9	1,774,535	1,955,132	180,597	8,031,663
Materials and services	10	1,260,162	1,598,398	338,236	7,734,672
Depreciation and amortisation	11	1,632,222	1,568,572	(63,649)	6,277,899
Finance costs	12	(5,865)	(5,953)	(88)	82,208
Other expenses	13	750,833	664,573	(86,260)	1,940,484
TOTAL EXPENSES		5,411,887	5,780,723	368,837	24,066,926
OPERATING SURPLUS/(DEFICIT)		14,979,540	14,503,163	476,378	(697,785)
CAPITAL INCOME					
Grants Capital	14	1,389,392	2,380,547	(991,155)	7,855,405
Contributions - non-monetary assets	15	0	309,500	(309,500)	2,010,000
Net gain/(loss) on disposal	16	0	0	0	400,000
Share of Interests in JVs	17	0	0	0	0
TOTAL CAPITAL INCOME		1,389,392	2,690,047	(1,300,655)	10,265,405
SURPLUS/(DEFICIT)		16,368,933	17,193,210	(824,277)	9,567,619



SORELL COUNCIL
STATEMENT OF FINANCIAL POSITION
As At September 2024

	Actual 2024/2025	Actual 30 June 2024	Movement
ASSETS			
Current Assets			
Cash and Cash Equivalents	19,456,834	13,978,607	5,478,227
Investments	3,271,850	5,190,522	(1,918,672)
Trade and Other Receivables	13,171,004	1,251,538	11,919,465
Inventories	57,336	57,336	-
Other Assets	89,833	557,423	(467,590)
Total Current Assets	36,046,856	21,035,427	15,011,431
Non-Current Assets			
Trade and Other Receivables	2,950	31,648	(28,698)
Assets Held for Sale	0	0	-
Intangible Assets	249,434	251,675	(2,241)
Property, Infrastructure, Plant and Equipment	369,069,422	370,768,379	(1,698,957)
Work in Progress	3,802,501	1,746,041	2,056,459
Investments	34,024,275	34,024,275	-
Other Non-Current Assets	13,894	13,894	-
Total Non-Current Assets	407,162,476	406,835,913	326,563
TOTAL ASSETS	443,209,332	427,871,340	15,337,993
LIABILITIES			
Current Liabilities			
Trade and Other Payables	689,432	1,941,265	(1,251,833)
Trust Funds and Deposits	675,321	694,007	(18,687)
Interest Bearing Loans & Borrowings	245,630	245,630	-
Provisions	1,486,104	1,401,932	84,172
Contract Liabilities	2,318,874	2,163,466	155,408
Other Current Liabilities	9,766	9,766	-
Total Current Liabilities	5,425,125	6,456,065	(1,030,939)
Non-Current Liabilities			
Interest Bearing Loans & Borrowings	2,126,485	2,126,485	-
Provisions	276,988	276,988	-
Contract Liabilities	-	-	-
Other Current Liabilities	4,709	4,709	-
Total Non-Current Liabilities	2,408,182	2,408,182	-
TOTAL LIABILITIES	7,833,307	8,864,247	(1,030,939)
Net Assets	435,376,025	419,007,093	16,368,933
EQUITY			
Accumulated Surplus	163,545,423	147,176,491	16,368,933
Reserves	271,830,602	271,830,602	-
Total Equity	435,376,025	419,007,093	16,368,933



**SORELL COUNCIL
STATEMENT OF CASH POSITION
As At September 2024**

	\$
Opening Balance Cash at Bank & Investments	19,169,130
Closing Balance Cash at Bank & Investments	22,728,685
Cash Movement Year to Date	<u>3,559,555</u>
 <i>Represented by:</i>	
Net Surplus / (Deficit)	16,368,933
Add: Depreciation	1,632,222
Net Cash Surplus / (Deficit)	<u>18,001,154</u>
Loan Repayments	0
Capital Expenditure (per capital report)	(2,056,459)
Capital Expenditure - Asset (Purchases) / Disposals	66,735
Balance Sheet Movements	(12,451,876)
Cash Movement Year to Date	<u>3,559,555</u>



SORELL COUNCIL
DEPARTMENTAL PROFIT & LOSS
FOR THE PERIOD ENDED September 2024
FOR COST CENTRE - All Cost Centres

	ACTUAL	BUDGET	VAR	FULL YEAR BUDGET
0100 Profit & Loss				
0500 INCOME				
1000 RECURRENT INCOME				
1100 Rates and Charges				
1105 Rates - General/Ordinary/Residential	(15,286,786)	(15,236,224)	50,562	(15,236,224)
1110 Rates General Written Off	6,405	1,375	(5,030)	5,500
1115 State Grant Rates Remission	(852,420)	(828,561)	23,859	(920,623)
1120 Rates Pensioner Concession	927,646	911,417	(16,229)	920,623
1125 Domestic Waste Annual Charge	(3,634,704)	(3,618,525)	16,180	(3,618,525)
1130 Fire Rates Levy Income	(695,003)	(692,609)	2,394	(692,609)
1150 Other Remissions	20,049	15,594	(4,455)	23,991
1160 AWTS Maintenance Fee Received	(518)	(518)	0	(2,070)
1199 Rates and Charges Total	(19,515,331)	(19,448,050)	67,280	(19,519,937)
1200 Statutory Fees and Charges				
1210 132 & 337 Certificate Fees	(32,150)	(37,416)	(5,266)	(149,664)
1220 Town Planning Fees	(109,610)	(122,125)	(12,515)	(380,791)
1225 Animal Infringements & Fines	(1,253)	(888)	365	(3,554)
1230 Other Infringements Fines & Penalties	(3,091)	(844)	2,247	(3,377)
1235 Licences & Permits	105	0	(105)	(4,391)
1240 Street Stall Permit Fee	(126)	(709)	(582)	(2,835)
1299 Statutory Fees and Charges Total	(146,125)	(161,982)	(15,858)	(544,611)
1300 User Fees				
1303 Animal Management Sundry Income -collars,signs etc	0	0	0	0
1306 Building Assessment Fees	(23,794)	(19,854)	3,940	(79,415)
1318 Caravan Licences	(8,119)	(18,816)	(10,697)	(18,816)
1327 Dog Impounding & Release Fees	(343)	(300)	43	(1,200)
1330 Dog Registration & Renewal	(33,390)	(34,023)	(633)	(105,162)
1331 Kennel Licences	(648)	(1,500)	(852)	(1,500)
1333 Driveway Approval and Inspection Fees	(3,476)	(4,106)	(630)	(16,423)
1335 Engineering Inspections & 1% Approval Fee	(22,644)	(20,359)	2,285	(81,435)
1336 Fire Abatement Charges	0	0	0	(15,000)
1342 Food Licences	(10,273)	0	10,273	(46,395)
1351 Photocopy Charges	(5)	0	5	0
1354 Plumbing Application Fees	(36,642)	(36,858)	(217)	(147,433)
1357 Plumbing Inspection	(36,747)	(35,054)	1,693	(140,216)
1360 Amended Plan Fees	(946)	(1,000)	(54)	(4,000)
1363 Recreational Vehicle Income	(3,014)	(6,827)	(3,813)	(27,306)
1369 Building Administration Fee (0.1%)	(12,240)	0	12,240	0
1372 TBCITB Training Levy (0.2%)	(20,681)	0	20,681	0
1399 User Fees Total	(212,960)	(178,696)	34,265	(684,300)
1400 Grants Operating				
1405 Commonwealth Financial Assistance Grant	(114,986)	(103,552)	11,433	(414,209)
1410 Comm'th Grants & Subsidies	0	0	0	0
1415 State Grants & Subsidies	(9,938)	(9,938)	0	(38,491)
1420 Other Grants & Subsidies	(2,000)	0	2,000	0
1430 Training Incentive Payment	0	0	0	0
1499 Grants Operating Total	(126,923)	(113,490)	13,433	(452,700)
1500 Contributions Received				
1505 Public Open Space Contributions	0	(50,000)	(50,000)	(200,000)



SORELL COUNCIL
DEPARTMENTAL PROFIT & LOSS
FOR THE PERIOD ENDED September 2024
FOR COST CENTRE - All Cost Centres

	ACTUAL	BUDGET	VAR	FULL YEAR BUDGET
1506 Car Parking Cash in Lieu Contributions	(23,423)	0	23,423	(5,000)
1507 Subdiv Traffic Management Treatment Contributions	0	0	0	0
1508 Stormwater Contributions	0	0	0	0
1510 Contributions Received Other	0	0	0	(25,000)
1549 Contributions Received Total	(23,423)	(50,000)	(26,578)	(230,000)
1550 Interest				
1560 Rates Interest Penalty	(34,968)	(24,972)	9,995	(124,862)
1565 Rates Interest Written Off	4	40	36	400
1570 Rates Legal Costs Recovered	474	(305)	(778)	(1,218)
1575 Interest Received Banks & Other	(120,134)	(90,888)	29,245	(848,616)
1599 Interest Total	(154,624)	(116,125)	38,499	(974,296)
1600 Other Income				
1605 Bad Debts Recovered	0	0	0	0
1610 Diesel Fuel Rebate	(5,716)	(5,142)	574	(30,852)
1615 Donations Received	(300)	0	300	0
1620 Hall Hire	(13,362)	(11,977)	1,384	(64,697)
1625 Lease/Rent Fees Received	(16,639)	(40,416)	(23,777)	(123,647)
1627 Lease Fees - Copping Tip	(44,379)	(20,417)	23,962	(124,478)
1630 Other Facility Hire	(29,173)	(41,190)	(12,017)	(171,361)
1635 Other Sundry Income	(3,714)	(910)	2,804	(5,640)
1637 Insurance Recoveries	0	0	0	0
1645 Vehicle FBT Recoveries	(13,849)	(14,491)	(642)	(53,823)
1655 Workers Compensation - Reimbursement	0	0	0	0
1656 Copping Public Cemetery Trust Net Income	(2,323)	0	2,323	0
1660 Grave Site Sales - Dunalley Hall	0	0	0	0
1662 Wheelie Bin Stabiliser Income	(1,588)	0	1,588	0
1689 Other Income Total	(131,042)	(134,543)	(3,501)	(574,498)
1690 Investment Income from TasWater				
1694 TasWater Interim Dividend	(81,000)	(81,000)	0	(388,800)
1699 Investment Income from TasWater Total	(81,000)	(81,000)	0	(388,800)
1999 Recurrent Income Total	(20,391,427)	(20,283,886)	107,541	(23,369,141)
2000 Capital Income				
2100 Grants Capital				
2105 Roads to Recovery Funding	0	(170,411)	(170,411)	(681,644)
2110 Comm'th Grants new or upgraded assets	(922,060)	(872,728)	49,332	(2,217,006)
2115 State Grants for new or upgraded assets	(467,332)	(1,337,408)	(870,076)	(4,956,755)
2120 Other Grants for new or upgraded assets	0	0	0	0
2199 Grants Capital Total	(1,389,392)	(2,380,547)	(991,155)	(7,855,405)
2200 Contributions - Non-monetary Assets				
2205 Developer Contributions for assets	0	(309,500)	(309,500)	(2,010,000)
2299 Contributions - Non-monetary Assets Total	0	(309,500)	(309,500)	(2,010,000)
2300 Net Gain/(Loss) on Disposal				
2305 (Profit) / Loss on Disposal of Assets	0	0	0	(400,000)
2320 Recognition / De-recognition of Assets	0	0	0	0
2399 Net (Gain) / Loss on Disposal Total	0	0	0	(400,000)
2400 Share of Interests in Joint Ventures				
2410 Fair value adjustment - Investment in Associate	0	0	0	0
2420 Revenue from Investment in Associates	0	0	0	0
2499 Share of Interests in Joint Ventures Total	0	0	0	0



SORELL COUNCIL
DEPARTMENTAL PROFIT & LOSS
FOR THE PERIOD ENDED September 2024
FOR COST CENTRE - All Cost Centres

	ACTUAL	BUDGET	VAR	FULL YEAR BUDGET
2899 CAPITAL INCOME TOTAL	(1,389,392)	(2,690,047)	(1,300,655)	(10,265,405)
2999 TOTAL INCOME	(21,780,819)	(22,973,933)	(1,193,114)	(33,634,546)
3000 Expenses				
3100 Employee Benefits				
3102 ADO Expense	856	0	(856)	64,756
3103 Annual Leave	157,740	141,907	(15,833)	570,614
3109 Conferences	920	1,350	430	7,950
3111 Drug and Alcohol Testing	570	600	30	3,000
3112 FBT Expenses - Gift Cards / Gifts	0	500	500	3,000
3114 FBT Expenses - Entertainment (FBT)	596	750	154	4,200
3115 Fringe Benefit Taxes	0	9,117	9,117	44,948
3118 Health and Well Being	1,719	500	(1,219)	2,000
3124 Long Service Leave	50,211	66,538	16,327	185,929
3127 Medicals	660	1,020	360	3,400
3139 Overheads Recovered	(18,800)	(14,651)	4,148	(81,110)
3145 Payroll Tax	84,025	84,118	93	358,181
3148 Protective Clothing & Accessories	5,016	20,225	15,209	34,150
3151 Recruitment Costs	0	0	0	0
3154 Salaries	1,265,195	1,313,900	48,706	5,738,759
3156 Salaries transferred to WIP	(50,473)	(46,056)	4,416	(243,448)
3163 Staff Training	12,435	19,270	6,835	68,561
3166 Superannuation - Council Contribution	202,120	212,087	9,967	931,180
3169 Temp Staff Employed Through Agency	0	0	0	20,976
3172 Travel and Accommodation	132	375	243	1,500
3175 Uniforms / Clothes Purchased	3,600	1,800	(1,800)	10,800
3181 Workers Compensation Expense Claims	0	0	0	500
3184 Workers Compensation Insurance	58,013	141,784	83,770	301,815
3199 Employee Benefits Total	1,774,535	1,955,132	180,597	8,031,663
3200 Materials and Services				
3201 Abandoned Cars & Dumped Rubbish Disposal Costs	0	2,500	2,500	10,000
3202 Advertising	11,433	16,305	4,872	78,217
3204 AWTS Maintenance Charge	340	388	48	1,553
3206 Cleaning	56,302	55,864	(438)	335,183
3208 Computer Hardware / Hardware Maintenance	494	6,736	6,242	14,536
3212 Computer Software Maint and Licenses	150,390	165,399	15,008	305,996
3214 Consultants Other	34,427	62,867	28,440	359,826
3216 Contractors	47,484	126,991	79,507	554,382
3218 Copping Tip Disposal Costs	0	0	0	0
3220 Mornington Park transfer station disposal costs	14,953	26,462	11,510	158,774
3221 Electronic Notices / Reminders	0	0	0	0
3222 Electricity	46,378	39,906	(6,472)	233,975
3223 Emergency Management	0	0	0	2,000
3224 Fire Hazard Reduction (Private Land)	0	0	0	9,000
3226 Fuel	43,064	44,687	1,623	268,122
3227 Greenwaste Mobile Garbage Bin Collection	15,925	33,722	17,797	202,332
3228 Greenwaste Mobile Garbage Bin Disposal	9,929	16,022	6,092	64,087
3232 Internet, Telephone & Other Communication Charges	13,584	13,865	281	57,413
3234 Land Survey Costs	0	3,125	3,125	12,500
3236 Legal Fees (Advice etc)	38,098	27,250	(10,848)	109,000



SORELL COUNCIL
DEPARTMENTAL PROFIT & LOSS
FOR THE PERIOD ENDED September 2024
FOR COST CENTRE - All Cost Centres

	ACTUAL	BUDGET	VAR	FULL YEAR BUDGET
3237 Line Marking - Transport Infrastructure	0	0	0	40,000
3239 Mobile Garbage Bin Replacement	0	0	0	7,500
3241 Operating Capital	899	10,500	9,601	28,800
3244 Plant & Motor Vehicle Repairs & Services	26,967	34,801	7,834	136,204
3246 Plant Hire - External	7,104	9,535	2,431	42,268
3248 Plant Hire - Internal Usage	4,866	6,522	1,656	26,342
3250 Plant Hire Recovered	(8,134)	(7,972)	162	(77,175)
3252 Plant Registration Fees	39,485	40,359	874	40,359
3254 Printing	9,993	8,696	(1,296)	32,670
3256 Recycling Centres	26,189	29,871	3,682	179,224
3257 Recycling Hub	353	722	369	2,887
3258 Registrations, Licenses and Permits	4,433	2,352	(2,081)	2,352
3259 CEMETERY Repairs and Maintenance	0	0	0	0
3260 Repairs and Maintenance	261,933	401,273	139,340	1,894,040
3261 Road Kill Collection Fees	0	773	773	4,640
3262 Kerbside Green Waste Collection	0	25,486	25,486	101,945
3263 Kerbside Green Waste Disposal	0	0	0	21,651
3264 Kerbside Hard Waste Collection	40,938	0	(40,938)	111,793
3265 Kerbside Hard Waste Disposal	5,329	0	(5,329)	30,947
3266 Kerbside Recycling Collection	49,494	57,141	7,647	342,845
3267 Kerbside Recycling Disposal	32,860	35,535	2,675	213,211
3268 Kerbside Garbage Collection	94,240	106,369	12,129	638,214
3269 Kerbside Garbage Disposal	74,519	56,413	(18,107)	338,477
3270 Security	3,865	6,649	2,784	23,504
3273 Signage & Guide Posts	9,888	12,875	2,987	60,500
3276 Settlement Costs ONLY	0	1,250	1,250	5,000
3278 Stationery & Office Consumables	6,595	12,416	5,821	40,519
3279 Street Bin Collection Contract	34,089	48,113	14,024	288,680
3280 Tools/Equipment Expensed (under \$1,000)	1,943	5,500	3,557	23,200
3282 Tyres	8,843	4,162	(4,681)	16,649
3284 Valuation Expenses	12,750	18,450	5,700	199,000
3290 Water Charges (Works Order)	27,920	28,520	599	141,532
3292 Wheelie Bin Stabiliser Expenses	0	0	0	0
3299 Materials and Services Total	1,260,162	1,598,398	338,236	7,734,672
3390 Impairment of Debts				
3399 Impairment of Debts Total	0	0	0	0
3400 Depreciation and Amortisation				
3405 Depreciation Expense	1,629,980	1,566,331	(63,649)	6,259,802
3410 Amortisation Expense	2,241	2,241	0	8,965
3415 Amortisation Expense (Right of Use Asset)	0	0	0	9,133
3499 Depreciation and Amortisation Total	1,632,222	1,568,572	(63,649)	6,277,899
3500 Finance Costs				
3505 Interest on Loans	(5,865)	(5,953)	(88)	81,945
3515 Interest on Overdue Accounts	0	0	0	0
3521 Interest Expense (Lease Liability)	0	0	0	263
3599 Finance Costs Total	(5,865)	(5,953)	(88)	82,208
3600 Other Expenses				
3604 Audit Fees	36,280	37,866	1,586	64,465
3606 Audit Panel Expenses	1,750	1,750	0	7,000



SORELL COUNCIL
DEPARTMENTAL PROFIT & LOSS
FOR THE PERIOD ENDED September 2024
FOR COST CENTRE - All Cost Centres

	ACTUAL	BUDGET	VAR	FULL YEAR BUDGET
3608 Bad & Doubtful Debts	0	0	0	0
3612 Bank Fees & Charges	10,907	10,219	(689)	40,875
3616 Bank Fees Recovered	(1,153)	(1,198)	(46)	(4,793)
3620 Cashiers Rounding Adjustments	1	6	5	25
3624 Commissions Paid	4,131	4,375	244	26,253
3636 Councillor Allowances	39,017	39,017	0	159,294
3640 Councillor Expenses	0	500	500	2,000
3644 Councillor Vehicle Allowance	1,856	1,850	(6)	7,400
3656 Deputy Mayors Allowance	4,118	4,118	0	16,812
3660 Dog Pound & Other Animal Management Expenses	451	2,000	1,549	6,000
3661 Dog Home & Vet Fees	100	458	358	1,832
3664 Donations and Section 77 Expenses	14,750	17,650	2,900	60,000
3668 Election Expenses	0	0	0	8,225
3672 Employee Sub, Licences and Memberships	73,787	101,233	27,446	114,572
3676 Functions & Programs	185	32,450	32,265	93,300
3680 Insurance Claims Related Expenses	2,909	3,750	841	15,000
3688 Food & Beverages	400	1,130	730	4,521
3692 General Insurance	182,628	182,435	(193)	182,435
3704 Government Fire Contributions	166,226	0	(166,226)	664,905
3712 Immunisations	205	175	(30)	3,629
3720 Land Tax	22,365	0	(22,365)	103,658
3724 Mayor's Allowance	10,838	10,838	0	44,246
3731 NRM Expenses	2,800	5,000	2,200	27,500
3732 Motor Vehicle Insurance	42,054	37,105	(4,948)	37,105
3736 Other roundings	1	6	6	25
3740 Other Sundry Expenses	410	1,455	1,046	6,821
3744 Photocopier Leases & Operating Costs	5,261	4,811	(449)	23,486
3748 Postage	13,589	12,279	(1,311)	58,059
3752 Public Liability Insurance	113,803	127,061	13,259	127,061
3760 Reference Materials	0	250	250	2,750
3768 Sampling, Testing and Monitoring	955	0	(955)	9,000
3770 Storage Costs	209	208	(1)	1,250
3784 Contributions (SES)	0	25,775	25,775	25,775
3799 Other Expenses Total	750,833	664,573	(86,260)	1,940,484
3990 EXPENSES TOTAL	5,411,887	5,780,723	368,837	24,066,926
3995 (SURPLUS)/DEFICIT	(16,368,933)	(17,193,210)	(824,277)	(9,567,619)



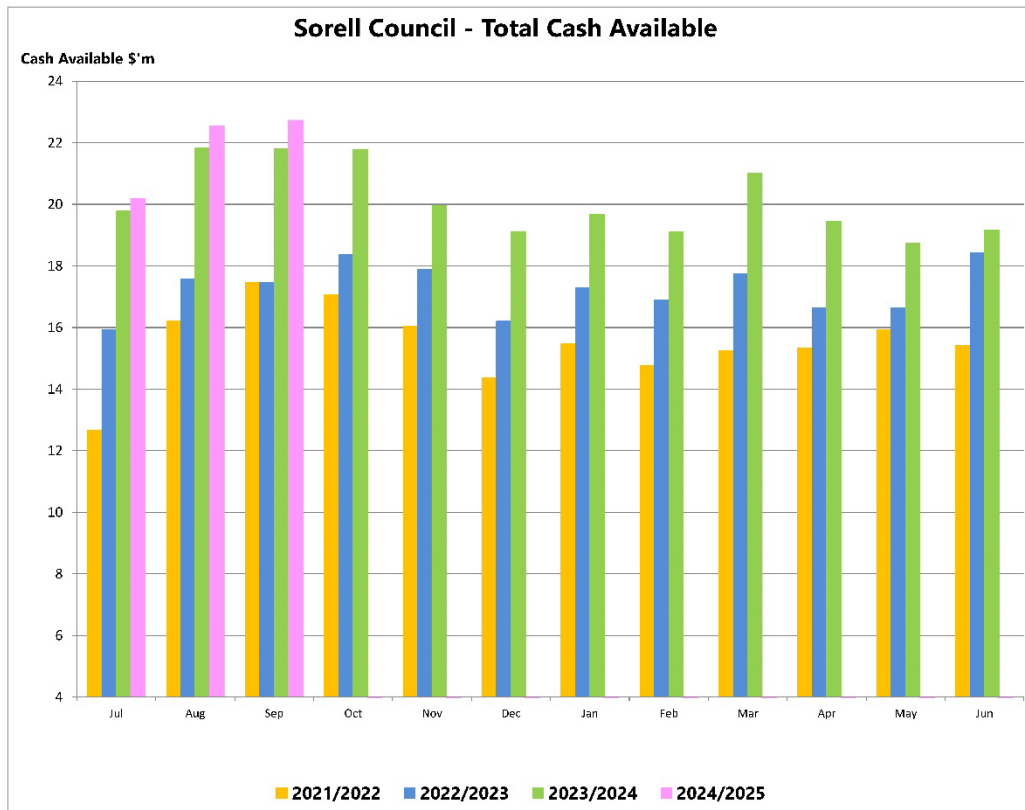
Sorell Council - Cash on Hand as at 30 September 2024					
Financial Institution	Product	Deposit Date	Maturity Date	Face Value	Interest rate
Bendigo Bank Term Deposit	12 Month Term Deposit	6/06/2024	6/06/2025	\$ 1,626,521	5.05%
MyState Term Deposit	12 Month Term Deposit	8/08/2024	8/08/2025	\$ 1,645,329	5.00%
MyState Term Deposit	12 Month Term Deposit	27/06/2024	27/06/2025	\$ 1,379,000	5.30%
MyState Term Deposit	12 Month Term Deposit	23/08/2024	22/08/2025	\$ 1,578,534	4.95%
Westpac Term Deposit	12 Month Term Deposit	1/02/2024	31/01/2025	\$ 1,000,000	4.95%
Westpac Term Deposit	12 Month Term Deposit	19/02/2024	18/02/2025	\$ 2,000,000	5.08%
Westpac Term Deposit	12 Month Term Deposit	28/08/2024	28/08/2025	\$ 2,000,000	4.80%
Westpac Term Deposit	6 Month Term Deposit	28/08/2024	28/02/2025	\$ 2,000,000	4.85%
Westpac Term Deposit	3 Month Term Deposit	19/09/2024	18/12/2024	\$ 2,000,000	4.92%
CBA Investment Account	At Call			\$ 3,868,511	4.35%
CBA Special Purpose Account	At Call			\$ 3,246,934	4.35%
CBA Operating Account	Current			\$ 354,844	4.35%
Various Petty Cash and Floats	In house			\$ 1,100	N/A
Various Halls Bank Balances				\$ 27,912	N/A
Total Funds Available				\$ 22,728,685	

New Investments during the month:

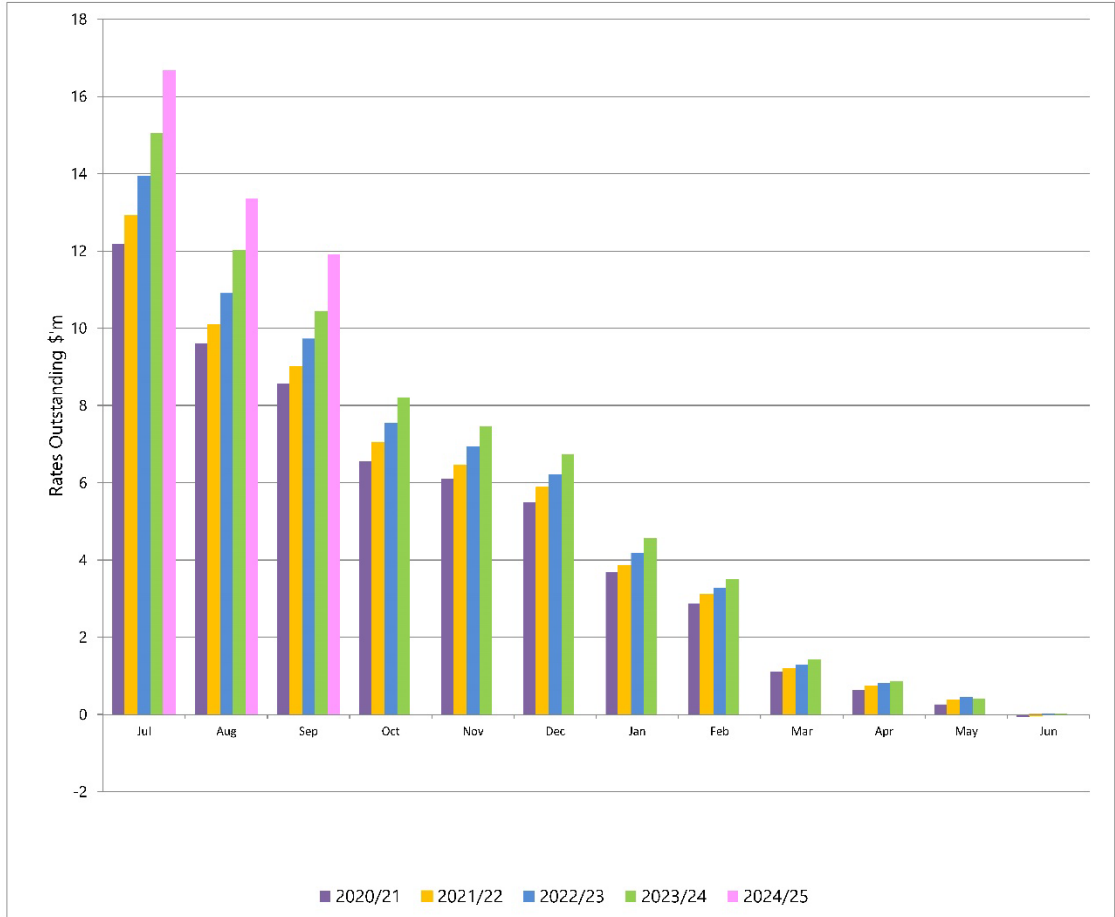
Westpac Term Deposit	3 Month Term Deposit	19/09/2024	18/12/2024	\$ 2,000,000	4.92%
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The above investments have been made in accordance with Sorell Council's Investment Policy (Resolution Number 84/2019).

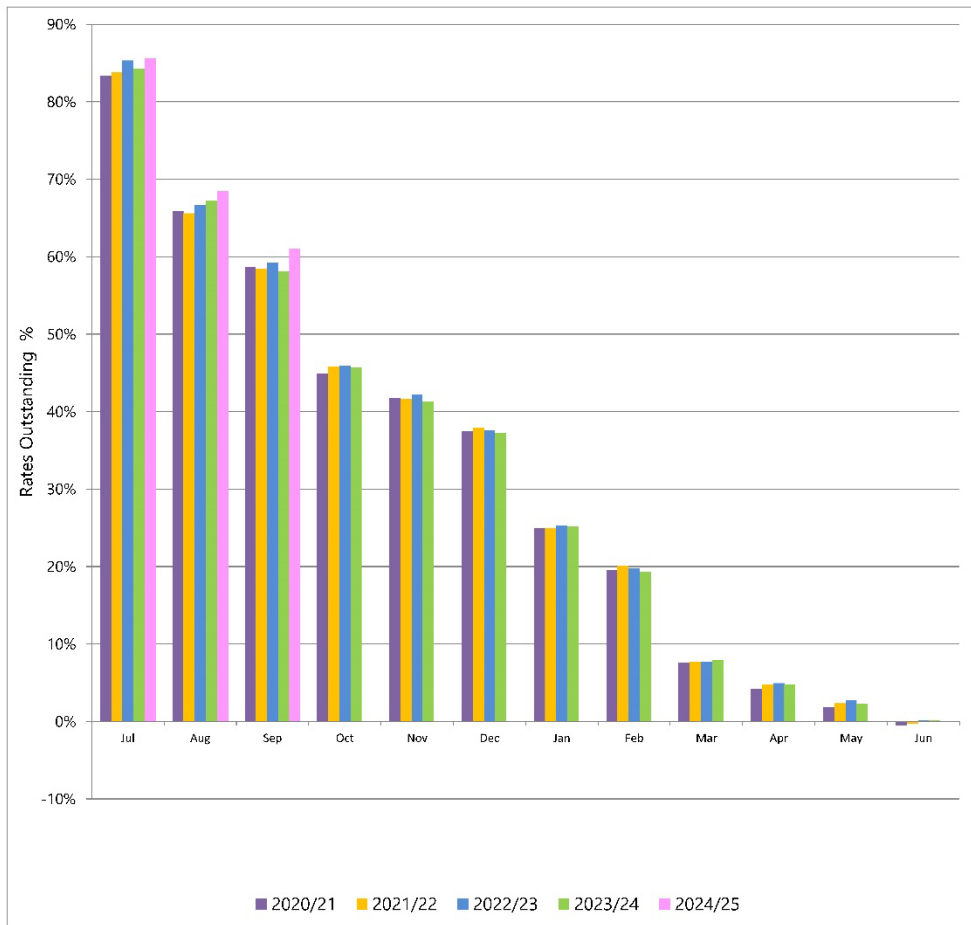
**SORELL COUNCIL
TOTAL CASH AVAILABLE**



**SORELL COUNCIL
OUTSTANDING RATES BY MONTH \$'m**



**SORELL COUNCIL
OUTSTANDING RATES BY MONTH %**



GRANT VARIANCE ANALYSIS - 30 September 2024

Grant Details	Actual	Budget	Variance	Comments
GL 1415 Grants Operating - State Grants & Subsidies				
Paterson's Curse	\$ 9,938	\$ 9,938	\$ -	Complete.
	\$ 9,938	\$ 9,938	\$ -	
GL 1420 Other Grants & Subsidies				
Garage Sale Trail 2024	\$ 2,000	\$ -	\$ 2,000	Unbudgeted grant.
	\$ 11,938	\$ 9,938	\$ 2,000	
GL 2110 Grants Capital - Commonwealth Grants				
C-24-B-005 Sorell Carriage Shed LRCI Stage 4	\$ 42,193	\$ 40,000	\$ 2,193	The works are progressing as planned.
C-24-LI-005 Sorell Streetscape Upgrade LRCI Stage 4	\$ 179,867	\$ 132,728	\$ 47,139	The works are progressing as planned.
C-24-S-009 NFMIP - Seventh Avenue, Dodges Ferry	\$ 700,000	\$ 700,000	\$ -	Complete.
	\$ 922,060	\$ 872,728	\$ 49,332	
GL 2115 Grants Capital - State Grants				
C-24-LI-003/004 Health Promotion - Mienna Park and Penna Beach Walkway	\$ 70,587	\$ 96,000	-\$ 25,413	Mienna Park is near too complete. Penna Beach will commence in late October weather permitting.
C-24-T-037 Wiggins Road Pavement Widening	\$ 150,327	\$ 138,000	\$ 12,327	Complete.
C-24-T-035 Carlton River Road Guard Rails, Paths (Gate 5)	\$ 16,658	\$ -	\$ 16,658	The substantial works are expected to continue in October and be completed in December 2024.
C-24-S-CERMP-A/B/C Southern Beaches, Coastal & Estuarine Risk Mitigation Project	\$ 90,498	\$ 112,000	-\$ 21,502	There has been some delays to works commencing, however everything is now proceeding as planned. These are substantial works and they will continue throughout the financial year.
C-23-B-002 BEST/SE Jobs Hub & Training Facility	\$ 139,262	\$ 900,000	-\$ 760,738	Some delays. Substantial works commenced late September.
C-25-T-017 Dodges Ferry 35 Carlton Beach Rd - bus stop upgrades	\$ -	\$ 8,579	-\$ 8,579	Works have been rescheduled to next year with a completion date of May 2025.
C-25-T-016 Sorell Park & Ride - bus stop upgrades	\$ -	\$ 8,579	-\$ 8,579	Works have been rescheduled to next year with a completion date of May 2025.
C-25-T-014 VRUP - Penna Road footpath	\$ -	\$ 74,250	-\$ 74,250	Works have been rescheduled to next year with a completion date of May 2025.
	\$ 467,332	\$ 1,337,408	-\$ 870,076	



18.2 2024-2025 CAPITAL BUDGET ADJUSTMENTS

RECOMMENDATION

"That Council resolve pursuant to Section 82 of the Local Government Act 1993 to accept and adopt the below adjustments to the 2024/2025 Capital Budget estimates."

Capital expenditure to the end of September 2024 is \$2,290,801 (as per Capital Works Budget run on 4 October 2024).

The following Capital Budget adjustments have been requested in October 2024.

Below is a summary of the requested adjustments.

Original Budget approved in June 2024 Council meeting	\$16,986,295
Budget approved in September 2024 Council meeting	\$17,183,816
Budget adjustments requested for approval in October 2024 Council meeting:	
Total adjustments on capital jobs with variances of over 10%	\$35,391
Total adjustments on completed capital jobs with variances of over 10%	\$0
Total adjustments on new capital jobs	\$0
Budget requested for approval in October 2024 Council meeting	\$17,219,207

Below is a detailed explanation of the requested adjustments.

The following capital job adjustments have been requested because the jobs have variances of over 10%, or are expected to have variances of over 10% in the 2024/2025 financial year:

Job Name and No.	Approved Budget	Adjusted Budget	Adjustment
C-25-LI-003 Sorell Rose Gardens Bin			-\$4,000
C-24-S-008 Carlton Erle Street Stormwater Upgrade			\$39,391
Total Adjustments	\$157,394	\$192,785	\$35,391



- C-25-LI-003 Sorell Rose Gardens Bin – Old stock has been re-purposed. This budget is no longer required.
- C-24-S-008 Carlton Erle Street Stormwater Upgrade – During the trenching and construction phase, existing surface was lifting and failing close to the area of work. This extended close to the shoulders, creating a road width failure in some areas. An asphalt overlay from the start of the construction works is required.

The following capital job has a variance of greater than 10% or is expected to have a variance of greater than 10% in the 2024/2025 financial year, but an adjustment will not be made this month:

- C-25-P-005 Waste Bins – Additional Bins – Additional general waste bins, recycle bins, and green waste bins were required as a result of new properties built, extra requests of bins received and replacement of bins. This type of bin expenditure will continue to be incurred on a monthly basis throughout the financial year. This treatment of bin expenditure has changed this financial year, due to a change to the waste management contract. Finance, Assets/GIS, and Waste Management staff are working together to decide the best treatment of these costs. Once a decision is made an adjustment will be put to Council for approval.

ATTACHMENTS

- a) Capital Works Budget for the period ending 30 September 2024 (Pages 11)

STEPANIE PERRY
MANAGER FINANCE

SALLY FANG
ACCOUNTANT

Date: 9 October 2024
Attachments (11 pages)



AGENDA
ORDINARY COUNCIL MEETING
15 OCTOBER 2024

4/10/2024		SORELL COUNCIL CAPITAL WORKS BUDGET FOR 2024/2025			
Location	Detailed Description	Original Approved Budget 2024/2025	Adjusted Budget Approved by Council	This Financial year	Commitments
LAND					
TOTAL Land 2024/25		\$ -	\$ -		
CARRY OVERS - LAND					
Pawleena, Pawleena Road and Arthur Highway Roundabout	Land acquisition costs.			\$ -	\$ -
TOTAL Carry Overs - Land		\$ 34,000	\$ 34,000		
LAND IMPROVEMENTS (PARKS & RESERVES)					
Midway Point, Brady Street - Billy Kessarios Memorial Park	Table and seat.			\$ -	\$ -
Primrose Sands, Community Hall	Benches, footbridge and garden beds.			\$ -	\$ -
Sorell, Rose Gardens	Bin at bus stop near the rose gardens.			\$ -	\$ -
Dodges Ferry, Boat Park	Perimeter Fence - approx. 300m replace wire fencing with 1.2m pool fencing and gates.			\$ -	\$ -
Dunalley, Canal	Walkway pool fencing.			\$ -	\$ -
Municipality - Various	Minor capital jobs for ad hoc renewals (e.g. shade sail, seating or bins).			\$ -	\$ -
Sorell, Pembroke Park	BMX track, lighting.			\$ -	\$ 12,420
Dodges Ferry, Rec Reserve	Skate park upgrades.			\$ -	\$ -
Sorell, Pembroke Park & Dodges Ferry Rec Reserve	Goal nets behind senior oval x 2 & DF ground x 2 - 25m x 9m.			\$ -	\$ -
Sorell, Pembroke Park	Goal net behind soccer oval x 1 - southern end - 70m x 9m.			\$ -	\$ -
Sorell, Pembroke Park	Soccer perimeter fence - 480m long x 1.2m high.			\$ -	\$ -
Sorell, Pawleena Road	Carpark for POS / Lyden Park off Pawleena Rd frontage.			\$ -	\$ -
Sorell, Pawleena Road	Irrigation for 3 x Open Space areas - Stage 1 dog/general.			\$ -	\$ -
Sorell, Whitelea Court	POS lot - fencing.			\$ -	\$ -
Sorell, Pembroke Park	Lockable rubbish bin enclosure.			\$ 14,155	\$ -
TOTAL Land Improvements (Parks & Reserves) 2024/25		\$ 698,618	\$ 698,618		



4/10/2024		SORELL COUNCIL CAPITAL WORKS BUDGET FOR 2024/2025			
Location	Detailed Description	Original Approved Budget 2024/2025	Adjusted Budget Approved by Council	This Financial year	Commitments
CARRY OVERS - LAND IMPROVEMENTS (PARKS & RESERVES)					
Dodges Ferry, Red Ochre Beach	Foreshore access steps.			\$ 474	\$ -
Primrose Sands, Tamarix Road	Nerine Street to Carlton Bluff Road. Gravel path at 1.5 m wide x 580 m length.			\$ 64,828	\$ -
Sorell, Sorell Memorial Hall	RSL memorial wall.			\$ -	\$ -
Sorell, 12 Tarbook Court	Boundary adjustment and new fence.			\$ 1,874	\$ 7,100
Primrose Sands, Primrose Sands Hall	Playground equipment with re-aligned fencing.			\$ -	\$ -
Penna, Penna Beach	Gravel path extension. 430 m link track at 1.5 - 2.0 m wide across. TW land to existing car park track, including bridge.			\$ 363	\$ -
Sorell, Miena Park	250m link track at 1.5 metre wide behind Chromy Sub as Stage 1.			\$ 70,224	\$ 73
Sorell	Streetscape upgrades. Stage 4 (a).			\$ 194,379	\$ 55,937
Sorell, Pembroke Park	Irrigation. TW conformance upgrade required - new backflow prevention device - high hazard.			\$ -	\$ -
TOTAL Carry Overs - Land Improvements (Parks & Reserves)		\$ 565,021	\$ 567,258		
BUILDINGS					
Dunalley, Canal	BBQ shelter.			\$ -	\$ -
Depot	Depot toilet block.			\$ -	\$ -
Sorell, Pawleena Road	Toilet for POS / Lyden Park - triple cubicle DDA & change table.			\$ -	\$ -
Midway Point, Malunna / LGT child care centre	Kitchen renewal / replacement to comply with food standards.			\$ -	\$ -
TOTAL Buildings 2024/25		\$ 389,000	\$ 389,000		



4/10/2024	SORELL COUNCIL CAPITAL WORKS BUDGET FOR 2024/2025				
Location	Detailed Description	Original Approved Budget 2024/2025	Adjusted Budget Approved by Council	This Financial year	Commitments
CARRY OVERS - BUILDINGS					
Sorell, BEST / SE Jobs Hub & Training Facility	BEST / SE Jobs Hub & Training Facility.			\$ 133,913	\$ 2,444,259
Sorell, Pembroke Park	Scope and design to re-purpose old football change rooms plus netball concrete toilets / change room.			\$ -	\$ -
Sorell, Sorell Memorial Hall	Extension for Historical Society storage, including change rooms and toilets.			\$ 5,071	\$ 39,427
Sorell, Carriage Shed	Mandatory features for occupancy, including glass entrance, plus design, brackets, project management fees and site surrounds.			\$ 42,193	\$ 14,165
Total Carry Overs - Buildings		\$ 4,376,000	\$ 4,420,529		
LEASEHOLD IMPROVEMENTS					
Copping, 20 Marion Bay Road	Land easement costs (survey, AC fees, land title fees, valuation) for already completed works.			\$ -	\$ -
TOTAL Leasehold Improvements 2024/25		\$ 10,500	\$ 10,500		
PLANT & EQUIPMENT					
CAC & Depot	Light fleet replacement.			\$ 57,425	\$ -
Depot	Portable traffic lights x 1 set.			\$ -	\$ -
Depot	Stormwater CCTV camera (seca airHD).			\$ -	\$ -
CAC	Waste Bins - Additional Bins			\$ 8,616	\$ 5,565
TOTAL Plant & Equipment 2024/25		\$ 260,500	\$ 265,234		
CARRY OVERS - PLANT & EQUIPMENT					
CAC & Depot	Light fleet replacement.			\$ 91,761	\$ -
Depot	Fleet management GPS tracking and dashcam deployment (17 light fleet & 6 heavy fleet (trucks)).			\$ -	\$ -
TOTAL Carry Overs - Plant & Equipment		\$ 160,670	\$ 160,670		



4/10/2024		SORELL COUNCIL CAPITAL WORKS BUDGET FOR 2024/2025			
Location	Detailed Description	Original Approved Budget 2024/2025	Adjusted Budget Approved by Council	This Financial year	Commitments
FIXTURES, FITTINGS & FURNITURE					
Midway Point, Midway Point Hall	Heat pump installation.			\$ 14,234	\$ -
TOTAL Fixtures, Fittings & Furniture 2024/25		\$ 16,800	\$ 16,800		
COMPUTERS & TELECOMMUNICATIONS					
CAC & Depot	iPads x 12.			\$ -	\$ -
Sorell, Pembroke Park Stadium	PA system.			\$ -	\$ -
TOTAL Computers & Telecommunications 2024/25		\$ 27,000	\$ 27,000		
CARRY OVERS - COMPUTERS & TELECOMMUNICATIONS					
CAC	Fibre connection & hardware to Emergency Hub (for the purpose of CCTV footage direct to the Police).			\$ -	\$ -
CAC	PC and monitor renewal project for all staff (excluding the engineering department).			\$ 121,065	\$ -
CAC, Depot, & Midway Point	Security system integration renewal - scoping and design only.			\$ -	\$ -
TOTAL Carry Overs - Computers & Telecommunications		\$ 165,000	\$ 165,000		
RECONSTRUCTION (ROADS)					
Forcett, Delmore Road / White Hill intersection	Partial reconstruction and reseal.			\$ -	\$ 3,100
Orielton, Allambie Road	Reconstruction with chip seal surface			\$ 1,841	\$ -
Primrose Sands, Oak Street	Reconstruction with chip seal surface			\$ 5,431	\$ -
Forcett, Edith Close	Potential reconstruction - further investigation required to determine treatment).			\$ -	\$ -
Sorell, BEST / SE Jobs Hub & Training Facility	Dubs & Co Drive on street parking x 20 spaces.			\$ -	\$ -
Kellevie, Kellevie Road	Corner widening, stabilisation and guard rail.			\$ 9,135	\$ 31,940
Pawleena, Pawleena Road	Road widening - widen 900m section.			\$ -	\$ -
TOTAL Reconstruction (ROADS) 2024/25		\$ 2,332,499	\$ 2,332,499		



4/10/2024		SORELL COUNCIL CAPITAL WORKS BUDGET FOR 2024/2025			
Location	Detailed Description	Original Approved Budget 2024/2025	Adjusted Budget Approved by Council	This Financial year	Commitments
CARRY OVERS - RECONSTRUCTION (ROADS)					
Dodges Ferry, Payeena Street	Near Carlton Beach Road junction. Formalise verge parking - seal, line mark, drain.			\$ -	\$ -
Primrose Sands, Primrose Sands Road and Grevillea Street	Design and reconstruction. Primrose Sands Road with AC surface and Grevillea Street with chip seal surface.			\$ 28,745	\$ -
Forcett, 532 Wiggins Road	Road widening. Land acquisition cost only.			\$ 115,880	\$ -
TOTAL Carry Overs - Reconstruction (Roads)		\$ 109,500	\$ 250,246		
RESHEETING					
Marion Bay, Bay Road	7 segments, 100mm new gravel.			\$ 409	\$ -
Bream Creek, Bream Creek Road	9 segments, 100mm new gravel.			\$ 83	\$ -
Kellevie, Jacobsons Road	1 segments, 100mm new gravel.			\$ 83	\$ -
Kellevie, Kellevie Road	9 segments, 100mm new gravel.			\$ 166	\$ -
Kellevie, Burdons Road	2 segments, 100mm new gravel.			\$ 83	\$ -
Kellevie, Woods Road	5 segments, 100mm new gravel.			\$ 83	\$ -
Kellevie, Woolleys Road	4 segments, 100mm new gravel.			\$ 83	\$ -
Pawleena, Hillcrest Road	3 segments, 100mm new gravel.			\$ 83	\$ -
TOTAL Resheeting 2024/25		\$ 912,662	\$ 912,662		



4/10/2024	SORELL COUNCIL CAPITAL WORKS BUDGET FOR 2024/2025				
Location	Detailed Description	Original Approved Budget 2024/2025	Adjusted Budget Approved by Council	This Financial year	Commitments
RESEALS					
Forcett, White Hill Road	Reseal with significant prep required.			\$ -	\$ -
Penna, Brinktop Road	Reseal with box out prep required.			\$ 152	\$ -
Boomer Bay, Bay Road	Prep and spray seal.			\$ 455	\$ -
Dunalley, Booth Street	Prep and spray seal.			\$ -	\$ 1,219
Dunalley, Florence Street	Prep and spray seal.			\$ -	\$ 813
Nugent, Nugent Road	Prep and spray seal.			\$ -	\$ -
Lewisham, Mary Street	Prep and spray seal.			\$ -	\$ -
Forcett, Jayville Rise	Prep and spray seal.			\$ 2,427	\$ -
Forcett, Delmore Road	Prep and spray seal.			\$ -	\$ -
Dunalley, Ryans Lane	Prep and spray seal.			\$ -	\$ -
Forcett, Alomes Road	Prep and spray seal.			\$ 2,032	\$ -
Forcett, Matthews Road	Prep and spray seal.			\$ 4,826	\$ 1,148
Forcett, Grierson Drive	Prep and spray seal.			\$ 1,219	\$ -
Carlton, Riviera Drive	Prep and spray seal. (asphalt turning head).			\$ -	\$ -
Sorell, Wolstenholme Drive	Prep and spray seal.			\$ -	\$ -
TOTAL Reseals 2024/25		\$ 857,209	\$ 857,209		



4/10/2024		SORELL COUNCIL CAPITAL WORKS BUDGET FOR 2024/2025			
Location	Detailed Description	Original Approved Budget 2024/2025	Adjusted Budget Approved by Council	This Financial year	Commitments
FOOTPATHS & CYCLEWAYS					
Dodges Ferry, Bally Park Road	Asphalt renewal.			\$ -	\$ -
Midway Point, Raynors Road	Concrete renewal.			\$ -	\$ -
Carlton, Carlton Beach Road	Line marking or barrier posts in carpark to delineate footpath.			\$ -	\$ -
Sorell, BEST / SE Jobs Hub & Training Facility	Surrounding works, including landscaping.			\$ -	\$ -
Midway Point, Penna Road	Penna Road pedestrian footpath and refuges.			\$ -	\$ -
TOTAL Footpaths & Cycleways 2024/25		\$ 662,732	\$ 662,732		
CARRY OVERS - FOOTPATHS & CYCLEWAYS					
Dodges Ferry, Junction Street	Asphalt footpath renewal. Renewal of footpath from Carlton Beach Road to Bingham Street- 1.5m asphalt.			\$ 122	\$ -
Carlton, Carlton Beach Road	Renewal of footpath from Park Beach access to East Street - 1.3m asphalt.			-\$ 78	\$ -
Midway Point, Brady Street, Midway Street & Suncrest Street	Renewal of footpath - Brady Street 1.3m concrete. From Reynolds Road to Flyway Park - 1.3m concrete. 1.5m concrete, to access the bus stop and Midway Point Neighbourhood House (includes 5 x kerb ramps and stormwater lids).			\$ 27,550	\$ 428,159
Carlton, Carlton River Road	Path and guard rail from bus stop to Gate Five Road.			\$ 11,186	\$ 100,402
TOTAL Carry Overs - Footpaths & Cycleways		\$ 953,551	\$ 953,551		



4/10/2024		SORELL COUNCIL CAPITAL WORKS BUDGET FOR 2024/2025			
Location	Detailed Description	Original Approved Budget 2024/2025	Adjusted Budget Approved by Council	This Financial year	Commitments
KERB & CHANNEL					
Dodges Ferry, Paneminner Street	Kerb & channel along #88 and connect into existing SEP.			\$ -	\$ -
TOTAL Kerb & Channel 2024/25		\$ 54,600	\$ 54,600		
CARRY OVERS - KERB & CHANNEL					
Dodges Ferry, Parnella Road	New kerb and channel assets to existing chip seal road.			\$ -	\$ -
Midway Point, Reynolds Road	Lot 101 Reynolds Road - 2 no. Kerb ramps.			\$ -	\$ -
TOTAL Carry Overs - Kerb & Channel		\$ 141,853	\$ 141,853		
STORMWATER					
Municipality - Various	Minor capital works.			\$ -	\$ -
Sorell, Pembroke Park	Between cricket nets and stadium carpark - connect to SP109860.			\$ -	\$ -
Dodges Ferry, Wattle Road	Upgrade drain into SD106967 opposite #36.			\$ -	\$ -
Sorell	Upgrade pipe above Gatehouse Detention Basin (headworks upgrade).			\$ -	\$ -
Carlton, Erle Street	66m lining of SD106814.			\$ -	\$ -
TOTAL Stormwater 2024/25		\$ 357,200	\$ 357,200		



4/10/2024		SORELL COUNCIL CAPITAL WORKS BUDGET FOR 2024/2025			
Location	Detailed Description	Original Approved Budget 2024/2025	Adjusted Budget Approved by Council	This Financial year	Commitments
CARRY OVERS - STORMWATER					
Primrose Sands, 17 Robinia Street and 5 Rowan Avenue	Kerb and channel, pit and pipe.			\$ -	\$ -
Carlton, Shamrock Court	Stormwater outfall remediation.			\$ -	\$ -
Lewisham, Whitlam Court	Stormwater upgrade design and construction.			\$ 583	\$ -
Carlton, Erle Street	Stormwater upgrade.			\$ 58,687	\$ 85,265
Dodges Ferry, Seventh Avenue	Installation of box culvert.			\$ 838,577	\$ 464,084
Southern Beaches, Coastal Outfalls	Coastal & Estuarine Risk Mitigation Project (CERMP Grant). Upgrade stormwater and outfalls, rehabilitation, protection coastal estuary, weed control, improve ecological and hydrological study.			\$ 359,732	\$ 37,775
Southern Beaches, Blue Lagoon	Coastal & Estuarine Risk Mitigation Project (CERMP Grant). Upgrade stormwater and outfalls, rehabilitation, protection coastal estuary, weed control, improve ecological and hydrological study.			\$ -	\$ -
Southern Beaches, Carlton Estuary	Coastal & Estuarine Risk Mitigation Project (CERMP Grant). Upgrade stormwater and outfalls, rehabilitation, protection coastal estuary, weed control, improve ecological and hydrological study.			\$ 482	\$ -
Municipality - Various	Grate replacement - various roads.			\$ -	\$ -
Sorell, Main Road	Stormwater pipe and pit			\$ 166	\$ -
Promrose Sands, Grevillea Street	Grevillea Street Stormwater Upgrade			\$ -	\$ -
TOTAL Carry Overs - Stormwater		\$ 3,358,861	\$ 3,364,136		
OTHER TRANSPORT					
Dodges Ferry, Carlton Beach Road	Bus stop upgrade at 35 Carlton Beach Road.			\$ -	\$ -
Sorell, Park & Ride	Bus stop upgrade.			\$ -	\$ -
TOTAL Other Transport 2024/25		\$ 187,520	\$ 187,520		



4/10/2024					
SORELL COUNCIL					
CAPITAL WORKS BUDGET FOR 2024/2025					
Location	Detailed Description	Original Approved Budget 2024/2025	Adjusted Budget Approved by Council	This Financial year	Commitments
CARRY OVERS - OTHER TRANSPORT					
Dodges Ferry, corner of Carlton Beach Road and Webb Street	Installation of bollards and chevron alignment markers to highlight the curve to westbound motorists.			\$ -	\$ -
Municipality - Various	Replacement signs for rural towns / districts / areas.			\$ -	\$ -
TOTAL Carry Overs - Other Transport		\$ 55,000	\$ 55,000		
PRELIMINARY WORK IN 2024/25					
Penna, Shark Point Road	Geotech, survey and design for potential reconstruction.			\$ -	\$ -
Midway Point, Penna Road	Geotech, survey and design for potential reconstruction.			\$ -	\$ -
Dodges Ferry, Carlton Beach Road - Raprinner to East Street	Survey provision - gravel path @ 1.8m wide x 1800m.			\$ -	\$ -
Dodges Ferry Recreation Reserve OR 7th Avenue internal POS lot	Design / comms / DA provision - potential pump track.			\$ -	\$ -
Lewisham, Scenic Drive - Quarry Road to Gregory Street	Survey provision - gravel path @ 1.5m wide x 780m.			\$ -	\$ -
Primrose Sands	Survey provision - Stage 2 continuation of Tamarix Road loop to Petrel Street access to beach via Grebe - 250m & 80m across Crown land.			\$ -	\$ -
Sorell, Gatehouse Drive - Weston Hill Drive	Survey provision - concrete path @ 1.80m wide x 430m.			\$ -	\$ -
Sorell, Valleyfield Road	Survey / design provision - easement acquisition and drain treatment to convey road runoff through private property #43 to #188 Arthur Highway.			\$ -	\$ -
Sorell, Valleyview Close	Survey / design provision - 5 Valleyview Close detention basin.			\$ -	\$ -
TOTAL PRELIMINARY WORK 2024/25		\$ 160,000	\$ 160,000		



4/10/2024	SORELL COUNCIL CAPITAL WORKS BUDGET FOR 2024/2025				
Location	Detailed Description	Original Approved Budget 2024/2025	Adjusted Budget Approved by Council	This Financial year	Commitments
CARRY OVERS - PRELIMINARY WORK					
Dunalley, Franklin Street	Reconstruction with chip seal surface - design only.			\$ -	\$ -
Dodges Ferry, Jacobs Court	SW design.			\$ -	\$ -
Carlton, Carlton River Road	Reconstruction - design only.			\$ -	\$ -
Dodges Ferry, Pearl Court	Chip seal and lime stabilisation and stormwater culvert - design only.			\$ -	\$ -
Dodges Ferry, Three Street	SW and transport upgrade: Provision for initial stage of works to address property impacts. Potential seal (2-coat seal with kerb and channel). Design only			\$ -	\$ -
TOTAL Carry Overs - Preliminary Work		\$ 140,000	\$ 140,000		
	Total Capital Jobs Carried Over to 2024/2025	\$ 10,059,456	\$ 10,252,243		
	Total 2024/2025 New Jobs	\$ 6,926,839	\$ 6,931,573		
	TOTAL 2024/25 CAPITAL BUDGET	\$ 16,986,295	\$ 17,183,816	\$ 2,290,801	\$ 3,732,851



19.0 PLANNING

△
Nil reports.

20.0 HEALTH AND COMPLIANCE

△
Nil reports.

21.0 ROADS AND STORMWATER

△
Nil reports.

22.0 FACILITIES AND RECREATION

△
Nil reports.

23.0 QUESTIONS FROM THE PUBLIC

△

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

At each meeting the Mayor will invite those members of the public present to ask questions. When requested please:

- Stand up; and
- State clearly your name and address.

This time is allocated for questions from the public. Questions are to be kept brief and specific to the topic to which they relate.

Members of the public are reminded that questions and any answers to such questions are not to be debated.

Questions may be submitted to Council in writing at least seven (7) days before an ordinary Council meeting.



CLOSED MEETING

Members are advised that items listed below in the CLOSED SESSION AGENDA are classified as CONFIDENTIAL ITEMS in accordance with the provisions of the Local Government Act 1993.

A Councillor must not discuss any item listed in a CLOSED SESSION AGENDA with any person (except another elected member, the General Manager or the author of a report to the closed session of Council or a Council Committee) without a specific resolution of the Council or a Council Committee that considered the report.

Section 338A (1) of the Local Government Act 1993 states that a Councillor must not disclose information:

- (a) seen or heard by the Councillor at a meeting or part of a meeting of a council or council committee that is closed to the public that is not authorised by the council or council committee to be disclosed; or*
- (b) given to the Councillor by the mayor, deputy mayor, chairperson of a meeting of the council or council committee or the general manager on the condition that it be kept confidential.*

Section 338A (3) states that a member must not disclose information acquired as such a member on the condition that it be kept confidential.

Additionally, Section 339 of the Local Government Act 1993 states that:

- (1) A councillor or a member must not make improper use of any information acquired as a councillor or member.*
- (3) Improper use of information includes using the information –*
 - (a) to gain, directly or indirectly, an advantage or to avoid, directly or indirectly, a disadvantage for oneself, a member of one's family or a close associate; or*
 - (b) to cause any loss or damage to any council, controlling authority, single authority, joint authority or person.*



24.0 CLOSED MEETING

[^](#)

The General Manager advised that in his opinion the listing of agenda item/s:

Reference	Item
24.1	Confirmation of the Closed Council Minutes of the Council Meeting of 17 September 2024 - <i>Regulation 34(3)</i>
24.2	Disclosure of confidential information – <i>Regulation 15(8)</i>
24.3	Sorell Council Audit Panel Minutes - <i>Regulation 15(2)(c)</i>
24.4	Tender – Re-sheeting Project – Various sites – <i>Regulation 15(2)(d)</i>

As prescribed items in accordance with Regulations 15 and 34 of the Local Government (Meeting Procedures) Regulations 2015, and therefore Council may by absolute majority determine to close the meeting to the general public.

RECOMMENDATION

That the meeting be closed to the public to enable Council to consider agenda items 24.1 - 24.4 which are confidential matters as prescribed in Regulations 34 and 15 of the Local Government (Meeting Procedures) Regulations 2015.

24.1 CONFIRMATION OF THE CLOSED MINUTES OF THE COUNCIL MEETING OF 17 SEPTEMBER 2024

[^](#)

RECOMMENDATION

"That the Closed Minutes of the Council Meeting held on 17th September 2024 be confirmed."

24.2 AUTHORISATION TO DISCLOSE CONFIDENTIAL INFORMATION

[^](#)

RECOMMENDATION

"That in accordance with Regulation 15(9) of the Local Government (Meeting Procedures) Regulations 2015, the Mayor and General Manager be authorised to disclose information from this 'Closed Section' of this meeting in the course of implementing the decisions of Council."



24.3 SORELL COUNCIL AUDIT PANEL MEETING MINUTES

24.4 TENDER C-25-T-008 – RE-SHEETING PROJECT - SORELL VARIOUS SITES.



25.0 ACRONYMS



AGM	Annual General Meeting
AFL	Australian Football League
AIR	Australian Immunisation Register
ASU	Australian Services Union
ATO	Australian Taxation Office
AWTS	Aerated Wastewater Treatment Systems
BEST	Business and Employment Southeast Tasmania
CAC	Community Administration Centre
CEO	Chief Executive Officer
CLRS	Councillors
CPR	Cardiopulmonary Resuscitation
CRM	Customer Request Management
CRDSJA	Copping Refuse Disposal Site Joint Authority
DEDTA	Department Economic Development, Tourism & The Arts
DECYP	Department for Education, Children and Young People.
DPAC	Department of Premier & Cabinet
DPFEM	Department of Police, Fire and Emergency Management
DSG	Department of State Growth
DST	Destination Southern Tasmania
EBA	Enterprise Bargaining Agreement
EOI	Expressions of Interest
EOFY	End of Financial Year
EPA	Environment Permit Authority
EWaste	Electronic Waste
FMAC	Fire Management Assessment Committee
GM	General Manager
ICT	Information Communication Technology
LGAT	Local Government Association of Tasmania
LPS	Local Provisions Schedule
LTFP	Long Term Financial Plan
LTI	Lost Time Injury
MAST	Marine & Safety Tasmania
MEMC	Municipal Emergency Management Committee
NBN	National Broadband Network
NRE	Department of Natural Resources and Environment Tasmania
NRM	Natural Resource Management
PWS	Parks and Wildlife Service
RACT	Royal Automobile Club of Tasmania
RDA	Regional Development Australia
RSL	Returned Services League
RTI	Right to Information
SBIP	School Based Immunisation Program
SEI	South East Irrigation
SEBA	South East Basketball Association



SENA	South East Netball Association
SERDA	South East Region Development Association
SEUFC	South East United Football Club
SES	State Emergency Service
SFC	Sorell Football Club
SFL	Southern Football League
SMH	Sorell Memorial Hall
SPA	Sorell Planning Authority
STCA	Southern Tasmanian Councils Association
STRWA	Southern Tasmanian Regional Waste Authority
SWSA	Southern Waste Strategy Association
SWS	Southern Waste Solutions
TasCAT	Tasmanian Civil and Administrative Tribunal
TAO	Tasmanian Audit Office
TCF	Tasmanian Community Fund
TOR	Terms of Reference
UTAS	University of Tasmania

