

SOUTHERN  
MIDLANDS  
COUNCIL



**PUBLIC COPY**

**AGENDA**  
**ORDINARY COUNCIL MEETING**

---

Wednesday, 27<sup>th</sup> April 2016  
10.00 a.m.  
Bagdad Community Club

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Dear Sir/Madam

**NOTICE OF MEETING**

Notice is hereby given that the next ordinary meeting of Council will be held on

**Date: Wednesday, 27<sup>th</sup> April 2016**  
**Time: 10.00 a.m.**  
**Venue: Bagdad Community Club**

I certify under s.65(2) of the Local Government Act 1993 that the matters to be discussed under this agenda have been, where necessary, the subject of advice from a suitably qualified person and that such advice has been taken into account in providing any general advice to the Council.

***COUNCILLORS PLEASE NOTE:***

- Public Question Time has been scheduled for 12.30 pm.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Tim Kirkwood', written in a cursive style.

Tim Kirkwood  
**GENERAL MANAGER**

## OPEN COUNCIL AGENDA

### 1. PRAYERS

Rev Dennis Cousens to recite prayers.

### 2. ATTENDANCE

### 3. APOLOGIES

### 4. APPLICATION FOR LEAVE OF ABSENCE

Nil.

### 5. MINUTES

#### 5.1 Ordinary Council Minutes

The Minutes of the previous meeting of Council held on the 23<sup>rd</sup> March 2016, as circulated, are submitted for confirmation.

#### DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

### 5.3 Special Committee of Council Minutes

#### 5.3.1 SPECIAL COMMITTEES OF COUNCIL - RECEIPT OF MINUTES

The Minutes of the following Special Committee of Council, as circulated, are submitted for receipt:

- Mangalore Recreation Ground Management Committee meeting held 18<sup>th</sup> February 2016.

#### RECOMMENDATION

**THAT the minutes of the above Special Committee of Council be received.**

#### DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

#### 5.3.2 SPECIAL COMMITTEES OF COUNCIL - ENDORSEMENT OF RECOMMENDATIONS

The recommendations contained within the minutes of the following Special Committee of Council are submitted for endorsement.

- Mangalore Recreation Ground Management Committee meeting held 18<sup>th</sup> February 2016. Enclure

#### RECOMMENDATION

**THAT the recommendations contained within the minutes of the above Special Committees of Council be endorsed.**

#### DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

## **5.4 Joint Authorities (Established Under Division 4 Of The Local Government Act 1993)**

### **5.4.1 JOINT AUTHORITIES - RECEIPT OF MINUTES**

The Minutes of the following Joint Authority Meeting, as circulated, are submitted for receipt:

- **Southern Tasmanian Councils Authority – Nil**
- **Southern Waste Strategy Authority - Nil**

*Note: Issues which require further consideration and decision by Council will be included as a separate Agenda Item, noting that Council's representative on the Joint Authority may provide additional comment in relation to any issue, or respond to any question.*

### **DECISION NOT REQUIRED**

### **5.4.2 JOINT AUTHORITIES - RECEIPT OF REPORTS (ANNUAL & QUARTERLY)**

Section 36A of the Local Government Act 1993 provides the following;

#### **36A. Annual reports of authorities**

*(1) A single authority or joint authority must submit an annual report to the single authority council or participating councils.*

*(2) The annual report of a single authority or joint authority is to include –*

- (a) a statement of its activities during the preceding financial year; and*
- (b) a statement of its performance in relation to the goals and objectives set for the preceding financial year; and*
- (c) the financial statements for the preceding financial year; and*
- (d) a copy of the audit opinion for the preceding financial year; and*
- (e) any other information it considers appropriate or necessary to inform the single authority council or participating councils of its performance and progress during the financial year.*

Section 36B of the Local Government Act 1993 provides the following;

#### **36B. Quarterly reports of authorities**

*(1) A single authority or joint authority must submit to the single authority council or participating councils a report as soon as practicable after the end of March, June, September and December in each year.*

*(2) The quarterly report of the single authority or joint authority is to include –*

- (a) a statement of its general performance; and*
- (b) a statement of its financial performance.*

Reports prepared by the following Joint Authorities, as circulated, are submitted for receipt:

- **Southern Waste Strategy Authority – Nil**
- **Southern Tasmanian Councils Authority – Nil**

### **DECISION NOT REQUIRED**

## 6. NOTIFICATION OF COUNCIL WORKSHOPS

In accordance with the requirements of the *Local Government (Meeting Procedures) Regulations 2005*, the Agenda is to include details of any Council workshop held since the last meeting.

A Council Workshop is scheduled for Tuesday 26<sup>th</sup> April 2016 to consider the draft State Planning Provisions. The outcomes of that workshop will be reported with the intent of endorsing a submission at this Council Meeting.

### RECOMMENDATION

**THAT the information be received.**

### DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

## 7. QUESTIONS WITHOUT NOTICE

An opportunity is provided for Councillors to ask questions relating to Council business, previous Agenda items or issues of a general nature.

1. Re-scheduling of June Council meeting (*due to the absence of the Mayor and General Manager attending the NGA Conference in Canberra on 22<sup>nd</sup> June*)

2.

3.

4.

5.

## **8. DECLARATIONS OF PECUNIARY INTEREST**

In accordance with the requirements of Part 2 Regulation 8 of the *Local Government (Meeting Procedures) Regulations 2005*, the chairman of a meeting is to request Councillors to indicate whether they have, or are likely to have, a pecuniary interest in any item on the Agenda.

Accordingly, Councillors are requested to advise of a pecuniary interest they may have in respect to any matter on the agenda, or any supplementary item to the agenda, which Council has resolved to deal with, in accordance with Part 2 Regulation 8 (6) of the *Local Government (Meeting Procedures) Regulations 2005*.

## 9. CONSIDERATION OF SUPPLEMENTARY ITEMS TO THE AGENDA

In accordance with the requirements of Part 2 Regulation 8 (6) of the *Local Government (Meeting Procedures) Regulations 2005*, the Council, by absolute majority may decide at an ordinary meeting to deal with a matter that is not on the agenda if the General Manager has reported –

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

### 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 provisions of the *Local Government (Meeting Procedures) Regulations 2005*.**

### DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

## 10. PUBLIC QUESTION TIME (SCHEDULED FOR 12.30 PM)

In accordance with the requirements of Part 2 Regulation 8 of the *Local Government (Meeting Procedures) Regulations 2005*, the agenda is to make provision for public question time.

In particular, Regulation 31 of the *Local Government (Meeting Procedures) Regulations 2005* states:

- (1) *Members of the public may give written notice to the General Manager 7 days before an ordinary meeting of Council of a question to be asked at the meeting.*
- (2) *The chairperson may –*
  - (a) *address questions on notice submitted by members of the public; and*
  - (b) *invite any member of the public present at an ordinary meeting to ask questions relating to the activities of the Council.*
- (3) *The chairperson at an ordinary meeting of a council must ensure that, if required, at least 15 minutes of that meeting is made available for questions by members of the public.*
- (4) *A question by any member of the public under this regulation and an answer to that question are not to be debated.*
- (5) *The chairperson may –*
  - (a) *refuse to accept a question; or*
  - (b) *require a question to be put on notice and in writing to be answered at a later meeting.*
- (6) *If the chairperson refuses to accept a question, the chairperson is to give reasons for doing so.*

***Councillors are advised that, at the time of issuing the Agenda, no Questions on Notice had been received from members of the Public.***

**Mayor A E Bisdee OAM to invite questions from members of the public.**

### 10.1 Permission to Address Council

Permission has been granted for the following person(s) to address Council:

***Councillors are advised that, at the time of issuing the Agenda, no requests to address Council had been received.***

## 11. MOTIONS OF WHICH NOTICE HAS BEEN GIVEN UNDER REGULATION 16 (5) OF THE LOCAL GOVERNMENT (MEETING PROCEDURES) REGULATIONS 2005

### 11.1 MANAGEMENT OF CAR WRECKS / CAR BODIES

Clr R Campbell has submitted the following Notice of Motions:

#### **A draft Motion to be considered by Council for referral to the Local Government Association of Tasmania Annual Conference:**

*"That the Local Government Association of Tasmania be requested to consult with the regional waste management bodies for the purpose of:*

- a) *Identifying the extent of problems associated with the disposal of car wrecks / car bodies. This recognises the lack of disposal options given the current steel recycling market (or lack thereof);and*
- b) *In conjunction with the regional bodies, determine what cost effective options can be considered to address and manage the issues identified.*

*Note: Consideration should be given to an option for car enthusiasts to access these car wrecks / car bodies for sourcing parts and/or bodies for restoration purposes.*

#### **DECISION**

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

#### **A draft Motion to be considered by Council for referral to the Sub-Regional Group**

*"That the Southern Midlands Council request the sub-regional group to consider:*

- a) *the extent of the problem within the sub-region relating to the disposal of car wrecks / car bodies; and*
- b) *if necessary, consider whether any options may exist to address and manage the issue(s) on a sub-regional basis.*

*Note: Consideration should be given to an option for car enthusiasts to access these car wrecks / car bodies for sourcing parts and/or bodies for restoration purposes.*

*Background Comments provided by Clr R Campbell are included as an attachment.*

## DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

### General Manager's Comments:

The intent of the Motion(s) is effectively a two-pronged approach. Depending on the issues identified by the sub-region, these could either be addressed by the sub-region or channelled through any broader state-wide approach.

It appears that in the absence of a steel recycling market, the extent of the problem is likely to be greater for those Councils that do not manage their own landfill disposal sites. Although, landfill is far from best practice or a cost effective method to manage the problem in the future.

**Attachment**

Need to word a motion: (motion needs to go to LAG conference to get other councils in the state to seriously consider working together to deal with the old wreck problem.

**Car wrecks**

Car wrecks can be an eyesore to the public but can be a prized find to the restorer. Transport is part of our history and heritage regardless if we like it or not. Modern cars are now being designed and built to be recycled. (BMW is leading the way in reusable / recycling vehicle technology and are working on designs that can be built for people to use as transport, then at the end of usable road life the vehicle will then go to a dismantling yard and be stripped by robots then recycled)

That means councils across Australia have to change their way of thinking. As Australia enters into trade deals that can cause boom and bust (take a look at China) we are faced with fluctuating metal costs and that can make it hard to recycle (steel) then sell recycled steel at a good price. A number of car makers are moving away from steel bodies and are now using aluminium, easier to recycle but harder to repair and easier to write off when hitting flexible wire safety barriers. In modern cars over the years a lot of plastic is being used especially in the interiors and areas subject to rust

If we look at the big picture there has to be a better way to clean up yards paddocks etc. and move the vehicles on. There has to be a better way to look after those who like to restore old vehicles and preserve some of our transport history and heritage.

By creating *a strategic plan in relation to old "wrecks"* we can move on and develop a plan that fits into all parts of Tasmania.

The proposal looks at developing 3 sites across Tasmania, one in the north west, one in the north, one in the south, (for the start up trial but can be expanded to suit the needs of an area. the sites need to be in an area where overhead cost can be kept down, each site would be 10 hectare or more). Each site would be in an area of low vision to the public but would give easy access to the public and trade (includes council) to deliver (dispose) unwanted wrecks.

page 2

Vehicle enthusiast would be able to buy vehicles and or parts for restoration. Parts and vehicles can be sold via the net and / or on site. The site can be on a similar principal as used by Pick a Part (old and unwanted vehicle in a dismantling and recycling yard) When you look at the operation of a site (take a look at a video on vehicle recycling in USA available from SBS and ABC stores), the said vehicle comes in, it is then assessed into one of three categories, restorable, parts, scrap. To get the best price for steel, metal recycling companies like vehicles to be stripped, no seats, no interior trim, no tyres, no oil, no fuel, no radiator coolant and no glass. Plastics can be recycled, Glass can be recycled. Other metals besides steel can be recycled. Oil and fuel can be recycled.

The sites can be staffed by the young under the supervision of a mentor and be funded under current programs that have been put in place by the Federal Government (and State Government) re initial start up of new business along with trade training and new ideas projects (includes new small business programs). The main aim is to clear old unsightly wrecks of properties and create employment that does not cost council but allows for restoration to continue with special interest vehicles.

The above proposal is to start the ball rolling to a strategic plan and beyond, it will require considerable work to get it to reality. We need to look at where we put the sites and how does planning come into play, how do we get it to fit into the environment and all that red tape stuff. We should not go out to kill this proposal but we should build on it to make it work, so if you want to kill the proposal then you need to have a better solution to put in place that will get the old wrecks out of sight but at the same time allow vehicle collectors to restore and maintain vehicles of interest (our motoring history and heritage).

Note: Vehicles of special interest. Veteran, vintage, post vintage, pre classic, classic, post classic 1890 to 1980, plus exotics and any vehicle 25 years or older the rest are scrap.

**12. COUNCIL ACTING AS A PLANNING AUTHORITY PURSUANT TO THE LAND USE PLANNING AND APPROVALS ACT 1993 AND COUNCIL'S STATUTORY LAND USE PLANNING SCHEME**

*Session of Council sitting as a Planning Authority pursuant to the Land Use Planning and Approvals Act 1993 and Council's statutory land use planning schemes.*

**12.1 DEVELOPMENT APPLICATIONS**

Nil.

**12.2 SUBDIVISIONS**

Nil.

**12.3 MUNICIPAL SEAL (Planning Authority)**

**12.3.1 COUNCILLOR INFORMATION:- MUNICIPAL SEAL APPLIED UNDER DELEGATED AUTHORITY TO SUBDIVISION FINAL PLANS & RELATED DOCUMENTS**

Nil.

**12.4 PLANNING (OTHER)**

Nil.

## **13. OPERATIONAL MATTERS ARISING (STRATEGIC THEME – INFRASTRUCTURE)**

### **13.1 Roads**

**Strategic Plan Reference – Page 13**

1.1.1 Maintenance and improvement of the standard and safety of roads in the municipal area.

Nil.

### **13.2 Bridges**

**Strategic Plan Reference – Page 14**

1.2.1 Maintenance and improvement of the standard and safety of bridges in the municipality.

Nil.

### **13.3 Walkways, Cycle ways and Trails**

**Strategic Plan Reference – Page 14**

1.3.1 Maintenance and improvement of the standard and safety of walkways, cycle ways and pedestrian areas to provide consistent accessibility.

Nil.

### **13.4 Lighting**

**Strategic Plan Reference – Page 14**

1.4.1a Ensure Adequate lighting based on demonstrated need.  
1.4.1b Contestability of energy supply.

Nil.

### **13.5 Buildings**

**Strategic Plan Reference – Page 15**

1.5.1 Maintenance and improvement of the standard and safety of public buildings in the municipality.

Nil.

### **13.6 Sewers**

**Strategic Plan Reference – Page 15**

1.6.1 Increase the capacity of access to reticulated sewerage services.

Nil.

### 13.7 Water

**Strategic Plan Reference – Page 15**

1.7.1 Increase the capacity and ability to access water to satisfy development and Community to have access to reticulated water.

Nil.

### 13.8 Irrigation

**Strategic Plan Reference – Page 15**

1.8.1 Increase access to irrigation water within the municipality.

Nil.

### 13.9 Drainage

**Strategic Plan Reference – Page 16**

1.9.1 Maintenance and improvement of the town storm-water drainage systems.

Nil.

## 13.10 Waste

**Strategic Plan Reference – Page 17**

1.10.1 Maintenance and improvement of the provision of waste management services to the Community.

### 13.10.1 WASTE MANAGEMENT – EXTENSION OF ROADSIDE COLLECTION TO SERVICE ESTATE ROAD & WHITE KANGAROO ROAD, CAMPANIA

**Author:** EXECUTIVE ASSISTANT (ELISA LANG)

**Date:** 6 APRIL 2016

**Attachment:**

- Copy of Survey sent to Residents

#### ISSUE

To report on the outcomes of the survey relating to a proposed extension of the kerb-side mobile garbage bin and recycling collection service to Estate Road and White Kangaroo Road, Campania.

#### BACKGROUND

Council was requested to survey residents in Estate Road and White Kangaroo Road, Campania to ascertain the level of interest to introduce a kerb-side Mobile Garbage Bin and Recycling Collection Service for these street addresses.

A survey of residents located on Estate Road and White Kangaroo Road was posted to residents with the options of either 'Yes', 'No' or 'Unsure' in regard to waste management services being provided.

#### DETAIL

A total of twenty three (23) surveys were issued to residents along Estate Road & White Kangaroo Road, Campania. Eighteen (18) surveys were returned, with a response rate of 78.26%.

The covering letter indicated that should a Household Collection Service be introduced, it would be on a "one in, all in" basis. In other words, all residents along the designated route would have to participate.

It is also important to note that in order to provide a cost effective service, the inclusion of Estate Road is a must (i.e. en-route to White Kangaroo Road).

*Survey documents*  
[EXTRACT FROM SURVEY]

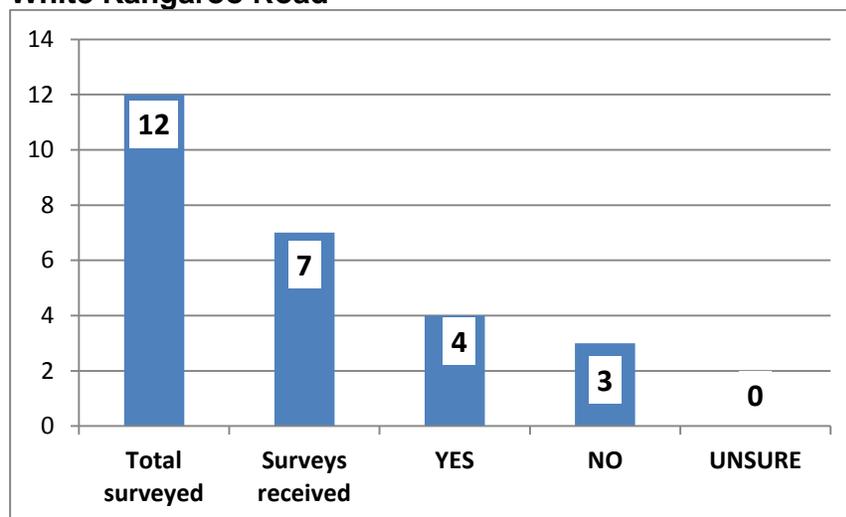
*Based on the information provided, I would be interested in Council providing a kerb-side collection service, and I would be prepared to pay the annual charge accordingly.*

- YES
- NO
- UNSURE

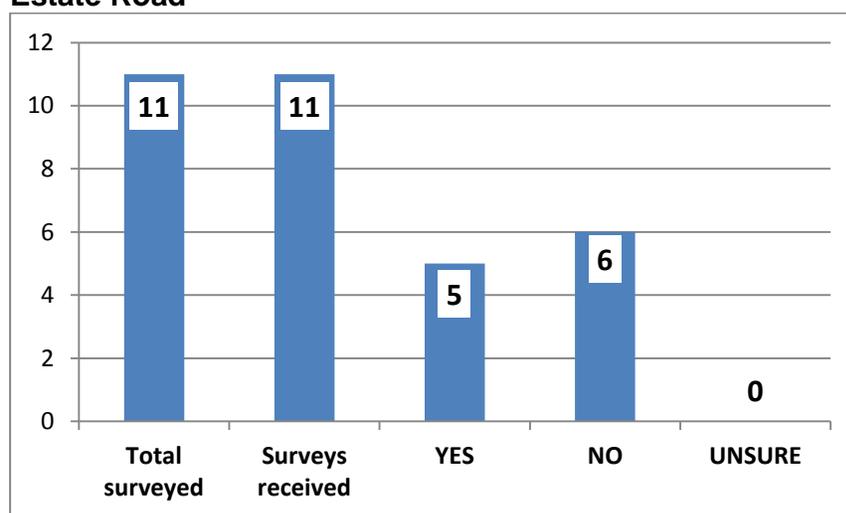
[END EXTRACT FROM SURVEY]

**SURVEY RESULTS**

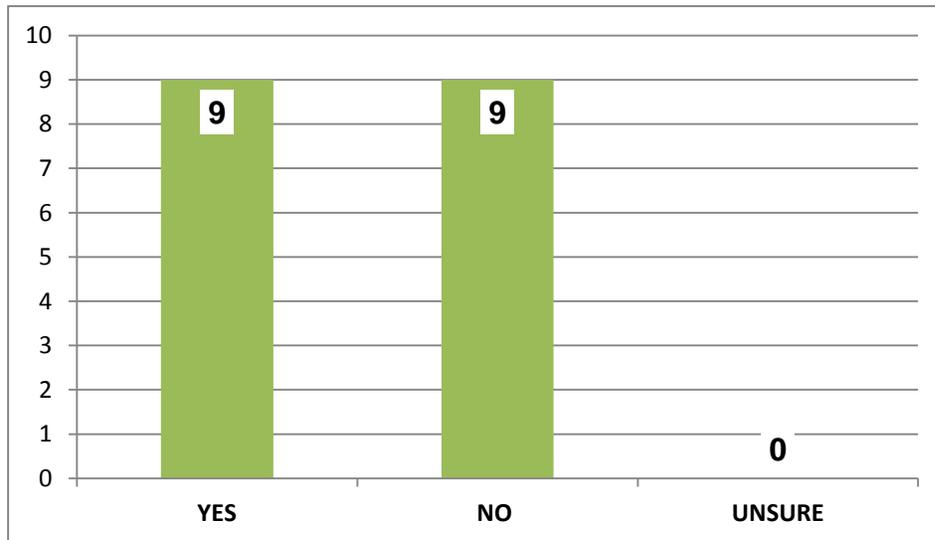
**White Kangaroo Road**



**Estate Road**



**COMBINED RESULTS – White Kangaroo Road & Estate Road**



**Human Resources & Financial Implications** – The introduction of any new service would commence from 1<sup>st</sup> July 2016, avoiding the need to pro-rata any annual charges and the issuing of new Notices.

**Community Consultation & Public Relations Implications** – The recommendation provided takes into account the number of responses received, and the outcomes of the survey.

**Policy Implications** – N/A

**Priority - Implementation Time Frame** – refer comments above.

**RECOMMENDATION**

**THAT Council, based on survey results, elect not to extend the household collection service to the lower end of Estate Road and White Kangaroo Road, Campania.**

**DECISION**

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	



## RESIDENTS SURVEY

### Waste Management Services **Estate Road & White Kangaroo Road, Campania**

The Southern Midlands Council has been requested to consider providing a kerb-side Mobile Garbage Bin (Wheelie Bin) and Recycling service to properties located along **Estate Road & White Kangaroo Road, Campania**.

The proposal is to introduce a weekly collection service, with each property being issued with a 120 litre Wheelie Bin and recycling crate.

The total cost of this service would be \$132 per annum (reviewed annually). This charge is payable in addition to the standard Waste Management Levy.

*\* Eligible pensioners may be entitled up to 30% remission of the additional Charge.*

It should be noted that if a Household Collection Service were to be provided, (based on survey results) it would be on a “one in, all in” basis. In other words, all residents along the designated route would have to participate.

It would be greatly appreciated if residents could complete the attached survey form and return it in the reply-paid envelope provided. Responses would be appreciated by the 21<sup>st</sup> March 2016.

If you have any queries in relation to this matter, please contact Tim Kirkwood on telephone 62 545000.

Kind Regards

A handwritten signature in black ink, appearing to read 'T F Kirkwood', written in a cursive style.

T F Kirkwood  
**GENERAL MANAGER**



## **RESIDENTS SURVEY**

### **Waste Management Services Estate Road, Campania**

---

**Based on the information provided, I would be interested in Council providing a kerb-side collection service, and I would be prepared to pay the annual charge accordingly.**

- YES**
  
- NO**
  
- UNSURE**

***Thank you for your assistance***

Please return the completed survey in the reply paid envelope provided.

It would be appreciated if survey responses could be posted by the 21<sup>st</sup> March 2016.

Residents will be advised of the outcomes and kept informed accordingly.



## RESIDENTS SURVEY

### Waste Management Services White Kangaroo Road, Campania

---

**Based on the information provided, I would be interested in Council providing a kerb-side collection service, and I would be prepared to pay the annual charge accordingly.**

- YES
- NO
- UNSURE

***Thank you for your assistance***

Please return the completed survey in the reply paid envelope provided.

It would be appreciated if survey responses could be posted by the 21<sup>st</sup> March 2016.

Residents will be advised of the outcomes and kept informed accordingly.

## **13.11 Information, Communication Technology**

**Strategic Plan Reference – Page 17**

1.11.1 Improve access to modern communications infrastructure.

Nil.

**13.12 Officer Reports – Works & Technical Services (Engineering)**

**13.12.1 MANAGER - WORKS & TECHNICAL SERVICES REPORT**

**Author:** MANAGER WORKS & TECHNICAL SERVICES (JACK LYALL)

**Date:** 20 APRIL 2016

**ROADS PROGRAM**

Maintenance grading is underway in the Clifton Vale area, progressing through to Native Corners Road. The second Grader is not working due to the extended dry period.

Widening of Green Valley Road, Bagdad has commenced and progressing well.

**BRIDGE PROGRAM**

The Wattle Hill Road bridge has had some crane pads installed and awaiting the Contractor which we believe will be early May 2016.

**WASTE MANAGEMENT PROGRAM**

All sites are operating well.

**TOWN FACILITIES PROGRAM**

General Maintenance is continuing. Tree watering has been ongoing.

**QUESTIONS WITHOUT NOTICE TO MANAGER, WORKS & TECHNICAL SERVICES**

**RECOMMENDATION**

**THAT the Works & Technical Services Report be received and the information noted.**

**DECISION**

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

## 14. OPERATIONAL MATTERS ARISING (STRATEGIC THEME – GROWTH)

### 14.1 Residential

**Strategic Plan Reference – Page 18**

2.1.1 Increase the resident, rate-paying population in the municipality.

Nil.

### 14.2 Tourism

**Strategic Plan Reference – Page 19**

2.2.1 Increase the number of tourists visiting and spending money in the municipality.

Nil.

### 17.3 Safety

**Strategic Plan Reference – Page 31**

5.3.1 Increase the level of safety of the community and those visiting or passing through the municipality.

Nil.

### 14.3 Business

**Strategic Plan Reference – Page 20**

2.3.1a Increase the number and diversity of businesses in the Southern Midlands.  
2.3.1b Increase employment within the municipality.  
2.3.1c Increase Council revenue to facilitate business and development activities (social enterprise)

Nil.

### 14.4 Industry

**Strategic Plan Reference – Page 21**

2.4.1 Retain and enhance the development of the rural sector as a key economic driver in the Southern Midlands.

Nil.

### 14.5 Integration

**Strategic Plan Reference – Page 21**

2.5.1 The integrated development of towns and villages in the Southern Midlands.  
2.5.2 The Bagdad Bypass and the integration of development.

Nil.

## 15. OPERATIONAL MATTERS ARISING (STRATEGIC THEME – LANDSCAPES)

### 15.1 Heritage

#### Strategic Plan Reference – Page 22

3.1.1	Maintenance and restoration of significant public heritage assets.
3.1.2	Act as an advocate for heritage and provide support to heritage property owners.
3.1.3	Investigate document, understand and promote the heritage values of the Southern Midlands.

#### 15.1.1 HERITAGE PROJECT PROGRAM REPORT

**Author:** MANAGER HERITAGE PROJECTS (BRAD WILLIAMS)

**Date:** 20 APRIL 2016

#### ISSUE

Report from the Manager, Heritage Projects on various Southern Midlands Heritage Projects.

#### DETAIL

During the past month, Southern Midlands Council Heritage Projects have included:

- Refining the Oatlands Commissariat and 79 High Street project plan and preparation of tendering documentation.
- Involvement with policy development for upcoming large-scale projects.
- Negotiations for an international research project on Southern Midlands Convict sites with a UK university.
- Participation in SMC strategic planning processes.
- Facilitation of a public forum on the Commissariat project as part of the National Trust Heritage Festival.
- Note that Alan Townsend has been on leave for most of the month.

Heritage Projects program staff have been involved in the following Heritage Building Solutions activities:

- Continued input into heritage aspects of various projects.

Heritage Projects program staff have been involved in the following Heritage Education and Skills Centre activities:

- Promotion of the first-half of 2016 course program.
- Development of a series of short courses to be run for building practitioners in conjunction with the Master Builders Association.

- Commencement of the Brighton 5x5x5 project.
- Further discussion with project partners for sourcing of participants.
- Position advertised for 5x5x5 Education Support Officer.
- Planning for a combined event for the National Trust Heritage Festival in conjunction with Clarence City Council and the Coal River Historical Society.

## **RECOMMENDATION**

**THAT the Heritage Projects Report be received and the information noted.**

## **DECISION**

<b>Vote For</b>	<b>Councillor</b>	<b>Vote Against</b>
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

## 15.2 Natural

### Strategic Plan Reference – Page 23/24

- |       |   |
|-------|---|
| 3.2.1 | Identify and protect areas that are of high conservation value. |
| 3.2.2 | Encourage the adoption of best practice land care techniques.   |

### 15.2.1 LANDCARE UNIT, GIS & CLIMATE CHANGE – GENERAL REPORT

**Author:** NRM PROGRAMS MANAGER (MARIA WEEDING)

**Date:** 19 APRIL 2016

#### ISSUE

Southern Midlands Landcare Unit Monthly Report.

#### DETAIL

- The sale of Mahers Point Cottage has progressed to the signing of paperwork to enable the transfer of the cottage to the new owner.
- The funding application through the Midlands Tree Committee to NRM South for \$5000 has been successful. This will be to assist landholders with further tree planting works.
- Weed works – a further incursion of Cumbungi in Lake Dulverton has now been removed.
- Helen Geard has been working on completing a final report for funded project for revegetation and weed works at Hawthorn Bay, Lake Dulverton.
- An application has been made to NRM South to have 2 days of a Green Army team in late May. If successful, the team will work on placing mulch around current native plant sites on the foreshore of Lake Dulverton immediately adjacent to the township.
- Maria Weeding recently attended the two day Managers workshop at Tarraleah.
- Helen Geard and Maria Weeding have been liaising with Inland Fisheries Service (IFS) regarding the interpretation signage for Lake Dulverton and foreshore on the stone plinth (near the small bund wall) and the more generic IFS fishing information signage that will be at the boat ramp.

#### RECOMMENDATION

**THAT the Landcare Unit Report be received and the information noted.**

**DECISION**

<b>Vote For</b>	<b>Councillor</b>	<b>Vote Against</b>
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

## **15.2.2 MIDLANDS TREE COMMITTEE – BOOK PUBLISHING PROPOSAL – “RIDDLES OF THE TREES”**

**Author:** GENERAL MANAGER (TIM KIRKWOOD)

**Date:** 23 APRIL 2016

### **ISSUE**

Council to consider a funding proposal to assist with the publishing of a book entitled “Riddles of the Trees”.

### **BACKGROUND**

This report follows a presentation made at the March 2016 Council Meeting by Judy Tierney, Bob Casey and Fred Baker, as the proposed authors and publishers of the book.

In late 1983, the Midlands Tree Committee (Committee) was established. The organisation is run by volunteers and has been working with the community, including farmers, to assist with revegetation and bushland conservation, particularly integrating agricultural practices with environmental management.

As explained at the recent Council meeting, Bob Casey, Fred Baker and Judy Tierney (Publishing Team) believe there are enough good stories and information to justify a book about all the trees in the Midlands (not just native trees involving the Midlands Tree Committee).

The Publishing Team believes the book would appeal to a wide audience, increasing the profile of the Southern Midlands and enhance the understanding of iconic plantings such as the topiary and memorial trees.

Profit from the book would go toward further work by the Midlands Tree Committee, including continuing to develop the Dulverton Walking track. To date this track has enjoyed significant contributions from the Midlands Tree Committee. At this stage the book would be ready for distribution in the second quarter of 2017.

### **DETAIL**

The Midlands Tree Committee request that Council consider a combination of a grant and an underwriting role to enable the book to proceed. For the proposed book to be ready for sale in early 2017, a lead time of a minimum of 10 months is required. Ideally the Committee would like to have the book ready for a March 2017 launch.

Two funding scenarios have been developed, which will require further explanation at the meeting – refer attached.

**Human Resources & Financial Implications** – Both proposals are based on Council giving consideration to providing a \$2,000 non-repayable grant, plus additional funding to underwrite the costs of writing, publishing and printing.

The Midlands Tree Committee, subject to final confirmation from its members, would commit \$10,000.

Any profits generated from book sales would be proportionally returned to the participating parties – varies under each scenario.

**Community Consultation & Public Relations Implications** – refer attached submission made by representatives of the Midlands Tree Committee.

**Council Web Site Implications:** N/A

**Policy Implications** – N/A.

**Priority - Implementation Time Frame** – Refer comment above.

## RECOMMENDATION

**Submitted for Council consideration.**

## DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

***Attachment***

**PUBLISHING PROPOSAL TO THE SOUTHERN MIDLANDS COUNCIL – MIDLANDS TREE COMMITTEE**

The Southern Midlands Council has requested a proposal that it fund the publication on behalf of the Midlands Tree Committee of a book with the current working title of Riddles of the Trees.

The book would be a 208-page, full colour hardback similar to the recently published Fonthill book shown to the Council at its March 23 meeting and would be produced by the same group.

Documents previously submitted to the Council outline the scope and purpose of the book and it is proposed that the Council underwrite the project.

The benefits anticipated from the project are as follows:

1. It will raise awareness of environmental changes and challenges in the Southern Midlands and beyond.
2. It will create greater recognition of the Southern Midlands as a region with a rich historical and architectural heritage through the publication of the book, associated media publicity and a proposed cultural event to promote it. The event, provisionally titled Back to Oatlands, would involve the Southern Midlands community, including local businesses and cultural and environmental groups.
3. The proposed publication has already stimulated some media interest.
4. Figures already submitted to the Council indicate that the project would at worst be revenue neutral and at best would generate a profit which could be applied to the activities of the Midlands Tree Committee or such other purposes as the Council may decide. It is anticipated that the book would be sold out over the course of a year.

Note: These figures assume that a proportion of the book, possibly as high as 70 per cent, will be sold through bookshops at a discount of 40 per cent. This is modest in comparison to average retail markups in other areas; according to the Australian Bureau of Statistics, the book trade's average markup is 52 per cent, while clothing and footwear markups average 142 per cent, electrical goods 85 per cent and furniture 76 per cent.

The current estimate of the cost of the project is \$39,600; there may be some minor variation in the print component due to currency fluctuations.

5. The publication will help to enhance the environmental, social and cultural profile of the Council at little or no cost.

The level of risk for both Council and the Midlands Tree Committee has been considered and it has been determined to be low, based upon the following:

- The knowledge that the proposed book is going to be of a high quality finish (hard back, colour and quality paper)
- The Authors are all experienced and professional in terms of research and writing
- There is a market that exists for quality Tasmanian publications that are of a high quality, particularly publications that have a limited print run (one off)
- The proposed publishing company has a proven record e.g. the recently released Fonthill book that has now nearly sold all available copies.
- There is some written material available already, but a comprehensive history of trees in the southern midlands landscape has not been covered in previous publications, particularly the more recent history over the last few decades

SCENARIO 1

The following proposal is submitted based on a print-run of 1,500 books.

**Expenditure:**

Total \$ 39,388.00

**Income:**

Midlands Tree Committee - Contribution	\$	10,000.00	25.39%
Council - Grant	\$	2,000.00	5.08%
Council - Underwriting Component	\$	27,388.00	69.53%
	\$	39,388.00	100.00%

**Budget:**

Sale Price:	\$	70.00	
Commission	-\$	16.80	Based on selling 60% of Books with 40% Commission
Postage	-\$	2.10	Based on selling 20% of Books requiring postage (in lieu of Commission)
Discount	-\$	2.80	Based on selling 20% of Books at launch & direct to purchaser @ \$50.00
Return per Book	\$	48.30	

Each contributor (i.e. MTC & Council) receives the relevant percentage of sales at any point of time.

Examples:

500 Books Sold	\$	24,150.00	Net proceeds from Sales
	\$	7,357.57	MTC Return for Investment
	\$	16,792.43	Council Return for Investment
1,000 Books Sold	\$	48,300.00	Net proceeds from Sales
	\$	14,715.14	MTC Return for Investment
	\$	33,584.86	Council Return for Investment
1,500 Books Sold	\$	72,450.00	Net proceeds from Sales
	\$	22,072.71	MTC Return for Investment
	\$	50,377.29	Council Return for Investment

All book sales will result in a profit to Council of \$ 22,989.29  
 (i.e. \$50,377.29 less underwriting of \$27,388)

Scenario 2.

The following proposal is submitted based on a print-run of 1,500 books.

**Expenditure:**

Total	\$	24,388.00
(Less Tierney/Casey costs i.e cost of research/writing etc)		

**Income:**

Midlands Tree Committee - Contribution	\$	10,000.00	41.00%
Council - Grant	\$	2,000.00	8.20%
Council - Underwriting Component	\$	12,388.00	50.80%
	\$	24,388.00	100.00%

**Budget:**

Sale Price:	\$	70.00	
Commission	-\$	16.80	Based on selling 60% of Books with 40% Commission
Postage	-\$	2.10	Based on selling 20% of Books requiring postage (in lieu of Commission)
Discount	-\$	2.80	Based on selling 20% of Books at launch & direct to purchaser @ \$50.00
Return per Book	\$	48.30	

Each contributor (i.e. MTC & Council) receives the relevant percentage of sales at any point of time.

**Examples:**

500 Books Sold	\$	24,150.00	Net proceeds from Sales	
	\$	11,882.89	MTC	Return for Investment
	\$	12,267.11	Council	Return for Investment

Note: 500 books is basically break-even i.e. MTC & Council recoup outlays

Sale proceeds from next 310 books (i.e. recovers research; writing & promotion)  
 = 310 \* \$48.30 = \$15,000 (all funds go to Tierney / Casey)

Proceeds from remaining 690 books shared based on original contributions (plus \$15K Tierney / Casey)  
 - refer detail below

690 Books Sold	\$	33,327.00	Net proceeds from Sales	
	\$	10,153.45	MTC	Return for Investment
	\$	12,691.81	Tierney/Casey	Return for Investment
	\$	10,481.74	Council	Return for Investment
	\$	33,327.00		

**Expenditure:**

Total	\$	39,388.00
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**Income:**

Midlands Tree Committee - Contribution	\$	10,000.00	25.39%
Tierney / Casey	\$	15,000.00	38.08%
Council - Grant	\$	2,000.00	5.08%
Council - Underwriting Component	\$	12,388.00	31.45%
	\$	39,388.00	100.00%

### 15.3 Cultural

**Strategic Plan Reference – Page 24**

3.3.1 Ensure that the Cultural diversity of the Southern Midlands is maximised.

Nil.

### 15.4 Regulatory (Other than Planning Authority Agenda Items)

**Strategic Plan Reference – Page 25**

3.4.1 A regulatory environment that is supportive of and enables appropriate development.

Nil.

### 15.5 Climate Change

**Strategic Plan Reference – Page 25**

3.5.1 Implement strategies to address issues of climate change in relation to its impact on Councils corporate functions and on the Community.

Nil.

## 16. OPERATIONAL MATTERS ARISING (STRATEGIC THEME – LIFESTYLE)

### 16.1 Community Health and Wellbeing

**Strategic Plan Reference – Page 26**

4.1.1 Support and improve the independence, health and wellbeing of the Community.

Nil.

### 16.2 Youth

**Strategic Plan Reference – Page 26**

4.2.1 Increase the retention of young people in the municipality.

Nil.

### 16.3 Seniors

**Strategic Plan Reference – Page 27**

4.3.1 Improve the ability of the seniors to stay in their communities.

Nil.

### 16.4 Children and Families

**Strategic Plan Reference – Page 27**

4.4.1 Ensure that appropriate childcare services as well as other family related services are facilitated within the Community.

Nil.

### 16.5 Volunteers

**Strategic Plan Reference – Page 27**

4.5.1 Encourage community members to volunteer.

Nil

### 16.6 Access

**Strategic Plan Reference – Page 28**

4.6.1a Continue to explore transport options for the Southern Midlands Community.  
4.6.1b Continue to meet the requirements of the Disability Discrimination Act (DDA).

Nil.

## 16.7 Public Health

**Strategic Plan Reference – Page 28**

4.7.1 Monitor and maintain a safe and healthy public environment.

Nil.

## 16.8 Recreation

**Strategic Plan Reference – Page 29**

4.8.1 Provide a range of recreational activities and services that meet the reasonable needs of the Community.

Nil.

## 16.9 Animals

### Strategic Plan Reference – Page 29

4.9.1 Create an environment where animals are treated with respect and do not create a nuisance for the Community.

### 16.9.1 2016/17 ANIMAL MANAGEMENT FEES (INCL. DOG REGISTRATIONS)

**Author:** GENERAL MANAGER

**Date:** 20 APRIL 2015

#### ISSUE

Adoption of the 2016-17 Animal Management Fees.

#### BACKGROUND

Dog Registration fees are to be adopted in accordance with Council's Dog Management Policy and the *Dog Control Act 2000*.

#### DETAIL

For information, the Animal Control operation provides for the following arrangements:

- Contractor engaged for 17 hours per week during normal Council office hours.
- In addition to this, the Contractor will respond to:
  1. Call-outs and special events as required by the General Manager or his delegate.
  2. Call-outs of an emergency nature, which shall include:
    - a) dog attacks on persons or stock;
    - b) animals impounded or detained by the public and the person(s) concerned are not prepared to house the animal(s) until the next working day; and
    - c) animals straying in areas that are likely to cause danger to the public (e.g. highways).

A mobile telephone is carried at all times for which a standby allowance of \$8 per day is paid. (Cost per annum \$2,920).

*The following budget details have been submitted to indicate percentage cost recovery (66%) if the recommended fees are adopted (based on an increase of \$1 per registered dog). Recommended that all other fees remain unchanged.*

*For information, the actual percentage cost recovery budgeted for 2015-16 was 62% (60% in 2014/15).*

## BUDGET DETAILS

### Expenditure

**Refer Budget Working Paper attached – total expenditure of** **\$ 72,878**

**Income** - Present level of Fees (estimated) **\$(46,500)**

- Infringements & Impounding **\$(1,800)**

*Note: Income to date for the Animal Control Program is \$29,174 however a large number of dogs are registered prior to June 30 which is recognised as income this financial year.*

**Net Cost / Deficit** **\$24,578**

There are currently 1,722 registered Dogs.

### Human Resources & Financial Implications

The following fees and charges were adopted for the 2015-16 financial year:

	<b>PAID BY 31/7/15</b>	<b>PAID AFTER 31/7/15</b>
Pensioners (first dog only)	\$15.00	\$37.00
All other Dog Categories	\$27.00	\$43.00
Guide Dogs	No charge	

- Kennel Licence Application Fee - \$120.00
- Kennel Licence Renewal Fee - \$50.00
- Impounding Reclaim Fees - \$20 for the first impounding, \$40 for subsequent impoundings and \$10 per day maintenance
- Formal Notice of Complaint Fee - \$100.00
- Replacement of Registration Tag - \$5.00

In reference to Council's Dog Management Policy, refund of registration fees will only be provided for dogs that have died in the current year of registration. Refunds are only available on completion of the appropriate form lodged with Council by the owner of the dog subject of the claim. Any refund provided is on a pro-rata basis as at the time of application.

The Southern Midlands Council will transfer dog registrations from other Tasmanian Councils at no cost to the dog owner, provided the registration is for the same registration period.

### Community Consultation & Public Relations Implications – Nil

**Southern Midlands Council Web Site** - The adopted Fees will be displayed on the website.

**Policy Implications** - Policy position.

**Priority - Implementation Time Frame** – It is normal practice for reminder Notices to be issued in late May of each year. Registration fees are due on 1<sup>st</sup> July.

## RECOMMENDATION

**THAT Council adopt the following fees and charges for the 2016-17 period:**

	<b>PAID BY 31/7/16</b>	<b>PAID AFTER 31/7/16</b>
<b>Pensioners (first dog only)</b>	<b>\$16.00</b>	<b>\$38.00</b>
<b>All other Dog Categories</b>	<b>\$28.00</b>	<b>\$44.00</b>
<b>Guide Dogs</b>	<b>No charge</b>	

- **Kennel Licence Application Fee - \$120.00**
- **Kennel Licence Renewal Fee - \$50.00**
- **Impounding Reclaim Fees - \$20 for the first impounding, \$40 for subsequent impoundings and \$10 per day maintenance**
- **Formal Notice of Complaint Fee - \$50.00**
- **Replacement of Registration Tag - \$5.00**

## DECISION

<b>Vote For</b>	<b>Councillor</b>	<b>Vote Against</b>
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

**16.10 Education**

**Strategic Plan Reference – Page 29**

4.10.1 Increase the educational and employment opportunities available within the Southern Midlands.

Nil.

## **17. OPERATIONAL MATTERS ARISING (STRATEGIC THEME – COMMUNITY)**

### **17.1 Retention**

**Strategic Plan Reference – Page 30**

5.1.1 Maintain and strengthen communities in the Southern Midlands.

Nil.

### **17.2 Capacity & Sustainability**

#### **17.2.1 COMMON SERVICES JOINT VENTURE UPDATE (STANDING ITEM – INFORMATION ONLY)**

**Author:** GENERAL MANAGER (TIM KIRKWOOD)

**Date:** 20 APRIL 2016

**Attachment:**

- Common Service JV Council Update – March 2016.

### **ISSUE**

To inform Council of the Joint Venture's activities for the month of March 2016.

### **BACKGROUND**

There are seven existing members of the Common Services Joint Venture Agreement, with two other Council's participating as non-members.

Members: Brighton, Central Highlands, Glenorchy, Huon Valley, Sorell, Southern Midlands and Tasman.

### **DETAIL**

Refer 'Common Services Joint Venture Update – February 2016 attached.

**Human Resources & Financial Implications** – Refer comment provided in the update.

Councillors will note that the Southern Midlands Council provided 260 hours of service to six Councils: - Brighton, Central Highlands, Derwent Valley, Glamorgan/Spring Bay, Sorell and Tasman and received 14 hours of services from other Councils.

Details of services provided are included in Figure 3.

**Community Consultation & Public Relations Implications** – Nil

**Policy Implications** – N/A

**Priority - Implementation Time Frame – Ongoing.**

**RECOMMENDATION**

**THAT the information be received.**

**DECISION**

<b>Vote For</b>	<b>Councillor</b>	<b>Vote Against</b>
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

## Common Services Joint Venture Update¶

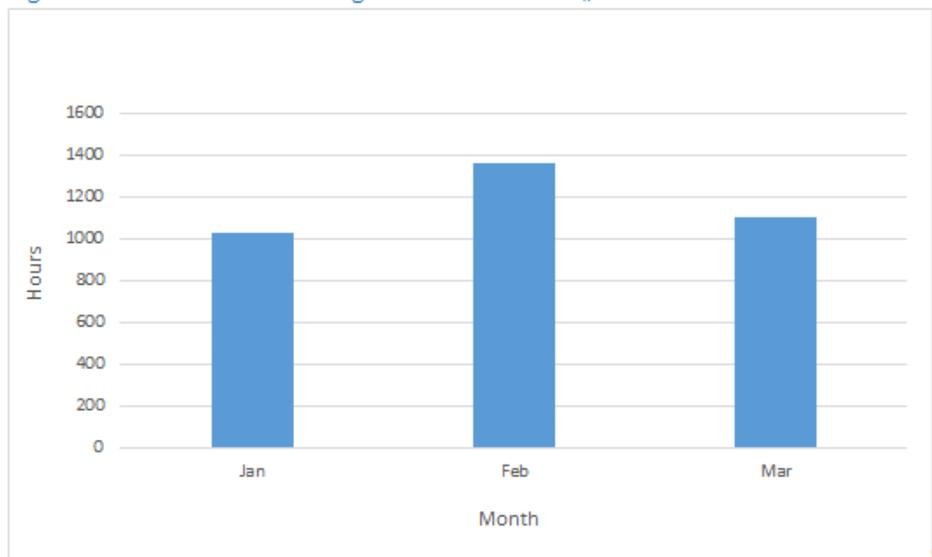
March 2016¶

### Summary of Recent Common Services Activity¶

1104 hours of Common Services were exchanged between Councils in March 2016, which is a decrease of 17% when compared to hours exchanged in February 2016. Hours exchanged in March were slightly below the three month average of 1163 hours per month; this was predominantly due to a drop in activity during the Easter holiday period and the conclusion of some cross-Council relief services.¶

¶

### Fig 1--Common Service Exchange in Recent Months¶



¶

### Fig 2--Details of Current Exchange of Services by Council in March 2016¶

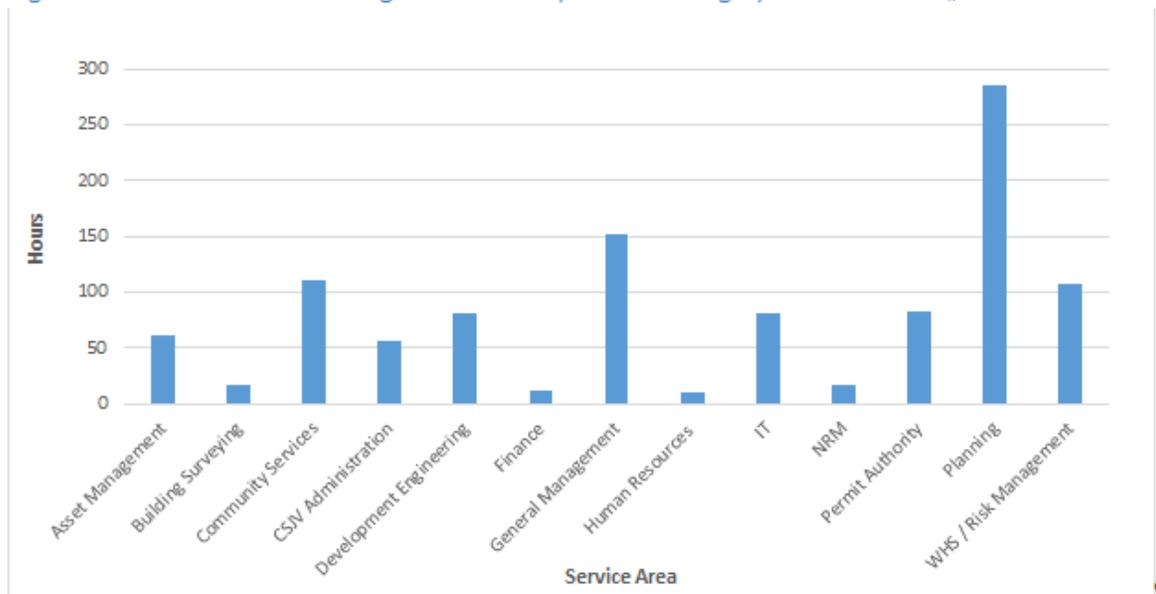
Provider Council	Client Organisation								
	Brighton	Central Highlands	Derwent Valley	Glenorchy	GSB	Huon Valley	Sorell	Southern Midlands	Tasman
Brighton		3	113		206	3	131	14	123
Central Highlands									
Glenorchy									
Huon Valley									
Sorell	32				57				50
Southern Midlands	45	80	38		48		24		25
Tasman							112		

\* Council not currently a member of the Common Services Joint Venture Agreement¶

¶

¶

Fig-3--Details-of-Current-Exchange-of-Services-by-Service-Category-in-March-2016



Savings to Local Government

A total of 1104 hours of Common Services were exchanged between Councils last month. Analysis of Common Services provision has indicated that both the Provider Council and the Client Council save money through the exchange of Common Services at an approximate ratio of 50%.

Due to this, it is estimated that the provision of Common Services between Councils saved participating Councils and Local Government as a whole \$95,000 for the month of March. This was a result of increasing the utilisation of current Council Staff at Councils providing services and from Client Councils utilising common services from within Local Government as opposed to external consultants (on average LG Common Services rates can be procured at significant discount to external consultant fees).

Progress of the Joint Venture

- The Common Services JV Chief Administrator will visit the Northern Territory at the end of April to attend the first Northern Territory CSJV Meeting at the City of Palmerston Council on the 26<sup>th</sup> of April. This will provide an opportunity firstly for the Chief Administrator to meet the four Northern Territory JV Committee Members; a chance to present details of current services being exchanged; and an opportunity to promote the services that are also available from within the group.
- The City of Palmerston is currently in talks with several Tasmanian Councils in relation to providing video production and editing services. The City of Palmerston currently has an employee on staff who is an expert in this field and who has produced much promotional material for Council, local Palmerston businesses and Palmerston community events. It is thought that this type of production will be of use to most Councils participating in the Joint Venture. Service exchange in this area will commence in the coming months.

## 17.3 Consultation and Communication

**Strategic Plan Reference – Page 31**

5.4.1 Improve the effectiveness of consultation and communication with the Community.

Nil.

## 18. OPERATIONAL MATTERS ARISING (STRATEGIC THEME – ORGANISATION)

### 18.1 Improvement

#### Strategic Plan Reference – Page 32

6.1.1	Improve the level of responsiveness to Community needs.
6.1.2	Improve communication within Council.
6.1.3	Improve the accuracy, comprehensiveness and user friendliness of the Council asset management system.
6.1.4	Increase the effectiveness, efficiency and use-ability of Council IT systems.
6.1.5	Develop an overall Continuous Improvement Strategy and framework

#### 18.1.1 LOCAL GOVERNMENT CODE OF CONDUCT – LOCAL GOVERNMENT AMENDMENT (CODE OF CONDUCT) ACT 2015 & LOCAL GOVERNMENT (MODEL CODE OF CONDUCT) ORDER 2016

**Author:** GENERAL MANAGER (TIM KIRKWOOD)

**Date:** 19 APRIL 2016

#### Attachment:

- Local Government Division Information Sheet - Commencement of *Local Government Amendment (Code of Conduct) Act 2015*
- *Local Government (Model Code of Conduct) Order 2016*

#### ISSUE

To inform Council that:

- a) the *Local Government Amendment (Code of Conduct) Act 2015*, which provides a new local government code of conduct framework for Tasmanian councillors commenced on 13<sup>th</sup> April 2016. The local government code of conduct framework is prescribed under Part 3, Division 3A (Code of conduct, complaints and complaint resolution) of the *Local Government Act 1993*; and
- b) the Model Code of Conduct (made by order of the Minister for Planning and Local Government) prescribes the standard of behaviour that all Tasmanian councillors are required to meet when performing their role.

#### DETAIL

The key aspects of the new code of conduct framework include:

- the Model Code of Conduct (made by order of the Minister for Planning and Local Government) which prescribes the standard of behavior that all Tasmanian councillors are required to meeting when performing their role;

- the Minister's independent Local Government Code of Conduct Panel (the Panel) which is responsible for the investigation and determination of code of conduct complaints;
- that Code of Conduct complaints are lodged with the General Manager of the relevant Council, and can be made within six months of the Councillor allegedly contravening the Code of Conduct;
- new powers for the Panel to suspend Councillors for serious breaches of the Code of Conduct;
- new ability for the Panel to dismiss frivolous and vexatious complaints;
- new power for the Minister to remove a Councillor from office if he/she has received a suspension sanction for three code of conduct breaches during one term of office or two consecutive terms of office;
- new offence provision providing that if a Councillor fails to comply with a sanction imposed by the Panel, that Councillor may face a penalty of a fine not exceeding 50 penalty units, which currently equates to \$7 700; and
- an appeal right from a Panel determination to the Magistrates Court (Administrative Appeals Division) on the basis that the Panel failed to comply with the rules of natural justice.

The *Local Government (Model Code of Conduct) Order 2016* is provided as an attachment.

In reference to section 28T (Code of conduct) of the *Local Government Act 1993*, within 3 months after the day of which the order takes effect, each council must adopt the model code of conduct, with or without any variations permitted under subsection (3) as its code of conduct. Subsections (3) and (4) state:

*“(3) In adopting the model code of conduct, an amendment to the model code of conduct or a substitute model code of conduct, a council may vary the model code of conduct, amendment or substitute model code of conduct in any manner that is allowed by the model code of conduct, amendment or substitute model code of conduct, is approved by the Minister or is prescribed.”*

*(4) A variation of the model code of conduct, an amendment to the model code of conduct or a substitute model code of conduct is to be set out in a schedule to the model code of conduct, the model code of conduct as amended or the substitute model code of conduct.*

Note: Within 14 days following adoption of the code of conduct, the General Manager is to provide a copy of it to the Director. The General Manager is to also make a copy of the council's code of conduct available for public inspection, free of charge, at the public office of the council during ordinary office hours and on its website. A reasonable charge can be made for purchase of a copy.

Finally, a council is to review its code of conduct within 3 months after each ordinary election.

In terms of transitional provisions, Council's existing Code of Conduct will remain in force pending formal and final adoption. The current members of the Southern Midlands Code of Conduct Panel will continue until such time as Council terminates the membership. This will occur once satisfied that the Panel will not be required to deal with any complaints made under the previous code of conduct framework.

**Human Resources & Financial Implications** – Code of conduct complaints are lodged with the general manager of the relevant council and must comply with legislative requirements. Once the general manager has determined that the complaint complies with the Act, it is to be referred to the Code of Conduct Panel's Executive Officer if it is against less than half of all councillors; or the Director of Local Government if the complaint is against half or more of councillors. A lodgement fee of 50 fee units (currently \$75.50) applies.

All costs associated with the Code of Conduct Panel's operation are payable by the relevant council.

**Community Consultation & Public Relations Implications** – Any person may make a code of conduct complaint against one councillor in relation to the contravention by the councillor of the council's code of conduct; or a person may make a complaint against more than one councillor if the complaint relates to the same behaviour and the same code of conduct contravention.

Section 72B of the *Local Government Act 1993* has been amended to require a council to report in its annual report the number of code of conduct complaints that were upheld by the Code of Conduct Panel during the preceding financial year and the total costs met by the council in respect to all code of conduct complaints.

**Council Web Site Implications:** A standard 'Local Government Code of Conduct Complaint Form' has been developed (noting that it is not a prescribed form) – refer attached. This will be placed on Council's Web Site, together with the Information Sheet produced by the Local Government Division.

**Policy Implications** – Policy position.

**Priority - Implementation Time Frame** – Immediately. It is expected that the Steering Committee will immediately request relevant council staff begin work on the items listed within the Action Plan.

## RECOMMENDATION

### THAT:

- a) the information be received;
- b) Council consider the model code of conduct and adopt without variation, or resolve to seek approval from the Minister for any identified amendments prior to adoption;

*Note: If Council elect to adopt without variation, an appropriate formatted version (with background and supporting commentary) will be resubmitted to the following Council Meeting for final adoption in accordance with policy development procedures.*

- c) all other legislative requirements in relation to the code of conduct provisions be complied with; and
- d) Council elect not to impose a charge for the purchase of a copy of the Code of Conduct.

## DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdée OAM	
	Dep. Mayor A O Green	
	Cllr A R Bantick	
	Cllr E Batt	
	Cllr R Campbell	
	Cllr D F Fish	
	Cllr D Marshall	

## LOCAL GOVERNMENT CODE OF CONDUCT – MODEL CODE OF CONDUCT

INFORMATION SHEET  
April 16

### **Local government code of conduct framework**

The local government code of conduct framework is prescribed under Part 3, Division 3A (Code of conduct, complaints and complaint resolution) of the *Local Government Act 1993* (the Act). The purpose of this information sheet is to provide guidance on the legislative requirements of councils in relation to the Model Code of Conduct for Tasmanian councillors.

### **The Model Code of Conduct made by Ministerial order**

The *Local Government (Model Code of Conduct) Order 2016* makes the Model Code of Conduct for Tasmanian councillors under section 28R (Model code of conduct) of the Act.

The Minister may amend/revoke/substitute the Model Code of Conduct by order and is to provide a copy of the Model Code of Conduct (or the amended/revoked/substituted model code of conduct) as soon as practicable to councils.

### **Council adoption of the model code of conduct**

Under section 28T (Code of conduct), within three months after the Model Code of Conduct is made by Ministerial order, a council must adopt the Model Code of Conduct, either with or without permitted variations, as its code of conduct relating to the conduct of its councillors. The date by which all councils must adopt the code of conduct is 12 July 2016.

Fourteen days after adopting the Model Code of Conduct, a council is to provide a copy to the Director of Local Government.

A council is also required to meet the same timeframes in relation to a model code that is amended or substituted by the Minister.

### **Reviewing the code of conduct**

Under section 28T, a council is to review its code of conduct within three months after each ordinary election.

### **Making variations to the Model Code of Conduct**

Part 9 of the Model Code of Conduct states that any variation to the Model Code of Conduct is to be in accordance with section 28T of the Act.

Under section 28T, any variations made to the Model Code of Conduct by a council must be approved by the Minister responsible for local government.

In practice, this means that before a council can adopt the Model Code of Conduct (with variations) as its code of conduct, the council will need to obtain approval from the Minister regarding the variations. A request for approval is to be made in writing to the Minister for Planning and Local Government, Peter Gutwein MP (GPO Box 123 HOBART TAS 7001)

Section 28T also provides that any variation to the Model Code of Conduct made by a council is to be set out in a schedule to the Model Code of Conduct. This means that the Model Code of Conduct will remain consistent across local government, with any supplementary council policies/procedures included as attached schedules to the Model Code of Conduct. For example, a council may wish to attach a schedule providing for a councillor expenses policy or gifts and benefits policy.

Once the variations to the Model Code of Conduct are approved by the Minister, and adopted by the council, such policies and procedures form part of the council's code of conduct and are enforceable through the code of conduct framework under the Act.

### **Making the code of conduct publicly available**

The general manager is to make a copy of the council's code of conduct available for public inspection, free of charge, at the public office of the council during office hours, and on the council's website, and for purchase at a reasonable charge.

### **Requirement of councillors to comply with the code of conduct**

Section 28U (Compliance with code of conduct) provides that a councillor is to comply with the provisions of the council's code of conduct while performing the functions and exercising the powers of his or her office with the council.

**Disclaimer: Information on legislation contained in this document is intended for information and general guidance only. Such information is not professional legal opinion.**

Tasmanian Legislation Online

Page 1 of 5



VIEW SUMMARY

The legislation that is being viewed is valid for 13 Apr 2016.

Local Government (Model Code of Conduct) Order 2016 (S.R.  
2016, No. 23)

Requested: 13 Apr 2016

Consolidated: 13 Apr 2016

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INFORMATION

Notes: Not specified  
Links: Not specified  
Table of Amending Instruments: [\(click to view Table of Amendments\)](#)  
Responsible Minister and Department: Not specified

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Local Government (Model Code of Conduct) Order 2016

1. Short title
  2. Commencement
  3. Interpretation
  4. Model code of conduct
- Schedule 1 - Model Code of Conduct
- Part 1 - Decision making
  - Part 2 - Conflict of interest
  - Part 3 - Use of Office
  - Part 4 - Use of resources
  - Part 5 - Use of information
  - Part 6 - Gifts and benefits
  - Part 7 - Relationships with community, councillors and Council employees
  - Part 8 - Representation
  - Part 9 - Variation of Code of Conduct

**Local Government (Model Code of Conduct) Order 2016**

I make the following order under section 28R(1) of the *Local Government Act 1993*.

[http://www.thelaw.tas.gov.au/print/index.w3p;cond=;doc\\_id=%2B23%2B2016%2BA...](http://www.thelaw.tas.gov.au/print/index.w3p;cond=;doc_id=%2B23%2B2016%2BA...) 13/04/2016

Tasmanian Legislation Online

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4 April 2016

PETER GUTWEIN

Minister for Planning and Local Government

**1. Short title**

This order may be cited as the *Local Government (Model Code of Conduct) Order 2016*.

**2. Commencement**

This order takes effect on 13 April 2016.

**3. Interpretation**

(1) In this order –

*Act* means the *Local Government Act 1993*.

(2) The *Acts Interpretation Act 1931* applies to the interpretation of this order as if this order were by-laws.

**4. Model code of conduct**

For the purposes of section 28R(1) of the Act, the code of conduct set out in Schedule 1 is the model code of conduct relating to the conduct of councillors.

**SCHEDULE 1 - Model Code of Conduct**

Clause 4

**PART 1 - Decision making**

1. A councillor must bring an open and unprejudiced mind to all matters being decided upon in the course of his or her duties, including when making planning decisions as part of the Council's role as a Planning Authority.
2. A councillor must make decisions free from personal bias or prejudgement.
3. In making decisions, a councillor must give genuine and impartial consideration to all relevant information known to him or her, or of which he or she should have reasonably been aware.
4. A councillor must make decisions solely on merit and must not take irrelevant matters or circumstances into account when making decisions.

**PART 2 - Conflict of interest**

1. When carrying out his or her public duty, a councillor must not be unduly influenced, nor be seen to be unduly influenced, by personal or private interests that he or she may have.
2. A councillor must act openly and honestly in the public interest.

3. A councillor must uphold the principles of transparency and honesty and declare actual, potential or perceived conflicts of interest at any meeting of the Council and at any workshop or any meeting of a body to which the councillor is appointed or nominated by the Council.
4. A councillor must act in good faith and exercise reasonable judgement to determine whether he or she has an actual, potential or perceived conflict of interest.
5. A councillor must avoid, and remove himself or herself from, positions of conflict of interest as far as reasonably possible.
6. A councillor who has an actual, potential or perceived conflict of interest in a matter before the Council must –
  - (a) declare the conflict of interest before discussion on the matter begins; and
  - (b) act in good faith and exercise reasonable judgement to determine whether the conflict of interest is so material that it requires removing himself or herself physically from any Council discussion and remaining out of the room until the matter is decided by the Council.

#### **PART 3 - Use of Office**

1. The actions of a councillor must not bring the Council or the office of councillor into disrepute.
2. A councillor must not take advantage, or seek to take advantage, of his or her office or status to improperly influence others in order to gain an undue, improper, unauthorised or unfair benefit or detriment for himself or herself or any other person or body.
3. In his or her personal dealings with the Council (for example as a ratepayer, recipient of a Council service or planning applicant), a councillor must not expect nor request, expressly or implicitly, preferential treatment for himself or herself or any other person or body.

#### **PART 4 - Use of resources**

1. A councillor must use Council resources appropriately in the course of his or her public duties.
2. A councillor must not use Council resources for private purposes except as provided by Council policies and procedures.
3. A councillor must not allow the misuse of Council resources by any other person or body.
4. A councillor must avoid any action or situation which may lead to a reasonable perception that Council resources are being misused by the councillor or any other person or body.

#### **PART 5 - Use of information**

1. A councillor must protect confidential Council information in his or her possession or knowledge, and only release it if he or she has the authority to do so.
2. A councillor must only access Council information needed to perform his or her role and not for personal reasons or non-official purposes.
3. A councillor must not use Council information for personal reasons or non-official purposes.

4. A councillor must only release Council information in accordance with established Council policies and procedures and in compliance with relevant legislation.

#### **PART 6 - Gifts and benefits**

1. A councillor may accept an offer of a gift or benefit if it directly relates to the carrying out of the councillor's public duties and is appropriate in the circumstances.

2. A councillor must avoid situations in which the appearance may be created that any person or body, through the provisions of gifts or benefits of any kind, is securing (or attempting to secure) influence or a favour from the councillor or the Council.

3. A councillor must carefully consider –

(a) the apparent intent of the giver of the gift or benefit; and

(b) the relationship the councillor has with the giver; and

(c) whether the giver is seeking to influence his or her decisions or actions, or seeking a favour in return for the gift or benefit.

4. A councillor must not solicit gifts or benefits in the carrying out of his or her duties.

5. A councillor must not accept an offer of cash, cash-like gifts (such as gift cards and vouchers) or credit.

6. A councillor must not accept a gift or benefit if the giver is involved in a matter which is before the Council.

7. A councillor may accept an offer of a gift or benefit that is token in nature (valued at less than \$50) or meets the definition of a token gift or benefit (if the Council has a gifts and benefits policy).

8. If the Council has a gifts register, a councillor who accepts a gift or benefit must record it in the relevant register.

#### **PART 7 - Relationships with community, councillors and Council employees**

1. A councillor –

(a) must treat all persons with courtesy, fairness, dignity and respect; and

(b) must not cause any reasonable person offence or embarrassment; and

(c) must not bully or harass any person.

2. A councillor must listen to, and respect, the views of other councillors in Council and committee meetings and any other proceedings of the Council, and endeavour to ensure that issues, not personalities, are the focus of debate.

3. A councillor must not influence, or attempt to influence, any Council employee or delegate of the Council, in the exercise of the functions of the employee or delegate.

4. A councillor must not contact or issue instructions to any of the Council's contractors or tenderers, without appropriate authorisation.

5. A councillor must not contact an employee of the Council in relation to Council matters unless authorised by the General Manager of the Council.

#### **PART 8 - Representation**

1. When giving information to the community, a councillor must accurately represent the policies and decisions of the Council.
2. A councillor must not knowingly misrepresent information that he or she has obtained in the course of his or her duties.
3. A councillor must not speak on behalf of the Council unless specifically authorised or delegated by the Mayor or Lord Mayor.
4. A councillor must clearly indicate when he or she is putting forward his or her personal views.
5. A councillor's personal views must not be expressed in such a way as to undermine the decisions of the Council or bring the Council into disrepute.
6. A councillor must show respect when expressing personal views publicly.
7. The personal conduct of a councillor must not reflect, or have the potential to reflect, adversely on the reputation of the Council.
8. When representing the Council on external bodies, a councillor must strive to understand the basis of the appointment and be aware of the ethical and legal responsibilities attached to such an appointment.

#### **PART 9 - Variation of Code of Conduct**

1. Any variation of this model code of conduct is to be in accordance with section 28T of the Act.

Displayed and numbered in accordance with the *Rules Publication Act 1953*.

Notified in the *Gazette* on 13 April 2016.

This order is administered in the Department of Premier and Cabinet.

## 18.2 Sustainability

### Strategic Plan Reference – Page 33 & 34

6.2.1	Retain corporate and operational knowledge within Council.
6.2.2	Provide a safe and healthy working environment.
6.2.3	Ensure that staff and elected members have the training and skills they need to undertake their roles.
6.2.4	Increase the cost effectiveness of Council operations through resource sharing with other organisations.
6.2.5	Continue to manage and improve the level of statutory compliance of Council operations.
6.2.6	Ensure that suitably qualified and sufficient staff are available to meet the Communities needs.
6.2.7	Work co-operatively with State and Regional organisations.
6.2.8	Minimise Councils exposure to risk.

### 18.2.1 POLICY REVIEW – CUSTOMER SERVICE CHARTER

**Author:** DEPUTY GENERAL MANAGER (ANDREW BENSON)

**Date:** 20 APRIL 2016

**Attachment:**

- Revision Draft Version 1 - Customer Service Charter
- Southern Midlands Customer Service Charter

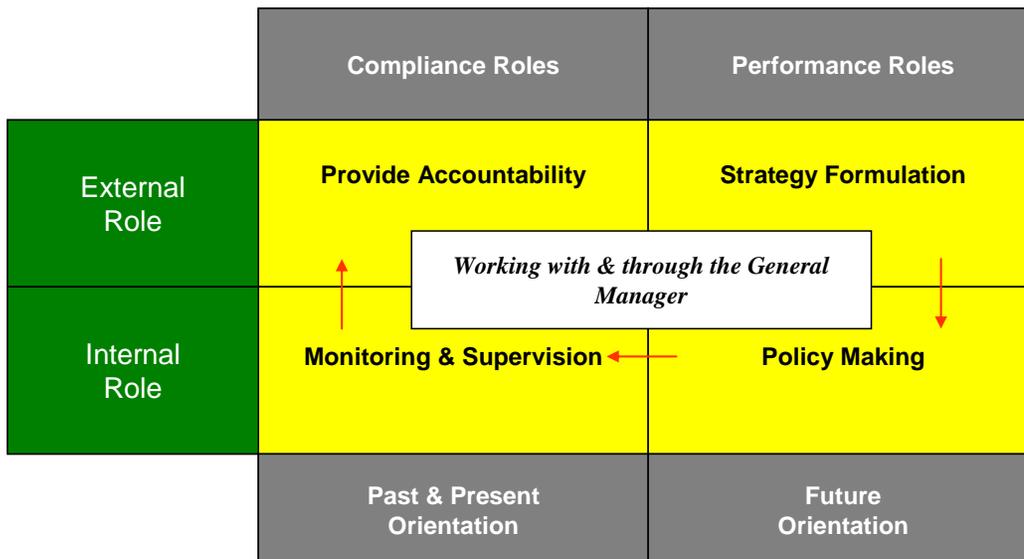
### ISSUE

Council’s Customer Service Charter is a requirement of *S.339F Local Government Act 1993*. This document requires regular review and endorsement by Council.

### BACKGROUND

#### FRAMEWORK FOR ANALYSING COUNCIL’S GOVERNANCE FUNCTION

The diagram below along with its explanation has been the subject of previous presentations to Council; however, it is meaningful to reflect on this governance framework when policy documents are presented to Council. As part of this framework it is important for Council to be aware of and monitor audits and related governance review mechanisms that are undertaken within the organisation, based on Council’s strategies and policies.



## DETAIL

The attached Revision Draft version of the Customer Service Charter will replace the existing version. The Revision Draft is a shorter and more concise document, which is more user-friendly for Council's Customers.

The opportunity was taken to review the Service Standards within the Charter in line with Council's Business Process Improvement program. Some parts of the existing Charter refer to a 15 day response time and other parts refer to a 20 day response time. In the Revision Draft the response times by Council officers has been effectively halved, from 20 working days down to 10 working days. But also with an acknowledgement within 3 days, which is consistent with the existing Charter.

As Councillors are aware, the process for any policy document is, that it is tabled at one meeting and then "lays on the table" until the next meeting, to enable Councillors sufficient time to work through and consider all of the ramifications of the strategy/policy, before the document is finally considered for adoption at the following meeting.

## CONCLUSION

This proposed document represents a more professional and customer focused approach in working with Council's Customers both in the manner in which it is presented and the reduction of response times articulated within the document.

This document also now refers to Council's Unreasonable Complainant Conduct Policy.

The Revision Draft of the Customer Service Charter is commended to Council for consideration.

## RECOMMENDATION

### THAT Council

1. **Receive and note the report;**
2. **Consider Revision Draft Version 1 of the Customer Service Charter for adoption at the May 2016 Council meeting.**

## DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	



Draft

# Customer Service Charter

*S.339F Local Government Act 1993*

April 2016



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## 1. PURPOSE

This Customer Service Charter specifies the Southern Midlands Council's customer service commitment and principles relating to the services it provides.

## 2. GENERAL PRINCIPLES

### 2.1 Honesty and Integrity

- (a) We will treat you with respect and be courteous at all times;
- (b) We will be honest and transparent in all dealings with you; and
- (c) We will be consistent and impartial in administering our statutory and regulatory functions.

### 2.2 Professionalism

- (a) We will always be polite, listen to your enquiry and respond in a professional manner;
- (b) We will endeavour to correct things promptly when they have gone wrong;
- (c) We will provide you with straightforward information and try to provide you with an alternative avenue if we are unable to help with your request;
- (d) We will respond to all enquiries within the timeframe set out in this document; and
- (e) We expect that our customers treat fellow customers, Council team and Councillors with respect and courtesy. Anti-social behaviour including offensive or abusive language, and/or harassing or threatening behaviours, is not acceptable and will not be tolerated. Any Councillor or Council team member have the right to ask a customer to cease a conversation or indeed they may leave, if the customer's actions breach this code of behaviour.

### 2.3 Privacy

- (a) We will respect our customers' privacy and handle personal and confidential information in accordance with the *Personal Information Protection Act 2004*; and
- (b) We will only access confidential information for authorised work-related tasks.



### 3. CONTACTING THE COUNCIL

#### 3.1 In Person

The Council's Administration Centres are at 71 High Street, Oatlands and 85 Main Street Kempton and they are open Monday to Friday from 9.00am – 4.30pm (closed on Public Holidays); and

#### 3.2 By Phone

(a) Telephone number at Oatlands is (03) 62 545 000 and Kempton is (03) 62593011

(b) The Council's Switchboard is operational Monday to Friday from 8.30am – 4.30pm (closed on Public Holidays), a recorded message function is available after ours that includes an after hours emergency contact number.

#### 3.3 By Email

Email address: [mail@southernmidlands.tas.gov.au](mailto:mail@southernmidlands.tas.gov.au)

#### 3.4 In Writing

You may write to:

The General Manager  
Southern Midlands Council  
PO Box 21  
OATLANDS, TAS 7120

#### 3.5 Councillors

Contact details for the Mayor and Councillors can be found on the Council's website.

#### 3.6 Service Request

A service request may be lodged as an appeal for assistance to inspect, remove, replace, repair or reinstate Council infrastructure which may be damaged, missing or not operating. It can also be a request for a Council service or an appeal for action to be taken in respect of a nuisance, including stray or barking dogs.

To make a Service Request, please use one of the following options:

- (a) Complete an online Service Request on the Council's website Home Page: [Service Request](#);
- (b) Complete a Service Request form, these forms are available from the Administration Centres; or
- (c) The telephone numbers are - Oatlands (03) 62 545 000  
Kempton (03) 62 593 011



#### 4 COMPLAINTS

A complaint may be lodged as an expression of dissatisfaction, made to the Council in relation to its services, where a response or resolution is expected. Unsatisfactory conduct of an Officer(s) or failure to comply with the Service Standards will be treated as a complaint.

All complaints will be treated with seriousness, however if the complaint is found to be malicious, or is a repeated complaint to which a response has previously been given, the Council will take no further action. The customer will be informed of this decision in writing by the General Manager.

To make an official complaint, please write to the relevant party and ensure the following details are included:

- (a) Your full name, address and telephone number, anonymous complaints may be accepted where there is a potential risk to persons or property; and
- (b) Sufficient details for the complaint to be actioned.

If a Council Officer or Manager is unable to resolve your complaint, or if you are not satisfied with the suggested resolution, you may choose to escalate your complaint to the General Manager. In this case, please forward your original complaint and related information to:

The General Manager  
Southern Midlands Council  
PO Box 21  
OATLANDS, TAS 7120

If you are dissatisfied with the Council's attempt to address your complaint, you may contact the Mayor or escalate your complaint further by contacting:

(a) The Ombudsman  
GPO Box 960  
HOBART TAS 7001  
Phone: 1800 001 170 Email: [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)

(b) The Director  
Local Government Division  
Department of Premier and Cabinet  
GPO Box 123  
HOBART TAS 7001  
Phone: 03 6232 7022 Email: [lgd@dpac.tas.gov.au](mailto:lgd@dpac.tas.gov.au)



While you can refer your complaint directly to these bodies at any time, we strongly encourage you to approach the Council to investigate your complaint first.

Where a customer makes a complaint that the Council, a Councillor or the General Manager has failed to comply with the *Local Government Act 1993* or any other Act or may have committed an offence under that Act, the customer may, where they are not satisfied with the response, lodge the complaint with the Director of Local Government in accordance with *Section 339E* of the Act.

## 5 LEGISLATION AND COUNCIL POLICIES

Related legislation and internal documents include:

- (a) *Local Government Act 1993*
- (b) *Personal Information and Protection Act 2004*
- (c) *Right to Information Act 2009*
- (d) Unreasonable Complainant Conduct Policy.

It should be noted that some legislation determines approval, public notification and related response times that are outside the framework of this Customer Service Charter eg *Land Use Planning Approval Act 1993*, *Right to Information Act 2009*, etc. For further information in respect of State legislation please refer to the legislation online site [www.thelaw.tas.gov.au](http://www.thelaw.tas.gov.au).

## 6 SERVICE STANDARDS

### 6.1 Contact by telephone

- (a) Our team will answer telephone enquiries promptly and courteously;
- (b) We aim to answer all questions at the first point of contact; and
- (c) If specialist attention is needed and the person required is available they will answer the call. Where the person required is not available, the call will be returned within one working day.

### 6.2 Contact in writing

- (a) We aim to acknowledge both written and electronic communication within three working days of receiving it and respond to the communication within 10 working days;
- (b) If we cannot respond within the set timeframes we will make contact to explain the reason for the delay and when a full reply can be expected;
- (c) We will use language that is clear and concise.



### **6.3 Service Requests**

- (a) Where a service request is urgent and the matter places the safety of the community at a high risk, the matter will be dealt with immediately;
- (b) Where the matter is urgent and there is little risk to the safety of the community, the matter will be responded to within 24 hours;
- (c) Routine service requests will be dealt with according to the policies and procedures of the Council and guidelines as required by legislation.

### **6.4 Complaints**

If you are dissatisfied or have concerns about the services, decisions or actions of the Council we would like to hear about it:

- (a) We will acknowledge receipt of your telephone complaint within one working day and resolve or respond to your complaint within 10 working days;
- (b) If we are unable to resolve your complaint within 10 working days we will contact you to explain why and advise the timeframe in which we will be able to resolve it;
- (c) If you are not satisfied that your complaint has been adequately resolved you can request a review against the complaint resolution process. The complaint will be escalated to the General Manager who will then undertake an investigation of the issue and make a determination on the matter; and
- (d) We will ensure all of our correspondence includes the name and contact details of the Officer dealing with the matter.

The *Local Government Act 1993* requires that the General Manager provide the Council with a report at least once a year detailing the number and the nature of the complaints received. Complaints received are reported in the Annual Report of the Council.

## **7. APPROVAL PROCESS**

Reviewed every two years

<i>First Council Meeting Date:</i>	<i>November 2005</i>
<i>Final Council Meeting Date:</i>	<i>December 2005</i>
<i>Repealed Council Meeting Date:</i>	
<i>Updated Council Meeting Date:</i>	<i>Draft April 2016</i>



**CUSTOMER SERVICE CHARTER**  
**(NOVEMBER 2005)**  
*(S.339F Local Government Act 1993)*

**CUSTOMER SERVICE CHARTER**

The mission of the Southern Midlands Council under its Strategic Plan is to work in partnership with the community, and:

- a) work for the benefit of the community
- b) be forward looking and responsible
- c) operate as a team of Councillors and staff focussed upon performance
- d) be financially responsible.

This *Customer Service Charter* is in compliance with the requirements of the *Local Government Act 1993* and outlines our commitment to customers in accordance with our mission statement.

This document signals our commitment to:

- listen to and act on customers' views and needs
- transparent decision making that is consistent with open government;
- set clear standards of service and report on our performance;
- provide services that meet those standards; and
- investigate complaints openly, fairly and within published target response times.

## **OUR COMMITMENT TO CUSTOMER SERVICE**

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

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

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

## **WHO IS A CUSTOMER**

A customer is any person or organisation having dealings with the Southern Midlands Council.

## **OUR SERVICE STANDARDS**

### **At all times we shall to:**

- Treat customers courteously and with respect.
- Deal with customers in a polite and helpful manner.
- Listen to customers and take their views into account.
- Provide customers with necessary and relevant information.
- Treat customers fairly and take account of the customer's particular needs.
- Act on our commitments in a timely manner.
- Value customers privacy by treating all personal information confidentially.
- Leave a "visit card" with our name and contact number following a visit to a customer's residence if that customer is absent at the time.
- Be punctual for meetings and appointments.

### **When a customer visits or telephones the Council**

We will attend the counter and answer the telephone promptly, courteously and deal with an enquiry directly without unnecessary referrals or transfers. If we cannot deal with the enquiry we will provide the customer with the name of the person the request or enquiry will be referred to or, if that information is not readily available, will request the relevant person to contact the customer directly. Telephone calls will be returned at the first opportunity however where information is not readily available verbal enquiries will be answered within 5 (five) working days. The person concerned will be informed of the reason(s) for the delay.

### **When a customer writes or emails**

We will respond to all written requests or enquiries within fifteen (15) working days. All written correspondence will however be acknowledged within three (3) working days. Our response will be either in full, or as an acknowledgement outlining the name of the person handling the matter. Such acknowledgement may be by telephone or in writing as appropriate. All correspondence will be as prompt as possible, courteous and written in plain English.

## OUR EXPECTATIONS OF THE CUSTOMER

**To make our job efficient and effective in providing our services we ask customers to:**

- Treat council officers as you would expect to be treated in their position.
- Respect the privacy, safety and needs of other members of the community.
- Have a note pad and pen by the phone.
- Provide accurate and complete details.
- Phone to make an appointment for a complex enquiry or a need to see a specific Officer.
- Phone the Officer nominated on correspondence sent to the customer and quoting the file number on the letter.

### **Abusive Customers**

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

There may be occasions when

- the issue(s) a person has cannot be dealt with to their satisfaction and it is not possible for council officers to continue to respond; or
- correspondence contains personal abuse or vulgar language is used.

In these cases, the General Manager may decide to limit or cease responses to the person. A decision of this nature will be communicated in writing to the person.

If an Officer feels threatened by the language or behaviour of the customer, they may notify the Police.

## COMPLAINTS

We aim to give a high-quality service to all our customers and we do our best to satisfy everyone. If we slip from the high standards we set ourselves, we want to hear about it so that we can try to put things right as quickly as possible and prevent it happening again.

### **What is a complaint?**

A complaint is an expression of dissatisfaction with a decision (outside of a structured process), level or quality of service, or behaviour of an employee or agent, which can be investigated and acted upon.

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

**What is not a complaint**

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

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

**Complaints Management Process**

The Manager/Supervisor of each Department of the Council is responsible for handling complaints relevant to that Department.

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

Irrespective of the manner in which the complaint was received a response to the complaint can be expected within twenty (20) working days. If a Councillor has submitted a complaint on a customer’s behalf we will also try to respond to the Councillor within twenty (20) working days.

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

**Form of Complaint**

A complaint may be lodged orally (by telephone or at the counter) and may be responded to orally by phoning or by meeting with the Manager/Supervisor of the relevant Department to discuss the complaint.

If the complaint relates to a complex matter or there is no resolution from discussing the matter with the relevant Manager/Supervisor a complaint should be made in writing setting out the complaint as simply as possible.

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

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

#### **Internal Review**

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

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

#### **Consideration of a Complaint**

In considering a complaint the relevant Manager/Supervisor or the General Manager will:

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

The relevant Manager/Supervisor or the General Manager may enter into informal discussions or mediation on a complaint with a view to resolution.

#### **Vexatious Complaints**

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

#### **Anonymous Complaints**

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

#### **Protection of Customer**

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

**What if a customer is not satisfied with the resolution of the complaint**

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

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

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

- available Administrative Appeals Process,
- the *Judicial Review Act 2000*
- contact external agencies which can review actions and decisions taken by the Council, these include:
  - The Ombudsman who is an officer responsible to Parliament for investigating complaints made about administrative actions (or inactions) of Tasmanian Government Departments, most Statutory Authorities and Local Government. The Ombudsman is located at Ground Floor, 99 Bathurst Street, Hobart, 7000. Ph (03) 6233 6217.
  - Local Government Division, Level 8, 15 Murray Street, Hobart (GPO Box 123 HOBART, 7001) Ph. (03) 6233 6758

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

**HOW YOU CAN CONTACT US**

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

- in person by visiting Council's Offices at 71 High Street, Oatlands or 83 Main Street, Kempton during the hours of 9:00am to 4:30pm Monday to Friday
- by telephone by phoning 62 545000 during the hours of 8:30am to 5:20pm Monday to Friday. Council provides an After-Hours Emergency Service on telephone 0419 325405.
- By Email to [mail@southernmidlands.tas.gov.au](mailto:mail@southernmidlands.tas.gov.au)
- By Internet by visiting the Council Web-site at [www.southernmidlands.tas.gov.au](http://www.southernmidlands.tas.gov.au)

**PERSONAL INFORMATION PROTECTION**

Council has a commitment to protection of Personal Information provided by a customer to Council in accordance with the requirements of the *Personal Information Protection Act 2004* and the *Freedom of Information Act 1991*.

**REPORTING**

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

#### **AVAILABILITY**

This *Customer Service Charter* is available:

- For public inspection at the Council Office during normal office hours
- On the Council's Web-site free of charge
- For purchase from the Council Office

#### **REVIEW**

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

## 18.3 Finances

### Strategic Plan Reference – Page 34 & 35

- |       |   |
|-------|---|
| 6.3.1 | Communities finances will be managed responsibly to enhance the wellbeing of residence.   |
| 6.3.2 | Council will maintain community wealth to ensure that the wealth enjoyed by today's generation may also be enjoyed by tomorrow's generation.        |
| 6.3.3 | Council's finance position will be robust enough to recover from unanticipated events, and absorb the volatility inherent in revenues and expenses. |
| 6.3.4 | Resources will be allocated to those activities that generate community benefit.  |

### 18.3.1 MONTHLY FINANCIAL STATEMENT (MARCH 2016)

**Author:** FINANCE OFFICER (COURTNEY PENNICOTT)

**Date:** 21 APRIL 2016

#### ISSUE

Refer enclosed Report incorporating the following: -

- a) Statement of Comprehensive Income – 1<sup>st</sup> July 2015 to 31<sup>st</sup> March 2016 (including Notes)
- b) Current Expenditure Estimates
- c) Capital Expenditure Estimates

*Note: Refer to enclosed report detailing the individual capital projects.*

- d) Rates & Charges Summary – as at 10<sup>th</sup> April 2016
- e) Cash Flow Statement - March 2016

*Note: Expenditure figures provided are for the period 1<sup>st</sup> July to 31<sup>st</sup> March 2016 – approximately 75% of the period.*

### CURRENT EXPENDITURE ESTIMATES (OPERATING BUDGET)

#### **Strategic Theme – Infrastructure**

**Sub-Program – Lighting** - expenditure to date (\$75,607– 86.64%). Street lighting is now paid on a monthly basis. Prior to the commencement of monthly payments, in August 2015, a quarterly payment was made in July 2015 which related to part of the previous financial year. Recognising that this was not an accrued expense as at June 2015, it is expected that this budget will be exceeded by approximately \$14,700 at the end of the reporting period.

**Sub-Program – Signage** – expenditure to date (\$9,825– 104.52%). Expenditure relates to the replacement of damaged and missing signs, including the large Çolebrook township sign.

**Strategic Theme – Growth**

**Sub-Program – Business** - expenditure to date (\$181,819– 144.10%). Works undertaken on a recharge basis. Expenditure will be offset by income received.

**Strategic Theme – Lifestyle**

**Sub-Program – Aged** – expenditure to date (\$2,700 – 180.01%). Expenditure of \$1,256 relates to seniors week activities.

**Strategic Theme –Community**

**Sub-Program – Consultation** – expenditure to date (\$4,039 – 79.67%). Expenditure relates to electricity payments for the Weeding’s Hill tower, only one quarterly payment outstanding.

**Strategic Theme – Organisation**

**Strategic Theme – Improvement** – expenditure to date (\$59,584 – 680.96%). All costs relate to the joint OH&S / Risk Management project being undertaken by six participating Councils under a resource sharing agreement. The cost of the project is to be shared between the six (6) Councils with revenue coming back to Southern Midlands.

**Sub-Program – Sustainability** - expenditure to date (\$1,640,947 – 80.13%). Expenditure to date includes approximately \$149,500 of annual expenses (e.g. insurances, subscriptions and licence payments). If this amount is apportioned over the financial year, expenditure to date is within the approved budget.

**CAPITAL EXPENDITURE ESTIMATES (CAPITAL BUDGET)**

Nil.

**RECOMMENDATION**

**THAT the Financial Report be received and the information noted.**

**DECISION**

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

STATEMENT OF COMPREHENSIVE INCOME					
FOR THE PERIOD					
1st JULY 2015 to 31st MARCH 2016					
	Annual Budget		Year to Date as at 31st MARCH	%	Comments
<b>Income</b>					
General rates	\$ 4,666,548	\$	4,652,070	99.7%	Budget includes Interest & Penalties to be imposed to end of June 2016
User Fees (refer Note 1)	\$ 658,662	\$	576,737	87.6%	
Interest	\$ 200,000	\$	138,878	69.4%	
Government Subsidies	\$ 15,570	\$	7,570	48.6%	Heavy Vehicle Licence Fees & Road Rescue MAIB reimbursements
Contract Income	\$ 0	\$	0	0.0%	
Other (refer Note 2)	\$ 355,854	\$	310,060	87.1%	
<b>Sub-Total</b>	<b>\$ 5,896,634</b>	<b>\$</b>	<b>5,685,315</b>	<b>96.4%</b>	
Grants - Operating	\$ 3,201,435	\$	1,272,009	39.7%	Mens Shed \$3202 FAGS \$1,271,474 NRM \$332.73
<b>Total Income</b>	<b>\$ 9,098,069</b>	<b>\$</b>	<b>6,957,324</b>	<b>76.5%</b>	
<b>Expenses</b>					
Employee benefits	\$ (3,766,728)	\$	(2,267,022)	60.2%	Less Roads - Resheeting Capitalised
Materials and contracts	\$ (2,738,461)	\$	(2,339,019)	85.4%	Less Roads - Resheeting Capitalised, Includes Land Tax
Depreciation and amortisation	\$ (2,668,500)	\$	(2,001,375)	75.0%	Percentage Calculation (based on year-to-date)
Finance costs	\$ (50,583)	\$	(26,181)	51.8%	
Contributions	\$ (188,399)	\$	(94,200)	50.0%	Fire Service Levies
Other	\$ (264,784)	\$	(186,076)	70.3%	
<b>Total expenses</b>	<b>\$ (9,677,455)</b>	<b>\$</b>	<b>(6,913,872)</b>	<b>71.4%</b>	
<b>Surplus (deficit) from operations</b>	<b>\$ (579,386)</b>	<b>\$</b>	<b>43,452</b>	<b>-7.5%</b>	
Grants - Capital (refer Note 3)	\$ 877,860	\$	216,934	24.7%	
Sale Proceeds (Plant & Machinery)	\$ 210,000	\$	315,268	150.1%	
Net gain / (loss on disposal of non-current assets)	\$ 0	\$	0	0.0%	
<b>Surplus / (Deficit)</b>	<b>\$ 508,474</b>	<b>\$</b>	<b>575,654</b>	<b>113.2%</b>	
<b>NOTES</b>					
1. Income - User Fees (Budget \$658,662) includes:					
- All other Programs	\$ 330,162	\$	334,251	101.2%	Actual Income Received (i.e. excluding Debtors)
- Callington Mill	\$ 328,500	\$	242,487	73.8%	
	<b>\$ 658,662</b>	<b>\$</b>	<b>576,737</b>		

2. Income - Other (Budget \$355,854) includes:				
- Income (Private Works )	\$ 127,854	\$ 190,304	148.8%	
- Tas Water Distributions	\$ 228,000	\$ 117,725	0.9%	
- Public Open Space Contributions	\$ -	\$ -	0.0%	
- Other	\$ -	\$ 2,032	0.0%	
	<b>\$ 355,854</b>	<b>\$ 310,060</b>	<b>87.1%</b>	
3. Grant - Capital (Budget \$877,860) includes:				
- Black Spot Funding	\$ -	\$ -	0.0%	
- Tourism Funding	\$ -	\$ 4,000	0.0%	
- Roads To Recovery Grant	\$ 877,860	\$ 212,934	24.3%	To be claimed in April 2016
	<b>\$ 877,860</b>	<b>\$ 216,934</b>	<b>24.7%</b>	
Note:				
Operating Grants				
- School Holiday Program	\$ -	\$ -		
- Mens Shed	\$ -	\$ 3,202		
- NRM South	\$ -	\$ 333		
- Australia Day Awards	\$ -	\$ -		
- Healthy Communities Initiative	\$ -	\$ -		
		<b>\$ 3,535</b>		

**SOUTHERN MIDLANDS COUNCIL : CURRENT EXPENDITURE 2015/16  
SUMMARY SHEET**

PROGRAM	TOTAL	REVISED BUDGET (GRANTS & OTHER REIMBURSEMENTS)	ACTUAL AS AT 31st MARCH 2016 75%	VARIANCE (+/-)	% BASED ON REVISED BUDGET 100%
<b>INFRASTRUCTURE</b>					
Roads	3004318	3004318	2161038	843280	71.93%
Bridges	361179	361179	251696	109483	69.69%
Walkways	179906	179906	124928	54978	69.44%
Lighting	87266	87266	75607	11659	86.64%
Irrigation	0	0	0	0	0.00%
Drainage	85107	85107	55837	29270	65.61%
Waste	579191	579191	378935	200256	65.42%
Public Toilets	56642	56642	35594	21048	62.84%
Communications	0	0	0	0	0.00%
Signage	9400	9400	9825	-425	104.52%
<b>INFRASTRUCTURE TOTAL:</b>	<b>4363009</b>	<b>4363009</b>	<b>3093460</b>	<b>1269549</b>	<b>70.90%</b>
<b>GROWTH</b>					
Residential	0	0		0	0.00%
Mill Operations	481205	481205	269979	481205	56.10%
Tourism	222479	222479	159343	222479	71.62%
Business	876177	126177	181819	-55642	144.10%
Agriculture	0	0	89	-89	0.00%
Integration	25615	25615	4528	21087	17.68%
<b>GROWTH TOTAL:</b>	<b>1605476</b>	<b>855476</b>	<b>615759</b>	<b>669039</b>	<b>71.98%</b>
<b>LANDSCAPES</b>					
Heritage	292412	292412	127962	164450	43.76%
Natural	138323	138323	99671	38652	72.06%
Cultural	0	0	0	0	0.00%
Regulatory	824289	824289	620902	203387	75.33%
Climate Change	28204	28204	1405	26799	4.98%
<b>LANDSCAPES TOTAL:</b>	<b>1283228</b>	<b>1283228</b>	<b>849940</b>	<b>433288</b>	<b>66.23%</b>
<b>LIFESTYLE</b>					
Youth	222610	222610	19654	202956	8.83%
Aged	1500	1500	2700	-1200	180.01%
Childcare	7500	7500	5000	2500	66.67%
Volunteers	34500	34500	19995	14505	57.96%
Access	0	0	0	0	0.00%
Public Health	7881	7881	2481	5400	31.48%
Recreation	430731	430731	314529	116202	73.02%
Animals	72429	72429	44722	27707	61.75%
Education	0	0	0	0	0.00%
<b>LIFESTYLE TOTAL:</b>	<b>777151</b>	<b>777151</b>	<b>409082</b>	<b>368069</b>	<b>52.64%</b>
<b>COMMUNITY</b>					
Retention	0	0		0	0.00%
Capacity	31025	31025	22942	8083	73.95%
Safety	56650	56650	36931	19719	65.19%
Consultation	5070	5070	4039	1031	79.67%
Communication	12125	12125	1179	10946	9.72%
<b>COMMUNITY TOTAL:</b>	<b>104870</b>	<b>104870</b>	<b>65091</b>	<b>39779</b>	<b>62.07%</b>
<b>ORGANISATION</b>					
Improvement	8750	8750	59584	-50834	680.96%
Sustainability	2047836	2047836	1640947	406889	80.13%
Finances	252135	252135	148854	103281	59.04%
<b>ORGANISATION TOTAL:</b>	<b>2308721</b>	<b>2308721</b>	<b>1849385</b>	<b>459336</b>	<b>80.10%</b>
<b>TOTALS</b>	<b>10442455</b>	<b>9692455</b>	<b>6882717</b>	<b>3239061</b>	<b>71.01%</b>

CAPITAL EXPENDITURE PROGRAM 2015-16							
AS AT 31 MARCH 2016							
				BUDGET	EXPENDITURE	VARIANCE	COMMENTS
<b>INFRASTRUCTURE</b>							
<b>ROAD ASSETS</b>							
Resheeting Program		Roads Resheeting (40.00 klms x 5.5 x 150mm x \$20 m3)		\$ 600,000	\$ 442,362	\$ 157,543	
	C1020041	Harbacks Road Resheeting			\$ 95		
Reseal Program		Roads Resealing (as per agreed program)		\$ 500,000	\$ -	\$ (101,683)	
	C1010046	East Bagdad Road Reseal			\$ 21,521		
	C1010048	Oatlands and Kempton Road Reseal Project			\$ 451,267		
	C1010052	Eldon Road Reseal			\$ 56,305		
	C1010053	Rhyndaston Road			\$ 72,590		
Reconstruct & Seal							
	C1010034	Clifton Vale Road		\$ 21,818	\$ 28,383	\$ (6,565)	
	C1010051	Brown Mountain Road (section up Hill - 200 metres)		\$ 30,000	\$ 36,173	\$ (6,173)	
	C1010049	Eldon Road (various sections - 500 metres)		\$ 75,000	\$ 68,326	\$ 6,674	
	C1010032	Green Valley Road (above Bridge - 150 metres)		\$ 22,500	\$ 21,136	\$ 1,364	
	C1010023	Inglewood Road (vicinity of Viaduct) - 585 mtrs from Rail Lights to Viaduct		\$ 87,750	\$ 70,966	\$ 16,784	
	C1010050	Rhyndaston Road (Vicinity of J Housego - 100 metres)		\$ 13,750	\$ 19,244	\$ (5,494)	
	C1010028	Woodsdale Road (Whitefoord end - 2 sections - 200 metres)		\$ 30,000	\$ 16,941	\$ 13,059	
	C1010055	Woodsdale Road (near 'glue pot' - 2 sections - 240 metres)		\$ 36,000	\$ 17,459	\$ 18,541	
		Yarlington Road (Smarts Hill - 150 metres)		\$ 22,500	\$ -	\$ 22,500	
						\$ -	
Junction Road Realignment/ Other							
	C1010037	Campania - Reeve St / Clime Street		\$ 45,600	\$ 11,722	\$ 33,878	
		Church Street, Oatlands (outside school -"V" drain) - 100mtrs		\$ 6,000	\$ -	\$ 6,000	
	C1010056	High Street/Esplanade - Junction Improvements		\$ 25,000	\$ 4,363	\$ 20,637	
		Reeve Street - Hall Street to Rec Ground (K&G) - 70 mtrs		\$ 8,800	\$ -	\$ 8,800	
	C1020047	Lovely Banks Road (junction with Colebrook)		\$ 40,000	\$ 5,755	\$ 34,245	
						\$ -	
						\$ -	
<b>Carry Forwards:</b>							
Minor Seals (New)							
	C1020031	Church Road (Brighton Council end)		\$ 10,000	\$ -	\$ 10,000	
	C1020032	Hasting Street Junction		\$ 15,000	\$ -	\$ 15,000	
Sealed - Road Widening							
	C1010036	Green Valley Road - Widening		\$ 83,000	\$ -	\$ 83,000	
Unsealed - Road Widening							
	C1020037	Hall Lane, Bagdad - widening		\$ 15,000	\$ -	\$ 15,000	
	C1020038	Chauncy Vale Road, Bagdad		\$ 20,000	\$ -	\$ 20,000	
	C1020034	Church Road (Corner Widening)		\$ 7,165	\$ 9,202	\$ (2,037)	
Junction / Road Realignment / Other							
		Woodsdale Road / Tunnack Main Rd Junction (30 mm Overlay)		\$ 6,400	\$ -	\$ 6,400	
		Yarlington Road - Realignment		\$ 20,000	\$ 11,023	\$ 8,977	
	C1020040	Interlaken Road- Corner Realignment (Rockton)		\$ 13,308	\$ 12,909	\$ 399	
	C1010038	Campania - Reeve St / Hall Street K&G		\$ 5,000	\$ -	\$ 5,000	
		Tunbridge Main Road Verge		\$ 3,000	\$ -	\$ 3,000	
	C1010039	Woodsdale Road - Landslip Area (vicinity Scotts Quarry)		\$ 15,000	\$ -	\$ 15,000	
		Woodsdale Road - Landslip Area(s) - Engineering Assessment		\$ 9,700	\$ -	\$ 9,700	
		York Plains Road *Camber adjustment)		\$ 5,000	\$ -	\$ 5,000	
	C1020026	Church Road - Realign (Intersection with Elderslie Road) - Survey & Acquisition		\$ 211,000	\$ 204,127	\$ 6,873	WIP 30/6/15
				\$ 2,003,292	\$ 1,581,869	\$ 421,423	

<b>BRIDGE ASSETS</b>						
	C1030003	Brown Mountain Rd Bridge (B637)	\$ -	\$ 1,024	\$ (1,024)	
	C1030023	Swanston Road - Little Swanport Rv (B 1716)	\$ 355,000	\$ 275,931	\$ 79,069	
	C1030028	Rotherwood Road (B1137)	\$ -	\$ 515	\$ (515)	
	C1030040	Jones Rd (B5083)	\$ -	\$ 80,778	\$ (80,778)	WIP 30/6/15
	C1030046	Kheme Road (Birralee Creek T468.00570)	\$ 142,527	\$ 9,048	\$ 133,479	
	C1030044	Grahams Creek Road (Grahams Creek B2510) Elderslie Road Noyes Road (Limekiln Creek)	\$ 81,672	\$ 1,304	\$ 80,368	
	C1030006	Fields Road Bridge (B1851)	\$ -	\$ 1,469	\$ (1,469)	WIP 30/6/15
	C1030021	Wattle Hill Road (Coal River B1402) Hardings Road (White Kangaroo Rivulet B1096)	\$ 284,925	\$ 20,460	\$ 264,465	
	C1030051	Old Tier Road (Blackman River B3207)	\$ 132,834	\$ 51,896	\$ 80,938	
	C1030052	Jordan River B5083	\$ -	\$ 7,877	\$ (7,877)	
	C1030049	Inglewood Road (Tin Dish Rivulet B4289)	\$ 212,650	\$ 2,237	\$ 210,413	WIP 30/6/15
	C1030048	Muddy Plains Road (Summerfield Creek B417)	\$ 107,289	\$ 73,694	\$ 33,595	WIP 30/6/15
	C1030050	Nala Road (Kittys Rivulet B4264)	\$ 107,289	\$ 60,607	\$ 46,682	WIP 30/6/15
	C1030012	Sandy Lane (Red Rocks Race B4198)	\$ 56,950	\$ 31,222	\$ 25,728	WIP 30/6/15
	C1030053	Stratford Road Bridge (B4823)	\$ -	\$ 22,128	\$ (22,128)	
			<b>\$ 1,685,948</b>	<b>\$ 640,189</b>	<b>\$ 1,045,759</b>	
<b>WALKWAYS</b>						
		Footpaths - General (Program to be confirmed)	\$ 30,000	\$ -	\$ 30,000	
	C1040003	Streetscapes Bagdad Township	\$ -	\$ 920	\$ (920)	
	C1090013	- Swan Street - Kerb & Gutter (eastern & western side) Campania Township	\$ 112,244	\$ 2,687	\$ 109,557	
	C1040005	- Reeve Street (Vicinity of Store)	\$ 10,000	\$ 5,057	\$ 4,943	
	C1040005	- Reeve Street (500 metres) - Review Management Plan (Site Plan) / Walking Tracks (Bush Reserve)	\$ 80,000	\$ 8,386	\$ 71,614	WIP 30/6/14 Design etc
		Kempton Township			\$ -	
		- Main Street (vicinity of Tavern) incl. renewal of K&G	\$ 17,500	\$ 14,302	\$ 3,198	
		Oatlands Township			\$ -	
		- Church Street (K&G renewal)	\$ 15,000	\$ -	\$ 15,000	
		Tunbridge Township			\$ -	
		- Various (to be confirmed)	\$ 7,800	\$ -	\$ 7,800	
			<b>\$ 277,544</b>	<b>\$ 31,352</b>	<b>\$ 246,192</b>	
<b>DRAINAGE</b>						
		Bagdad				
		- Midland Hwy/ Swan St Drainage (McShane Property)	\$ 22,500	\$ -	\$ 22,500	
	C1090015	- Swan Street - Kerb & Gutter (eastern & western side) - East Bagdad Road - Drainage Renewal	\$ -	\$ -	\$ -	WIP 30/6/15
		Campania	\$ 50,000	\$ 36,259	\$ 13,742	
	C1090008	- Reeve Street Open Drain (North Of Telephone Box)	\$ 35,000	\$ 8,193	\$ 26,807	WIP 30/6/15
		Oatlands				
		- Barrack Street(towards Mason St)	\$ 10,000	\$ -	\$ 10,000	
		- High St/Wellington Street Junction	\$ 5,000	\$ -	\$ 5,000	
	C1090024	Stormwater Management Plan		\$ 3,652	\$ (3,652)	
			<b>\$ 122,500</b>	<b>\$ 48,103</b>	<b>\$ 74,397</b>	

	<b>WASTE</b>	C110002	Wheelie Bins & Crates	\$ 7,500	\$ 4,216	\$ 3,284
				<b>\$ 7,500</b>	<b>\$ 4,216</b>	<b>\$ 3,284</b>
	<b>PUBLIC TOILETS</b>	C1110001	Colebrook - Power Connection & Lighting	\$ 5,000	\$ 3,935	\$ 1,066
			Campania - Urinal / Plumbing / External Shower Head	\$ 4,000	\$ -	\$ 4,000
				<b>\$ 9,000</b>	<b>\$ 3,935</b>	<b>\$ 5,066</b>
	<b>SIGNAGE</b>		Oatlands Signage (Info Bays) - Town Maps	\$ 10,000	\$ 660	\$ 9,340
		C113001	Highway Signage - Graphic Design	\$ 2,000	\$ 1,020	\$ 980
				<b>\$ 12,000</b>	<b>\$ 1,680</b>	<b>\$ 10,320</b>
	<b>RESIDENTIAL</b>	C201001	Kandara Court Subdivision	\$ -	\$ 2,606	\$ (2,606)
				<b>\$ -</b>	<b>\$ 2,606</b>	<b>\$ (2,606)</b>
	<b>TOURISM</b>	C1020003	Eldon Road Drainage Improvement	\$ -	\$ 298	\$ (298)
		C2020003	Heritage Gardens	\$ -	\$ 2,944	\$ (2,944)
				<b>\$ -</b>	<b>\$ 3,242</b>	<b>\$ (3,242)</b>
	<b>BUSINESS</b>	C2030001	Barrack Street Property Purchase	\$ -	\$ 172,320	\$ (172,320)
				<b>\$ -</b>	<b>\$ 172,320</b>	<b>\$ (172,320)</b>
	<b>MILL OPERATIONS</b>		Office Equipment & Furniture	\$ -	\$ 358	\$ (358)
				<b>\$ -</b>	<b>\$ 358</b>	<b>\$ (358)</b>
<b>LANDSCAPES</b>	<b>HERITAGE</b>	C3010002	Callington Mill (Master Precinct Plan)	\$ 12,500	\$ -	\$ 12,500
			Callington Mill (Mill Tower- Fire Detection System)	\$ 6,500	\$ -	\$ 6,500
			Callington Mill (Car Parking Area- Drainage Improvements)	\$ 5,000	\$ -	\$ 5,000
		C3010008	Commissariat (79 High Street)	\$ 139,500	\$ 12,923	\$ 126,577
			Oatlands Court House (Stabilisation & Gaol Cell)	\$ 5,000	\$ -	\$ 5,000
			Oatlands Gaol - Minor Capital Works	\$ 7,000	\$ -	\$ 7,000
			Roche Hall - Forecourt (Interps- Planning)	\$ 5,000	\$ -	\$ 5,000
			Roche Hall - Stamp Duty (Property Transfer)	\$ 15,275	\$ -	\$ 15,275
		C3010009	Kempton Watch House (Fitout)	\$ 7,500	\$ -	\$ 7,500
			Parattah Railway Station - Guttering & Fascia	\$ 2,600	\$ -	\$ 2,600
				<b>\$ 205,875</b>	<b>\$ 12,923</b>	<b>\$ 192,952</b>
	<b>NATURAL</b>	C3020002	Callington Park - Stone Wall	\$ 9,000	\$ 3,480	\$ 5,520
			Chauncy Vale - Day Dawn Cottage (Toilet Upgrade)	\$ 5,000	\$ -	\$ 5,000
		C3020005	Chauncy Vale Track Construction	\$ -	\$ 10,000	\$ (10,000)
			NRM South Weed Management	\$ -	\$ 620	\$ (620)
				<b>\$ 14,000</b>	<b>\$ 14,100</b>	<b>\$ (100)</b>

	<b>REGULATORY</b>	C3040001	Kempton Council Chambers - Building & Office Improvements	\$ 18,954	\$ -	\$ 18,954	
		C3040001	Kempton Council Chambers - Office Equipment	\$ 3,000	\$ 990	\$ 2,010	
		C3040001	Kempton Council Chambers - External Repainting	\$ 7,500	\$ -	\$ 7,500	
				<b>\$ 29,454</b>	<b>\$ 990</b>	<b>\$ 28,464</b>	
<b>LIFESTYLE</b>	<b>RECREATION</b>	C4070001	Parattah Recreation Ground - Building	\$ 10,000	\$ 10,550	\$ (550)	
		C4070001	Parattah Recreation Ground - Demolish External Toilets	\$ 5,000	\$ -	\$ 5,000	
		C4070002	Parattah Recreation Ground - Facility Development	\$ 20,000	\$ -	\$ 20,000	
		C4070003	Campania Recreation Ground- Tree Planting	\$ 5,000	\$ 101	\$ 4,899	
		C4070005	Recreation Committee	\$ 15,000	\$ 540	\$ 14,460	
		C4070007	Woodsdale Hall	\$ -	\$ 5,545	\$ (5,545)	
		C4070016	Colebrook Recreation Ground (Amenities)	\$ 35,000	\$ 19,786	\$ 15,214	Includes C4070030
		C4070017	Kempton Hall - External Repainting	\$ 20,000	\$ -	\$ 20,000	
			Kempton Recreation Ground - Grandstand Hand Rails	\$ 5,000	\$ -	\$ 5,000	
			Oatlands Aquatic Club Building	\$ 18,000	\$ -	\$ 18,000	
		C4070022	Playspace Strategy - Alexander Circle & Lyndon Road	\$ 8,000	\$ -	\$ 8,000	
			Oatlands Recreation Ground - Retaining Wall	\$ 12,000	\$ -	\$ 12,000	
		C4070027	Oatlands Recreation Ground Flood Lights	\$ 385,000	\$ 375,973	\$ 9,027	Ground Lighting - Budget Amendment
		C4070028	Campania Recreation Ground Flood Lights	\$ -	\$ 279,668	\$ (279,668)	
		C4070031	Mt Pleasant - Watering System	\$ 20,554	\$ 16,626	\$ 3,928	
			Mt Pleasant - Upgrade Toilets	\$ 13,000	\$ -	\$ 13,000	
		C4070032	Mt Pleasant - Cricket Pitch	\$ -	\$ 12,650	\$ (12,650)	
				<b>\$ 571,554</b>	<b>\$ 721,439</b>	<b>\$ (149,885)</b>	
	<b>SAFETY</b>		Road Accident Rescue Unit	\$ 3,000	\$ -	\$ 3,000	
				<b>\$ 3,000</b>	<b>\$ -</b>	<b>\$ 3,000</b>	
	<b>CAPACITY</b>		Community Blacksmith Program	\$ 6,200	\$ -	\$ 6,200	
			Community Garden- Mill Precinct	\$ 8,200	\$ -	\$ 8,200	
		C5020001	Levendale Community Centre	\$ 20,000	\$ 10,242	\$ 9,758	
				<b>\$ 34,400</b>	<b>\$ 10,242</b>	<b>\$ 24,158</b>	
	<b>ADMINISTRATION</b>	C6020003	Computer System (Hardware / Software)	\$ 20,000	\$ 8,808	\$ 11,192	
		C6020007	Council Chambers - Damp Issues & Stonemasonry	\$ 15,000	\$ -	\$ 15,000	
		C6020007	Council Chambers - Building Improvements	\$ 7,500	\$ -	\$ 7,500	
		C6020004	Records Management		\$ 726	\$ (726)	
		C6020007	Town Hall (General) - incl. Office Equip/Furniture	\$ 8,000	\$ 4,674	\$ 3,326	
		C6020007	Photo Reframing	\$ 1,500	\$ -	\$ 1,500	
		C6020010	Municipal Revaluation		\$ 28,000	\$ (28,000)	
						\$ -	

					\$ -
<b>WORKS</b>		Kempton Depot - Painting	\$ 10,000	\$ -	\$ 10,000
		Depot Relocation	\$ 5,000	\$ -	\$ 5,000
					\$ -
	C9990002	Minor Plant Purchases	\$ 9,500	\$ 9,468	\$ 32
		Radio System	\$ 2,000	\$ -	\$ 2,000
					\$ -
		Plant Replacement Program			
		Refer separate Schedule (Net Changeover)	\$ 365,000	\$ 128,480	\$ 236,520
		Light Vehicles	\$ 168,000	\$ 272,390	\$ (104,390)
		(Trade Allowance - \$240K)	\$ -	\$ -	\$ -
		Water Tanks Replacement (Truck)	\$ 50,000	\$ 49,440	\$ 560
					\$ -
			<b>\$ 661,500</b>	<b>\$ 501,987</b>	<b>\$ 159,513</b>
		<b>GRAND TOTALS</b>	<b>\$ 5,637,567</b>	<b>\$ 3,751,551</b>	<b>\$ 1,886,016</b>

<b>SOUTHERN MIDLANDS COUNCIL</b>				
<b>SUMMARY OF RATES AND CHARGES LEVIED, REMITTED AND COLLECTED</b>				
	This Financial Year		Last Financial Year	
	10th April 2016		8th April 2015	
Arrears brought forward as at July 1		\$ 369,292.54		\$ 431,103.63
ADD current rates and charges levied		\$ 4,597,622.95		\$ 4,326,873.65
ADD current interest and penalty		\$ 57,904.04		\$ 57,491.78
<b>TOTAL rates and charges demanded</b>	<b>100.00%</b>	<b>\$ 5,024,819.53</b>	<b>100.00%</b>	<b>\$ 4,815,469.06</b>
LESS rates and charges collected	80.91%	\$ 4,065,387.87	81.22%	\$ 3,911,063.26
LESS pensioner remissions	4.37%	\$ 219,448.33	4.52%	\$ 217,665.10
LESS other remissions and refunds	-0.09%	-\$ 4,684.38	-0.19%	-\$ 9,253.81
LESS discounts	0.47%	\$ 23,779.48	0.45%	\$ 21,649.34
<b>TOTAL rates and charges collected and remitted</b>	<b>85.65%</b>	<b>\$ 4,303,931.30</b>	<b>86.00%</b>	<b>\$ 4,141,123.89</b>
<b>UNPAID RATES AND CHARGES</b>	<b>14.35%</b>	<b>\$ 720,888.23</b>	<b>14.00%</b>	<b>\$ 674,345.17</b>

INFLOWS (OUTFLOWS) (July 2015)	INFLOWS (OUTFLOWS) (August 2015)	INFLOWS (OUTFLOWS) (September)	INFLOWS (OUTFLOWS) (October 2015)	INFLOWS (OUTFLOWS) (November)	INFLOWS (OUTFLOWS) (December 2015)	INFLOWS (OUTFLOWS) (January 2016)	INFLOWS (OUTFLOWS) (February 2016)	INFLOWS (OUTFLOWS) (March 2016)	INFLOWS (OUTFLOWS) (Year to Date)
- 254,864.07	- 261,693.89	- 251,001.52	- 232,034.50	- 393,712.86	- 269,604.92	- 187,615.29	- 228,230.80	- 245,094.85	- 2,323,852.70
- 412,124.72	- 525,718.68	- 473,273.43	- 198,766.35	- 377,494.06	- 176,160.99	- 281,497.11	- 283,506.80	- 209,000.52	- 2,937,542.66
- 128.02	-	-	-	- 5,019.42	- 15,929.89	- 5,075.00	- 28.35	-	- 26,180.68
- 14,368.84	- 28,264.62	- 34,991.30	- 82,725.46	- 24,794.03	- 18,381.21	- 70,745.43	- 12,312.14	- 27,054.94	- 313,637.97
- 681,485.65	- 815,677.19	- 759,266.25	- 513,526.31	- 801,020.37	- 480,077.01	- 544,932.83	- 524,078.09	- 481,150.31	- 5,601,214.01
86,203.59	581,696.64	1,435,377.23	353,194.19	343,847.82	283,887.71	398,500.51	278,454.53	369,173.37	4,130,335.59
341,967.92	60,880.69	107,331.56	106,788.34	76,656.56	65,760.67	67,507.98	97,430.06	103,308.57	1,027,632.35
14,286.13	15,869.47	15,542.66	15,996.65	16,712.92	15,647.60	14,995.76	15,527.82	14,298.59	138,877.60
-	-	-	-	7,570.00	-	-	-	-	7,570.00
3,166.00	422,824.75	-	36.36	512,260.75	-	-	423,157.48	-	1,361,445.34
49,007.95	28,624.98	89,118.60	- 34,879.60	- 17,328.99	- 19,151.19	- 40,706.55	93,473.86	- 39,217.84	108,941.22
494,631.59	1,109,896.53	1,647,370.05	441,135.94	939,719.06	346,144.79	440,297.70	908,043.75	447,562.69	6,774,802.10
- 186,854.06	294,219.34	888,103.80	- 72,390.37	138,698.69	- 133,932.22	- 104,635.13	383,965.66	- 33,587.62	1,173,588.09
- 108,069.43	- 563,212.67	- 61,851.29	- 133,488.49	- 566,039.49	- 222,041.48	- 422,906.09	- 477,231.68	- 363,593.74	- 2,918,434.36
-	-	-	-	-	-	-	-	-	-
12,357.27	15,330.01	-	7,944.55	25,599.09	24,235.45	58,000.63	74,094.82	97,706.07	315,267.89
-	-	-	-	-	-	-	127,498.00	-	127,498.00
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
- 95,712.16	- 547,882.66	- 61,851.29	- 125,543.94	- 540,440.40	- 197,806.03	- 364,905.46	- 275,638.86	- 265,887.67	- 2,475,668.47
- 4,507.85	-	-	-	- 12,524.30	- 35,569.30	- 6,133.58	-	-	- 58,735.03
250,000.00	-	-	-	-	-	-	-	-	250,000.00
245,492.15	-	-	-	- 12,524.30	- 35,569.30	- 6,133.58	-	-	191,264.97
- 37,074.07	- 253,663.32	826,252.51	- 197,934.31	- 414,266.01	- 367,307.55	- 475,674.17	108,326.80	- 299,475.29	- 1,110,815.41
10,002,747.20	9,965,673.13	9,712,009.81	10,538,262.32	10,340,328.01	9,926,062.00	9,558,754.45	9,083,080.28	9,191,407.08	10,002,747.20
9,965,673.13	9,712,009.81	10,538,262.32	10,340,328.01	9,926,062.00	9,558,754.45	9,083,080.28	9,191,407.08	8,891,931.79	8,891,931.79

**18.3.2 M STRANGER & J GARWOOD – 1802 MIDLAND HIGHWAY, BAGDAD – REQUEST FOR REFUND OF RATES & CHARGES (BASED ON INCORRECT PROPERTY VALUATION)**

**Author:** MANAGER CORPORATE SERVICES (BRONWYN PORTER)

**Date:** 22 APRIL 2016

**ISSUE**

Council to consider granting a refund of Rates paid on the property at 1802 Midland Highway, Bagdad due to incorrect valuation assessment.

**BACKGROUND**

M Stranger and J Garwood purchased the property in May 2010 at which time an antique business was operating from the property. The antique business ceased operation at the time of sale.

Following the most recent government revaluation, it became apparent that the revaluation still reflected a business operation from the property (the Notice of Valuation had tenancies noted on the property) and the current owners lodged an objection with the Valuer-General.

The Assessed Annual Vale was subsequently decreased from \$15,660 to \$12,400, being a decrease of 20.80%.

**DETAIL**

It follows that the property has effectively been overrated for the previous five (5) years and the owners have submitted a formal request for Council to consider granting a refund of the overpaid amount(s).

*Note: The 2015/16 Rates and Charges can be automatically amended following receipt of the new valuation.*

The following is a list of the rates levied, excluding the household collection service and waste management levy as these are standard charges and not based on the AAV.

2014/15	\$1343.56
2013/14	\$1294.09
2012/13	\$1259.73
2011/12	\$1204.03
2010/11	\$1103.87
<b>Total</b>	<b>\$6205.28</b>

**Human Resources & Financial Implications** – Based on the 20.8% reduction in Assessed Annual Value, which was determined by the Valuer-General following realisation that the

property did not incorporate a commercial use, then this percentage applied to the amount of Rates levied would equate to \$1,290.70.

**Community Consultation & Public Relations Implications – Nil**

**Policy Implications – N/A**

**Priority - Implementation Time Frame – N/A**

**RECOMMENDATION**

**THAT Council approve a refund of \$1,290.70 being the amount (based on the calculation) of overpaid rates on the property since the time of purchase and the cessation of the commercial operation.**

**DECISION**

<b>Vote For</b>	<b>Councillor</b>	<b>Vote Against</b>
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

## 19. INFORMATION BULLETINS

Information Bulletins dated the 1<sup>st</sup>, 15<sup>th</sup> & 22<sup>nd</sup> April 2016 have been circulated since the previous meeting.

### RECOMMENDATION

**THAT the Information Bulletins dated 1<sup>st</sup>, 15<sup>th</sup> & 22<sup>nd</sup> April 2016 be received and the contents noted.**

### DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

**20. MUNICIPAL SEAL**

Nil.

## 21. CONSIDERATION OF SUPPLEMENTARY ITEMS TO THE AGENDA

*Council to address urgent business items previously accepted onto the agenda.*

### RECOMMENDATION

**THAT Council move into “Closed Session” and the meeting be closed to the public.**

### DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

## 22. BUSINESS IN “CLOSED SESSION”

**EXCLUDED FROM THE AGENDA PURSUANT TO SECTION 15 (2) OF THE LOCAL GOVERNMENT (MEETING PROCEDURES) REGULATIONS 2005.**

**T F KIRKWOOD  
GENERAL MANAGER**

### RECOMMENDATION

**THAT Council move out of “Closed Session”.**

### DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

### RECOMMENDATION

**THAT Council endorse the decisions made in “Closed Session”.**

### DECISION

Vote For	Councillor	Vote Against
	Mayor A E Bisdee OAM	
	Dep. Mayor A O Green	
	Clr A R Bantick	
	Clr E Batt	
	Clr R Campbell	
	Clr D F Fish	
	Clr D Marshall	

## 23. CLOSURE