

Meander Valley Council

W O R K I N G T O G E T H E R

MINUTES

COUNCIL MEETING

Tuesday 9 June 2015

Table of Contents

310/15	CONFIRMATION OF MINUTES:	4
311/15	COUNCIL WORKSHOPS HELD SINCE THE LAST MEETING:.....	4
312/15	DECLARATIONS OF INTEREST:	4
313/15	TABLING OF PETITIONS:.....	4
314/15	PUBLIC QUESTION TIME	5
315/15	COUNCILLOR QUESTION TIME	5
316/15	DEPUTATIONS BY MEMBERS OF THE PUBLIC	12
317/15	NOTICE OF MOTIONS BY COUNCILLORS	12
318/15	RESIDENTIAL OUTBUILDING & RETAINING WALL - 3 CARLWOOD PLACE, PROSPECT VALE.....	14
319/15	EXTENSION TO AN EXISTING NON-CONFORMING USE AND OUTBUILDINGS - 21-23 BEEFEATER STREET, DELORAINE.....	16
320/15	REPRESENTATIONS TO THE DRAFT PLANNING SCHEME AMENDMENT - HADSPEN URBAN GROWTH AREA.....	19
321/15	MEANDER VALLEY INTERIM PLANNING SCHEME –REPRESENTATIONS ON THE SECTION 30J REPORT	21
322/15	REVIEW OF POLICY NO. 66 – BONDS AND BANK GUARANTEES.....	22
323/15	CUSTOMER SERVICE CHARTER	27
324/15	NOTICE OF MOTION – COMMUNITY CARS ‘VOLUNTEER DRIVERS’ OUT OF POCKET EXPENSES – CR BOB RICHARDSON.....	30
325/15	VALLEY SAFE, MEANDER VALLEY COMMUNITY SAFETY PLAN 2015-2017.....	31
326/15	MEANDER VALLEY ENTERPRISE CENTRE AGREEMENT	32
327/15	ANNUAL REVIEW OF FEES AND CHARGES 2015-2016	33
328/15	2015-2016 BUDGET ESTIMATES AND RATING RECOMMENDATIONS	43
329/15	REVIEW OF BUDGETS FOR THE 2014-2015 CAPITAL WORKS PROGRAMME.....	52
330/15	STRATEGIC ASSET MANAGEMENT PLAN 2015.....	53
331/15	CODE FOR TENDERS AND CONTRACTS 2015	55
332/15	REVIEW OF POLICY NO. 37 - TREE MANAGEMENT	57
	ITEMS FOR CLOSED SECTION OF THE MEETING:	62
333/15	APPLICATIONS FOR LEAVE OF ABSENCE.....	63
334/15	CONTRACT FOR KERBSIDE WASTE, RECYCLING AND ORGANICS COLLECTION AND DISPOSAL.....	64

Minutes of a general meeting of the Meander Valley Council held at the Council Chambers Meeting Room, 26 Lyall Street, Westbury, on Tuesday 9 June 2015 at 1.33pm.

PRESENT: Mayor Craig Perkins, Deputy-Mayor Michael Kelly, Councillors Andrew Connor, Tanya King, Ian Mackenzie, Bob Richardson, Rodney Synfield, Deborah White and Rodney Youd.

APOLOGIES: Nil

IN ATTENDANCE: Greg Preece, General Manager
Merrilyn Young, Personal Assistant
Malcolm Salter, Director Corporate Services
David Pyke, Director Governance & Community Services
Martin Gill, Director Development Services
Rick Dunn, Director Economic Development & Sustainability
Matthew Millwood, Director Works
Dino De Paoli, Director Infrastructure Services
Jo Oliver, Senior Town Planner
Justin Simons, Town Planner
Leanne Rabjohns, Town Planner
Natasha Whiteley, Town Planner
Patrick Gambles, Community Development Manager
Jonathon Harmey, Senior Accountant
Rob Little, Asset Management Co-ordinator
Patrick Gambles, Community Development Manager
Krista Palfreyman, Administration Co-Ordinator
Natasha Szczyglowska, Technical Officer
Steve Jordan, Technical Officer

Cr Bob Richardson gave the following speech to the meeting.

Mr Mayor, fellow Councillors, Council Staff and members of the Meander Valley Community.

In the last week we have witnessed the death of two contributors to local government and their local communities.

Mayor Barry Jarvis contributed much to Dorset Council, to his community, and to local government in Tasmania by his LGAT presidency.

Barry's contribution has been widely acknowledged in the media by political, business, community and local government leaders.

At the weekend we lost one of the municipality's contributors. Although just 66 years old, Michael Francis McGee gave much to his community:-

He is a former Councillor;

Michael's contribution to his community, particularly as President of the Westbury Shamrocks Cricket Club and through Lions will long be remembered and appreciated;

Many of us will remember his business contribution to the Westbury, and wider, community with the former vegie shed.

Our thoughts are with Matthew, Alison, Simon, Peter and Michael's extended family.

310/15 CONFIRMATION OF MINUTES:

Councillor King moved and Councillor White seconded, ***"that the minutes of the Ordinary and Closed meeting of Council held on Tuesday 12 May, 2015, be received and confirmed."***

The motion was declared CARRIED with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, White and Youd voting for the motion.

311/15 COUNCIL WORKSHOPS HELD SINCE THE LAST MEETING:

Date :	Items discussed:
26 May 2015	<ul style="list-style-type: none">• Meander Valley Enterprise Centre• Meander Valley Interim Planning Scheme – TPC Process• Updated Long Term Financial Plan & Rating/Budget Discussion

312/15 DECLARATIONS OF INTEREST:

326/15 Meander Valley Enterprise Centre Agreement - Mayor Craig Perkins

313/15 TABLING OF PETITIONS:

Nil

314/15 PUBLIC QUESTION TIME

1. QUESTIONS TAKEN ON NOTICE – MAY 2015

Nil

2. QUESTIONS WITHOUT NOTICE – JUNE 2015

2.1 Sandra Pearn, Reid Street, Westbury

- (a) Matter regarding Reid Street unmade road section – letter dated 18 December 2014.
- (b) Why I haven't received a response to my letter dated 12 January 2015.

Questions taken on Notice

315/15 COUNCILLOR QUESTION TIME

1. COUNCILLOR QUESTIONS TAKEN ON NOTICE – MAY 2015

1.1 Cr Ian Mackenzie

1) Public Toilets

- a) The public toilets at Prospect Vale Park roughly how many hours per day and how many days are they open?

Response by Matthew Millwood, Director Works

A public toilet at Prospect Vale Park is available 24 hours a day, 7 days per week. This toilet is suitable for disabled and male/female use.

- b) The public toilets at Bracknell roughly how many hours per day and how many days are they open?

Response by Matthew Millwood, Director Works

The public toilets at Bracknell are available 24 hours a day, 7 days per week.

- c) Do any of these toilets have hot/tempered water?

Response by Matthew Millwood, Director Works

No – it is not a legislated health requirement for public toilets to have hot tempered water. It is not considered practicable due to cost implications and potential vandalism concerns.

2) Agfest

- a) This next question is an example of compliance/economic pressure. Prior to this year's event Rural Youth installed hot water (providing tempered water) in 2 of its toilet blocks and advised me that the other 2 will be done before next year's event. This was installed as it was a Meander Valley Council directive. Over the past 2-3 months I dined at 3 places within our Municipality and none of these places had hot water in their toilet facilities and these venues are open 360-365 days per year. With this and the answers

provided by Council in regards to public toilets, my question is why was it a Council requirement that Rural Youth supply hot/tempered water to its patrons in its public toilets for a 3 day event when patrons aren't supplied hot/tempered water in public toilets in our municipality which are open for a lot longer than 3 days per year?

Response by Martin Gill, Director Development Services

The Temporary Occupancy Permit and accompanying Certificate of Likely Compliance for this year's Agfest event did not include a requirement for hot water in toilets servicing the event. There is no other record of Council requiring hot water to be installed to toilet blocks.

I would welcome any further details the Councillor may have in order to follow up his concerns.

1.2 Cr Bob Richardson

a) Supplementary to Questions regarding Public Toilets.

Is Council aware that most (all?) of the Municipality's public toilets do not have soap?

Response by Matthew Millwood, Director Works

Council Officers are aware that the Municipality's public toilets do not have soap – provision of hand soap is not a legislated health requirement. It is not considered practicable due to cost implications and potential vandalism concerns.

2. COUNCILLOR QUESTIONS ON NOTICE – JUNE 2015

2.1 Cr Bob Richardson

a) I have been advised that there is potential for bookings of the Town Hall in August/September 2015. However, those bookings are significantly dependent upon the installation of heating.

In the late 1990's a Westbury-based community group worked towards restoration of what was a decrepit hulk of a building. That group even undertook significant fundraising to purchase such things as curtain, stage curtains and furniture, as well as a contribution towards the kitchen upgrade.

However, because there is no heating and/or air-conditioning, usage is still marginal for many months of the year. Without facilities such as heating, the Town Hall does not meet expectations of 2015 communities.

Could the community be guaranteed that Westbury's Town Hall will have effective heating installed before August 2015?

Response by Dino De Paoli, Director Infrastructure Services

The project outlined in the 2014-2015 Capital Works Programme (PN7403) for heating of the Westbury Town Hall could not be completed during this financial year due to the

inadequate electrical capacity of the distribution board and wiring in the Hall. An additional project for the upgrade and renewal of the electrical system has been approved in the 2015-2016 Capital Works Programme by Council to rectify the current deficiency so the original heating project can be completed.

The electrical upgrade will commence immediately after the 2015-2016 budget has been approved by Council at the June Ordinary Meeting and quotations will be assessed for the implementation of the heating. Once the upgrade has been completed and tested, the original heating project will be undertaken. We are not able to guarantee completion before August 2015 given unknowns in relation to contractor availability and lead times for supply of equipment, however, we will endeavour to have the scope of works completed as soon as possible.

- b)** It is understood that Council policy vis-à-vis capital expenditure is that priority is given to the maintenance/replacement of existing infrastructure before new infrastructure is built.
Could Council confirm that this is the case?
For how long has this policy been in place?

Response by Dino De Paoli, Director Infrastructure Services

Yes, priority is given to renewal projects over new assets and renewal of assets is fundamental to all council's achieving financial sustainability and should be seen as non-discretionary. Asset renewal will increase over time as asset values increase and the construction of new assets will also add to this increased renewal demand.

Maintenance is undertaken on Council's existing assets and is an operational expense.

Council uses two policies to help guide decisions around capital and operational expenditure. These are Policy 60 - Asset Management (AM) and Policy 78 - New and Gifted Assets.

The Asset Management Policy was first adopted May 2004. Recent changes to The Local Government Act 1993 sets out requirements for financial and asset management documents including an Asset Management Policy. The current Policy was adopted by Council in June 2014 after being updated to align to the requirements of the Act. It has a review date of March 2017.

The AM Policy has a number of objectives, one of these states that Council will; "ensure that those assets that are well utilised and of benefit to the community are maintained in a condition and replaced as required, such that they are fit and safe for the purpose for which they were intended".

New assets will still be needed to deliver strategic outcomes. The allocation of funding for new assets or major upgrades should be considered discretionary by Council.

The New and Gifted Assets Policy was introduced in February 2013 and is to be reviewed in February 2016. The New and Gifted Assets Policy objective is; "to be fair

and equitable when consideration is given to new assets to be constructed by Council or proposed gifted assets to be taken-over by Council to ensure decisions are made with full understanding of long term effects on Council financial sustainability”.

New assets add to the number of services Council provides and increases the cost to the community. As a result new assets should be given careful consideration and should be funded through the Long Term Financial Plan.

2.2 Cr Deb White

- a) In his report from the Forest and Timber Industry Conference, held in Melbourne, in April, Deputy Mayor Michael Kelly recommended that Council invite Andrew Lang, World Bio-Energy Vice President, to present information to Council on bio-energy. Will Council do this?

***Response by Greg Preece, General Manager
Yes we will***

- b) The correspondence from Kevin Turner re the successful applications of the National Stronger Regions Fund details funding of \$1.4 approximately granted to Dorset’s North-East Rail Trail project. Dorset has also been successful in establishing a Mountain Bike Trail which has put their municipality on the cycling tourism map. Given that our region lends itself to this fast-growing branch of tourism, will Meander Valley Council apply in future rounds for funding for a Mountain Bike Trail to be established here?

***Response by Greg Preece, General Manager
Yes we will in future rounds.***

- c) In the “Lessons from Queensland” section of the notes from the Amalgamation Conference, one of the objectives is described as “Better manage economic, environmental, ad social planning consistent with ***regional communities of interest.***” As this is an important principle underlying regional governance, will Council allot some workshop time to a session which educates Councillors on this principle?

***Response by Greg Preece, General Manager
Yes we can at a future workshop.***

- d) From the same conference, we can see notes from the City of Melbourne which includes details of their Lean Thinking policy in action. One of these details is entitled “Council Plan on the Wall”. Will Council include this in the discussion of the foyer redevelopment which is tabled for the next Council Workshop?

***Response by Greg Preece, General Manager
Yes we can at a future workshop.***

- e) The Governance and Community Services Report includes minutes of the Food Security Steering Committee, which state the provision of “good, healthy, local food” as one of their key objectives. Will Council make the support of local food markets, which fulfil this objective, a priority?

***Response by Greg Preece, General Manager
We will list for discussion at a future workshop.***

- f) The Infrastructure Report discusses the following:
- i. The access from the West Parade Carpark in Deloraine. Will the ramp that sits beside this stairway be retained?

Response by Dino De Paoli, Director Infrastructure Services

Yes it will be retained.

- ii. Stormwater treatment at the Deloraine Pool. While providing an excellent solution to the treatment of storm water via the installation of rain garden planter boxes, the question of the pool leak as described by Karli remains unresolved. Will the Director of Infrastructure seek to resolve this issue?

Response by Dino De Paoli, Director Infrastructure Services

This problem has been on the table for some years. Will discuss further with the Pool Contractor.

- iii. The Capital Works program includes details of work at the Egmont Reserve. Is this swimming hole safe for children? If not, is Council able to make it safe?

Response by Dino De Paoli, Director Infrastructure Services

There is a sign on site advising of risk. Council has no lease on the river.

Response by David Pyke, Director Governance & Community Services

A risk assessment has been carried out in the past on the Reserve.

3. COUNCILLOR QUESTIONS WITHOUT NOTICE – JUNE 2015

3.1 Cr Bob Richardson

- a) What was the extent of the Council survey mailed on or about 18 December, 2014?

Response by Dino De Paoli, Director Infrastructure Services

It was to the residents along Reid Street only.

- b) Mrs Pearn inferred that a ditch was dug across Reid Street. Was that ditch dug by Council? If so was the general public (of Meander Valley) advised of the road closure, or was the ditch dug without permission? And if so, can Council determine who was responsible and what actions were, or will be taken, by Council in relation to a possible unauthorised action?

Questions taken on Notice

- c) Should a patient experiencing a myocardial infarction have an ambulance response delay and regrettably die, it is likely that a coronial inquest will occur. Should that inquest find that the ditch which has been dug contributed to the death, is Council likely to be (at least partly) culpable?

Response by Greg Preece, General Manager

Possibly yes.

- d) Given the response to the question on notice re asset renewal/maintenance/replacement, etc., does this policy apply across the Municipality?

Response by Dino De Paoli, Director Infrastructure Services

All the Municipality

- e) About 5 years ago there were public toilets and change-rooms (beneath the grandstand) At Westbury's oval. There was also a timekeeper's box/scorers box in the grandstand. These have not been replaced.
Given's Council's Asset Management Policy, why have these assets not been replaced? Is this not a breach of the policy?

Question taken on Notice.

- f) It is noted that, in correspondence to Council on 29 May, 2015, from the Tasmanian Audit Office, the Tasmanian Audit Office outlined audit fees for the coming audit. Given rises in fees from 5.33% to 24.00%, does anyone audit the TAO? Does Council consider these fees require an explanation given CPI is about 2.00% for the financial year?

Question taken on Notice.

- g) I have informal advice that it may be timely to again canvass kerbside collection at Birralee. There appears to be some support for same.
Will Council include such a survey in its next kerbside collection review?

Response by Dino De Paoli, Director Infrastructure Service

This can be discussed at a future workshop on the Waste Management Strategy.

- h) Media reports recently have indicated that regional areas are apparently seen as suitable areas for settlement of refugees. Will Council explore the possibility of inclusion of Meander Valley in such programs/discussions.

Response by Greg Preece, General Manager

This project has been raised by Cr White and is to be discussed at a future workshop.

- i) 20,000 seats demanded
\$40,000 taxpayers money spent
\$2,000,000 taxpayers dollars spent annually
Two high profile teams
Only 12,000 turn up
Can anyone explain the contradiction and probable waste of money which could have been spent on police, schools or nurses?

Response by Mayor Craig Perkins

No we can't.

3.2 Cr Rodney Synfield

- (a) It has come to my attention that the Mayor has recently appointed a new committee member to the TRAP Committee, being a special committee of Council. My question to follow in no way is intended to reflect upon the Mayor or the person selected.

My question is, is this compliant with the provisions of the Local Government Act 1993, wherein it states in Section 22 (3) "A council must not delegate any of its powers relating to the following:

- (c) the establishment of council committees, special committees, controlling authorities, single authorities or joint authorities;"?

Now perhaps it may be argued that the establishment of the special committee of Council is unrelated to the persons who may be selected to be members of that committee but I would find that a tenuous argument or distinction.

The problem I have with that scenario is would it then be captured anyway, by the provision also found in Section 22 (3) (wherein a Council must not delegate) **(i)** any other prescribed power.

Now given what Section 24 of the Local Government Act says about special committees, as per the following;

24. Special committees

- (1) A council may establish, on such terms and for such purposes as it thinks fit, special committees.
- (2) A special committee consists of such persons appointed by the council as the council thinks appropriate.
- (3) The council is to determine the procedures relating to meetings of a special committee.

Section 24 (2) as per above, appears to me to be a prescribed power under the Act and therefore not delegable.

So in summing up, is not the appointment of a member of a special committee solely the province of the entire Council to decide upon, irrespective of which scenario you advance?

If this assessment is correct, then:

- a) what other appointments have been made in like manner (historically), and
- b) what impact would the making of such appointments have, in terms of their legality, including the legality of a special committee so constructed, and
- c) what are the ramifications of any acts or decisions made by committees with members who may have been appointed in this manner, and
- d) what action will Council now take to remedy this situation?

Questions taken on Notice

- (b)** Is Council aware that the second round of funding applications thereof close off end July 2015?

Response by Greg Preece, General Manager

Yes we are aware.

- c)** When is the third round?

Response by Mayor Craig Perkins

2016

- d)** Egmont Reserve – Could a hand rail be placed for safety purposes to access the river?

Question taken on Notice

3.3 Cr Deb White

Given that the number of scheduled workshops is extremely lengthy – and growing – will the General Manager canvass Councillors' opinions as to whether they are willing to schedule an extra workshop each month, until the backlog is cleared?

Response by Greg Preece, General Manager
I certainly will

3.4 Cr Andrew Connor

a) Congratulations to staff who worked to make our Council room microphone system a reality. It currently provides a boost for audio levels in the room and allows for overflow of the public gallery to the supper room. The original motion concerning this equipment, passed about 2 years ago, included provisions for recording and internet streaming of meetings to the community who cannot attend at Westbury.

What further steps are required for telephone tie-ins, internet streaming of meetings and recordings to commence in terms of policy and funding? And when does Council expect this to happen? I note that this project is currently \$20,000 under its allocated budget and will that remainder be sufficient for any additional infrastructure required?

Questions taken on Notice

b) Can the Mayor or GM provide an update on the benchmarking exercise and shared services/amalgamation talks with neighbouring councils?

Response by Greg Preece, General Manager

The four general managers met recently and Des Jennings is preparing a consultants brief for the Benchmarking project. Correspondence has been received from Launceston City Council advising they have nominated two aldermen to join Mayor Van Zetten and this will be considered at the meeting 15 June. There has been no response from the Kentish Council and Latrobe Council have advised they have no interest in joining discussions.

316/15 DEPUTATIONS BY MEMBERS OF THE PUBLIC

Nil

317/15 NOTICE OF MOTIONS BY COUNCILLORS

324/15 Community Cars 'Volunteer Drivers' out Of Pocket Expenses – Cr Bob Richardson

COUNCIL MEETING AS A PLANNING AUTHORITY

The Mayor advises that for items 318/15 to 319/15 Council is acting as a Planning Authority under the provisions of the *Land Use Planning and Approvals Act 1993*.

318/15 RESIDENTIAL OUTBUILDING & RETAINING WALL - 3 **CARLWOOD PLACE, PROSPECT VALE**

The Mayor invited Mr Mitch Lloyd and Mr Joseph De Battista to address the meeting regarding this item

1) Introduction

This report considers application PA\15\0156 for a Residential Outbuilding and Retaining Wall at 3 Carlwood Place, Prospect Vale (CT: 166989/152).

2) Recommendation

That the application for a Residential Outbuilding and Retaining Wall for land located at 3 Carlwood Place, PROSPECT VALE (CT 166989/152) by Design to Live, requiring the following discretions:

- **10.4.2 - Reduced rear setback**

be APPROVED, generally in accordance with the endorsed plans and subject to the following conditions:

- 1. The use and development must be carried out as shown and described in the endorsed Plans:**
 - **Design to Live – Drawing No. BNL152 – Sheet 3/9, 4/9, 5/9 & 6/9**

to the satisfaction of the Council. Any other proposed development and/or use will require a separate application to and assessment by the Council.
- 2. The external finish of the outbuilding is to be non-reflective and muted in tone. The selected colour of the outbuilding must provide a visual contrast to the colour of the existing 1.8m boundary fence.**
- 3. The south-east wall of the proposed outbuilding is to be screened or appropriately treated to break up its visual mass, to the satisfaction of Council's Town Planner.**
- 4. Prior to the commencement of works design drawings are to be submitted to the satisfaction of Council's Town Planner in accordance with Condition 2 and 3.**
- 5. The development must be in accordance with TasWater's Submission to Planning Authority Notice (TWDA2015/00427-MVC) (attached document).**

Note:

1. **This permit does not imply that any other approval required under any other by-law or legislation has been granted. At least the following additional approvals may be required before construction commences:**
 - a) **Building permit**
 - b) **Plumbing permit**
2. This permit takes effect after:
 - a) The 14 day appeal period expires; or
 - b) Any appeal to the Resource Management and Planning Appeal Tribunal is abandoned or determined; or.
 - c) Any other required approvals under this or any other Act are granted.
3. This permit is valid for two (2) years only from the date of approval and will thereafter lapse if the development is not substantially commenced. A once only extension may be granted if a request is received at least 6 weeks prior to the expiration date.
4. A planning appeal may be instituted by lodging a notice of appeal with the Registrar of the Resource Management and Planning Appeal Tribunal. A planning appeal may be instituted within 14 days of the date the Corporation serves notice of the decision on the applicant. For more information see the Resource Management and Planning Appeal Tribunal website www.rmpat.tas.gov.au.
5. If any Aboriginal relics are uncovered during works;
 - a) All works are to cease within a delineated area sufficient to protect the unearthed and other possible relics from destruction,
 - b) The presence of a relic is to be reported to Aboriginal Heritage Tasmania Phone: (03) 6233 6613 or 1300 135 513 (ask for Aboriginal Heritage Tasmania Fax: (03) 6233 5555 Email: aboriginal@heritage.tas.gov.au); and
 - c) The relevant approval processes will apply with state and federal government agencies.

DECISION:

Cr Mackenzie moved and Cr Connor seconded ***“that DEV 1 Residential outbuilding not be approved due to visual bulk and over-shadowing of 17 Lomond View Drive, proximity of development to boundary which reduces privacy and solar access to a neighbouring property.”***

The motion was declared CARRIED with Councillors Mackenzie, Perkins, Richardson, Synfield and White voting for the motion and Councillors Connor, Kelly, King and Youd voting against the motion..

319/15 EXTENSION TO AN EXISTING NON-CONFORMING USE AND OUTBUILDINGS - 21-23 BEEFEATER STREET, DELORAINE

1) Introduction

This report considers application PA\15\0161 for an extension to an Existing Non-conforming Use and Outbuildings (x2) for land located at 21-23 Beefeater Street, Deloraine (CT:139912/1 and 139912/2).

2) Recommendation

That the application for an Extension to an Existing Non-conforming Use (Veterinary Centre) and Outbuildings (x2) for land located at 21-23 Beefeater Street, Deloraine (CT:139912/1 and 139912/2) by Dr R Blackwell be APPROVED, generally in accordance with the endorsed plans and subject to the following conditions:

- 1. The use and development must be carried out as shown and described in the endorsed Plans:**
 - a) Deloraine Veterinary Centre – Notes to Planning Permit Application & Letter dated 27th April 2015**
 - b) Site Plan 1**
 - c) Site Plan 2**
 - d) Stable Elevations**
 - e) Storage Building Elevations**

to the satisfaction of the Council. Any other proposed development and/or use will require a separate application to and assessment by the Council.
- 2. The development must be in accordance with TasWater’s Submission to Planning Authority Notice (TWDA2015/00617-MVC) (attached document).**

Note:

- 1. This permit does not imply that any other approval required under any other by-law or legislation has been granted. At least the following additional approvals may be required before construction commences:**
 - a) Building permit**
 - b) Plumbing permit**
- 2. This permit takes effect after:**
 - a) The 14 day appeal period expires; or**

- b) Any appeal to the Resource Management and Planning Appeal Tribunal is abandoned or determined; or.
 - c) Any other required approvals under this or any other Act are granted.
3. This permit is valid for two (2) years only from the date of approval and will thereafter lapse if the development is not substantially commenced. A once only extension may be granted if a request is received at least 6 weeks prior to the expiration date.
 4. A planning appeal may be instituted by lodging a notice of appeal with the Registrar of the Resource Management and Planning Appeal Tribunal. A planning appeal may be instituted within 14 days of the date the Corporation serves notice of the decision on the applicant. For more information see the Resource Management and Planning Appeal Tribunal website www.rmpat.tas.gov.au.
 5. If any Aboriginal relics are uncovered during works;
 - a) All works are to cease within a delineated area sufficient to protect the unearthed and other possible relics from destruction,
 - b) The presence of a relic is to be reported to Aboriginal Heritage Tasmania Phone: (03) 6233 6613 or 1300 135 513 (ask for Aboriginal Heritage Tasmania Fax: (03) 6233 5555 Email: aboriginal@heritage.tas.gov.au); and
 - c) The relevant approval processes will apply with state and federal government agencies.

DECISION:

Cr Mackenzie moved and Cr White seconded ***"that the application for an Extension to an Existing Non-conforming Use (Veterinary Centre) and Outbuildings (x2) for land located at 21-23 Beefeater Street, Deloraine (CT:139912/1 and 139912/2) by Dr R Blackwell be APPROVED, generally in accordance with the endorsed plans and subject to the following conditions:***

1. **The use and development must be carried out as shown and described in the endorsed Plans:**
 - a) **Deloraine Veterinary Centre – Notes to Planning Permit Application & Letter dated 27th April 2015**
 - b) **Site Plan 1**
 - c) **Site Plan 2**
 - d) **Stable Elevations**
 - e) **Storage Building Elevations**

to the satisfaction of the Council. Any other proposed development and/or use will require a separate application to and assessment by the Council.
2. **The development must be in accordance with TasWater's Submission to Planning Authority Notice (TWDA2015/00617-MVC) (attached document).**

Note:

1. **This permit does not imply that any other approval required under any other by-law or legislation has been granted. At least the following additional approvals may be required before construction commences:**
 - a) **Building permit**
 - b) **Plumbing permit**
2. This permit takes effect after:
 - a) The 14 day appeal period expires; or
 - b) Any appeal to the Resource Management and Planning Appeal Tribunal is abandoned or determined; or.
 - c) Any other required approvals under this or any other Act are granted.
3. This permit is valid for two (2) years only from the date of approval and will thereafter lapse if the development is not substantially commenced. A once only extension may be granted if a request is received at least 6 weeks prior to the expiration date.
4. A planning appeal may be instituted by lodging a notice of appeal with the Registrar of the Resource Management and Planning Appeal Tribunal. A planning appeal may be instituted within 14 days of the date the Corporation serves notice of the decision on the applicant. For more information see the Resource Management and Planning Appeal Tribunal website www.rmpat.tas.gov.au.
5. If any Aboriginal relics are uncovered during works;
 - a) All works are to cease within a delineated area sufficient to protect the unearthed and other possible relics from destruction,
 - b) The presence of a relic is to be reported to Aboriginal Heritage Tasmania Phone: (03) 6233 6613 or 1300 135 513 (ask for Aboriginal Heritage Tasmania Fax: (03) 6233 5555 Email: aboriginal@heritage.tas.gov.au); and
 - c) The relevant approval processes will apply with state and federal government agencies.

The motion was declared CARRIED with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, White and Youd voting for the motion.

Cr White left the meeting at 3.05pm

Cr Connor left the meeting at 3.06pm

320/15 REPRESENTATIONS TO THE DRAFT PLANNING SCHEME AMENDMENT - HADSPEN URBAN GROWTH AREA

1) Introduction

The purpose of this report is for Council to assess and adopt a formal response to the representations made to the exhibition of the draft planning scheme amendment - Hadspen Urban Growth Area, in accordance with Section 39 of the Land Use Planning and Approvals Act 1993.

2) Recommendation

It is recommended that Council, having considered the representations to the draft planning scheme amendment - Hadspen Urban Growth Area, in accordance with the provisions of Section 39(2) of the Land Use Planning and Approvals Act forward a report to the Tasmanian Planning Commission that includes the following advice:

- i. There is no need for modification of the draft amendment in light of the representations***
- ii. The representations have no substantive or negative impact on the draft amendment as a whole***
- iii. Council acting as the Planning Authority makes no 'recommendations' in relation to the draft amendment except to note:***
 - i. The support for the draft planning scheme amendment provided by the representations***
 - ii. That it continues to support the draft planning scheme amendment as exhibited***

DECISION:

Cr Mackenzie moved and Cr Richardson seconded ***“that Council, having considered the representations to the draft planning scheme amendment - Hadspen Urban Growth Area, in accordance with the provisions of Section 39(2) of the Land Use Planning and Approvals Act forward a report to the Tasmanian Planning Commission that includes the following advice:***

- i. There is no need for modification of the draft amendment in light of the representations***
- ii. The representations have no substantive or negative impact on the draft amendment as a whole***
- iii. Council acting as the Planning Authority makes no 'recommendations' in relation to the draft amendment except to note:***
 - i. The support for the draft planning scheme amendment provided by the representations***

- ii. That it continues to support the draft planning scheme amendment as exhibited**

The motion was declared CARRIED with Councillors Kelly, King, Mackenzie, Perkins, Richardson, Synfield and Youd voting for the motion.

Cr Richardson left the meeting at 3.09pm

Cr Connor returned to the meeting at 3.09pm

321/15 MEANDER VALLEY INTERIM PLANNING SCHEME – REPRESENTATIONS ON THE SECTION 30J REPORT

1) Introduction

The purpose of this report is for Council to note representations made to the Tasmanian Planning Commission about the 'Report – Section 30J of LUPAA, Representations to the Meander Valley Interim Planning Scheme 2013' adopted by Council at the October 2014 Council meeting.

2) Recommendation

It is recommended that Council notes the further representations and acknowledges the ongoing effort of parties who continue to participate in the interim scheme process.

DECISION:

Cr Kelly moved and Cr Mackenzie seconded ***“that Council notes the further representations and acknowledges the ongoing effort of parties who continue to participate in the interim scheme process.”***

The motion was declared CARRIED with Councillors Connor, Kelly, King, Mackenzie, Perkins, Synfield and Youd voting for the motion.

Cr Richardson returned to the meeting at 3.10pm

322/15 REVIEW OF POLICY NO. 66 – BONDS AND BANK GUARANTEES

1) Introduction

The purpose of this report is to review Policy No. 66 – Bonds and Bank Guarantees.

2) Recommendation

It is recommended that Council confirms the continuation of Policy 66 - Bonds and Bank Guarantees, subject to amendments, as follows:

Policy Number: 66

Bonds & Bank Guarantees – Subdivisions

Purpose:

The purpose of this Policy is to outline the application of bonds and bank guarantees in relation to subdivisions containing incomplete infrastructure.

Department:

Development Services

Author:

~~Tim Watson~~ Martin Gill, Director

Council Meeting Date:

~~9th May 2012~~ 9 June 2015

Minute Number:

Next Review Date:

~~May 2015~~ June 2018

POLICY

1. Definitions

Guarantee: Security in the form of cash ~~or~~ ~~and~~ bond ~~or a~~ ~~and~~ bank guarantee.

2. Objective

The objective of this policy is to ensure essential infrastructure is completed in subdivisions prior to occupancy of dwellings.

3. Scope

The policy shall apply to all ~~development~~ ~~subdivision~~ applications ~~received~~ ~~approved~~ by Council ~~when acting as the Planning Authority~~.

4. Policy

1. Where the value of the incomplete infrastructure in subdivisions is less than \$15,000 no ~~cash~~ ~~or~~ bond ~~or~~ ~~and~~ bank guarantee will be accepted in lieu of the works being

completed. In addition, the final survey plan will not be sealed by Council until such works are completed to the satisfaction of Council's Engineer.

2. For larger subdivisions where the value of incomplete infrastructure is in excess of \$15,000 the developer will be required to lodge a guarantee before the final plan is sealed by Council. In addition, the following conditions will apply:

a) The developer will be allowed 12 months to complete the **incomplete** infrastructure. If the outstanding works are not completed to the satisfaction of Council's Engineer, the guarantee will be called in to allow Council to complete the outstanding works.

b) When issuing the planning permit for the subdivision, Council will include a condition on the permit that allows Council to require a Part V Agreement that **requires** includes the following **conditions**:

- In the event that the applicant requests Council to seal the final plan of subdivision, or for stages thereof, prior to the installation of all the required infrastructure works to the satisfaction of Council's Engineer. The applicant to provide security in the form of a **bond and bank guarantee, to an amount equivalent to the estimated cost of outstanding works if constructed 12 months from the date of the agreement.**
- **The estimated cost will be determined using the tendered rates for the project, or the Rawlinsons Construction Cost Guide, or another mutually agreed method for costing.**
- **Sealing of the subdivision plan will be subject to the consent of all other relevant authorities.**

The Part V Agreement is to **be** lodged with the Recorder of Titles pursuant to the Land titles Act 1980 and a copy is also to be lodged with the Tasmanian Planning Commission.

c) Where the final plan is sealed under guarantee and there is incomplete infrastructure, pursuant to Section 72 of the Building Act 2000, any building permit issued by Council in these circumstances will be conditioned as follows:

The building must not be occupied and no certificate of occupancy issued until the following infrastructure is completed to the satisfaction of Council's Engineer and Plumbing Surveyor:

- *Water*
- *Sewerage*
- *Drainage*
- *Access*

3. **Where the bond is held by Council for a period of 6 months or greater, interest will be paid by Council on return of the bond when the subdivision requirements have been**

fully complied with. Interest will be calculated from the date of the receipt of the bond by Council, using the average cash rate as declared by the Reserve Bank of Australia, there will be no compounding of the interest rate.

5. Legislation and associated Council policies

Land Use Planning and Approval Act 1993;
Local Government (Building and Miscellaneous Provisions) Act 1993;
Building Act 2000

6. Responsibility

The Director Development Services is responsible for ensuring compliance with the policy.

DECISION:

Cr King moved and Cr Connor seconded ***“that Council confirms the continuation of Policy 66 - Bonds and Bank Guarantees, subject to amendments, as follows:***

Policy Number: 66

Bonds & Bank Guarantees – Subdivisions

Purpose:

The purpose of this Policy is to outline the application of bonds and bank guarantees in relation to subdivisions containing incomplete infrastructure.

Department:

Development Services

Author:

Martin Gill, Director

Council Meeting Date:

9 June 2015

Minute Number:

322/2015

Next Review Date:

June 2018

POLICY

1. Definitions

Guarantee: Security in the form of cash or bond and bank guarantee.

2. Objective

The objective of this policy is to ensure essential infrastructure is completed in subdivisions prior to occupancy of dwellings.

3. Scope

The policy shall apply to all subdivision applications approved by Council when acting as the Planning Authority.

4. Policy

1. Where the value of the incomplete infrastructure in subdivisions is less than \$15,000 no cash or bond and bank guarantee will be accepted in lieu of the works being completed. In addition, the final survey plan will not be sealed by Council until such works are completed to the satisfaction of Council's Engineer.
2. For larger subdivisions where the value of incomplete infrastructure is in excess of \$15,000 the developer will be required to lodge a guarantee before the final plan is sealed by Council. In addition, the following conditions will apply:
 - a) The developer will be allowed 12 months to complete the infrastructure. If the outstanding works are not completed to the satisfaction of Council's Engineer, the guarantee will be called in to allow Council to complete the outstanding works.
 - b) When issuing the planning permit for the subdivision, Council may include a condition on the permit that allows Council to require a Part V Agreement that includes the following conditions:
 - In the event that the applicant requests Council to seal the final plan of subdivision, or for stages thereof, prior to the installation of all the required infrastructure works to the satisfaction of Council's Engineer. The applicant to provide security in the form of a bond and bank guarantee, to an amount equivalent to the estimated cost of outstanding works if constructed 12 months from the date of the agreement.
 - The estimated cost will be determined using the tendered rates for the project, or the Rawlinsons Construction Cost Guide, or another mutually agreed method for costing.
 - Sealing of the subdivision plan will be subject to the consent of all other relevant authorities.

The Part V Agreement is to be lodged with the Recorder of Titles pursuant to the Land titles Act 1980 and a copy is also to be lodged with the Tasmanian Planning Commission.

- c) Where the final plan is sealed under guarantee and there is incomplete infrastructure, pursuant to Section 72 of the Building Act 2000, any building permit issued by Council in these circumstances will be conditioned as follows:

The building must not be occupied and no certificate of occupancy issued until the following infrastructure is completed to the satisfaction of Council's Engineer and Plumbing Surveyor:

- *Water*
- *Sewerage*
- *Drainage*
- *Access*

5. Legislation and associated Council policies

Land Use Planning and Approval Act 1993;
Local Government (Building and Miscellaneous Provisions) Act 1993;
Building Act 2000

6. Responsibility

The Director Development Services is responsible for ensuring compliance with the policy.

The motion was declared CARRIED with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield and Youd voting for the motion.

323/15 CUSTOMER SERVICE CHARTER

1) Introduction

The purpose of this report is for Council to review Council's Customer Service Charter.

This agenda item was presented to Council at the May meeting, however, a decision was made to defer it until the June meeting to allow for further amendments to be made.

2) Recommendation

It is recommended that Council adopt the revised Customer Service Charter as follows:



CUSTOMER SERVICE CHARTER

(S.339F *Local Government Act 1993*)

CUSTOMER SERVICE CHARTER

Meander Valley Council is committed to providing quality services to its community. We are continually striving to improve our services through employee training, new technology and consultation. ~~We are also aiming to improve the way we work with the community.~~

This *Customer Service Charter* is in compliance with the requirements of Section 339F (4) of the *Local Government Act 1993* and outlines our commitment to customers in accordance with our Strategic Plan and provides a formalised process for making complaints. It outlines customers' rights, the standards customers can expect when dealing with Council and what a customer can do if dissatisfied with Council decisions or actions.

OUR COMMITMENT TO CUSTOMER SERVICE

Meander Valley Council is committed to the provision of timely, efficient, consistent and quality services provided by polite and helpful Officers that meet our customers' expectations.

~~Meander Valley Council We 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 and we will always strive for the best possible solution.~~

~~Meander Valley Council We will endeavour to work towards increasing customer satisfaction and continuously improve our services by responding to customer complaints as efficiently and effectively as possible.~~

As part of our commitment to you, we will:

- respect, listen and care for you and your concerns;
- identify ourselves in all communication with you;
- respect your privacy and confidentiality;
- aim to communicate clearly and in plain language;
- be positive and receptive to new ideas;
- take a fair, balanced and long-term approach with our decisions;
- provide relevant and up-to-date information relating to our services via our website and publications.

WHO IS A CUSTOMER

A customer is any person or organisation having dealings with the ~~Meander Valley~~ Council.

OUR SERVICE STANDARDS

At all times we aim 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;
- be punctual for meetings and appointments;
- provide Council ID if requested.
- 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;

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.~~

Staff who attend the counter and answer the telephone will courteously deal with an enquiry directly without unnecessary referrals or transfers.

However, if they cannot deal with the enquiry they will provide the customer with the name of the person to whom the request will be referred. In the event that the information is not readily available they will request that 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.

When a customer writes or emails

We will respond to all written requests or enquiries within ten (10) working days of receipt. 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 easier in providing **our** services we ask customers to:

- treat Council Officers with respect;
- respect the privacy, safety and needs of other members of the community;
- 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~~ When interaction with **community** members **involves** of the community where personal abuse or offensive language, **is used**, the communication may be terminated immediately by the Officer.

If face-to-face, the Officer **should will** walk away. If on a telephone, the officer will terminate the call. If in **electronic communication**, **email** the address may be blocked.

If an Officer feels threatened by the language or behaviour of the customer, he/she may notify the Police and as soon as possible notify the General Manager.

There may be occasions when

- the **issue(s)** a person's issues **has** cannot be dealt with to **the customer's** **their** satisfaction and it is not possible for Council officers to continue to respond; or
- **correspondence** contains personal abuse or offensive 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.

CUSTOMER SERVICE REQUESTS SYSTEM

We have a Customer Service Request **(CSR)** System that records, monitors and reports on all requests we receive.

What is a request?

A request may be:

- **A request** for service, for example garbage and recycling collection;
- **A request** for information or an explanation of a policy or procedure;
- **for reporting reports of** damaged or faulty infrastructure;
- **reports** about noise, dogs, nuisances, unauthorised building work or similar issues that fall into the regulatory aspect of our service;
- **A request** for Council to provide new Infrastructure.

The request is logged into Council's **Customer Request CSR** System, assigned a priority and allocated to an Action Officer. We aim to achieve at least a 95% compliance standard. **with our Customer Service Request System.**

COMPLAINTS

There are many various types of complaints, however, a formal complaint must be in writing. There are formal and informal complaints.

What is a formal complaint?

A formal complaint **must be in writing.** It is an **written** 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.

Any Council Officer having difficulty in determining a complaint **as** from a customer service request **should will** seek advice of the Departmental Director or General Manager.

What is not a formal complaint?

Many of the issues raised with Council are called “complaints” because the customer is unhappy about the situation. However, they are **simply** issues dealt with by Council on a day-to-day basis, are not formal complaints and do not form part of the formal complaints management process.

Examples of matters that are not formal complaints are:

- a request for service (unless there was no response to a first request for a service);
- a request for information or an explanation of a policy or procedure;
- disagreement with a Council policy;
- a request for review of a decision for which a structured process applies;
- an expression concerning the general direction or performance of the Council or Councillors;
- reports of damaged or faulty infrastructure; and
- reports about noise, dogs, nuisances, unauthorised building work or similar issues that fall into the regulatory aspect of Council’s service.

Complaints Management Process

The Director of each Department of the Council is responsible for handling complaints relevant to that Department. **If a complaint is about a Director, or of a very serious nature, it will be referred to the General Manager, or if about the General Manager, the Mayor.**

~~While most issues 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, or is a complaint about a Director, 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 is 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.

Type of Complaint

A complaint may be lodged verbally (by telephone or at the counter) and may be responded to verbally by phoning or by meeting with the Director, or a Senior Officer, 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 Director or Senior Officer, a statement **should is to** be made in writing **by the customer** setting out the complaint as simply as possible.

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

- a) date, times and location of events
- b) what happened
- c) to whom the customer has spoken (names, position in the Council and dates)
- d) copies or references to 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 Director. 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 Director or the General Manager will:

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

The relevant Director 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, as determined by the General Manager, then 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 We are confident that it we 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 has to make difficult and complex decisions involving many people and individual customers do not get the outcome they would prefer.

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

These include:

- available Administrative Appeals Process;
- the *Judicial Review Act 2000* ;
- contacting external agencies which can review actions and decisions taken by the Council. these include such as:

These agencies 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. (GPO Box 960 HOBART, 7001) Ph: 1800 001 170; and
- Local Government Division, Department of Premier and Cabinet, Level 4 5, 39 15 Murray Street, Hobart, 7000. (GPO Box 123 HOBART, 7001) Ph. (03) ~~6233 6758~~ 6232 7022

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

Complaints against non-compliance or offence

- (1) A person may make a complaint to the Director of Local Government –
- (a) that a council, councillor or general manager has failed to comply with requirements under this of any other Act; or
 - (b) that a councillor, the general manager or employee of a council may have committed an offence under this Act.

(2) A complaint must:

- (a) be in writing; and
- (b) identify the complainant and the person against whom the complaint is made; and
- (c) give particulars of the grounds of the complaint; and
- (d) be verified by statutory declaration; and
- (e) be lodged with the Director, Local Government Division, Department of Premier and Cabinet, Level 4 5, 39 15 Murray Street, Hobart (GPO Box 123 HOBART, 7001).

- (3) The Director may require a complainant to give further particulars of the complaint supported by a Statutory Declaration.

- (4) The Director may carry out an investigation without receiving a complaint specified in subsection (1).

- (5) The Director may determine the procedure for handling complaints or investigating matters.

For further information please refer to www.dpac.tas.gov.au/divisions/local_government/making_a_complaint

HOW YOU CAN CONTACT US

You can contact us to make an enquiry, lodge a customer service request or a complaint:

- In person by visiting Council's Offices at 26 Lyall Street, Westbury during the hours of 8:30am to 5:00pm Monday to Friday;
- By phoning 6393 5300 or faxing 6393 1474 during the hours of 8:30am to 5:00pm Monday to Friday. Council provides an after-hours Emergency Service on the same number;
- By post to Meander Valley Council, PO Box 102, WESTBURY 7303;
- By email to mail@mvc.tas.gov.au;
- Via the Internet by visiting the Council website at www.meander.tas.gov.au.
- Via Social Media – Facebook – www.facebook.com/Meander_Valley_Council
Twitter - @mvcouncil

PERSONAL INFORMATION PROTECTION

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

Council's *Personal Information Protection Policy* is available for inspection at Council's Offices and on Council's [website](#).

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 [website](#) free of charge;
- ~~From the Council Office; and~~
- ~~In the 'New Resident Kit'~~

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*.

DECISION:

Cr King moved and Cr Youd seconded ***“that Council adopt the revised Customer Service Charter as follows:***



CUSTOMER SERVICE CHARTER

(S.339F Local Government Act 1993)

CUSTOMER SERVICE CHARTER

Meander Valley Council is committed to providing quality services to its community. We are continually striving to improve our services through employee training, new technology and consultation.

This *Customer Service Charter* is in compliance with the requirements of Section 339F (4) of the *Local Government Act 1993* and outlines our commitment to customers in accordance with our Strategic Plan and provides a formal process for making complaints. It outlines customers' rights, the standards customers can expect when dealing with Council and what a customer can do if dissatisfied with Council decisions or actions.

OUR COMMITMENT TO CUSTOMER SERVICE

Meander Valley Council is committed to the provision of timely, efficient, consistent and quality services provided by polite and helpful Officers that meet our customers' expectations.

We place great emphasis on the efficient handling of complaints and we will always strive for the best possible solution.

As part of our commitment to you, we will:

- respect, listen and care for you and your concerns;
- identify ourselves in all communication with you;
- respect your privacy and confidentiality;
- aim to communicate clearly and in plain language;
- be positive and receptive to new ideas;
- take a fair, balanced and long-term approach with our decisions;
- provide relevant and up-to-date information relating to our services via our website and publications.

WHO IS A CUSTOMER

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

OUR SERVICE STANDARDS

At all times we aim 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;
- be punctual for meetings and appointments;
- provide Council ID if requested.
- 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;

When a customer visits or telephones the Council

Staff who attend the counter and answer the telephone will courteously deal with an enquiry directly without unnecessary referrals or transfers.

However, if they cannot deal with the enquiry they will provide the customer with the name of the person to whom the request will be referred. In the event that the information is not readily available they will request that 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.

When a customer writes or emails

We will respond to all written requests or enquiries within 5 (five) working days of receipt. 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 easier in providing services we ask customers to:

- treat Council Officers with respect;
- respect the privacy, safety and needs of other members of the community;
- 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

When interaction with community members involves personal abuse or offensive language, the communication may be terminated immediately by the Officer. If face-to-face, the Officer will walk away. If on a telephone, the officer will terminate the call. If in electronic communication, the address may be blocked.

If an Officer feels threatened by the language or behaviour of the customer, he/she may notify the Police and as soon as possible notify the General Manager.

There may be occasions when

- the person's issues cannot be dealt with to the customer's satisfaction and it is not possible for Council officers to continue to respond; or
- correspondence contains personal abuse or offensive language.

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.

CUSTOMER SERVICE REQUESTS

We have a Customer Service Request (CSR) System that records, monitors and reports on all requests we receive.

What is a request?

A request may be:

- for service, for example garbage and recycling collection;
- for information or an explanation of a policy or procedure;
- for reporting damaged or faulty infrastructure;
- about noise, dogs, nuisances, unauthorised building work or similar issues that fall into the regulatory aspect of our service;
- for Council to provide new Infrastructure.

The request is logged into Council's CSR System, assigned a priority and allocated to an Action Officer. We aim to achieve at least a 95% compliance standard.

COMPLAINTS

There are formal and informal complaints.

What is a formal complaint?

A formal complaint must be in writing. It is an expression of dissatisfaction with a decision (outside 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.

Any Council Officer having difficulty in determining a complaint from a customer service request will seek advice of the Departmental Director or General Manager.

What is not a formal complaint?

Many of the issues raised with Council are called "complaints" because the customer is unhappy about the situation. However, they are issues dealt with by Council on a day-to-day basis, are not formal complaints and do not form part of the formal complaints management process.

Examples of matters that are not formal complaints are:

- a request for service (unless there was no response to a first request for a service);
- a request for information or an explanation of a policy or procedure;
- disagreement with a Council policy;
- a request for review of a decision for which a structured process applies;
- an expression concerning the general direction or performance of the Council or Councillors;
- reports of damaged or faulty infrastructure; and

- reports about noise, dogs, nuisances, unauthorised building work or similar issues that fall into the regulatory aspect of Council's service.

Complaints Management Process

The Director of each Department of the Council is responsible for handling complaints relevant to that Department. If a complaint is about a Director, or of a very serious nature, it will be referred to the General Manager, or if about the General Manager, the Mayor.

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 respond to the Councillor within twenty (20) working days.

There are times when it is 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 keep the customer informed of progress.

Type of Complaint

A complaint may be lodged verbally (by telephone or at the counter) and may be responded to verbally by phoning or by meeting with the Director, or a Senior Officer, 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 Director or Senior Officer, a statement should be made in writing by the customer setting out the complaint as simply as possible.

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

- a) date, times and location of events
- b) what happened
- c) to whom the customer has spoken (names, position in the Council and dates)
- d) copies or references to 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 are satisfactorily resolved by the relevant Director. However, a person who is not satisfied with the outcome may request a review of the complaint by the General Manager. A request for a review of the complaint to the General Manager is to be in writing.

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

Consideration of a Complaint

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

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

The relevant Director 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, as determined by the General Manager, then 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 ?

Sometimes Council has to make difficult and complex decisions involving many people and individual customers do not get the outcome they would prefer.

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.

These include:

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

These agencies 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. (GPO Box 960 HOBART, 7001) Ph: 1800 001 170; and
- Local Government Division, Department of Premier and Cabinet, Level 4 5, 39 15 Murray Street, Hobart, 7000. (GPO Box 123 HOBART, 7001) Ph. (03) 6232 7022

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

Complaints against non-compliance or offence

- (1) A person may make a complaint to the Director of Local Government –
 - (a) that a council, councillor or general manager has failed to comply with requirements under this of any other Act; or
 - (b) that a councillor, the general manager or employee of a council may have committed an offence under this Act.

- (2) A complaint must:

- (a) be in writing; and
- (b) identify the complainant and the person against whom the complaint is made; and
- (c) give particulars of the grounds of the complaint; and
- (d) be verified by statutory declaration; and
- (e) be lodged with the Director, Local Government Division, Department of Premier and Cabinet, Level 4 5, ~~39~~ 15 Murray Street, Hobart (GPO Box 123 HOBART, 7001).

(3) The Director may require a complainant to give further particulars of the complaint supported by a Statutory Declaration.

(4) The Director may carry out an investigation without receiving a complaint specified in subsection (1).

(5) The Director may determine the procedure for handling complaints or investigating matters.

For further information please refer to www.dpac.tas.gov.au/divisions/local_government/making_a_complaint

HOW YOU CAN CONTACT US

You can contact us to make an enquiry, lodge a customer service request or a complaint:

- In person by visiting Council's Offices at 26 Lyall Street, Westbury during the hours of 8:30am to 5:00pm Monday to Friday;
- By phoning 6393 5300 or faxing 6393 1474 during the hours of 8:30am to 5:00pm Monday to Friday. Council provides an after-hours Emergency Service on the same number;
- By post to Meander Valley Council, PO Box 102, WESTBURY 7303;
- By email to mail@mvc.tas.gov.au;
- Via the Internet by visiting the Council website at www.meander.tas.gov.au.
- Via Social Media – Facebook – www.facebook.com/Meander Valley Council
Twitter - @mvecouncil

PERSONAL INFORMATION PROTECTION

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

Council's *Personal Information Protection Policy* is available for inspection at Council's Offices and on Council's website.

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 website free of charge;

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*.

The motion was declared CARRIED with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield and Youd voting for the motion.

Cr White returned to the meeting at 3.26pm

324/15 NOTICE OF MOTION – COMMUNITY CARS
'VOLUNTEER DRIVERS' OUT OF POCKET EXPENSES –
CR BOB RICHARDSON

1) Introduction

The purpose of this report is to consider a Notice of Motion from Councillor Richardson in relation to the payment of Community Cars 'Volunteer Drivers' out of pocket expenses.

12) Recommendation (Councillor Bob Richardson)

It is recommended that Council offer volunteer Council patient car drivers an allowance of \$10.00 per day to cover their meals, and that rates be reviewed annually. The allowance to commence on 1st July, 2015.

DECISION:

Cr Richardson moved and Cr Synfield seconded *"that Council offer volunteer Council patient car drivers an allowance of \$10.00 per day to cover their meals, and that rates be reviewed annually and this allowance be funded from the general rate. The allowance to commence on 1st July, 2015.*

As an amendment Cr White moved *"that Council reimburse the volunteer patient car drivers costs incurred in the course of their volunteer activities capped at \$10.00 per driver."*

The amendment lapsed for want of a seconder.

*The motion was declared **CARRIED** with Councillors Connor, Kelly, Mackenzie, Perkins, Richardson, Synfield, White and Youd voting for the motion and Cr King voting against the motion.*

325/15 VALLEY SAFE, MEANDER VALLEY COMMUNITY SAFETY PLAN 2015-2017

1) Introduction

The purpose of this report is to seek Council's endorsement of VALLEY SAFE, Meander Valley Community Safety Plan 2015- 2017.

2) Recommendation

It is recommended that Council endorse VALLEY SAFE – Meander Valley Community Safety Plan 2015-2017.

DECISION:

Cr Richardson moved and Cr White seconded ***“that Council endorse VALLEY SAFE – Meander Valley Community Safety Plan 2015-2017.***

The motion was declared CARRIED with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, White and Youd voting for the motion.

Mayor Perkins left the meeting at 3.50pm.

Deputy Mayor Kelly took the Chair.

VALLEY SAFE

MEANDER VALLEY

COMMUNITY SAFETY PLAN

2015 – 2017



Compiled by: Meander Valley Community Safety Group

Adopted by: Meander Valley Council December 2010

Date: 1 June 2015



MAYOR'S MESSAGE

Feeling safe is essential for a happy life. It is a right and a responsibility that we all share.

No one organisation can ensure community safety; it requires a 'whole of community approach'. Council is working with a number of stakeholders to help Meander Valley become as safe and secure as possible. Our approach is to help build a sense of community and shared responsibility through partnerships and positive relationships. A sense of safety comes from being connected.

One of the best ways to feel safe is to make positive life choices with regard to such things as diet, exercise, hobbies, friendships and risk-taking. In doing so, we help ourselves and we also build a more resilient and safer community for everyone.

This document summarises our municipality's intent regarding community safety. I encourage every resident to think about how they can best contribute.

Let us work together to be VALLEY SAFE.

A handwritten signature in black ink, appearing to read 'Craig Perkins'. The signature is fluid and cursive, with a large initial 'C'.

Mayor Craig Perkins

1 June 2015

CONTENTS

1.	AIM	3
2.	AUDIENCE	3
3.	DEFINING COMMUNITY SAFETY	4
4.	PRINCIPLES	5
5.	IMPORTANT ASPECTS	6
6.	KEY STAKEHOLDERS	7
7.	CHARACTERISTICS OF A SAFE AND CONNECTED COMMUNITY	7
8.	VALLEY SAFE VISION	8
9.	MEANDER VALLEY COMMUNITY SAFETY GROUP	8
10.	VALLEY SAFE ACTION PLAN 2015 - 2017	9
11.	IMPLEMENTING VALLEY SAFE	12
12.	REVIEWING VALLEY SAFE	12
13.	APPENDICES	13
	APP 1 MEANDER VALLEY PROFILE	14
	APP 2 MVC COMMUNITY STRATEGIC PLAN 2014-2024	15
	APP 3 MEANDER VALLEY HEALTH & WELLBEING MAP 2007	16
	APP 4 MEANDER VALLEY CRIME PROFILE	18
	APP 5 MV SERIOUS ROAD CASUALTIES 2010-2014	23
	APP 6 VALLEY STRENGTHS	31

1. AIM

The aim of **VALLEY SAFE** is to provide a framework through which issues of community safety can be addressed in a coordinated way. It is a tool to guide decision-making and to encourage wide ownership and participation.

VALLEY SAFE seeks to:

- **Encourage** a sense of trust and confidence in community
- **Enhance** community leadership
- **Direct** appropriate resources and programs to identified areas of need
- **Increase** the effectiveness of policing operations and emergency services
- **Stimulate** and strengthen community participation

2. AUDIENCE

The audience for **VALLEY SAFE** includes:

- residents
- visitors
- community organisations
- businesses
- industry
- government agencies and
- community services

3. DEFINING COMMUNITY SAFETY

Community safety goes beyond crime prevention. It relates to the built and natural environment, to personal health, perceptions and relationships. Enhancing community safety can strengthen communities, reducing the likelihood of problems occurring and improving responses when they do. A community that feels safe is caring, connected, respectful and progressive.

Community safety and crime prevention go hand in hand. Well maintained public facilities attract appropriate use which can deter antisocial activity. Community enjoyment of its social environment promotes wellbeing and interaction, which in turn encourages mutual understanding and acceptance. Programs that offer learning and bring together disparate groups can break down stereotypes and dispel perceptions of risk. Opportunities for active participation can stimulate ownership and community pride.

Community safety is the responsibility of everyone and can take many forms. For example it can involve:

- Illuminating a dark area with street lights
- Bike riders wearing helmets and using lights at night
- Shop owners keeping less cash and valuables on their premises
- Planting shade trees in a reserve
- Running a school holiday program
- Improving safety signage at a swimming hole
- Getting to know your neighbours

4. PRINCIPLES

Community safety is intrinsically linked to a number of core values that define a resilient community:

- **Access and equity**
The inclusion of people of diverse backgrounds, capabilities and ages
- **Community empowerment**
The inclusion of community members in decision making
- **Whole-of-Community approach**
An emphasis on networking and collaboration to address community concerns and needs
- **Community capacity-building**
Communities developing skills and experiences to be more self-determining

5. SOME IMPORTANT ASPECTS

- Access and equity
- Animal control
- Bush safety
- Communication between key stakeholders
- Community safety advocacy
- Community capacity building
- Crime
- Damage to property
- Disadvantaged groups
- Drugs and alcohol abuse
- Emergency management and community recovery
- Employment
- Environmental health
- Family violence
- Health and wellbeing
- Home safety
- Isolation
- Perception of safety
- Road safety
- Risk management
- Signage
- Street lighting
- Water safety
- Young people at risk

6. KEY STAKEHOLDERS

- Businesses and industries
- Community members
- Community organisations
- Community services
- Emergency services
- Federal Government representatives
- Local Government representatives
- Schools
- State Government representatives

7. CHARACTERISTICS OF A SAFE & CONNECTED COMMUNITY

- A shared vision
- Community celebrations
- Volunteerism
- Community leadership
- Vibrant business
- Local heroes
- Investing in young people
- Partnership approaches
- Celebrating diversity
- Commitment to lifelong learning

8. VALLEY SAFE VISION

The Meander Valley community will be a safe place to live and visit through a strong sense of individual and collective responsibility.

9. MEANDER VALLEY COMMUNITY SAFETY GROUP (MVCSG)

The aim of this group is to promote a safety culture within the community of Meander Valley by:

- Stimulating practical projects that improve community safety
- Acting as a forum for broad community safety issues
- Providing assistance to organisations and or individuals on community safety issues
- Informing, lobbying and influencing relevant organisations to improve community safety.

It is made up of a broad representation of the community from diverse geographical areas. Core membership may include:

- Councillor
- Council Officer
- Health Worker
- Police Officer
- Emergency Services representative (SES, Fire, Ambulance)
- Neighbourhood Watch representative
- Education representative
- Department of State Growth (DoSG)
- Community representatives

Meetings are held quarterly, on the last Thursday of February, May, August and November from 7.00 to 8.30 pm, or at such other times as the Group determines. Many are community-based in order to liaise with residents on local issues.

10. VALLEY SAFE ACTION PLAN 2015-2017

Partnerships

To develop and reinvigorate partnerships with key stakeholders to progress community safety outcomes

Support and resource the Meander Valley Community Safety Group	Council Stakeholders
Encourage community members' ownership of VALLEY SAFE and involvement in safety initiatives	MVCSG
Consult the community about real and potential safety issues	MVCSG
Support the function of the MV Emergency Management and Community Recovery Committees	Council Stakeholders
Revisit the MV Health & Wellbeing Map 2007 and identify actions to pursue	DHHS Stakeholders

Perception

To increase public awareness of community safety realities and initiatives

Provide regular media stories of community safety information, programs, strategies and achievements	MVCSG
Conduct and report on a community safety survey - <i>Focussed on a specific area of concern</i>	MVCSG
Facilitate a community workshop aimed at changing community focus from crime prevention to early intervention	MVCSG
Clarify the status of illicit drug use within the Meander Valley Community and develop a project response	MVCSG Drug Education Network
Use current databases to monitor and report on crime and safety issues	Police Stakeholders

Place

To encourage public space design and amenity that increases people's safety and sense of safety.

Review locations considered unsafe to identify appropriate strategies	MVCSG Council Stakeholders
Assist the upgrading of entrances and access to businesses and services where possible	Council
Conduct a safety audit of playground and parks and upgrade accordingly. Promote the facilities to the community	Council
Council staff undertake training in safer design	Council
Maintain a prompt response to graffiti and vandalism	Council
Apply risk management audits and strategies to public facilities	Council

People

To support initiatives that address disadvantage and promote community capacity building.

Provide funding support to community development and safety initiatives through the Council Community Grants Program and pursue other funding sources as required	Council MVCSG
Implement programs in accordance with Council's Community Development Framework (2013)	Council DHHS
Facilitate a number of focus groups to explore how socially isolated community members can access recreational spaces and facilities	Council DHHS
Support and promote community leadership that builds individual and community capacity	MVCSG Council, DHHS Stakeholders
Recognise local residents who actively work to promote community safety	MVCSG Council
Promote appreciation of diversity and the potential of all individuals and groups	Stakeholders

Participation

To encourage safe behaviour that increases people's safety at home and in public places.

Conduct Community Safety Forums across the Council area	MVCSG
Facilitate community preparedness for emergencies e.g. RediPlan and Personal Support Training programs	Council Red Cross, Tas. Fire
Develop initiatives through the Community Road Safety Grants Program addressing local priorities	MVCSG DoSG
Promote and support the reinforcement of MVC's Dog Management Policy	Council
Facilitate Mental Health First Aid and CORES programs in the community	DHHS Council
Promote and support policies and initiatives that enhance community safety	MVCSG Stakeholders
Support initiatives that promote early intervention and focus on community safety outcomes	MVCSG Stakeholders
Encourage reporting of crime and explore its outcomes	Police MVCSG Stakeholders

11. IMPLEMENTING VALLEY SAFE

Responsibility for implementing **VALLEY SAFE** is shared between Meander Valley Council and its community supported by service stakeholders. Priorities identified through community consultation will be progressed by the Meander Valley Community Safety Group.

The successful implementation of long term actions will require funding from a range of sources.

12. REVIEWING VALLEY SAFE

The **VALLEY SAFE** Action Plan will be monitored and updated every three (3) years by the Meander Valley Community Safety Group.

13. APPENDICES

VALLEY SAFE is supported by a number of information resources:

- Central Coast Community Safety Plan (2006-2009)
- Guidelines for Designing a Community Safety Plan (2004)
"Northern Safer Communities Partnership"
- Inclusive Ageing: Tasmania 2012-2014 Strategy
- MVC Community Strategic Plan (2014-2024)
- Meander Valley Health & Wellbeing Map (2007)
- *Meander Valley Crime Profile (2010) - yet to be updated to 2015*
- Municipal Socio-Demographic Profile (ABS 2014 & Remplan Community)
- Meander Valley Serious Road Casualties 2010-14
- Not A Spectator Sport – Community Development Framework
– Meander Valley Council
- West Tamar Community Safety Plan (2009)
- Why Some Towns Thrive and Others Languish (2007)
"Plowman, Ashkanasy, Gardner, Letts"

APPENDIX 1 MEANDER VALLEY PROFILE

(Source ABS 2014 & Remplan Community)

Meander Valley has the tenth largest population of the 29 local government areas within Tasmania. Approximately 45% of its population reside within the Greater Launceston area of Meander Valley Part A. The remainder live in and around the rural townships of Meander Valley Part B.

Land Area	3,323 Sq Km
Population	19,637
Males	9,664
Females	9,973
Population density - persons/Km ²	5.9
0 – 14 yrs	18.9 %
15-24 yrs	11.8 %
25- 64 yrs	52.7 %
Seniors 65+ yrs	16.6%
Median age	42.4 yrs
Employment rate	59.2 %
Unemployment rate	5.0 %
Average Wage	\$40,010
Average monthly rental payment	\$ 882
Aboriginal / TSI population	2.4%
Australian born	86.04%
Language other than English	2.2%
Post school qualifications	47.7%
Registered motor vehicles/1000 pop	857
Internet at home	68.9%

Townships	Population
Bracknell	372
Carrick	871
Chudleigh	335
Deloraine	2,742
Elizabeth Town	420
Hadspen	2,063
Hagley	330
Meander	415
Mole Creek	610
Prospect Vale	5,022
Westbury	2,105

www.communityprofile.com.au/meandervalley/

www.abs.gov.au

APPENDIX 2 MVC COMMUNITY STRATEGIC PLAN 2014-24

This Plan has been drawn together by Council through a process of community engagement. It informs Council's role whilst recognising that all community sectors have a part to play.

"A community working together, growing for generations to come"

Its goals are organised under the following six 'Future Directions':

- A sustainable natural and built environment
- A thriving local economy
- Vibrant and engaged communities
- A healthy and safe community
- Innovative leadership and community governance
- Planned infrastructure services

The Plan was formally adopted by Council in December 2014.

www.meander.tas.gov.au

APPENDIX 3 MEANDER VALLEY HEALTH & WELLBEING MAP 2007

This major research initiative set out to review the health and wellbeing needs of the Meander Valley community and develop recommendations for the provision of resources and services into the future. One of its priority goals was to promote and support community safety particularly in the areas of bullying, crime prevention and road safety.

KEY RELATED FINDINGS

Community Safety

- The majority of the community feel safe in their home and in the community during the day and after dark
- Main areas of concern within the community are road safety and crime prevention
- There is currently a low level of participation in some areas of the community due to the unsafe appearance of facilities
- There is a perceived lack of coordination to community safety
- The level of police presence is of concern to the Meander Valley community
- There is a perceived lack of support for community safety initiatives and groups
- Poor street lighting, footpaths, public toilet access and lack of fencing around playgrounds impacts on community perceptions of safety

Road Safety

- Road safety is a large concern across the community with traffic speed, reckless driving, poor road signage, lack of safe school routes and general pedestrian safety being priority issues.
- Road safety of the young and school aged children is considered a particular concern due to a lack of supervision and the above issues.
- Young people driving recklessly are a concern.

Crime

- There is concern that many minor criminal activities are not reported.
- Criminal and anti-social behaviour such as offences against property and assaults remain high in the Meander Valley. Other behaviour of concern includes:
 - Youth loitering
 - Bullying
 - Drug and alcohol use
 - Vandalism
 - Stealing and verbal abuse

<http://survey.meander.tas.gov.au/>

APPENDIX 4 MEANDER VALLEY CRIME PROFILE – *to be updated to 2015*

Over the past 10 years, Tasmania police with public assistance have reduced the incidence of reported crime by over half. Nearly 60,000 total offences were reported back in the 1999/2000 financial year. That figure has now been reduced to fewer than 30,000 per year and continues to trend downward.

Since 2009, the Meander Valley municipality, although not experiencing a high level of crime, has also seen a significant decrease in the number of offences reported to police - from 818 offences to 639 (22% decrease).

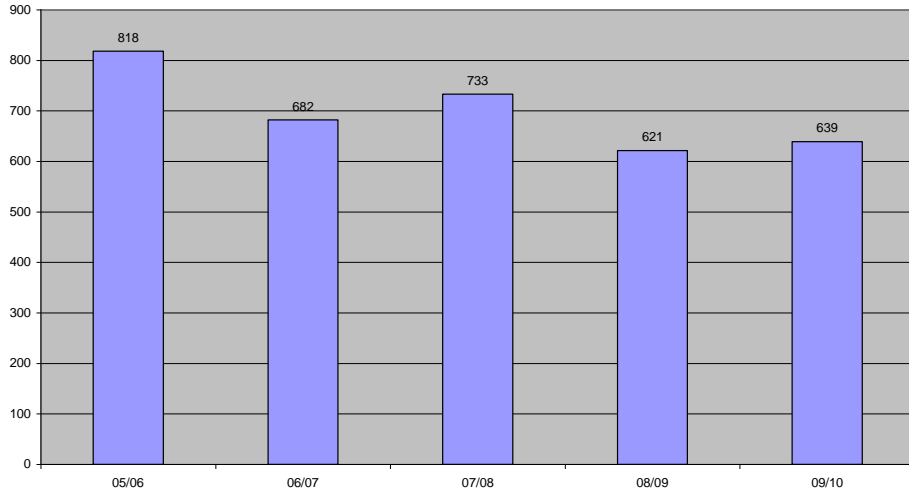
Over the past year, there have been some slight increases with regard to reports of business and home burglary along with stolen motor vehicles while decreases in incidents of vandalism and damage to property have been observed. Public place assaults have remained about the same averaging 25 incidents per year. This is still very low considering the number of incidents in other areas.

Police resolve many reported offences. In 2009/10, for example, 90% of assaults, 36% of property offences, 36% of home and 30% of business burglaries were resolved.

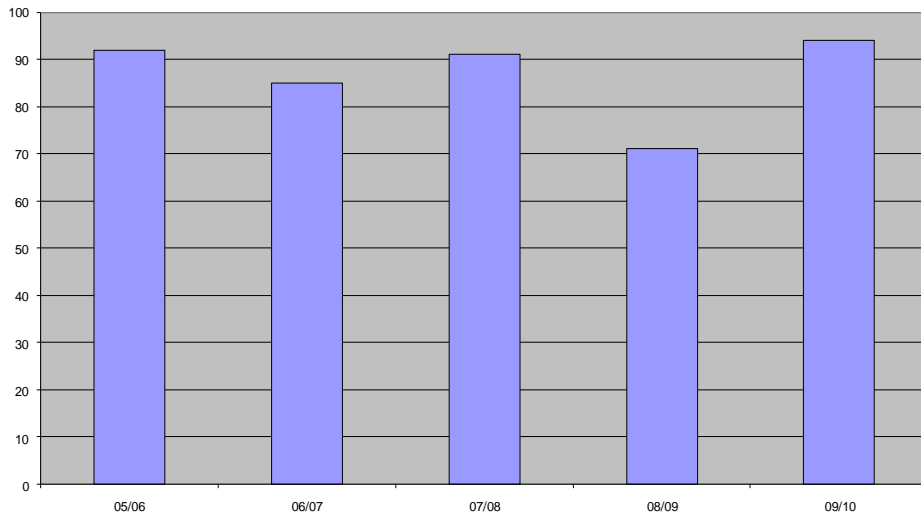
Police have a strong focus on road safety, in particular along the Bass Highway with regard to speeding offences and drink driving. This has resulted in a highly visible police presence on our roads. Police continue to receive reports of 'hooning' vehicles and all incidents are investigated, in particular when details of the offending driver or vehicle registration numbers can be provided.

In recent months, Police have been receiving reports of young people gathering outside business premises and causing concern to shop keepers. These situations are continually monitored and where offences are committed the youth are moved on. In a large number of circumstances, however, they are not committing an offence and are only intimidating by their numbers.

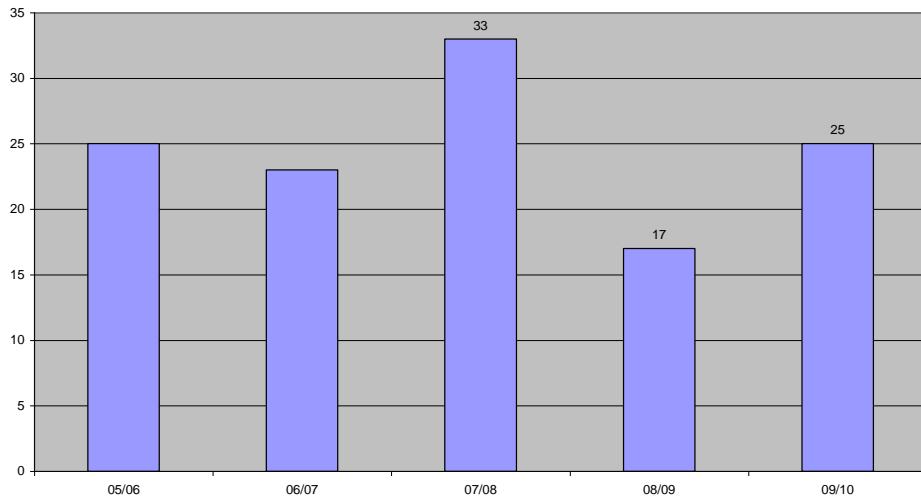
TOTAL OFFENCES



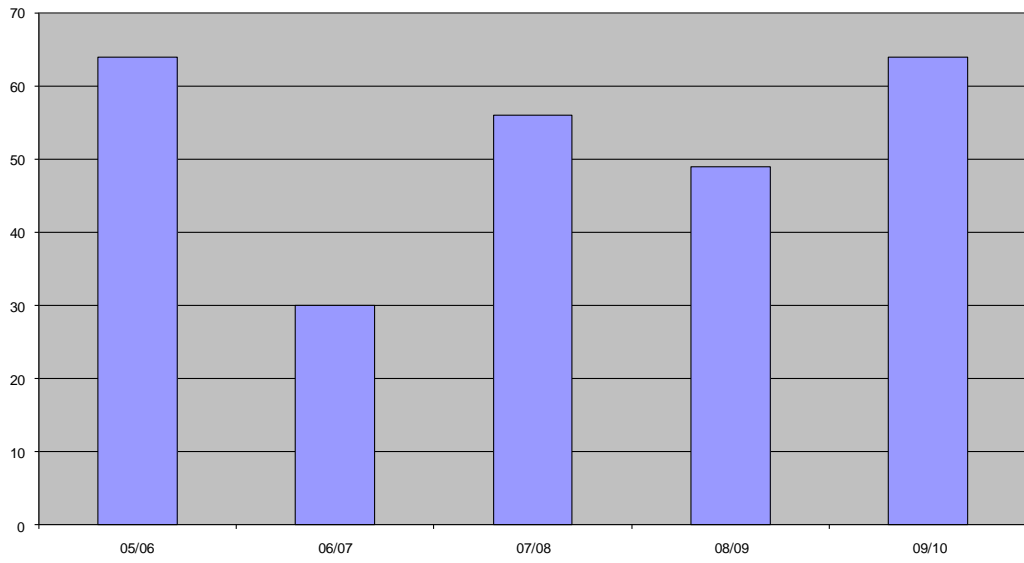
ASSAULT



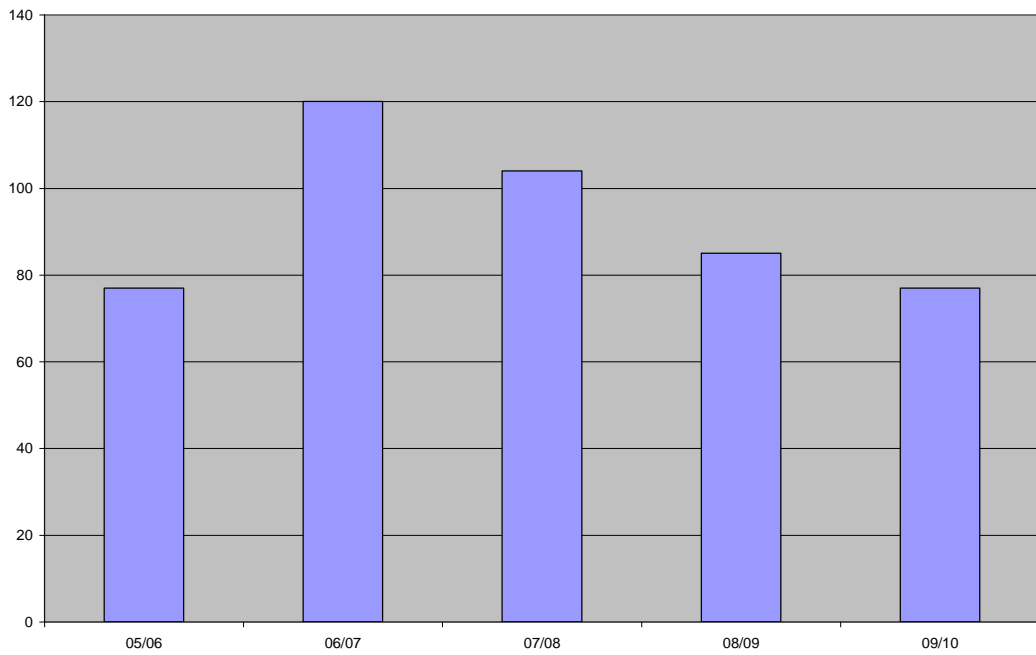
AGGRAVATED BURGLARY



BURGLARY GENERAL

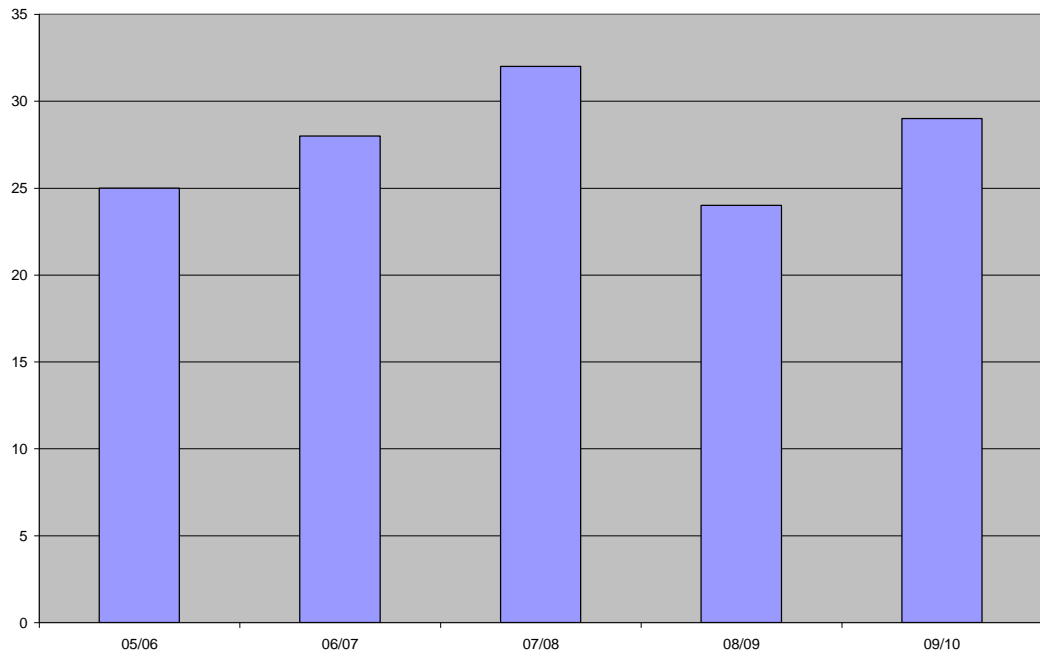


INJURE PROPERTY

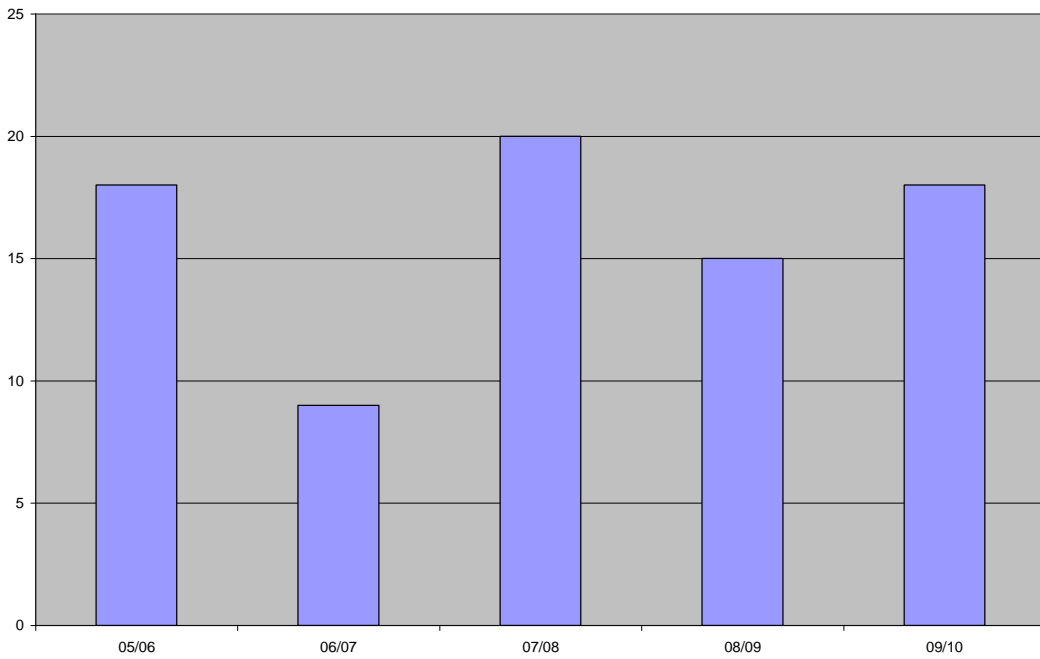




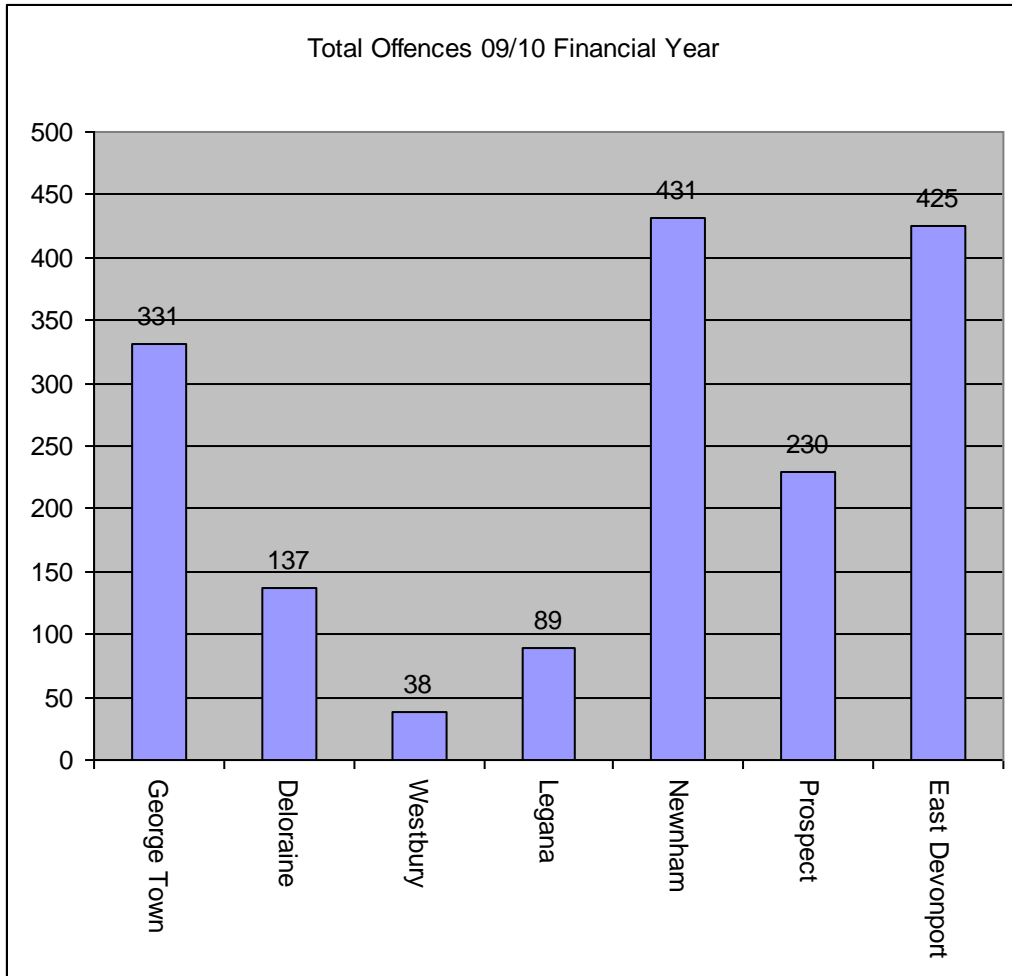
PUBLIC PLACE ASSAULT



STOLEN MOTOR VEHICLES



COMPARATIVE DATA



Suburb	Total Offences	Home Burglary	Public Place Assault	Stolen Motor Vehicle	Business Burglary
George Town	331	12	21	12	8
Deloraine	137	6	3	4	8
Westbury	38	1	1	2	1
Legana	89	5	2	4	4
Newnham	431	41	1	34	7
Prospect	230	5	10	4	6
East Devonport	425	31	9	16	3

Source - OPOL

APPENDIX 5 MEANDER VALLEY LGA SERIOUS ROAD CASUALTIES 2005-2009

Fatalities & Serious injuries (hospitalised for 24 hours or more)

ROAD USER SERIOUS CASUALTIES BY YEAR

Road User Type	2010	2011	2012	2013	2014	Total
Bicyclist	1	1	0	0	0	2
Driver	6	10	4	4	6	30
Motorcycle Pillion	0	0	0	1	0	1
Motorcycle Rider	4	5	3	2	2	16
Passenger	1	9	6	6	3	25
Pedestrian	0	1	2	0	0	3
TOTAL	12	26	15	13	11	77

Note: Prior to mid-2005 ATV rider and Motorcycle pillion were included in motorcycle rider.

AGE GROUP OF SERIOUS CASUALTIES BY GENDER

Female	2010	2011	2012	2013	2014
Under 17	0	3	0	2	0
17-29 years	0	2	2	0	3
30-49 years	1	3	2	1	3
50-64 years	0	1	0	0	0
Over 64 years	0	2	3	2	0

Male	2010	2011	2012	2013	2014
Under 17	2	4	1	4	1
17-29 years	3	5	2	3	1
30-49 years	3	3	2	0	2
50-64 years	2	3	1	0	1
Over 64 years	1	0	2	1	0

CRASH FACTORS FOR SERIOUS CASUALTIES

Crash Factors	2010	2011	2012	2013	2014
Alcohol	3	2	1	2	3
Animal on road	0	2	0	0	1
Asleep-fatigue	3	6	0	1	0
Distraction – external to vehicle	1	2	1	0	1
Distraction – in vehicle	1	3	1	0	0
Drugs	1	1	0	3	3
Exceeding speed limit	3	1	1	1	0
Excessive speed for conditions/circumstances	4	12	2	8	1
Fail to give way	1	2	1	5	3
Fail to observe road signs and markings	0	1	0	7	4
Improper overtaking	0	2	2	1	0
Inattentiveness	4	1	0	0	1
Inexperience	4	7	4	2	1
Other	0	0	0	0	5
Other obstruction on road	0	2	0	0	0
Pedestrian on road	0	1	2	0	0
Reversing without care	0	0	2	0	0
Turning without care	0	1	0	7	0
Unwell-infirm	1	1	1	0	0
Vehicle defect	0	1	7	0	1

Note: More than one crash factor may be associated with a serious casualty. Crash factors were reviewed in mid-2005 and the historic data was mapped to the new crash factors.

CRASH TYPES FOR SERIOUS CASUALTIES

Crash Types	2010	2011	2012	2013	2014
Manoeuvring	0	1	1	3	0
Off path on curve (single vehicle crash)	5	9	2	0	3
Off path on straight (single vehicle crash)	4	3	1	6	1
On path (single vehicle crash)	0	1	0	0	0
Overtaking	0	2	2	1	0
Pedestrian on foot, in toy/pram	0	1	2	0	0
Vehicles from adjacent directions (junctions/intersections)	1	0	0	0	0
Vehicles from opposing directions	2	7	7	3	7
Vehicles from same direction	0	2	0	0	0

LIGHT CONDITIONS FOR SERIOUS CASUALTIES

Light Conditions	2010	2011	2012	2013	2014
Darkness (with street light)	1	0	1	0	0
Darkness (without street light)	2	3	4	2	2
Dawn/dusk	2	2	0	1	0
Daylight	7	21	10	10	9

VISIBILITY FOR SERIOUS CASUALTIES

Visibility	2010	2011	2012	2013	2014
Clear	12	25	15	12	8
Fog	1	0	0	1	1
Light rain, drizzle	0	6	0	1	2

Note: Visibility was reviewed in mid-2005 and the historic data was mapped to new visibility. From mid-2005 more than one visibility may be associated with a serious casualty.

SURFACE CONDITIONS FOR SERIOUS CASUALTIES

Surface Conditions	2010	2011	2012	2013	2014
Sealed	11	25	15	13	11
Unsealed	1	1	0	0	0

SPEED ZONES FOR SERIOUS CASUALTIES

Speed Zones	2010	2011	2012	2013	2014
40 and less	0	0	1	0	0
50	2	0	1	0	0
60	1	3	0	2	1
80	1	0	1	1	0
100	7	12	2	1	4
110	1	11	10	9	6

DAY OF WEEK FOR SERIOUS CASUALTIES

Day	2010	2011	2012	2013	2014
Monday	2	2	1	3	1
Tuesday	1	1	4	0	2
Wednesday	2	3	6	1	0
Thursday	1	1	1	0	4
Friday	1	6	3	0	4
Saturday	3	5	0	7	0
Sunday	2	8	0	2	0

MONTH OF YEAR FOR SERIOUS CASUALTIES

Month	2010	2011	2012	2013	2014
January	1	3	1	7	2
February	3	10	0	0	12
March	1	5	0	0	0
April	1	2	0	1	0
May	0	1	2	0	0
June	0	3	0	1	0
July	3	0	1	0	0
August	1	1	1	3	1
September	0	0	5	0	1
October	0	0	1	0	0
November	0	1	3	0	0
December	2	0	1	1	4

COMPARATIVE DATA

ROAD USER SERIOUS CASUALTIES BY YEAR IN LOCAL GOVERNMENT AREAS

Fatalities & serious injuries (hospitalised for 24 hours or more)

Meander Valley	2010	2011	2012	2013	2014	Total
ATV Rider	-	-	-	-	-	-
Bicyclist	1	1	0	0	0	2
Driver	6	10	4	4	6	30
Motorcycle Pillion	0	0	0	1	0	1
Motorcycle Rider	4	5	3	2	2	16
Passenger	1	9	6	6	3	25
Pedestrian	0	1	2	0	0	3
TOTAL	12	26	15	13	11	77

Note: Prior to mid-2005 ATV rider and Motorcycle pillion were included in motorcycle rider.

Northern Midlands	2010	2011	2012	2013	2014	Total
ATV Rider	-	-	-	-	-	-
Bicyclist	0	0	0	1	0	1
Driver	5	14	8	4	6	37
Motorcycle Pillion	0	0	1	1	0	2
Motorcycle Rider	2	3	3	5	2	15
Passenger	2	5	3	4	4	18
Pedestrian	-	-	-	-	-	-

Dorset	2010	2011	2012	2013	2014	Total
ATV Rider	0	1	0	0	0	1
Bicyclist	-	-	-	-	-	-
Driver	4	0	2	4	3	13
Motorcycle Pillion	-	-	-	-	-	-
Motorcycle Rider	1	0	3	2	1	7
Passenger	3	0	1	2	3	9
Pedestrian	0	0	1	1	1	3

George Town	2010	2011	2012	2013	2014	Total
ATV Rider	-	-	-	-	-	-
Bicyclist	-	-	-	-	-	-
Driver	3	1	2	1	0	7
Motorcycle Pillion	-	-	-	-	-	-
Motorcycle Rider	3	0	1	2	2	8
Passenger	0	0	4	4	0	8
Pedestrian	0	1	0	1	1	3

Break O'Day	2010	2011	2012	2013	2014	Total
ATV Rider	0	0	0	1	1	2
Bicyclist	-	-	-	-	-	-
Driver	3	1	4	2	4	14
Motorcycle Pillion	-	-	-	-	-	-
Motorcycle Rider	4	4	5	2	8	23
Passenger	0	1	2	1	3	7
Pedestrian	1	0	0	0	0	1

West Tamar	2010	2011	2012	2013	2014	Total
ATV Rider	0	0	2	2	0	4
Bicyclist	0	0	0	1	0	1
Driver	6	2	7	2	4	21
Motorcycle Pillion	-	-	-	-	-	-
Motorcycle Rider	0	4	2	3	2	11
Passenger	2	1	0	1	0	4
Pedestrian	0	1	0	2	1	4

Launceston	2010	2011	2012	2013	2014	Total
ATV Rider	-	-	-	-	-	-
Bicyclist	2	2	0	2	3	9
Driver	5	3	7	7	10	32
Motorcycle Pillion	1	1	0	1	0	3
Motorcycle Rider	4	4	2	4	6	20
Passenger	4	1	10	4	2	21
Pedestrian	1	8	6	10	4	29

Source: Crash Data Manager as at February 2015

APPENDIX 9 VALLEY STRENGTHS

GENERAL CHARACTERISTICS

- A responsive Council
- Extensive health & wellbeing programs for all ages (DHHS)
- Commitment to the arts
- Established interagency partnerships
- Extensive community volunteer base
- Good road networks
- Low crime and road crash statistics
- Rich, rural landscape
- Strong community identity

EMERGENCY SERVICES

- State Emergency Service
- Tasmania Ambulance
- Tasmania Fire Service
- Tasmania Police

GOVERNMENT AGENCIES & OTHER COMBINATION GROUPS

- Meander Valley Community Safety Group
- Meander Valley Emergency Management and Community Recovery Committee
- Meander Valley SES Emergency Unit
- Neighbourhood Watch Groups Hadspen, Westbury

STATE GOVERNMENT AGENCIES

- Crime Prevention and Community Safety Council
- Crime Stoppers
- Crown Lands Services
- Deloraine Community Health Service
- Department of Education – Meander Valley Schools Cluster
- Department of Health and Human Services
- Department of Justice
- Department of Primary Industry, Water and Environment
- Department of State Growth – Road Safety Operations
- Drug Education Network (DEN)
- Forestry Tasmania
- Parks & Wildlife Service
- Tasmanian Alcohol and Drug Service
- Westbury Community Health Service
- Youth Justice - Youth Diversion

LOCAL GOVERNMENT

- Meander Valley Council

SERVICE CLUBS

- APEX Club of Deloraine
- Deloraine RSLA Sub-branch
- Deloraine RSLA Women's Auxiliary
- Inner Wheel Club of Deloraine
- Lions Club of Hadspen South Esk
- Lions Club of Westbury
- Rotary Club of Deloraine
- Rotary Club of Westbury

SCHOOLS

- Ashley School
- Bracknell Primary School
- Deloraine High School
- Deloraine Primary School
- Giant Steps Tasmania
- Hagley Farm Primary School
- Mole Creek Primary School
- Our Lady of Mercy Primary School
- Prospect High School
- St Patrick's College
- Westbury Primary School

NON-GOVERNMENT AGENCIES

- Australian Red Cross
- Deloraine House
- Faith Groups
- Meander Progress Association
- Meander Valley Business Association
- Mole Creek Progress Association
- Northern Tasmania Development (NTD)
- 'Not for profit' community organisations
- St John's Ambulance
- The Salvation Army Australia
- Vincent de Paul Society

PROGRAMS & PROJECTS RELATED TO COMMUNITY SAFETY

- Adopt-A-Cop
- Anti-Hooning Legislation
- Bush Watch
- Business Watch
- Child Protection Service
- Community Conferencing
- CORES Suicide Intervention
- Crime Prevention & Community Safety Council
- Crime Stoppers
- DHHS community development programs
- iParty (Party Safe)
- Lifeline Tasmania
- Mental Health First Aid (DHHS)
- Missing Persons Bureau
- Neighbourhood Watch
- Police and Citizen Youth Clubs
- Project Samaritan
- Red Cross Emergency personal support training
- RediPlan – emergency preparedness training
- Safe at Home
- Sexual Assault Support Service
- Uturn – Currawong
- Victims of Crime Service
- Ex-L-erate Learner Driver Mentoring

MEANDER VALLEY COUNCIL

- Community development programs
- Training: mentoring, youth work, recreation, leadership

AVAILABLE TOOLS TO ASSIST COMMUNITY SAFETY PROJECTS

- ABC Radio
- Community noticeboards
- Community Road Safety Grants Program (DoSG)
- Meander Valley FM Community Radio
- Meander Valley Gazette
- MV Community Directory
- MVC Community Grants Program
- School newsletters
- Tasmanian Community Fund and other grant programs
- The Examiner
- WIN / SX TV

COUNCIL MANAGEMENT STRATEGIES RELEVANT TO COMMUNITY SAFETY

- Access Policy
- Annual Plan
- Asset Management Policy
- Business Continuity Plan
- Community Development Framework
- Community Recovery Plan
- Community Strategic Plan
- Dog Management Policy
- Emergency Management Plan
- Natural Resource Management Strategy
- Public Appeals Policy
- Risk Management Policy
- Work Health Safety Strategies



326/15 MEANDER VALLEY ENTERPRISE CENTRE AGREEMENT

1) Introduction

The purpose of this report is to consider the continuation of support for the Meander Valley Enterprise Centre (MVEC) via a new Service Agreement.

2) Recommendation

It is recommended that Council continue its financial support of the Meander Valley Enterprise Centre until 30 June 2016 by approving the Draft Service Agreement 1 July 2015 – 30 June 2016.

DECISION:

Cr Connor moved and Cr Synfield seconded ***“that Council continue its financial support of the Meander Valley Enterprise Centre until 30 June 2016 by approving the Draft Service Agreement 1 July 2015 – 30 June 2016.”***

The motion was declared CARRIED with Councillors Connor, Kelly, King, Mackenzie, Richardson, Synfield, White and Youd voting for the motion.

Mayor Perkins returned to the meeting at 4.00pm

The meeting adjourned for afternoon tea at 4.00pm

The meeting resumed at 4.14pm and the Mayor took the Chair

327/15 ANNUAL REVIEW OF FEES AND CHARGES 2015-2016

1) Introduction

The purpose of this report is for Council to review and adopt the fees and charges for the 2015-2016 financial year.

2) Recommendation

It is recommended that Council adopt the proposed fees and charges for the 2015-2016 financial year, as follows:-

MEANDER VALLEY COUNCIL

Fees & Charges: 2015-2016

FEES AND CHARGES REVISION JUNE 2015

<i>FACILITY/SERVICE</i>	<i>CURRENT FEES/CHARGES (* GST inclusive)</i>	<i>PROPOSED FEES/CHARGES (* GST inclusive)</i>	<i>COMMENTS</i>
<i>Planning/Development Permit Fees</i>			
Developments less than \$4,000 (Permitted Status)	\$112	\$115	Increase \$3 in line with CCI, permitted status added
Historic Cultural Heritage Act	\$112 (plus cost of advertising)	\$115 (plus cost of advertising)	Increase \$3 in line with CCI
Outbuildings (Permitted Status)	\$267	\$274	Increase \$7 in line with CCI, permitted status added
House (Discretionary Application)	\$443	\$454	Increase \$11 in line with CCI
House (Permitted Status)	\$267	\$274	Increase \$7 in line with CCI
House in Rural Resource Zone (excluding S43A)	\$443	\$454	Increase \$11 in line with CCI
Discretionary Development	0.30% of development cost. Minimum charge \$443. Maximum charge \$5,000. Plus advertising fee at cost for level 2 activities.	0.30% of development cost. Minimum charge \$454. Maximum charge \$5,000. Plus advertising fee at cost for level 2 activities.	Minimum charge increase \$11 in line with CCI
Development (Permitted Status)	0.30% of development cost. Minimum charge \$267. Maximum charge \$5,000.	0.30% of development cost. Minimum charge \$274. Maximum charge \$5,000.	Minimum charge increase \$7 in line with CCI
<i>Subdivision Applications:</i>			
Application for Subdivision	\$513 + \$51 per lot	\$526 + \$55 per lot	Increases in line with CCI
Application for sealing of Final Plan of Subdivision	\$267	\$274	Increase \$7 in line with CCI
Application to amend sealed plan	\$267	\$274	Increase \$7 in line with CCI
Application for modification, or release of Adhesion Order	\$363	\$372	Increase \$9 in line with CCI

<i>FACILITY/SERVICE</i>	<i>CURRENT FEES/CHARGES (* GST inclusive)</i>	<i>PROPOSED FEES/CHARGES (* GST inclusive)</i>	<i>COMMENTS</i>
<i>Stratum Subdivision:</i>			
Application for sealing of final plan	\$363	\$372	Increase \$9 in line with CCI
<i>Forest Practices Plans:</i>			
Approval of Forest Practices Plan	\$321	\$330	Increase \$9 in line with CCI
Harvesting of Plantation Forestry Less than 1ha	\$171	\$175	Increase \$4 in line with CCI
<i>Other:</i>			
Application for amendment to planning permit: 1-10 adjoining owner notices Greater than 10 adjoining owner notices	\$267 \$267 + \$5 per additional notice	\$274 \$274 + \$5 per additional notice	Increases in line with CCI
Part 5 Agreements – Processing & Sealing	\$134	\$137	Increase \$3 in line with CCI
Copy of Planning scheme Ordinance	\$26	\$40	Increase \$14
Copy of Planning Scheme Maps (Large Scale)	\$21 per Map	\$22 per Map	Increase \$1 in line with CCI
Determining extension of time requests	\$92	\$94	Increase \$2 in line with CCI
Adjoining property permits advice – not on 337 certificate	\$26	\$27	Increase \$1 in line with CCI
<i>Amendments to Planning Scheme (not including fee payable to TPC):</i>			
Text or Map Alteration	0.30% of development cost. Minimum charge \$321. Maximum charge \$5,000. Plus advertising fee \$964.	0.30% of development cost. Minimum charge \$330. Maximum charge \$5,000. Plus advertising fee \$990.	Minimum charge increase \$9, advertising fee increase \$26 in line with CCI
Section 43A – House in Rural Zone	\$855	\$880	Increase \$35 in line with CCI
<i>Environmental Health Fees</i>			
Fees and Charges approved at the May 2015 Council meeting			
<i>Dog Registration and Licence Fees</i>			
Fees and Charges approved at the May 2015 Council meeting			
<i>Engineering (Subdivisions)</i>			
Plan checking and final inspections for privately supervised works (only applies to works that have been certified by a qualified engineer approved by the Director Infrastructure Services)		1.5% of value of public works Minimum fee \$400*	Increase of \$50 to minimum fee, this fee was unchanged in 2015
Inspection of failed works		\$125* per hour of contracted inspections or re- inspections of works that failed a previous inspection.	Increase of \$5 to minimum fee, this fee was unchanged in 2015
<i>N.B. Public works are defined as any works that council is obliged to maintain for the community and include roads, footpaths, drainage (both underground and surface), landscaping, parks and public buildings.</i>			

<i>FACILITY/SERVICE</i>	<i>CURRENT FEES/CHARGES (* GST inclusive)</i>	<i>PROPOSED FEES/CHARGES (* GST inclusive)</i>	<i>COMMENTS</i>
Tip Fees			
Includes domestic vehicles, domestic vehicles taking trailers, and small trucks that are less than 3.0 tonne Gross Vehicle Mass/Gross Combination Mass (GVM/GCM) only, disposing of household garbage, concrete/rubble, clean fill, green waste, wood, metal, plastics, etc. Does not include any vehicles transporting controlled waste. All vehicles greater than 3.0 tonnes GVM/GSM are charged per m ³ rate.			
Waste Cars & Trailers Car / Wagon (includes \$0.32 regional waste levy)	\$8*	\$8.50*	Increase 50c in line with CCI
Ute & Single Axle Trailer (up to 1m ³) covered (includes \$1.60 regional waste levy that is exempt from GST)	\$14*	\$15*	Increase \$1 in line with CCI
Ute & Single Axle Trailer (up to 1m ³) uncovered (includes \$1.60 regional waste levy that is exempt from GST)	\$20*	\$21*	Increase \$1 in line with CCI
Tandem Axle Trailer & Small Truck (up to 3.0 T GVM) covered (includes \$3.20 regional waste levy that is exempt from GST)	\$24*	\$25*	Increase \$1 in line with CCI
Tandem Axle Trailer & Small Truck (up to 3.0 T GVM) uncovered (includes \$3.20 regional waste levy that is exempt from GST)	\$32*	\$33*	Increase \$1 in line with CCI
Domestic and Trade Waste Loose per m ³ (includes \$2.50 per m ³ regional waste levy that is exempt from GST) Compacted per m ³	\$35* By Appointment Only	\$36* By Appointment Only	Increase \$1 in line with CCI
Motor Vehicle - Other Car Tyres and Light Truck Tyres – each Truck Tyres – each	\$12* \$37*	\$12.50* \$37.50*	Increases of 50c in line with CCI
Motor Vehicle Bodies – each	\$100*	\$105*	Increase \$5 in line with CCI
Recyclables Waste oil 20 litre containers	\$1*	\$1*	No change
Separated and sorted recyclables	Free of charge	Free of charge	No change
Comingled recyclables	Per Waste Fees	Per Waste Fees	New fee
Clean green waste (no rubbish, plastic, contamination)	Half Price*	Half Price*	No change
Timber – salvageable	Half Price*	Half Price*	No change
Timber – scrap, stumps, logs >150mm	Full Price*	Full Price*	No change
Drum Muster (must be triple washed)	Free of charge	Free of charge	No change
Clean fill (<150mm rocks, no contamination or concrete)	Free of charge	Free of charge	No change
Light scrap steel and non-ferrous metal	Free of charge	Free of charge	No change
e-waste – televisions, computers, screens & keyboards	Free of charge	Free of charge	No change
Batteries	Free of charge	Free of charge	No change
Items suitable for tip shop	Free of charge	Free of charge	No change

<i>FACILITY/SERVICE</i>	<i>CURRENT FEES/CHARGES (* GST inclusive)</i>	<i>PROPOSED FEES/CHARGES (* GST inclusive)</i>	<i>COMMENTS</i>
<i>Cemetery Fees</i>			
<i>Lawn Cemeteries:-</i>			
Public Graves			
Single depth burial	\$532*	\$545*	Increase \$13 in line with CCI
Double depth burial	\$532*	\$545*	Increase \$13 in line with CCI
Reservation of Land			
Reserve land 2.5m x 1.25m	\$453*	\$464*	Increase \$11 in line with CCI
Private Graves			
Single depth burial in reservation	\$119*	\$122*	Increase \$3 in line with CCI
Double depth burial in reservation	\$119*	\$122*	Increase \$3 in line with CCI
Second interment in double depth grave	\$81*	\$83*	Increase \$2 in line with CCI
<i>General Cemeteries – Deloraine, Mole Creek and Bracknell</i>			
Public Graves (Mole Creek and Bracknell Cemeteries only)			
Single depth burial	\$285*	\$292*	Increase \$7 in line with CCI
Double depth burial	\$285*	\$292*	Increase \$7 in line with CCI
Reservation of Land (Mole Creek and Bracknell Cemeteries only)			
Reserve land 2.5m x 1.25m	\$245*	\$251*	Increase \$6 in line with CCI
Private Graves			
Single depth burial in reservation	\$81*	\$83*	Increase \$2 in line with CCI
Double depth burial in reservation	\$81*	\$83*	Increase \$2 in line with CCI
Second interment in double depth grave	\$81*	\$83*	Increase \$2 in line with CCI
<i>Wall of Memory - Mole Creek & Bracknell</i>			
Reservation of niche	\$124*	\$127*	Increase \$3 in line with CCI
Interment of ashes in niche	\$245*	\$251*	Increase \$6 in line with CCI
Interment in reserved niche	\$163*	\$167*	Increase \$4 in line with CCI
<i>Wall or Memory – Deloraine</i>			
Reservation of niche	\$163*	\$167*	Increase \$4 in line with CCI
Interment of ashes in niche	\$285*	\$292*	Increase \$7 in line with CCI
Interment in reserved niche	\$163*	\$167*	Increase \$4 in line with CCI

<i>FACILITY/SERVICE</i>	<i>CURRENT FEES/CHARGES (* GST inclusive)</i>	<i>PROPOSED FEES/CHARGES (* GST inclusive)</i>	<i>COMMENTS</i>
<i>Miscellaneous</i>			
Applications for graves made outside normal Council office hours – additional fee	\$207*	\$212*	Increase \$5 in line with CCI
Graves for children under 18 years of age	Nil	Nil	No change
Interment of ashes in existing grave (if arranged by Council)	\$163*	\$167*	Increase \$4 in line with CCI
Exhumation	\$653*	\$669*	Increase \$16 in line with CCI
Fee for inspecting registers	\$10*	\$10	No change, low value fee
<i>Deloraine Swimming Pool Fees</i>			
Child	\$2*	\$2*	No change
Adult	\$3*	\$3*	No change
Spectator	\$1*	\$1*	No change
Season Child	\$50*	\$51*	Increase \$1
Season Adult	\$60*	\$61*	Increase \$1
Season Family	\$160*	\$164*	Increase \$4
<i>Hall Rentals</i>			
<i>Westbury Town Hall and Supper Room</i>			
Social functions – including balls, dances, discos, weddings, dinners, parties (maximum 10 hours use)	\$144*	\$148*	Increase \$4 in line with CCI
<i>Regular Local Community User (Supper Room only)</i>			
Dinner/luncheon meetings, group meetings (maximum 3 hours use)	\$41*	\$42*	Increase \$1 in line with CCI
<i>All Other Uses</i>			
Full facility (per hour or part thereof)	\$25*	\$26*	Increase \$1 in line with CCI
Main hall only (per hour or part thereof)	\$10*	\$10*	No change
Supper room only (per hour or part thereof)	\$18*	\$20*	Increase \$2 in line with CCI
Preparation for any function on night preceding	\$20*	\$20*	No change
Friends of the Town Hall fundraising functions	No Charge	No Charge	No change
<i>Bond (social functions only)</i>			
If liquor provided at function	\$360	\$370	Increase \$10 in line with CCI
If liquor not provided at function	\$120	\$125	Increase \$5 in line with CCI

<i>FACILITY/SERVICE</i>	<i>CURRENT FEES/CHARGES (* GST inclusive)</i>	<i>PROPOSED FEES/CHARGES (* GST inclusive)</i>	<i>COMMENTS</i>
<i>Rates Search</i>			
Per hour (or part thereof) for the time taken in search (subject to minimum fee of \$184 per property)	\$45*	\$46*	Increase \$1 in line with CCI, minimum fee increase accordingly
<i>Clearing of Fire Hazards</i>			
Arranging clearing of fire hazard at the request of a landowner or occupier – in addition to contractor's costs	\$80*	\$82*	Increase \$2 in line with CCI
<i>Recreation Facilities & Reserves</i>			
As per Recreation Facilities Pricing Policy. Fees for the Deloraine Community Complex, Meander Valley Performing Arts Centre, Westbury Community Centre and Hadspen Recreation Ground Memorial Centre are provided in Attachment 1			
<i>Permit Authority (PA)</i>			
<i>Building Work Category</i>			
Class 1 Residential New/Alterations/Additions < \$4,000	\$113	\$120	Increase \$7
Class 1 Residential New/Alterations/Additions \$4,000 to \$10,000	\$164	\$200	Increase \$36
Class 1 Residential New/Alterations/Additions > \$10,000	\$246	\$300	Increase \$54
Multi-Unit Class 1	\$246	\$300	Increase \$54
Class 10 Outbuilding < \$4,000	\$113	\$120	Increase \$7
Class 10 Outbuilding \$4,000 and over	\$164	\$200	Increase \$36
Class 2 – 9 Commercial < \$200,000	\$246	\$300	Increase \$54
Class 2 – 9 Commercial \$200,00 to \$500,000	\$492	\$600	Increase \$108
Class 2 – 9 Commercial \$500,001 to \$1,000,000	\$739	\$900	Increase \$161
Class 2 – 9 Commercial > \$1,000,000	\$1,320	\$1,500	Increase \$180
Demolition Only	\$113	\$120	Increase \$7
Permit to Proceed	Double PA Fees	Double PA Fees	No change
Permit of Substantial Compliance	Double PA Fees	Double PA Fees	No change
Certificates of Completion	PA Fees	PA Fees	No change
Staged Development	PA + \$144 per stage	PA + \$150 per stage	Increase \$6 per stage
Amended Permit Class 1 Residential	\$144	\$150	Increase \$6
Amended Permit Class 10 Outbuilding	\$113	\$120	Increase \$7
Amended Permit Class 2 – 9 Commercial	\$185	\$200	Increase \$15

Plumbing Permit

Plumbing Work Category	<i>CURRENT FEES/CHARGES (* GST inclusive)</i>	<i>PROPOSED FEES/CHARGES (* GST inclusive)</i>	<i>COMMENTS</i>
Class 1 Residential no fixtures	\$154	\$160	Includes up to 3 Inspections. Additional inspections \$100 Inc. of GST.
Class 1 Residential up to 3 fixtures New/Alterations/Additions	\$359	\$370	Includes up to 3 Inspections. Additional inspections \$100 Inc. of GST.
Class 1 Residential up to 6 fixtures New/Alterations/Additions	\$482	\$500	Includes up to 3 Inspections. Additional inspections \$100 Inc. of GST.
Class 1 Residential up to 9 fixtures New/Alterations/Additions	\$585	\$600	Includes up to 5 Inspections. Additional inspections at \$100 Inc. of GST.
Multi-Unit Class 1 Residential	\$482 + \$308 for each additional unit	\$500 + \$320 for each additional unit	Includes up to 3 Inspections. Additional inspections \$100 Inc. of GST.
Class 10 Outbuilding no fixtures	\$154	\$160	Includes 2 Inspections. Additional inspections \$100 Inc. of GST.
Class 10 Outbuilding with fixtures	\$257	\$270	Includes up to 3 Inspections. Additional inspections \$100 Inc. of GST.
Class 2 – 9 Commercial < \$200,000	\$482	\$500	Includes up to 5 Inspections. Additional inspections \$100 Inc. of GST.
Class 2 – 9 Commercial \$200,000 to \$500,000	\$965	\$1,000	Includes up to 5 Inspections. Additional inspections \$100 Inc. of GST.
Class 2 – 9 Commercial \$500,001 to \$1,000,000	\$1,170	\$1,200	Includes up to 5 Inspections. Additional inspections \$100 Inc. of GST.
Class 2 – 9 Commercial > \$1,000,000	Price on Application	Price on Application	Includes up to 5 Inspections. Additional inspections \$100 Inc. of GST.
Special Plumbing Permit – On-site Waste Water	\$226	\$240	Includes up to 2 Inspections. Additional inspections \$100 Inc. of GST.
Demolition Only	New Fee	\$150	New Fee
Amended Permit	New Fee	\$150	New Fee
Additional Inspections	\$97	\$100	Includes 1 Inspection. Additional inspections \$100 Inc. of GST.

Building Surveying

Building Work Category	<i>CURRENT FEES/CHARGES (* GST inclusive)</i>	<i>PROPOSED FEES/CHARGES (* GST inclusive)</i>	<i>COMMENTS</i>
Class 1 Residential New/Alterations/Additions < \$4,000	\$250*	Fee Removed	Fee Removed
Class 1 Residential New/Alterations/Additions < \$10,000	\$308*	\$320*	Includes up to 2 Inspections. Additional inspections \$100 Inc. of GST.
Class 1 Residential New/Alterations/Additions \$10,001 to \$50,000	\$606*	\$640*	Includes up to 4 Inspections. Additional inspections \$100 Inc. of GST.
Class 1 Residential New/Alterations/Additions > \$50,000	\$821*	\$900*	Includes up to 4 Inspections. Additional inspections \$100 Inc. of GST.
Multi-Unit Class 1 Residential	\$606* + \$308* for each additional unit	\$640* + \$350* for each additional unit	Includes up to 3 Inspections per unit. Additional inspections \$100 Inc. of GST.
Class 10 Outbuilding < \$4,000	\$250*	Fee Removed	Fee Removed
Class 10 Outbuilding < \$10,000	\$369*	\$400*	Includes up to 3 Inspections. Additional inspections \$100 Inc. of GST.
Class 10 Outbuilding > \$10,000	\$493*	\$560*	Includes up to 3 Inspections. Additional inspections \$100 Inc. of GST.
Class 2 – 9 Commercial < \$200,000	\$667*	\$800*	Includes up to 3 Inspections. Additional inspections \$100 Inc. of GST.
Class 2 – 9 Commercial \$200,000 to \$500,000	\$1,334*	\$1,400*	Includes up to 4 Inspections. Additional inspections \$100 Inc. of GST.
Class 2 – 9 Commercial > \$500,000	\$2,668*	Price on Application	Includes up to 6 Inspections. Additional inspections \$100 Inc. of GST.
Demolition Only	\$113*	\$150*	Includes 1 Inspection. Additional inspections \$100 Inc. of GST.
Minor Alteration or Repair < \$5,000	\$308*	\$320*	Includes 1 Inspection. Additional inspections \$100 Inc. of GST.
Amendment to Certificate of Likely Compliance Class 1 Residential New/Alterations/Additions	\$225*	\$240*	Increase \$15
Amendment to Certificate of Likely Compliance Class 10 Outbuilding	\$154*	\$160*	Increase \$6
Amendment to Certificate of Likely Compliance Class 2-9 Commercial	\$267*	\$300*	Increase \$33
Additional Inspections	\$97*	\$100	Includes 1 Inspection. Additional inspections \$100 Inc. of GST.

State Government Levies

Construction Industry Training Fund Levy.
(Applies to All work over the value of \$12,000)

0.2% of the total estimated cost of construction

Building Levy.
(Applies to All work over the value of \$12,000)

0.1% of the total estimated cost of construction

Other Fees and Charges

Service Description	<i>CURRENT FEES/CHARGES (* GST inclusive)</i>	<i>PROPOSED FEES/CHARGES (* GST inclusive)</i>	<i>COMMENTS</i>
Permit Extension – Current Permit	\$87	\$100	Increase \$13
Permit Extension – Expired Permit	\$174	\$300	Increase \$126
Re-Open Closed File	\$164	\$180	Increase \$26
Records Search Fee (Copy of Plans)	\$40*	\$50*	Increase \$10
Receipt of Minor Works Notification	\$51	\$54	Increase \$3
Temporary Occupancy Permit (Residential)	\$144	\$150	Increase \$6
Temporary Occupancy Permit (Events)	\$113 per hour	\$120 per hour	Increase \$7 per hour
Building Certificate	\$216	\$225	Increase \$9
Occupancy Permits (Essential Services) Form 46 & 56	\$216	\$225	Increase \$9
Form 49 – EHO Report	\$133	\$140	Increase \$7
Form 50 – EHO Occupancy Report	\$133	\$140	Increase \$7

DECISION:

Cr White moved and Cr King seconded ***“that Council adopt the proposed fees and charges for the 2015-2016 financial year, as per the above recommendation.”***

The motion was declared CARRIED with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, White and Youd voting for the motion.

328/15 2015-2016 BUDGET ESTIMATES AND RATING RECOMMENDATIONS

1) Introduction

The purpose of this report is to present the 2015-2016 Budget Estimates and rating recommendations for adoption by Council.

2) Recommendation

It is recommended that Council adopt the 2015-2016 Budget Estimates and the following Rating recommendations:

1. General Rate

- a) *That pursuant to Section 90 of the Local Government Act 1993 (the Act), Council makes the following General Rate in relation to all rateable land (excluding land which is exempt pursuant to the provisions of Section 87) within the municipal area for the period commencing 1 July, 2015 and ending on 30 June, 2016, namely a rate of 5.8731 cents in the dollar of assessed annual value of the land;***
- b) *That pursuant to Section 90(4) of the Act, Council sets a minimum amount payable in respect of the General Rate of \$135.***

2. Service Rates and Service Charges

That pursuant to Sections 93, 93A and 94 of the Act, Council makes the following Service Rates and Service Charges in respect of all rateable land within the municipal area (including land which is otherwise exempt from rates pursuant to Section 87) for the period commencing 1st July, 2015 and ending on 30th June, 2016 namely:

- a) *A service charge for waste management in respect of all lands of \$30 for the making available of waste management facilities.***
- b) *That pursuant to Section 94(3A) of the Act, Council declares by absolute majority, that the service charge for waste management is varied as follows:***
 - i. *by reason of the provision of a standard kerbside waste collection service, ie one 80 litre mobile garbage bin and one mobile recycling bin, and including alternate weekly garbage and green waste collection where provided, the service charge for waste management is varied for all lands receiving such a service, by increasing it by \$130 to \$160;***
 - ii. *by reason of the provision of an extra capacity kerbside waste collection service ie one 140 litre mobile garbage bin and one mobile recycling bin, and including alternate weekly garbage and green waste collection where***

provided, the service charge for waste management is varied for all lands receiving such a service by increasing it by \$158 to \$188;

- iii. by reason of the provision of an additional extra capacity kerbside waste collection service ie one 240 litre (or two 140 litre) mobile garbage bin(s) and one mobile recycling bin, and including alternate weekly garbage and green waste collection where provided, the service charge for waste management is varied for all lands receiving such a service by increasing it by \$316 to \$346;*
 - iv. by reason of the locality and provision of an extra capacity kerbside waste collection service ie one 140 litre mobile garbage bin and one mobile recycling bin, upsized from the standard kerbside waste collection (as per 2b)i above), during the trial and implementation of alternate weekly green waste collection at Blackstone Heights the service charge for waste management is varied for all lands receiving such a service by reducing it by \$28 to \$160;*
 - v. by reason of the locality and provision of an additional extra capacity kerbside waste collection service ie one 240 litre mobile garbage bin (or two 140 litre) mobile garbage bin(s) and one mobile recycling bin, upsized from the extra capacity kerbside waste collection (as per 2b)ii above), during the trial and implementation of alternate weekly green waste collection at Blackstone Heights, the service charge for waste management is varied for all lands receiving such a service by reducing it by \$158 to \$188;*
- c) A Fire Protection Service Rate for the contribution specified in a notice issued under section 81B of the Fire Service Act 1979:*
- i. in respect of the Launceston Permanent Brigade Rating District of 1.3672 cents in the dollar of assessed annual value of rateable land within that District;*
 - ii. in respect of the Volunteer Brigade Rating Districts of 0.3835 cents in the dollar of assessed annual value of rateable land within those Districts AND*
 - iii. in respect of General Land of 0.3664 cents in the dollar of assessed annual value of rateable General land.*
- d) That pursuant to Section 93(3) of the Act, Council sets a minimum amount payable in respect of the fire protection service rates of \$38.*

3. Separate Apportionments

That for the purpose of this resolution, the rates and charges shall apply to each parcel of land that is shown as being separately assessed in the valuation list prepared under the Valuation of Land Act 2001.

4. Instalment Payments

That pursuant to Section 124 of the Act Council:

a) Decides all rates are payable by all ratepayers by four approximately equal instalments;

b) Determines that the dates by which instalments are to be paid shall be as follows:

The first instalment on or before 31 August 2015;

The second instalment on or before 30 October 2015;

The third instalment on or before 29 January 2016;

The fourth instalment on or before 31 March 2016.

5. Interest on Late Payments

That pursuant to Section 128 of the Act , if any rate or instalment is not paid on or before the date it falls due then there is payable a daily interest charge of 0.0231148% (8.46% per annum) in respect of the unpaid rate or instalment for the period during which it is unpaid.

6. Adjusted Values

That for the purposes of each of these resolutions any reference to assessed annual value includes a reference to that value as adjusted pursuant to section 89A of the Act.

And

That pursuant to Section 82 (6) of the Act the Council by absolute majority, authorises the General Manager to make minor adjustments up to \$20,000 to individual items within the estimated expenditure under section 82(2)(b) and the estimated capital works under section 82(2)(d) so long as the total amount of that estimate is not altered.

DECISION:

Cr White moved and Cr Connor seconded "that Council adopt the 2015-2016 Budget Estimates and the following Rating recommendations:

1. General Rate

a) That pursuant to Section 90 of the Local Government Act 1993 (the Act), Council makes the following General Rate in relation to all rateable land (excluding land which is exempt pursuant to the provisions of Section 87) within the municipal

area for the period commencing 1 July, 2015 and ending on 30 June, 2016, namely a rate of 5.8731 cents in the dollar of assessed annual value of the land;

- b) That pursuant to Section 90(4) of the Act, Council sets a minimum amount payable in respect of the General Rate of \$135.*

2. Service Rates and Service Charges

That pursuant to Sections 93, 93A and 94 of the Act, Council makes the following Service Rates and Service Charges in respect of all rateable land within the municipal area (including land which is otherwise exempt from rates pursuant to Section 87) for the period commencing 1st July, 2015 and ending on 30th June, 2016 namely:

- a) A service charge for waste management in respect of all lands of \$30 for the making available of waste management facilities.*

- b) That pursuant to Section 94(3A) of the Act, Council declares by absolute majority, that the service charge for waste management is varied as follows:*

- i. by reason of the provision of a standard kerbside waste collection service, ie one 80 litre mobile garbage bin and one mobile recycling bin, and including alternate weekly garbage and green waste collection where provided, the service charge for waste management is varied for all lands receiving such a service, by increasing it by \$130 to \$160;*
- ii. by reason of the provision of an extra capacity kerbside waste collection service ie one 140 litre mobile garbage bin and one mobile recycling bin, and including alternate weekly garbage and green waste collection where provided, the service charge for waste management is varied for all lands receiving such a service by increasing it by \$158 to \$188;*
- iii. by reason of the provision of an additional extra capacity kerbside waste collection service ie one 240 litre (or two 140 litre) mobile garbage bin(s) and one mobile recycling bin, and including alternate weekly garbage and green waste collection where provided, the service charge for waste management is varied for all lands receiving such a service by increasing it by \$316 to \$346;*
- iv. by reason of the locality and provision of an extra capacity kerbside waste collection service ie one 140 litre mobile garbage bin and one mobile recycling bin, upsized from the standard kerbside waste collection (as per 2b)i above), during the trial and implementation of alternate weekly green waste collection at Blackstone Heights the service charge for waste management is varied for all lands receiving such a service by reducing it by \$28 to \$160;*
- v. by reason of the locality and provision of an additional extra capacity kerbside waste collection service ie one 240 litre mobile garbage bin (or two 140 litre) mobile garbage bin(s) and one mobile recycling bin, upsized from*

the extra capacity kerbside waste collection (as per 2b)ii above), during the trial and implementation of alternate weekly green waste collection at Blackstone Heights, the service charge for waste management is varied for all lands receiving such a service by reducing it by \$158 to \$188;

- c) *A Fire Protection Service Rate for the contribution specified in a notice issued under section 81B of the Fire Service Act 1979:*
- i. *in respect of the Launceston Permanent Brigade Rating District of 1.3672 cents in the dollar of assessed annual value of rateable land within that District;*
 - ii. *in respect of the Volunteer Brigade Rating Districts of 0.3835 cents in the dollar of assessed annual value of rateable land within those Districts AND*
 - iii. *in respect of General Land of 0.3664 cents in the dollar of assessed annual value of rateable General land.*
- d) *That pursuant to Section 93(3) of the Act, Council sets a minimum amount payable in respect of the fire protection service rates of \$38.*

3. Separate Apportionments

That for the purpose of this resolution, the rates and charges shall apply to each parcel of land that is shown as being separately assessed in the valuation list prepared under the Valuation of Land Act 2001.

4. Instalment Payments

That pursuant to Section 124 of the Act Council:

- a) *Decides all rates are payable by all ratepayers by four approximately equal instalments;*
- b) *Determines that the dates by which instalments are to be paid shall be as follows:*
 - The first instalment on or before 31 August 2015;*
 - The second instalment on or before 30 October 2015;*
 - The third instalment on or before 29 January 2016;*
 - The fourth instalment on or before 31 March 2016.*

5. Interest on Late Payments

That pursuant to Section 128 of the Act , if any rate or instalment is not paid on or before the date it falls due then there is payable a daily interest charge of

0.0231148% (8.46% per annum) in respect of the unpaid rate or instalment for the period during which it is unpaid.

6. Adjusted Values

That for the purposes of each of these resolutions any reference to assessed annual value includes a reference to that value as adjusted pursuant to section 89A of the Act.

And

That pursuant to Section 82 (6) of the Act the Council by absolute majority, authorises the General Manager to make minor adjustments up to \$20,000 to individual items within the estimated expenditure under section 82(2)(b) and the estimated capital works under section 82(2)(d) so long as the total amount of that estimate is not altered.

As an amendment Cr Mackenzie moved and Cr Kelly seconded **“that in addition to the recommendation above that the General Rate is increased by an additional 1% to cover the loss of interest (in revenue) on \$2.5 million of accumulated funds, which will be committed to new projects in Meander Valley.”**

The amendment was declared CARRIED with Councillors Connor, Kelly, King, Mackenzie, Richardson, Synfield voting for the motion and Councillors Perkins, White and Youd voting against the motion.

The amended motion was put **“that Council adopt the 2015-2016 Budget Estimates and the following Rating recommendations:**

1. General Rate

- a) That pursuant to Section 90 of the Local Government Act 1993 (the Act), Council makes the following General Rate in relation to all rateable land (excluding land which is exempt pursuant to the provisions of Section 87) within the municipal area for the period commencing 1 July, 2015 and ending on 30 June, 2016, namely a rate of 5.9307 cents in the dollar of assessed annual value of the land;**
- b) That pursuant to Section 90(4) of the Act, Council sets a minimum amount payable in respect of the General Rate of \$135.**

2. Service Rates and Service Charges

That pursuant to Sections 93, 93A and 94 of the Act, Council makes the following Service Rates and Service Charges in respect of all rateable land within the municipal area (including land which is otherwise exempt from rates pursuant to Section 87) for the period commencing 1st July, 2015 and ending on 30th June, 2016 namely:

- a) ***A service charge for waste management in respect of all lands of \$30 for the making available of waste management facilities.***
- b) ***That pursuant to Section 94(3A) of the Act, Council declares by absolute majority, that the service charge for waste management is varied as follows:***
- i. ***by reason of the provision of a standard kerbside waste collection service, ie one 80 litre mobile garbage bin and one mobile recycling bin, and including alternate weekly garbage and green waste collection where provided, the service charge for waste management is varied for all lands receiving such a service, by increasing it by \$130 to \$160;***
 - ii. ***by reason of the provision of an extra capacity kerbside waste collection service ie one 140 litre mobile garbage bin and one mobile recycling bin, and including alternate weekly garbage and green waste collection where provided, the service charge for waste management is varied for all lands receiving such a service by increasing it by \$158 to \$188;***
 - iii. ***by reason of the provision of an additional extra capacity kerbside waste collection service ie one 240 litre (or two 140 litre) mobile garbage bin(s) and one mobile recycling bin, and including alternate weekly garbage and green waste collection where provided, the service charge for waste management is varied for all lands receiving such a service by increasing it by \$316 to \$346;***
 - iv. ***by reason of the locality and provision of an extra capacity kerbside waste collection service ie one 140 litre mobile garbage bin and one mobile recycling bin, upsized from the standard kerbside waste collection (as per 2b)i above), during the trial and implementation of alternate weekly green waste collection at Blackstone Heights the service charge for waste management is varied for all lands receiving such a service by reducing it by \$28 to \$160;***
 - v. ***by reason of the locality and provision of an additional extra capacity kerbside waste collection service ie one 240 litre mobile garbage bin (or two 140 litre) mobile garbage bin(s) and one mobile recycling bin, upsized from the extra capacity kerbside waste collection (as per 2b)ii above), during the trial and implementation of alternate weekly green waste collection at Blackstone Heights, the service charge for waste management is varied for all lands receiving such a service by reducing it by \$158 to \$188;***
- c) ***A Fire Protection Service Rate for the contribution specified in a notice issued under section 81B of the Fire Service Act 1979:***
- i. ***in respect of the Launceston Permanent Brigade Rating District of 1.3672 cents in the dollar of assessed annual value of rateable land within that District;***
 - ii. ***in respect of the Volunteer Brigade Rating Districts of 0.3835 cents in the dollar of assessed annual value of rateable land within those Districts AND***

iii. *in respect of General Land of 0.3664 cents in the dollar of assessed annual value of rateable General land.*

d) *That pursuant to Section 93(3) of the Act, Council sets a minimum amount payable in respect of the fire protection service rates of \$38.*

3. *Separate Apportionments*

That for the purpose of this resolution, the rates and charges shall apply to each parcel of land that is shown as being separately assessed in the valuation list prepared under the Valuation of Land Act 2001.

4. *Instalment Payments*

That pursuant to Section 124 of the Act Council:

a) *Decides all rates are payable by all ratepayers by four approximately equal instalments;*

b) *Determines that the dates by which instalments are to be paid shall be as follows:*

The first instalment on or before 31 August 2015;

The second instalment on or before 30 October 2015;

The third instalment on or before 29 January 2016;

The fourth instalment on or before 31 March 2016.

5. *Interest on Late Payments*

That pursuant to Section 128 of the Act , if any rate or instalment is not paid on or before the date it falls due then there is payable a daily interest charge of 0.0231148% (8.46% per annum) in respect of the unpaid rate or instalment for the period during which it is unpaid.

6. *Adjusted Values*

That for the purposes of each of these resolutions any reference to assessed annual value includes a reference to that value as adjusted pursuant to section 89A of the Act.

And

That pursuant to Section 82 (6) of the Act the Council by absolute majority, authorises the General Manager to make minor adjustments up to \$20,000 to individual items within the estimated expenditure under section 82(2)(b) and the estimated capital

works under section 82(2)(d) so long as the total amount of that estimate is not altered.

The motion was declared CARRIED BY AN ABSOLUTE MAJORITY with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, White and Youd voting for the motion.

Comment by Cr Bob Richardson

1. Council policy in relation to asset management almost guarantees, for the next decade (refer statement p.25 Infra 2 – Asset Management Plan) that some population centres will continue to receive services of a lesser standard than other centres.
In the interest of equity and fairness, it seems reasonable that the “favoured” who continue to receive a superior service level contribute a higher general rate.
2. In retaining relatively low cemetery fees, it is likely that Launceston, with significantly higher cemetery fees, will witness Launcestonians selecting burial sites in Meander Valley’s cheaper fees.
3. Rates need to be at a level to provide services and facilities at 2015 community expectations across the municipality.
4. Now is the time to borrow; interest rates will never be lower.

329/15 REVIEW OF BUDGETS FOR THE 2014-2015 CAPITAL WORKS PROGRAMME

1) Introduction

The purpose of this report is to provide information to Council on Capital Works projects budget variations and seek Council approval for the reallocation of funding within the Capital Works Programme where budget variations fall beyond the limit of the General Manager's financial delegation.

2) Recommendation

It is recommended that Council note the budget changes made by the General Manager under delegated authority and approve the following change to the 2014-2015 Capital Works Programme -

No.	Project Name	Original Budget	Variation	New Budget
TBC	Purchase of 2WD Utility	\$0	\$25,000	\$25,000

DECISION:

Cr Mackenzie moved and Cr Kelly seconded *"that Council note the budget changes made by the General Manager under delegated authority and approve the following change to the 2014-2015 Capital Works Programme -*

No.	Project Name	Original Budget	Variation	New Budget
TBC	Purchase of 2WD Utility	\$0	\$25,000	\$25,000

*The motion was declared **CARRIED** with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, White and Youd voting for the motion.*

330/15 STRATEGIC ASSET MANAGEMENT PLAN 2015

1) Introduction

The purpose of this report is for Council to adopt the Strategic Asset Management Plan 2015.

2) Recommendation

It is recommended that Council approve the Strategic Asset Management Plan 2015 as follows;

Strategic Asset Management Plan



Version 1
May 2015





IPWEA

INSTITUTE OF PUBLIC WORKS
ENGINEERING AUSTRALASIA



Meander Valley Council
WORKING TOGETHER

Document Control		 			
Document ID: 150223 nams.plus3 strategic amp template v3.10					
Rev No	Date	Revision Details	Author	Reviewer	Approver
1	5-5-2015	First version of Strategic Asset Management Plan	R Little	John Howard	

© Copyright 2015 – All rights reserved.
The Institute of Public Works Engineering Australia.
www.ipwea.org/namsplus

TABLE OF CONTENTS

1.	EXECUTIVE SUMMARY	1
	Context	1
	Current situation.....	1
	What does it Cost?.....	1
	What we will do	1
	What we cannot do	1
	Managing the Risks	1
	Confidence Levels	2
	The Next Steps.....	2
2.	ASSET MANAGEMENT STRATEGY	3
2.1	Asset Management System.....	3
2.2	What Assets do we have?	4
2.3	Our Assets and their management.....	5
2.4	Where do we want to be?.....	9
2.5	Asset Management Vision.....	13
2.6.	How will we get there?	14
2.7	Asset Management Improvement Plan.....	14
2.8.	Consequences if actions are not completed	14
3.	LEVELS OF SERVICE	15
3.1	Consumer Research and Expectations	15
4.3	Organisational Objectives	15
4.3	Legislative Requirements	15
4.3	Levels of Service	15
4.	FUTURE DEMAND	17
4.1	Demand Drivers.....	17
4.2	Demand Forecast	17
4.3	Demand Impact on Assets.....	17
4.4	Demand Management Plan.....	17
4.5	Asset Programmes to meet Demand	18
5.	LIFECYCLE MANAGEMENT PLAN	19
5.1	Background Data	19
5.2	Infrastructure Risk Management Plan.....	19
5.3	Routine Operations and Maintenance Plan	19
5.4	Renewal/Replacement Plan	21
5.5	Creation/Acquisition/Upgrade Plan	23
5.6	Disposal Plan	24
5.7	Service Consequences and Risks	25
6.	FINANCIAL SUMMARY	26
6.1	Financial Indicators and Projections.....	26
6.2	Funding Strategy	26
6.3	Valuation Forecasts.....	26
6.4	Key Assumptions made in Financial Forecasts	28
6.5	Forecast Reliability and Confidence	28
7.	PLAN IMPROVEMENT AND MONITORING	29
7.1	Status of Asset Management Practices.....	29
7.2	Improvement Programme.....	29
7.3	Monitoring and Review Procedures.....	33
7.4	Performance Measures	33
8.	REFERENCES.....	34
9.	APPENDICES	34
	Appendix A Summary Levels of Service for Services	35
	Appendix B Projected Capital Renewal Programme	40
	Appendix C Projected Upgrade/Exp/New Capital Works Programme.....	46
	Appendix D Unfunded Initiatives and Capital Works proposals	51
	Appendix E Tasmanian Audit Office – Report No 5 2013-14 Recommendations	51
	Appendix F Asset Revaluation Process.....	52
	Appendix G Annual Reviews	52

This page is intentionally blank.

1. EXECUTIVE SUMMARY

Context

Meander Valley Council is responsible for the acquisition, operation, maintenance, renewal and disposal of an extensive range of physical assets with a \$229,700,000 replacement value, covered by this Plan.

These assets include land, buildings, parks, recreation areas, roads, footpaths, drainage systems, bridges and associated operating assets and provide service essential to our community's quality of life.

This Strategic Asset Management Plan (SAMP) takes the organisational objectives in our Meander Valley Council Community Strategic Plan 2014 to 2024 and develops the asset management (AM) objectives, principles, framework and strategies required to achieve our organisational objectives. The plan summarises activities and expenditure projections from individual Asset Management Plans (AMPs) to achieve the AM objectives

Current situation

Council has achieved a 'core' maturity for AM as assessed against the Local Government Financial and AM Reform Project gap analysis process. Council is committed to continue to monitor its current maturity and to make improvements where the benefits exceed the costs. Improvement tasks with costs and target dates have been identified and documented in Table 7.2 Improvement Plan.

What does it Cost?

Operating Outlays

The projected operating outlays necessary to provide the services covered by this SAMP includes operations and maintenance of existing assets over the 10 year planning period of \$4.20 million on average per year.

Estimated available funding for this period is \$3.96 million on average per year. This is a funding shortfall of \$240,000 on average per year as a result of increasing operational costs from new and asset upgrades currently planned over the next 10 years.

Capital Outlays

The projected required capital outlays including renewal and upgrade of existing assets and acquisition of new assets over the 10 year planning period is \$5.95 million on average per year.

Estimated available capital funding for this period is \$5.95 million on average per year. There is currently no capital shortfall as Council is fully funding asset renewals and current upgrade projects in our Long Term Financial Plan (LTFFP).

What we will do

Our aim is to provide the services needed by the community in a financially sustainable manner. Achieving financial sustainability requires balancing service levels and performance with cost and risk.

It may not be possible to meet all expectations for services within current financial resources. We will continue to work with our community to ensure that needed services are provided at appropriate levels of service at an affordable cost while managing risks.

What we cannot do

We do not have enough funding to provide all services at the desired service levels or provide new services. Major works and services that cannot be provided within the next 10 years under present funding levels are:

- Deliver outcomes from the Blackstone Heights/Prospect Vale Structure Plan (BPSP) and Outline Development Plans (ODP) for Hadspen and Westbury
- Deliver all Open Space Plans (OSP) outcomes
- Pipe open drains and undertake extensive stormwater upgrades

Managing the Risks

There are risks associated with providing the service and not being able to complete all identified activities and projects. We have identified major risks as:

- Reduced financial assistance grant (FAGs) funding to Council
- Increased loading and shorter life for rural roads
- Declining real income of community (high percentage of population on pensions or welfare)
- Loss of younger people from the community
- Funding BPSP, ODPs and OSPs projects
- Increased traffic volumes on Westbury Road
- Respond to all mobility access issues
- Respond to all issues identified as a major concern to Council
- Limited user access of Prospect Vale Park (PVP) sports grounds.

We will endeavour to manage these risks within available funding by:

- Increase strength of high use rural roads
- Aligning future asset expenditure to match adopted projects approved by Council
- Develop an affordable open drain and stormwater upgrade programme
- Actively identify mobility access issues and address based on risk
- Defer projects to fund any major new risks identified by Council.

Confidence Levels

This SAMP is based on medium to high level of confidence in the information used.

The Next Steps

The actions resulting from this SAMP are:

- Develop linkage of Council Strategic Documents to AMPs and the LTFP
- Continue to develop and improve Council's understanding of asset risks
- Improve information and linkage of organisational objectives and AM objectives in this SAMP
- Develop an asset disposal plan.

2. ASSET MANAGEMENT STRATEGY

2.1 Asset Management System

AM enables an organisation to realise value from assets in the achievement of organisational objectives, while balancing financial, environmental and social costs, risk, quality of service and performance related to assets.¹

An AM system is a set of interrelated and interacting elements of an organisation to establish the AM Policy and AM objectives, and the processes needed to achieve those objectives. An AM system is more than a 'management information system'. The AM system provides a means for coordinating contributions from, and interactions between, functional units within an organisation.²

The AM system includes:

- The Asset Management Policy
- The asset management objectives
- The Strategic Asset Management Plan
- The Asset Management Plans, which are implemented in
 - Operational planning and control
 - Supporting activities
 - Control activities
 - Other relevant processes.³

2.1.1 Asset Management Policy

The AM Policy sets out the principles by which the organisation intends applying AM to achieve its organisational objectives.⁴ Organisational objectives are the results the organisation plans to achieve, as documented in our Meander Valley Council Community Strategic Plan 2014 to 2024. Our adopted AM Policy is available from our web site at <http://www.meander.tas.gov.au/page.aspx?u=517>

2.1.2 Asset Management Objectives

The AM objectives, developed in this SAMP provide the essential link between the organisational objectives and the AMP(s) that describe how those objectives are going to be achieved. The AM objectives transform the required outcomes (product or service) to be provided by the assets, into activities typically described in the AMPs. AM objectives should be specific, measurable, achievable, realistic and time bound (i.e. SMART objectives).⁵

2.1.3 Strategic Asset Management Plan

This SAMP is to document the relationship between the organisational objectives set out in the Meander Valley Council Community Strategic Plan 2014 to 2024 and the AM (or service) objectives and define the strategic framework required to achieve the AM objectives.⁶

¹ ISO, 2014, ISO 55000, Sec 2.2, p 2

² ISO, 2014, ISO 55000, Sec 2.5.1, p 5

³ ISO, 2014, ISO 55002, Sec 4.1.1, p 2.

⁴ ISO, 2014, ISO 55002, Sec 5.2, p 7.

⁵ ISO, 2014, ISO 55002, Sec 6.2.1, p 9.

⁶ ISO, 2014, ISO 55002, Sec 4.1.1, p 2.

This SAMP encompasses the following services:

- Transport
- Stormwater
- Buildings
- Bridges
- Recreation.

The strategic AM framework incorporates strategies to achieve the AM objectives. The strategies are developed in 4 steps:

- What assets do we have?
- Our assets and their management
- Where do we want to be?
- How will we get there?⁷

2.1.4 Asset Management Plans

Supporting the SAMP are AMPs for major service/asset categories. The AMPs document the activities to be implemented and resources to be applied to meet the AM objectives. The SAMP summarises the key issues from following AMPs:

- Meander Valley Council Transport Asset Management Plan
- Meander Valley Council Stormwater Asset Management Plan
- Meander Valley Council Buildings Asset Management Plan
- Meander Valley Council Bridges Asset Management Plan
- Meander Valley Council Recreation Asset Management Plan.

2.2 What Assets do we have?

We manage many assets to provide services to our community. The assets provide the foundation for the community to carry out its everyday activities while contributing to overall quality of life.

Table 2.2: Assets covered by this Plan

Asset Class/Category	Dimension
Bridges	215 (No.)
Sealed Roads	564 (km)
Unsealed Roads	253 (km)
Buildings	102 (No.)
Stormwater Pipes	97 (km)
Stormwater Nodes (pits, headwall)	2,941 (No.)
Playgrounds and outdoor fitness	35 (No.)
Sports grounds	8 (No.)
Parks and reserves	74 (No.)

⁷ LGPMC, 2009, Framework 2, Sec 4.2, p 4.

2.3 Our Assets and their management

2.3.1 Asset Values

The infrastructure assets covered by this SAMP are shown in Table 2.3.1. These assets are used to provide services to the community.

Table 2.3.1: Assets covered by this Plan

Asset Class/Category	Total Current Replacement Cost	Current Value	Annual Asset Consumption (Depreciation)
Roads	\$148,704,460	\$102,005,448	\$2,438,378
Stormwater	\$23,090,919	\$17,336,714	\$306,415
Buildings	\$16,684,000	\$15,695,616	\$495,430
Bridges	\$31,493,463	\$19,342,283	\$622,733
Recreation	\$9,721,054	\$5,277,129	\$414,388
TOTAL	\$229,693,896	\$159,657,190	\$4,277,344

Note – figures shown relate to assets covered in AMPs and do not cover other asset classes (eg Plant and Equipment)

Figure 1 shows the replacement value of our assets.

Figure 1: Asset Replacement Values



2.3.2 Asset Condition

Condition data exists for roads, bridges, buildings and to a lesser degree recreation (predominately playgrounds and outdoor fitness equipment). No comprehensive or accurate condition data exists for stormwater assets.

Council has undertaken a road condition survey in 2015, a building revaluation (including overall building condition) in 2014, bi-annual bridge inspections and annual comprehensive playground inspections, including outdoor fitness equipment.

Council's existing asset data needs to be updated with current information and this data needs to be included into the asset register. From this summary details of the overall condition of Council's assets can be ascertained.

2.3.3 Lifecycle Costs

Lifecycle costs (or whole of life costs) are the average annual costs that are required to sustain the service levels over the longest asset life. Lifecycle costs include operations and maintenance expenditures plus asset consumption (depreciation). Lifecycle costs can be compared to lifecycle expenditure to give an indication of sustainability in service provision.

Lifecycle expenditures include operations and maintenance expenditures (excluding depreciation) plus capital renewal expenditure. The capital renewal component of lifecycle expenditure can vary depending on the timing of asset renewals.

The lifecycle costs and expenditures averaged over the 10 year planning period are shown in Table 2.3.3.

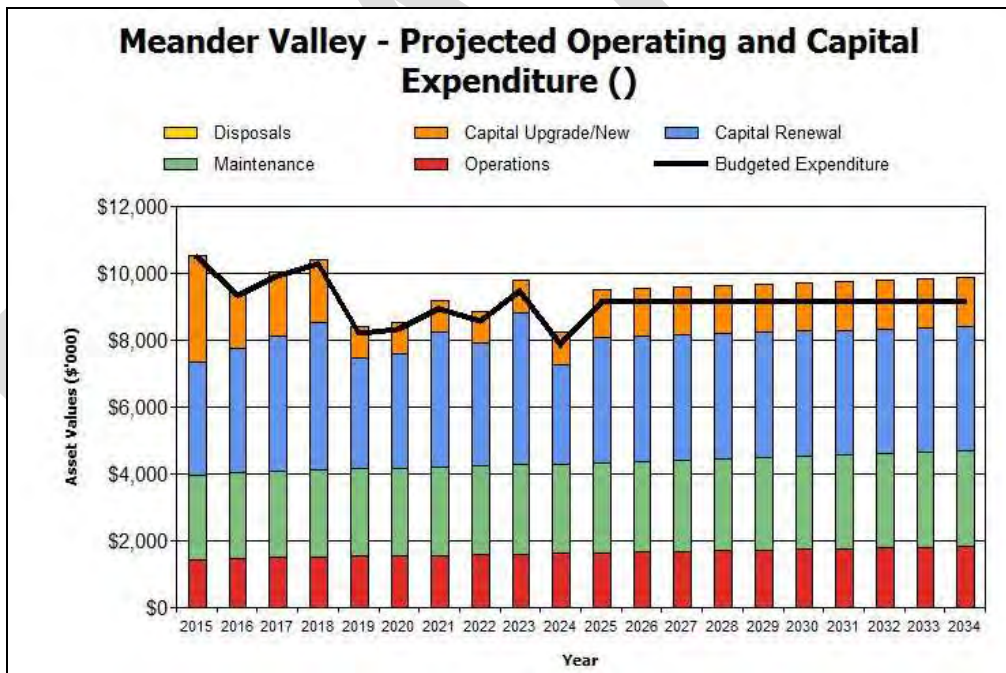
Table 2.3.3: Asset Lifecycle Costs

Asset Class/Category	Lifecycle Cost (\$M/yr)	Lifecycle Expenditure (\$M/yr)	Lifecycle Sustainability Indicator
Roads	\$4.237	\$4.138	98%
Stormwater	\$0.257	\$0.242	95%
Buildings	\$0.988	\$0.977	99%
Bridges	\$1.226	\$1.226	100%
Recreation	\$1.586	\$1.417	89%
TOTAL	\$8.280	\$8.010	97%

2.3.4 Asset Management Indicators

An AM objective is to provide the services that the community needs at the optimum lifecycle cost in a financially sustainable manner. Figure 2 shows the projected operations, maintenance, capital renewal, capital upgrade/new expenditure balanced with financial outlays in the long-term financial plan.

Figure 2: Balanced Position Projected Operating and Capital Expenditure



The purpose of this SAMP is to develop the strategies to achieve the AM objectives through balancing of asset service performance, cost and risk.

2.3.5 Opportunities and Risks

We have identified opportunities relevant to the services included in this SAMP plan for the future including:

- Increased agricultural production for irrigation schemes and increased land values and Council revenue
- Increased population.

Relevant risks to the SAMP in the future are:

- Reduced financial assistance grant (FAG) funding to Council
- Increased loading and shorter life for rural roads
- Declining real income of community (high percentage of population on pensions or welfare)
- Loss of younger people from the community
- Funding the Blackstone/Prospect Structure Plan, Outline Development Plans and Open Space Plan projects
- Increased traffic volume on Westbury Road, plus possible traffic control devices at the Country Club Avenue intersection
- Respond to all mobility issues that exist
- Respond to all issues identified as a major concern to Council
- Demand on Council to pipe open drains
- Undertake major stormwater upgrades to address identified network deficiencies
- Limited user access of Prospect Vale Park (PVP) sports grounds.

Infrastructure risk management plans for these and other relevant risks are summarised with risk management activities and resource requirements incorporated in the relevant AMP(s).

2.3.6 Asset and Financial Management Maturity

Council has taken steps to improve asset and financial management performance including assessing our AM maturity against the 3 Frameworks of the Local Government Financial Sustainability National Consistent Frameworks. Council has achieved 'core' maturity with the Frameworks. Figure 3 shows the current and target 'core' and 'advanced' maturity scores for the eleven elements of the National Frameworks for asset and financial management.

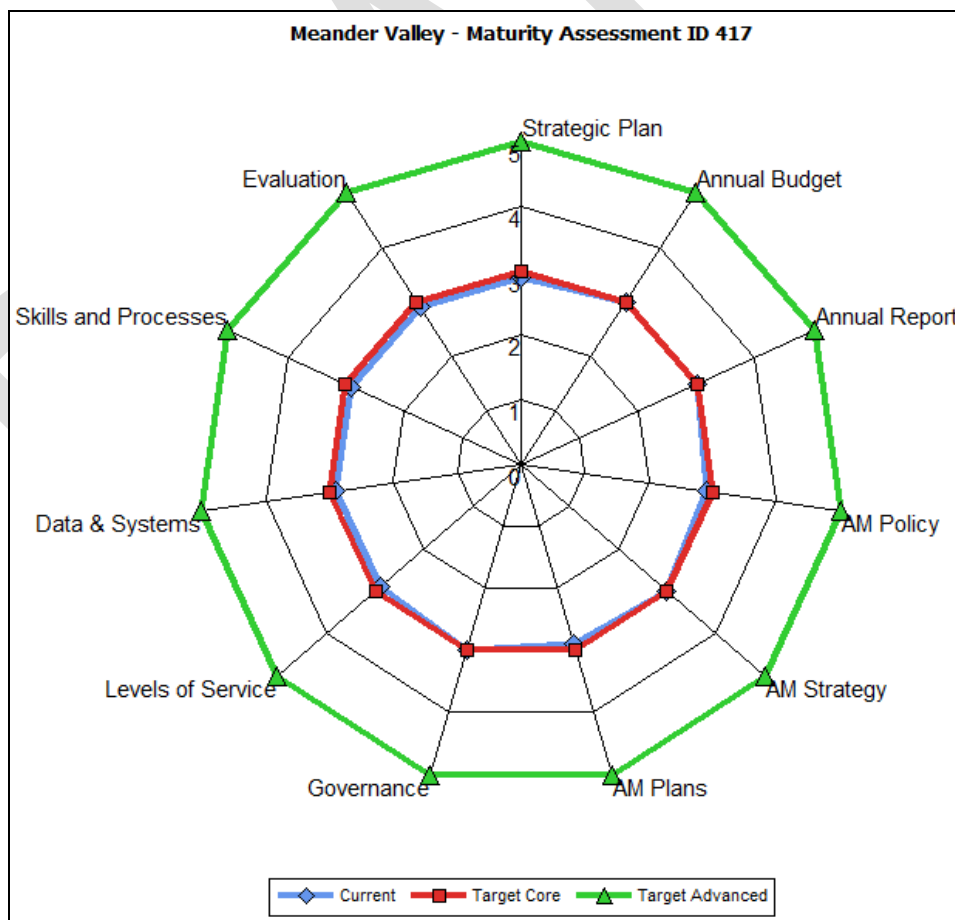


Figure 3: Maturity Assessment

Note - maturity assessment results from LGAT Financial and Asset Reform fund Gap Analysis conducted by Jeff Roorda – JRA

Improvement in 'core' maturity is indicated by movement of the blue (current maturity) line to the red ('core' maturity) and green line (desired maturity).

Elements with a maturity score that require some further action include:

- Linkage of AMP to Strategic objectives
- Levels of Service
- Data and systems
- Skills and processes.

The risk to the organisation from the current maturity is shown in Figure 4.

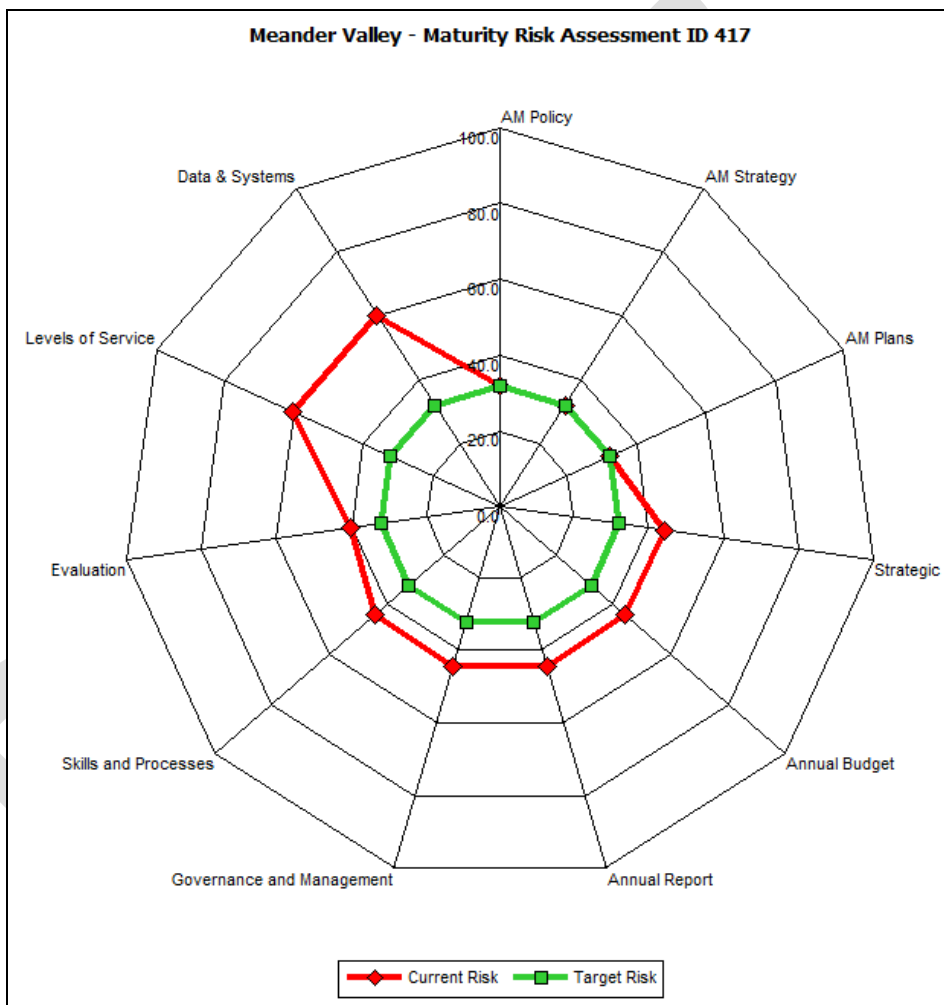


Figure 4: Maturity Risk Assessment

Reduction in risk from current maturity is indicated by movement of the red (current risk) line to the green line (desired risk).

Elements with high maturity risk to the organisation are:

- Data & systems
- Levels of service.

2.3.7 Strategy Outlook

- We are able to provide current services at existing levels into the future.
- We are able to fund current infrastructure lifecycle costs at current levels of service from available revenue.
- Our current asset and financial management maturity is at 'core' level but some investment is needed to improve information management, lifecycle management, service management and accountability and strategic direction.

2.4 Where do we want to be?

2.4.1 Community Expectations

We have identified community expectations for service levels to be generally consistent with current levels of service. This has been identified through biennial customer satisfaction surveys conducted by EMRS and Myriad. Community engagement is necessary to ensure that informed decisions are made on future levels of service and costs and that service and risk consequences are known and accepted by stakeholders.

2.4.2 Organisational Objectives

Council's objectives are developed in the Community Strategic Plan under Vision, Mission, Values and Priority Areas as shown below.

Vision

The backdrop of the Great Western Tiers, the mix of urban lifestyle and rural countryside give Meander Valley its unique look and feel, offering liveability and healthy lifestyle choices.

A Community working together growing for generations to come.

Values

To guide our choices and behaviours

In all that we do we will:

- Respect, listen and care for one another
- Be trustworthy, honest and tolerant
- Be positive and receptive to new ideas
- Be innovative, creative and learn
- Take a fair, balanced and long term approach
- Use sound business practices
- Work together.

Our six future directions

1. A sustainable natural and built environment
2. A thriving local economy
3. Vibrant and engaged communities
4. A Healthy and safe community
5. Innovative leadership and community governance
6. Planned infrastructure services.

The organisational objectives developed for priority areas are shown in Table 2.4.2.

Table 2.4.2: Strategic Priority Areas and Organisational Objectives

Future Direction	Strategic Outcomes
3. Vibrant and engaged communities	3.4 Meander Valley communities have the resilience and capacity to address and overcome life's challenges and emergencies
4. A Healthy and safe community	4.2 Infrastructure, facilities and programmes encourage increased participation in all forms of active and passive recreation
5. Innovative leadership and community governance	5.2 Long term financial planning and AM underpins the ongoing viability of Meander Valley
6. Planned infrastructure services	6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies
	6.3 The Meander Valley transport network meets the present and future needs of the community and business
	6.4 Open space, parklands, recreation facilities, cemeteries and public building are well utilised and maintained
	6.5 Stormwater and flooding cause no adverse impacts
	6.6 Infrastructure services are affordable and meet the community's needs into the future

2.4.3 Asset Management Objectives (Strategies)

The AM objectives (or strategies) translate the organisational objectives into the required service outcomes to be provided by infrastructure assets and activities described in the AMPs. Actions to achieve the AM objectives with performance targets and timelines are shown in Tables 2.4.3 – 2.4.3.5.

Table 2.4.3: Asset Management Objectives - Roads

Asset Management Objective	Action	Performance Target & Timeline
Strategic Outcomes: 3.4 Meander Valley communities have the resilience and capacity to address and overcome life's challenges and emergencies		
Risk and resilience plans are managed within AMPs	Review risks and resilience annually and update AMPs	Review completed and updated plans
Strategic Outcomes: 4.2 Infrastructure, facilities and programmes encourage increased participation in all forms of active and passive recreation		
Transport service delivery is matched to demand	Review of function and capacity/usage level of service indicators annually and update AMPs	Review completed and updated plans
Strategic Outcomes: 5.2 Long term financial planning and AM underpins the ongoing viability of Meander Valley		
Transport service delivery is appropriate and affordable	Review, update and link AMPs with long-term financial plans for budget estimates	Plans updated and budget based on long-term financial plan
Strategic Outcomes: 6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies		
Provide agreed service levels from road assets	Manage operations and maintenance of road assets within budget	Achieve Level of Service (LoS) targets Annual budget compliance
Provide agreed service levels from road assets	Renew and replace road assets in accordance with AMPs	CWP compliance Annual budget compliance
Strategic Outcomes: 6.3 The Meander Valley transport network meets the present and future needs of the community and business		
Transport services meet community demand and usage	Provide transport services to specified service levels and within budget	Achieve LoS Targets Annual budget compliance
Strategic Outcomes: 6.6 Infrastructure services are affordable and meet the community's needs into the future		
Transport services are delivered to agreed levels of service and within budgets	Provide transport services to specified service levels and within budget	Achieve LoS Targets Annual budget compliance

Table 2.4.3.1: Asset Management Objectives - Stormwater

Asset Management Objective	Action	Performance Target & Timeline
Strategic Outcomes: 3.4 Meander Valley communities have the resilience and capacity to address and overcome life's challenges and emergencies		
Risk and resilience plans are managed within AMPs	Review risks and resilience annually and update AMPs	Review completed and updated plans
Strategic Outcomes: 4.2 Infrastructure, facilities and programmes encourage increased participation in all forms of active and passive recreation		
Stormwater service delivery is matched to demand	Review of function and capacity/usage level of service indicators annually and update AMPs	Review completed and updated plans
Strategic Outcomes: 5.2 Long term financial planning and AM underpins the ongoing viability of Meander Valley		
Stormwater service delivery is appropriate and affordable	Review, update and link AMPs with long-term financial plans for budget estimates	Plans updated and budget based on long-term financial plan
Strategic Outcomes: 6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies		
Provide agreed service levels from Stormwater assets	Manage operations and maintenance of Stormwater assets within budget	Achieve LoS targets Annual budget compliance
Provide agreed service levels from Stormwater assets	Renew and replace Stormwater assets in accordance with AMPs	CWP compliance Annual budget compliance
Strategic Outcomes: 6.5 Stormwater and flooding cause no adverse impacts		
Stormwater services meet community demand and usage	Provide Stormwater services to specified service levels and within budget	Achieve LoS Targets Annual budget compliance
Strategic Outcomes: 6.6 Infrastructure services are affordable and meet the community's needs into the future		
Stormwater services are delivered to agreed levels of service and within budgets	Provide Stormwater services to specified service levels and within budget	Achieve LoS Targets Annual budget compliance

Table 2.4.3.2: Asset Management Objectives - Buildings

Asset Management Objective	Action	Performance Target & Timeline
Strategic Outcomes: 3.4 Meander Valley communities have the resilience and capacity to address and overcome life's challenges and emergencies		
Risk and resilience plans are managed within AMPs	Review risks and resilience annually and update AMPs	Review completed and updated plans
Strategic Outcomes: 4.2 Infrastructure, facilities and programmes encourage increased participation in all forms of active and passive recreation		
Building service delivery is matched to demand	Review of function and capacity/usage level of service indicators annually and update AMPs	Review completed and updated plans
Strategic Outcomes: 5.2 Long term financial planning and AM underpins the ongoing viability of Meander Valley		
Recreation service delivery is appropriate and affordable	Review, update and link AMPs with long-term financial plans for budget estimates	Plans updated and budget based on long-term financial plan
Strategic Outcomes: 6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies		
Provide agreed service levels from building assets	Manage operations and maintenance of building assets within budget	Achieve LoS targets Annual budget compliance
Provide agreed service levels from building assets	Renew and replace building assets in accordance with AMPs	CWP compliance Annual budget compliance

Strategic Outcomes: 6.4 Open space, parklands, recreation facilities, cemeteries and public building are well utilised and maintained		
Building services meet community demand and usage	Provide building services to specified service levels and within budget	Achieve LoS Targets Annual budget compliance
Strategic Outcomes: 6.6 Infrastructure services are affordable and meet the community's needs into the future		
Building services are delivered to agreed levels of service and within budgets	Provide building services to specified service levels and within budget	Achieve LoS Targets Annual budget compliance

Table 2.4.3.3: Asset Management Objectives - Bridges

Asset Management Objective	Action	Performance Target & Timeline
Strategic Outcomes: 3.4 Meander Valley communities have the resilience and capacity to address and overcome life's challenges and emergencies		
Risk and resilience plans are managed within AMPs	Review risks and resilience annually and update AMPs	Review completed and updated plans
Strategic Outcomes: 5.2 Long term financial planning and AM underpins the ongoing viability of Meander Valley		
Bridge service delivery is appropriate and affordable	Review, update and link AMPs with long-term financial plans for budget estimates	Plans updated and budget based on long-term financial plan
Strategic Outcomes: 6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies		
Provide agreed service levels from bridge assets	Manage operations and maintenance of bridge assets within budget	Achieve LoS targets Annual budget compliance
Provide agreed service levels from bridge assets	Renew and replace bridge assets in accordance with AMPs	CWP compliance Annual budget compliance
Strategic Outcomes: 6.3 The Meander Valley transport network meets the present and future needs of the community and business		
Bridge services meet community demand and usage	Provide bridge services to specified service levels and within budget	Achieve LoS Targets Annual budget compliance
Strategic Outcomes: 6.6 Infrastructure services are affordable and meet the community's needs into the future		
Bridge services are delivered to agreed levels of service and within budgets	Provide bridge services to specified service levels and within budget	Achieve LoS Targets Annual budget compliance

Table 2.4.3.4: Asset Management Objectives – Recreation

Asset Management Objective	Action	Performance Target & Timeline
Strategic Outcomes: 3.4 Meander Valley communities have the resilience and capacity to address and overcome life's challenges and emergencies		
Risk and resilience plans are managed within AMPs	Review risks and resilience annually and update AMPs	Review completed and updated plans
Strategic Outcomes: 4.2 Infrastructure, facilities and programmes encourage increased participation in all forms of active and passive recreation		
Recreation service delivery is matched to demand	Review of function and capacity/usage level of service indicators annually and update AMPs	Review completed and updated plans
Strategic Outcomes: 5.2 Long term financial planning and AM underpins the ongoing viability of Meander Valley		
Recreation service delivery is appropriate and affordable	Review, update and link AMPs with LTFP for budget estimates	Plans updated and budget based on long-term financial plan

Strategic Outcomes: 6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies		
Provide agreed service levels from recreation assets	Manage operations and maintenance of land improvement and recreation assets within budget	Achieve LoS targets Annual budget compliance
Provide agreed service levels from recreation assets	Renew and replace land improvement and recreation assets in accordance with AMPs	CWP compliance Annual budget compliance
Strategic Outcomes: 6.4 Open space, parklands, recreation facilities, cemeteries and public building are well utilised and maintained		
Recreation services meet community demand and usage	Provide recreation services to specified service levels and within budget	Achieve LoS Targets Annual budget compliance
Strategic Outcomes: 6.6 Infrastructure services are affordable and meet the community's needs into the future		
Recreation services are delivered to agreed levels of service and within budgets	Provide recreation services to specified service levels and within budget	Achieve LoS Targets Annual budget compliance

2.5 Asset Management Vision

To ensure the long-term financial sustainability of the organisation, it is essential to balance the community's expectations for services with their ability to pay for the infrastructure assets used to provide the services. Maintenance of service levels for infrastructure services requires appropriate investment over the whole of the asset lifecycle. To assist in achieving this balance, we aspire to:

- Develop and maintain AM governance, skills, process, systems and data in order to provide the level of service the community needs at present and in the future, in the most cost-effective and fit for purpose manner.

In line with the vision, the objectives of the SAMP are to:

- ensure that our infrastructure services are provided in an economically optimal way, with the appropriate level of service to residents, visitors and the environment determined by reference to our financial sustainability
- safeguard our assets including physical assets and employees by implementing appropriate AM strategies and appropriate financial resources for those assets
- adopt the LTFP as the basis for all service and budget funding decisions
- meet legislative requirements for all our operations
- ensure resources and operational capabilities are identified and responsibility for AM is allocated
- provide high level oversight of financial and AM responsibilities through Audit Committee reporting to Council on development and implementation of the SAMP, AMP(s) and LTFP.

Strategies to achieve this position are outlined in Section 2.6.

2.6. How will we get there?

The SAMP proposes strategies to enable the organisational objectives and AM policies to be achieved.

Table 2.6: Asset Management Strategies

No	Strategy	Desired Outcome
1	Adopt long term financial planning supporting informed decision making principles for Council	The long term implications of all services are considered in annual budget deliberations
2	Annually review AMPs and SAMP covering at least 10 years for all major asset classes (80% of asset value)	Identification of services needed by the community and required funding to optimise 'whole of life' costs.
3	Maintain a LTFP covering 10 years incorporating AMP expenditure projections with a sustainable funding position outcome	Sustainable funding model to provide our services
4	Incorporate Year 1 of LTFP revenue and expenditure projections into annual budgets	Long term financial planning drives budget deliberations
5	Review and update AMPs, SAMP and LTFP after adoption of annual budgets. Communicate any consequence of funding decisions on service levels and service risks	We and the community are aware of changes to service levels and costs arising from budget decisions
6	Report our financial position at Fair Value in accordance with Australian Accounting Standards, financial sustainability and performance against organisational objectives in Annual Reports	Financial sustainability information is available for Council and the community
7	Ensure Council decisions are made from accurate and current information in asset registers, on service level performance and costs and 'whole of life' costs	Improved decision making and greater value for money
8	Report on our resources and operational capability to deliver the services needed by the community in the annual report	Services delivery is matched to available resources and operational capabilities
9	Ensure responsibilities for AM are identified and incorporated into staff position descriptions	Responsibility for AM is defined
10	Monitor improvement plan progress to ensure 'core' maturity for the financial and AM competencies is appropriate	Improved financial and AM capacity within the organisation
11	Report six monthly to Council by Audit Committee on development and implementation of SAMP, AMPs and LTFPs	Oversight of resource allocation and performance

2.7 Asset Management Improvement Plan

The tasks required to achieve a 'core' financial and AM maturity are shown in priority order in the AM improvement plan in Section 7.2

2.8. Consequences if actions are not completed

There are consequences for the Council if the improvement actions are not completed. These include:

- Inability to achieve strategic and organisational objectives
- Inability to achieve financial sustainability for the organisation's operations
- Current risks to infrastructure service delivery are likely to eventuate and response actions may not be appropriately managed
- We may not be able to accommodate and/or manage changes in demand for infrastructure services.

3. LEVELS OF SERVICE

3.1 Consumer Research and Expectations

The expectations and requirements of various stakeholders were considered in the preparation of AMPs summarised in this SAMP. Table 3.1 shows available satisfaction levels for these services.

Table 3.1: Community Satisfaction Levels

Asset Management Plan	Service	Satisfaction Level		
		2009	2011	2013
Roads	Road network	66%	66%	66%
Roads	Footpaths	72%	68%	70%
Stormwater	Function of stormwater	72%	68%	72%
Buildings	Sport facilities	76%	80%	80%
Buildings	Public halls	72%	76%	76%
Buildings	Museums/art galleries	64%	68%	64%
Bridges	Function of bridges	72%	72%	76%
Recreation	Sports grounds	76%	80%	80%

Sourced from:

EMRS Community Satisfaction Survey 2009 and 2013

Myriad Research Community Survey 2011

4.3 Organisational Objectives

Sections 2.4.2 and 2.4.3 of this SAMP reported the organisational objectives from the Meander Valley Council Community Strategic Plan 2014 to 2024 and AM objectives developed from the organisational objectives.

The organisational and AM objectives provide focus for the community and technical level of service tables in Section 3.4.

4.3 Legislative Requirements

We have to meet many legislative requirements including Australian and State legislation and State regulations. These are detailed in the various AMPS summarised in this SAMP.

4.3 Levels of Service

We have defined service levels in two terms.

Community Levels of Service measure how the community receives the service and whether the organisation is providing community value.

Community levels of service measures used in the AMP are:

- Quality How good is the service?
- Function Does it meet users' needs?
- Capacity/Utilisation Is the service usage appropriate to capacity?

Our current and projected community levels of service are shown in the AMPs are summarised in this SAMP.

Technical Levels of Service – Supporting the community service levels are operational or technical measures of performance. These technical measures relate to the allocation of resources to service activities that the organisation undertakes to best achieve the desired community outcomes and demonstrate effective organisational performance.

Technical service measures are linked to annual budgets covering:

- Operations – the regular activities to provide services such as availability, cleansing, mowing, etc
- Maintenance – the activities necessary to retain an asset as near as practicable to an appropriate service condition (eg road patching, unsealed road grading, building and structure repairs)
- Renewal – the activities that return the service capability of an asset up to that which it had originally (eg road resurfacing and pavement reconstruction, pipeline replacement and building component replacement)
- Upgrade – the activities to provide a higher level of service (eg widening a road, sealing an unsealed road replacing a pipeline with a larger size) or a new service that did not exist previously (eg a new library).

Service managers plan, implement and control technical service levels to influence the customer service levels.⁸

Together the community and technical levels of service provide detail on service performance, cost and whether service levels are likely to stay the same, get better or worse.

Our current and projected technical levels of service shown in the AMPs are summarised in this SAMP.

Tables summarising the current and desired technical levels of service are shown in Appendix A.

⁸ IPWEA, 2011, IIMM, p 2.22

4. FUTURE DEMAND

4.1 Demand Drivers

Drivers affecting demand include population change, changes in demographics, seasonal factors, climate change, vehicle ownership rates, consumer preferences and expectations, government decisions, technological changes, economic factors, agricultural practices, environmental awareness, etc.

4.2 Demand Forecast

The present position and projections for demand drivers that may impact future service delivery and utilisation of assets were identified and are documented in Table 4.3.

4.3 Demand Impact on Assets

The impact of demand drivers that may affect future service delivery and utilisation of assets are shown in Table 4.3.

Table 4.3: Demand Drivers, Projections and Impact on Services

Projection	Impact on services
Federal Assistance Grant funding	
Reduced funding available to Council	Reduce Council's ability to fund levels of service at current standards into the future
Further development in Prospect Vale and Blackstone Heights	
Increased traffic volume	Increased congestion on higher use roads
Changing weather patterns	
High intensity rainfall events & under capacity stormwater network	Increased risk of flooding of properties requires upgrading of stormwater network
Population	
18,900 (2006) to 20,000 (2028)	Main growth in urban area to increase traffic volumes
Demographics	
Increase in 45 to 75 age group	Shift from rural to urban living
15% decrease 0 to 15 age group by 2046	Reduced demand for recreation and play spaces
Health & well being	
Promotion of community activity	Demand for more walkway and recreation areas
Increased sporting activity at PVP	PVP already at capacity for existing sports club users

4.4 Demand Management Plan

Demand for new services will be managed through a combination of managing existing assets, upgrading of existing assets and providing new assets to meet demand and demand management. Demand management practices include non-asset solutions, insuring against risks and managing failures.

Non-asset solutions focus on providing the required service without the need for the organisation to own the assets and management actions including reducing demand for the service, reducing the level of service (allowing some assets to deteriorate beyond current service levels) or educating customers to accept appropriate asset failures⁹. Examples of non-asset solutions include providing joint services from existing infrastructure such as aquatic centres and libraries that may be in another community area or public toilets provided in commercial premises.

Opportunities identified for demand management are shown in Table 4.4.

⁹ IPWEA, 2011, IIMM, Table 3.4.1, p 3|58.

Table 4.4: Demand Management Plan Summary

Service Impact	Demand Management Plan
Reduced grant funding	Council make informed decisions on new and asset upgrade to minimise financial impact on rate payers
Increased risk of flooding of properties requires upgrading of stormwater networks	Upgrades identified through stormwater modelling and the development of upstream detention basins where possible
Main growth in urban area to increase traffic volumes	Construction of new control measures such as lighted intersections & roundabouts
Shift from rural to urban living	Construction of unit developments and independent living facilities
Reduced demand for recreation and play spaces	Open space strategic planning process
Demand for more walkway and recreation areas	Areas of need identified through community consultation process of Blackstone/Prospect Structure Plan and Outline Development Planning documents
PVP already at capacity for existing sports club users	Outcomes identified in the PVP Strategic Plan to accommodate user needs

4.5 Asset Programmes to meet Demand

The new assets required to meet growth will be acquired free of cost from land developments and constructed/acquired by the organisation. New assets constructed/acquired by the organisation are discussed in Section 5.5.

Acquiring new assets will commit the organisation to fund ongoing operations, maintenance and renewal costs for the period that the service provided from the assets is required. These future costs are identified and considered in developing forecasts of future operations, maintenance and renewal costs in Section 5.

5. LIFECYCLE MANAGEMENT PLAN

The lifecycle management plan details how the organisation plans to manage and operate the assets at the agreed levels of service (defined in Section 3) while optimising lifecycle costs.

5.1 Background Data

5.1.1 Physical parameters

The assets covered by this SAMP are shown in Tables 2.2 and 2.3.1.

5.1.2 Asset capacity and performance

The organisation's services are generally provided to meet design standards where these are available.

Asset capacity and performance is monitored for 3 community service measures, condition (quality), function and utilisation/capacity in a *State of the Assets* report. The state of the assets is shown in Figure 5.

Figure 5: State of the Assets

State of the assets graph is currently not available for all asset classes.

(Identified as an AM Improvement Plan project, Section 7.2.)

5.2 Infrastructure Risk Management Plan

An assessment of risks associated with service delivery from infrastructure assets conducted for each relevant AMP identified critical risks that will result in loss or reduction in service from infrastructure assets or a 'financial shock' to the organisation. The risk assessment process identifies credible risks, the likelihood of the risk event occurring, the consequences should the event occur, develops a risk rating, evaluates the risk and develops a risk treatment plan for non-acceptable risks.

Critical risks, being those assessed as 'Very High' - requiring immediate corrective action and 'High' - requiring prioritised corrective action identified in the Infrastructure Risk Management Plan(s) and the adopted treatment plan are summarised in Table 5.2. These risks are regularly reported to management and Council.

Table 5.2: Critical Risks and Treatment Plans

Service or Asset at Risk	What can Happen	Risk Rating (VH, H)	Risk Treatment Plan
Valuation assets			
Asset write offs	Renewal of existing assets	H	Increase AM knowledge within Council to increase understanding of the impact write offs have
Linking Strategic Planning to AM			
Disconnect between Strategic objectives and AMPs	No funding available for future projects or understanding of the impact on the LTFP	H	Develop process to allow Strategic documents to inform future AMP reviews with decisions of Council

5.3 Routine Operations and Maintenance Plan

Operations include regular activities to provide services such as public health, safety and amenity, eg cleansing, utility services, street sweeping, grass mowing and street lighting.

Routine maintenance is the regular on-going work that is necessary to keep assets operating, including instances where portions of the asset fail and need immediate repair to make the asset operational again.

5.3.1 Operations and Maintenance Plan

Operations activities affect service levels including quality and function, such as cleanliness, appearance, etc., through street sweeping and grass mowing frequency, intensity and spacing of street lights and cleaning frequency and opening hours of buildings and other facilities.

Maintenance includes all actions necessary for retaining an asset as near as practicable to an appropriate service condition including regular ongoing day-to-day work necessary to keep assets operating, eg road patching but excluding rehabilitation or renewal.

Maintenance expenditure levels are considered to be adequate to meet projected service levels, which may be less than or equal to current service levels. Where maintenance expenditure levels are such that will result in a lesser level of service, the service consequences and service risks have been identified and service consequences highlighted in the respective AM Plan and service risks considered in the Infrastructure Risk Management Plan.

5.3.2 Operations and Maintenance Strategies

We will operate and maintain assets to provide the defined level of service to approved budgets in the most cost-efficient manner. The operation and maintenance activities include:

- Scheduling operations activities to deliver the defined level of service in the most efficient manner
- Undertaking maintenance activities through a planned maintenance system to reduce maintenance costs and improve maintenance outcomes. Undertake cost-benefit analysis to determine the most cost-effective split between planned and unplanned maintenance activities (50 – 70% planned desirable as measured by cost)
- Maintain a current infrastructure risk register for assets and present service risks associated with providing services from infrastructure assets and reporting Very High and High risks and residual risks after treatment to management and Council
- Review current and required skills base and implement workforce training and development to meet required operations and maintenance needs
- Review asset utilisation to identify underutilised assets and appropriate remedies, and over utilised assets and customer demand management options
- Maintain a current hierarchy of critical assets and required operations and maintenance activities
- Develop and regularly review appropriate emergency response capability
- Review management of operations and maintenance activities to ensure we are obtaining best value for resources used.

5.3.3 Summary of future operations and maintenance expenditures

Future operations and maintenance expenditure is forecast to trend in line with the value of the asset stock as shown in Figure 6 with estimated available operating budget funding. Note that all costs are shown in current dollar values (ie real values).

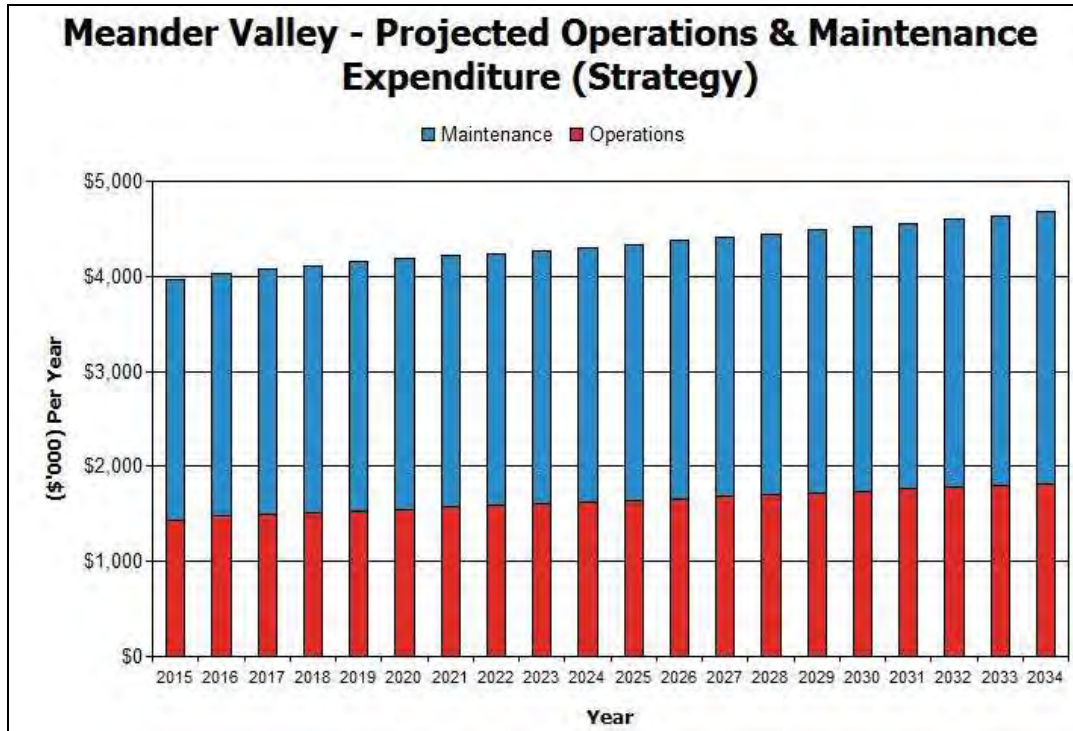


Figure 6: Projected Operations and Maintenance Expenditure and Budget

The consequences of deferred maintenance, ie works that are identified for maintenance and unable to be funded are to be included in the risk assessment and analysis in the infrastructure risk management plan(s).

5.4 Renewal/Replacement Plan

Renewal and replacement expenditure is major work which does not increase the asset’s design capacity but restores, rehabilitates, replaces or renews an existing asset to its original or lesser required service potential. Work over and above restoring an asset to original service potential is upgrade/expansion or new works expenditure.

5.4.1 Renewal and Replacement Strategies

We will plan capital renewal and replacement projects to meet level of service objectives and minimise infrastructure service risks by:

- Planning and scheduling renewal projects to deliver the defined level of service in the most efficient manner
- Undertaking project scoping for all capital renewal and replacement projects to identify
 - the service delivery ‘deficiency’, present risk and optimum time for renewal/replacement
 - the project objectives to rectify the deficiency
 - the range of options, estimated capital and lifecycle costs for each options that could address the service deficiency
 - and evaluate the options against criteria adopted by Council, and
 - select the best option to be included in capital renewal programmes
- Using *optimal* renewal methods (cost of renewal is less than replacement) wherever possible
- Maintain a current infrastructure risk register for assets and service risks associated with providing services from infrastructure assets and reporting Very High and High risks and residual risks after treatment to management and Council
- Review current and required skills base and implement workforce training and development to meet required construction and renewal needs
- Maintain a current hierarchy of critical assets and capital renewal treatments and timings required
- Review management of capital renewal and replacement activities to ensure we are obtaining best value for resources used.

Renewal ranking criteria

Asset renewal and replacement is typically undertaken to either:

- Ensure the reliability of the existing infrastructure to deliver the service it was constructed to facilitate (eg replace a bridge that has a 5 t load limit), or
- To ensure the infrastructure is of sufficient quality to meet the service requirements (eg roughness of a road).¹⁰

It is possible to get some indication of capital renewal and replacement priorities by identifying assets or asset groups that:

- Have a high consequence of failure
- Have a high utilisation and subsequent impact on users would be greatest
- The total value represents the greatest net value to the organisation
- Have the highest average age relative to their expected lives
- Are identified in the AMP as key cost factors
- Have high operational or maintenance costs
- Where replacement with modern equivalent assets would yield material savings.¹¹

The ranking criteria used to determine priority of identified renewal and replacement proposals is detailed in the respective AMP(s).

Selection criteria

Candidate proposals are inspected to verify need and to develop a preliminary renewal estimate. Verified proposals are ranked by priority against the ranking criteria and available funds and scheduled in future works programmes.

5.4.2 Summary of future renewal and replacement expenditure

Projected future renewal and replacement expenditures are forecast to increase over time as the asset stock increases from growth. The projected expenditure and estimated available capital renewal budget funding is summarised in Figure 7. Note that all amounts are shown in real values.

¹⁰ IPWEA, 2011, IIMM, Sec 3.4.4, p 3|60.

¹¹ Based on IPWEA, 2011, IIMM, Sec 3.4.5, p 3|66.

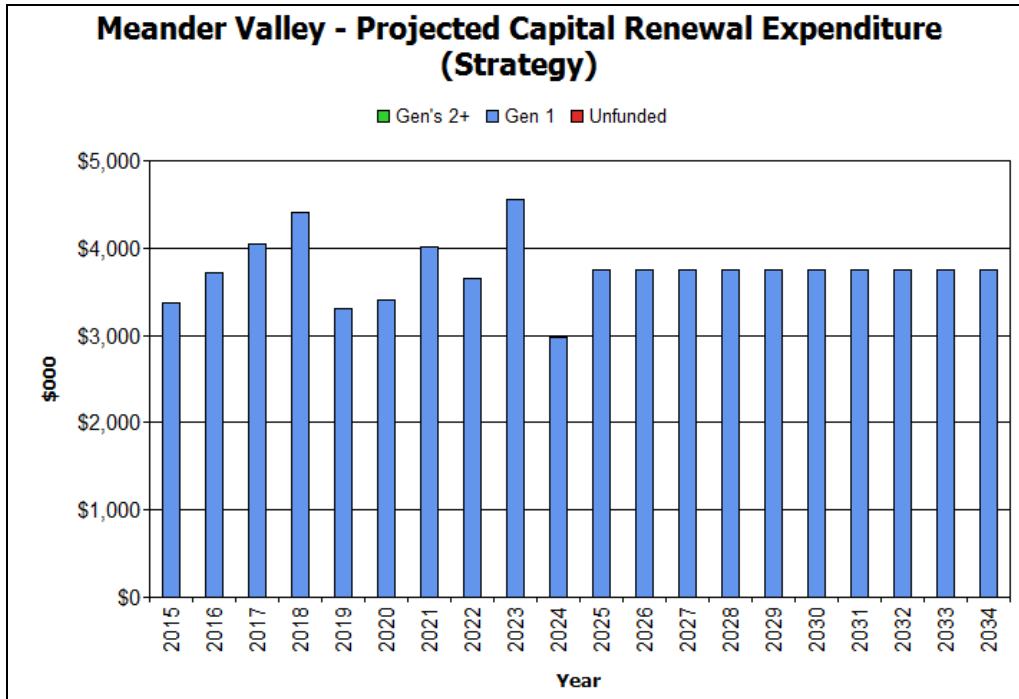


Figure 7: Projected Capital Renewal and Replacement Expenditure and Budget

Where renewal projections are based on estimates of asset useful lives, the useful lives are documented in the relevant AMP(s). Projected capital renewal and replacement programmes are shown in Appendix B.

5.5 Creation/Acquisition/Upgrade Plan

New works are those works that create a new asset that did not previously exist, or works which upgrade or improve an existing asset beyond its existing capacity. They may result from growth, social or environmental needs. Assets may also be acquired at no cost to the organisation from land development. These assets from growth are discussed in Section 4.5.

5.5.1 Selection criteria

New assets and upgrade/expansion of existing assets are identified from various sources such as councillor or community requests, proposals identified by strategic plans or partnerships with other organisations. Candidate proposals are inspected to verify need and to develop a preliminary proposal estimate. Verified proposals are ranked by priority and available funds and scheduled in future works programmes. The priority ranking criteria is detailed in the respective AMPs.

5.5.2 Capital Investment Strategies

We will plan capital upgrade and new projects to meet level of service objectives by:

- Planning and scheduling capital upgrade and new projects to deliver the defined level of service in the most efficient manner
- Undertake project scoping for all capital upgrade/new projects to identify
 - the service delivery 'deficiency', present risk and required timeline for delivery of the upgrade/new asset
 - the project objectives to rectify the deficiency including value management for major projects
 - the range of options, estimated capital and lifecycle costs for each options that could address the service deficiency
 - management of risks associated with alternative options
 - evaluate the options against evaluation criteria adopted by Council, and
 - select the best option to be included in capital upgrade/new programmes
- Review current and required skills base and implement training and development to meet required construction and project management needs
- Review management of capital project management activities to ensure we are obtaining best value for resources used.

Standards and specifications for maintenance of existing assets and construction of new assets and upgrade/expansion of existing assets are detailed in relevant AMPs.

5.5.3 Summary of future upgrade/new assets expenditure

Projected upgrade/new asset expenditures and estimated available budgets are summarised in Figure 8. The projected upgrade/new capital works programme is shown in Appendix C. All amounts are shown in real values.

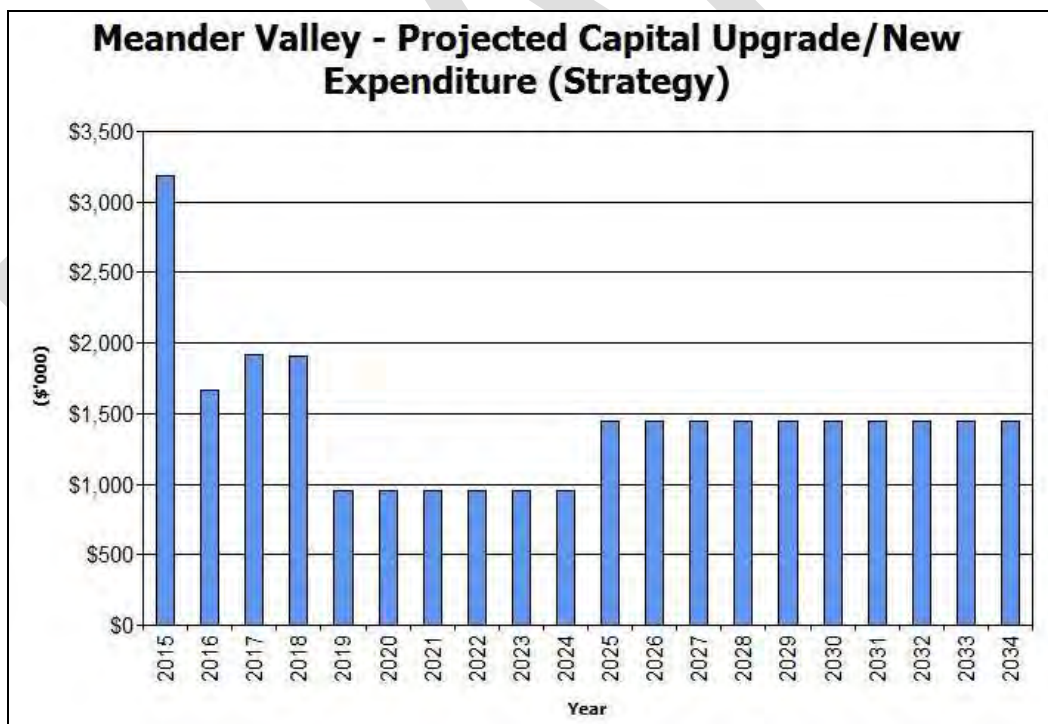


Figure 8: Projected Capital Upgrade/New Asset Expenditure and Budget

5.6 Disposal Plan

Disposal includes any activity associated with disposal of a decommissioned asset including sale, demolition or relocation. Assets identified for possible decommissioning and disposal are shown in the respective AMPs summarised in this SAMP.

5.7 Service Consequences and Risks

The organisation has prioritised decisions made in the AMPs to obtain the optimum benefits from its available resources and these have been summarised in this SAMP.

The AMPs are based on balancing service performance, cost and risk to provide an agreed level of service from available resources in our long-term financial plan.

5.7.1 What we cannot do

There are some operations and maintenance activities and capital projects that are unable to be undertaken within the next 10 years. These are shown in Appendix D. The major activities and projects include:

- Outcomes from the Blackstone Heights/Prospect Vale Structure Plan
- Outcomes from the Hadspen Outline Development Plan
- Outcomes from the Westbury Outline Development Plan
- Outcomes from the Westbury and Deloraine Sport and Recreation Study.

5.7.2 Service consequences

Operations and maintenance activities and capital projects that cannot be undertaken will maintain or create service consequences for users.

- Delivery of projects from the Blackstone Heights/Prospect Vale Structure Plan, Outline Development Plans and Open Space Plan strategic plans
- Prospect Vale Park is at capacity and limits ground availability to users.

5.7.3 Risk consequences

The operations and maintenance activities and capital projects that cannot be undertaken may maintain or create risk consequences for the organisation.

- Address all mobility issues that exist
- Undertake major stormwater upgrades to address all identified network deficiencies.

Any risks will be included in the Infrastructure Risk Management Plan summarised in the relevant AMP and risk management plans actions and expenditures included within projected expenditures.

6. FINANCIAL SUMMARY

This section contains the financial requirements resulting from all the information presented in the previous sections of this AMP. The financial projections will be improved as further information becomes available on desired levels of service and current and projected future asset performance.

6.1 Financial Indicators and Projections

Asset Renewal Funding Ratio

The Asset Renewal Funding Ratio indicates whether projected capital renewal and replacement expenditure are able to be financed in the long-term financial plan. It is calculated by dividing the projected capital renewal expenditure shown in the AMPs by the estimated capital renewal budget provided in the long-term financial plan. Over the next 10 years, we are forecasting that we will have 100% of the funds required for the optimal renewal and replacement of assets.

6.2 Funding Strategy

The funding strategy to provide the services covered by this SAMP and supporting AMPs is contained within the organisation's 10 year LTFP.

6.3 Valuation Forecasts

Asset values are forecast to increase as additional assets are added to the asset stock from construction and acquisition by the organisation and from assets constructed by land developers and others and donated to the organisation. Figure 9 shows the projected replacement cost asset values over the planning period in real values.

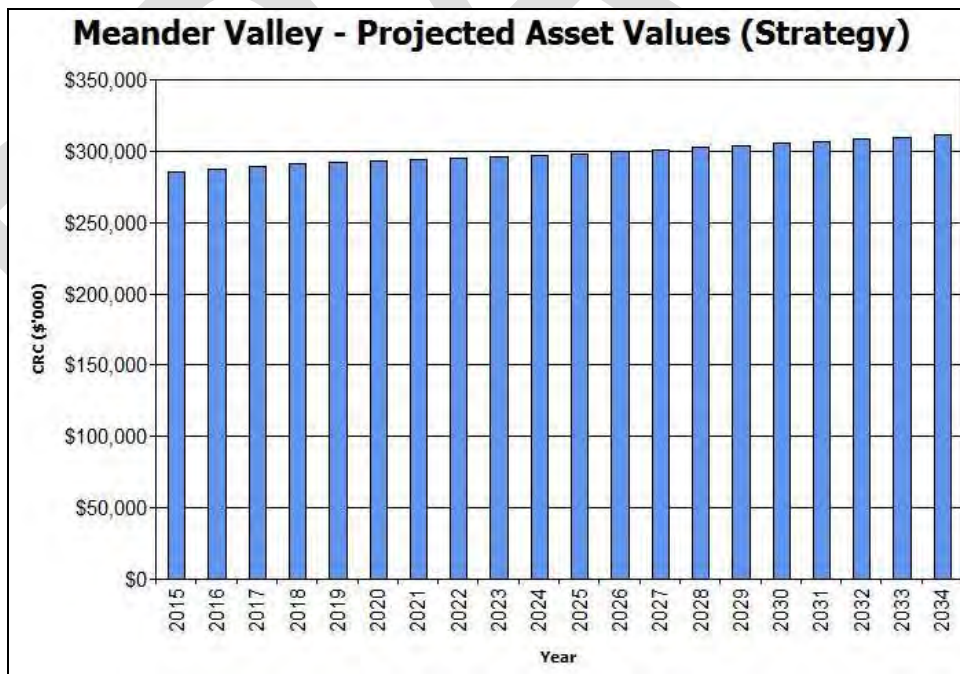


Figure 9: Projected Asset Values

Depreciation expense values are forecast in line with asset values as shown in Figure 10.

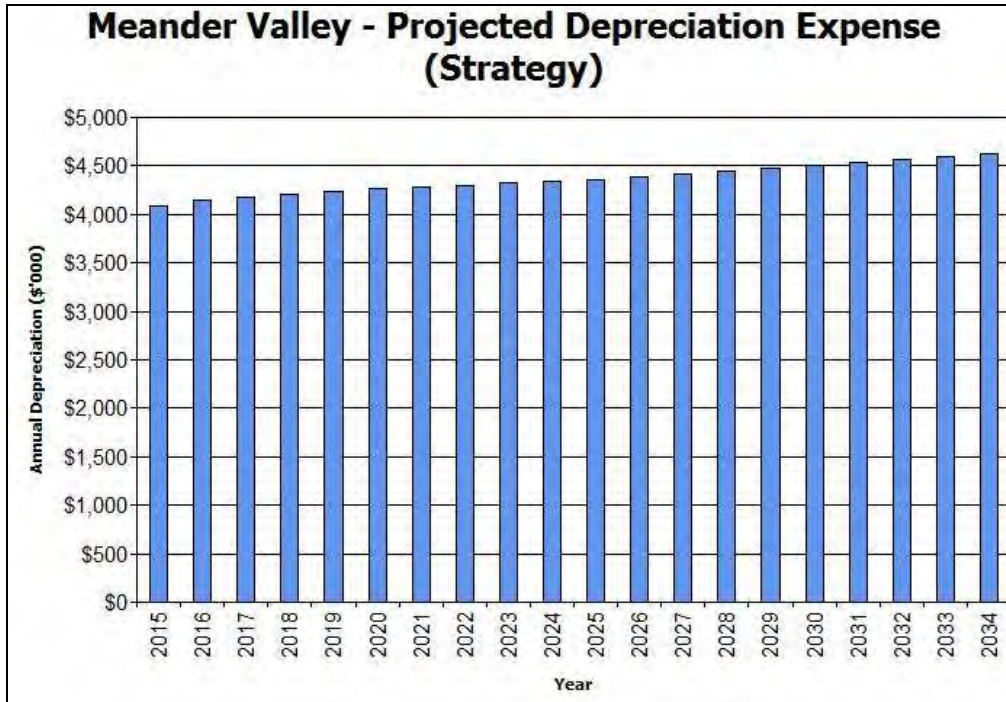


Figure 10: Projected Depreciation Expense

The depreciated replacement cost will vary over the forecast period depending on the rates of addition of new assets, disposal of old assets and consumption and renewal of existing assets. Forecast of the assets' depreciated replacement cost is shown in Figure 11. The depreciated replacement cost of contributed and new assets is shown in the darker colour and in the lighter colour for existing assets.

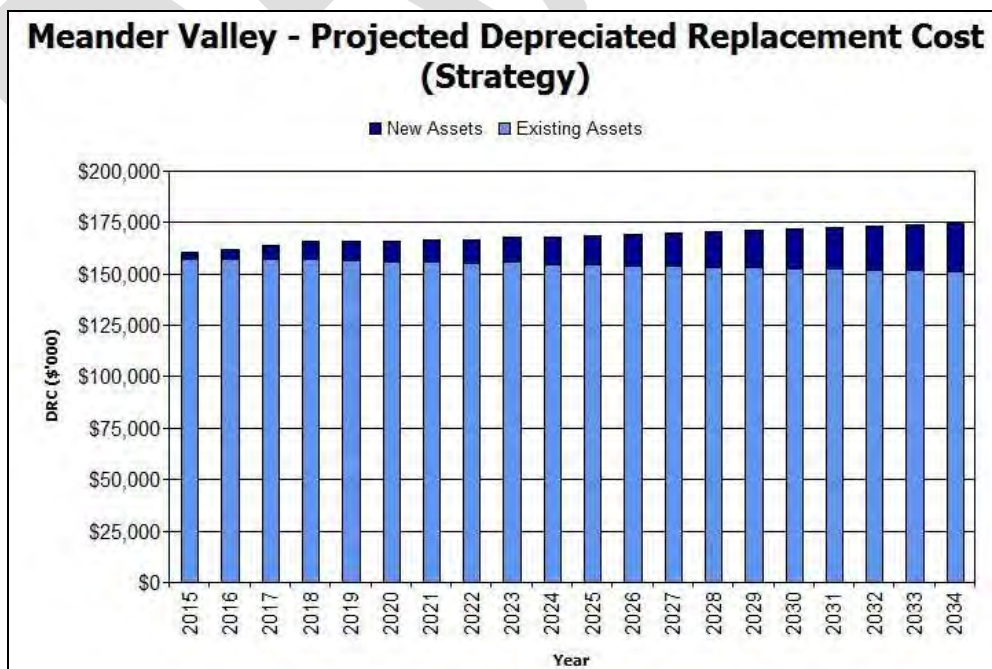


Figure 11: Projected Depreciated Replacement Cost

6.4 Key Assumptions made in Financial Forecasts

This section details the key assumptions made in presenting the information contained in this SAMP and in preparing forecasts of required operating and capital expenditure and asset values, depreciation expense and carrying amount estimates. It is presented to enable readers to gain an understanding of the levels of confidence in the data behind the financial forecasts.

Key assumptions made in this SAMP and risks that these may change are shown in Table 6.4.

Table 6.4: Key Assumptions made in AM Plan and Risks of Change

Key Assumptions	Risks of Change to Assumptions
Increase AMP budgets by the 2015 LGAT Council Cost Index of 2.48%	Low
Use of ABS Australian Roads and Bridge Index Dec 13 to Dec 14 for Transport AMP	Low
PVP, initial budget \$5m over 20 years (indexed to \$273,000 for 2015-16 CWP)	Low
Bridge renewals based on AusSpan 2014 BMS report	Low
Stormwater upgrade estimated based on current knowledge of deficient sections of network	Medium

6.5 Forecast Reliability and Confidence

The expenditure and valuations projections in this SAMP are based on best available data. Currency and accuracy of data is critical to effective asset and financial management.

The estimated confidence level for and reliability of data used in this SAMP is shown in Table 6.5.

Table 6.5: Data Confidence Assessment for AMPs summarised in SAMP

Asset Management Plan	Confidence Assessment	Comment
Transport	High	Good network data and replacement rate. Further work required on year of construction for all assets
Stormwater	High	Good network data and replacement rate. Further work required on identifying upgrades due to capacity issues
Bridges	High	Data provided through AusSpan BMS reports
Buildings	High	Valuation information provided by Herron Todd White
Recreation	Medium	Audit of asset data for asset class required to dispose of assets no longer owned by Council. Many assets have been grouped together and given generic names, e.g. 'Landscaping'

Over all data sources, the data confidence is assessed as high confidence level for data used in the preparation of this SAMP.

Actions to mitigate the adverse effects of data quality are included within Table 7.2 Improvement Plan.

7. PLAN IMPROVEMENT AND MONITORING

7.1 Status of Asset Management Practices

Changes to Council's current organisational systems which are considered to provide major benefits include:

- Develop process to inform AMPs and LTFP of projects which deliver strategic objectives and are approved and adopted by Council
- Capture corporate knowledge of assets and increase awareness of AM within Council with Councillors and Council officers
- Continue to improve asset information
- Outline improvements to Council processes as identified in the recommendations from the ' Tasmanian Audit Office, Report of the Auditor General No. 5 of 2013-14' detailed in Appendix E
- Annual review process detailed in Appendix G

7.2 Improvement Programme

The AM improvement tasks identified from the AM maturity assessment and preparation of this SAMP are shown in Table 7.2.

DRAFT

Table 7.2: Improvement Plan

Task No	Task	Responsibility	Timeline	Resources Required
1	Meet AM Improvement targets outlined in the 2014/15 Annual Plan	AM Coordinator	30 Jun 15	-
2	Data and systems, improve asset data accuracy, document inspection processes and standards. Use Maturity Assessment to benchmark AM performance and AM practices	AM Coordinator	30 Dec 15	-
3	Fine tune AMP service levels to the standard that defines operational standards. Link AMP service levels to operational service standards. Costs of providing current levels of service can be described in value for money reporting for key activities. (e.g. mowing, gravel resheet, resurfacing, building maintenance)	AM Coordinator/Director of Works	30 Jun 16	-
4	Complete development of a corporate strategic plan that has a closer link between strategic plan and LTFP that reports on levels of service targets achievable under the LTFP and AMPs. Include a statement about future outlook for service levels in the update of the corporate strategic plan	Directors	30 Jun 16	-
5	Review of AM Plans to include documented hierarchies, asset utilisation and performance, where necessary (e.g. disposal plans, service request targets)	AM Coordinator	30 Jun 16	-
6	Include a schedule for roles and responsibilities in all AMPs (see example in the Buildings AMP) together with an overall matrix for key responsibilities for service level and risk monitoring	AM Coordinator	30 Jun 16	-
7	Review existing AM Policy to include defined training, roles, responsibilities, reporting frame work and areas identified as deficient in Maturity Assessment	AM Coordinator	30 Jun 16	-
8	Implement a state of asset reporting to provide overview for service level trends	AM Coordinator	30 Jun 16	-
9	Where relevant Annual Report needs to report on policy initiatives and how these changes might impact on Councils Strategic Plan	Director Infrastructure	TBC	-
10	Refer to Strategic Plan in the Annual Budget to establish the link. Review community engagement process as part of the Strategic Plan	Director Infrastructure	TBC	-
11	Formalise training and induction for Councillors and staff. Separate upgrade from renewal to allow annual review of unit costs for renewal activities	AM Team	TBC	-

Table 7.2: Improvement Plan continued - by AMP

Bridges				
12	Asset handover at PC, using Council's 'Asset Data Sheet' standard format	AM Coordinator & Technical Officer Roads	40 hours	Current
13	Review of bridge signage requirements. Use information provided in AusSpan inspections	Technical Officer Bridges	20 hours + Bridge Maintenance Contract	Current
14	Review of guard rail requirements. Use information provided in AusSpan inspections	Technical Officer Bridges	40 hours + Bridge Maintenance Contract	Current
15	Develop disposal plan for bridges - primarily low use bridges	Technical Officer Bridges	20 hours	Current
16	Report value of bridge assets in good/ very good, fair & poor/very poor against condition, function and capacity metrics	AM Coordinator	20 hours + Bridge Maintenance Contract	Current
Buildings				
17	Report value of buildings assets in good/ very good, fair & poor/very poor against condition, function and capacity metrics	Property Officer	40 hours + \$10k consultant	Current
18	Develop a service hierarchy to define quality of service standards to be delivered and maintained for each building category. Get current draft approved and added to AMP	Property Officer	40 hours	Current
19	Investigate componentisation and /or unit rate renewal costs as a method of valuation for calculating depreciation	Property Officer	40hrs PO + 20 hrs AM + \$20k consultant	Current
Recreation				
20	Develop and document a maintenance management plan including; general routine maintenance and defect maintenance	Technical Officer P&R	80 hours	Current
21	Develop a criterion for defect repairs to ensure that all defects are repaired in a timely manner.	AM Coordinator	40 hours	Current
22	Set up asset handover process at PC. , using Council's 'Asset Data Sheet' standard format	AM Coordinator	20 hours	Current
23	Record Capital Works jobs on Conquest as they are completed (ongoing)	Technical Officer P&R	40 hours	Current
24	Include new Westbury Industrial Estate footbridge and Pitcher Parade footbridge on bridge inspection and maintenance schedules	AM Coordinator	4 hours	Current
25	Develop and document a long term management strategy for parks trees, including a 3 year maintenance plan based on 3 yearly tree inspection cycle	Technical Officer P&R	40 hours	Current
26	Develop management of Elm Leaf Beetle issues within the municipality	Technical Officer P&R	40 hours + ~\$10k consultant	Current
27	Developing strategic direction for all recreational activities (HOSP)	Technical Officer P&R	160 hours + ODP & OSP	Current
28	Develop a management plan for sports grounds to ensure ground suitability between summer and winter club requirements - including inspections and hardness testing	Technical Officer P&R	20 hours	Current
29	Create a cyclic action for annual mechanical aeration of soft fall. Action is to start in October and finish in November	AM Coordinator	2 hours	Completed

Table 7.2: Improvement Plan continued - by AMP

Roads				
30	Develop Special Conditions of Contract and processes for managing officers, to assist in the update of asset information and GIS. Including – Sub divisions, as-constructed data, contract management & Safety Management Plan	Technical Officer Rds & AM Coordinator	80 hours + ~\$5k consulting (mapping)	Current
31	Road Revaluation – TAO Valuation Report Outcomes and develop a checklist of minimum requirements (use accounting principle of a checklist etc)	AM Coordinator	240 hours	Current
32	Meet Tas Audit Office AM requirements: <ul style="list-style-type: none"> - Develop maintenance plans - Annual RUL assessment (condition, capacity & function) - Annual depreciation method assessment - Disposal of assets - Report annually on renewal & upgrade/new (others as identified) 	AM Coordinator	120 hours	Current
33	Develop service levels responses for defect identification, eg potholes (depth, size, location)	AM Coordinator	40 hours	Current
34	Implement new Council Road Hierarchy	AM Coordinator	20 hours	Current
Stormwater				
35	Develop data collection systems for new assets from works programme <ul style="list-style-type: none"> • CWP jobs first • Relate to Special Condition of Contract format • sub division assets 	AM Coordinator	40 hours	Current
36	Develop catchment plan with risk overlay. Based on; Flooding ,Environment & Development	Technical Officer Stormwater	120 hours	Current
37	Stormwater modelling <ul style="list-style-type: none"> • Develop standard for modelling reports (eg Harley Parade catchment) • Update GIS & asset register data to include asset IDs • Pick up data (include open drains) • Asset IDs linked to modelling data • Look at adding modelling data to conquest not GIS tables • Quantify extent of network for catchment modelling (length of network, number of catchments, priority) • Consultant to assist with data management 	Technical Officer Stormwater	40 hours + \$10K consulting	Current
38	Stormwater modelling <ul style="list-style-type: none"> • Pick up data including open drains & updated existing data • Update GIS/Asset register attributes for modelling 	Technical Officer Stormwater	160 hours Current (ongoing)	Current
39	Asset & GIS officers to develop: <ul style="list-style-type: none"> • standard requirements for data to be recorded in Conquest & GIS • best process for modelling data management (MapInfo tables – Conquest) 	AM Coordinator	40 hours	Current
40	Inspections to respond to heavy rainfall events & onsite truthing during and after flood events. Record defects/actions against stormwater assets (eg pits, pipes) from flood events	Technical Officer Stormwater & Works	40 hours	Current

Table 7.2: Improvement Plan continued - by AMP

41	<p>Asset handover at PC :</p> <ul style="list-style-type: none"> • Include all construction costs • useful life (including consideration of function, capacity & condition) • Valuation considerations (eg unit rates) • Renewal requirements & timeframes specified • Specify minimum maintenance standard, inspections requirements & timeframes (eg rain gardens) • Maintenance actions & reminders action tasks recorded in Conquest, at time of asset handover. Include list of works done prior year & add to new actions for current year 	AM Coordinator	40 hours	Current
----	--	----------------	----------	---------

7.3 Monitoring and Review Procedures

The SAMP has a life of 4 years (Council election cycle) and is due for complete revision and updating within 12 months of each Council election.

The SAMP is reviewed and updated annually to ensure this document’s currency and accuracy is maintained.

7.4 Performance Measures

The effectiveness of the SAMP can be measured in the following ways:

- The degree to which the required projected expenditures identified in this SAMP are incorporated into the organisation’s LTFP
- The degree to which 1-5 year detailed works programmes, budgets, business plans and organisational structures take into account the ‘global’ works programme trends provided by the summarised AMPs
- The degree to which the existing and projected service levels and service consequences (what we cannot do), risks and residual risks are incorporated into the organisation’s Strategic Plan and associated plans
- **The Asset Renewal Funding Ratio achieving the target of 100% (AMP renewal verses budgeted renewal)**

8. REFERENCES

- ISO, 2014, ISO 55000, *Asset management – Overview, principles and terminology*, International Organization for Standardization, Geneva
- ISO, 2014, ISO 55001, *Asset management – Management systems - Requirements*, International Organization for Standardization, Geneva
- ISO, 2014, ISO 55002, *Asset management – Management systems – Guidelines for the application of ISO 55001*, International Organization for Standardization, Geneva
- IPWEA, 2014, 'NAMS.PLUS3 Asset Management', Institute of Public Works Engineering Australia, Sydney, www.ipwea.org/namsplus
- IPWEA, 2015, 'Australian Infrastructure Financial Management Guidelines' 2nd Edition, Institute of Public Works Engineering Australia, Sydney, www.ipwea.org/AIFMG
- IPWEA, 2011, 'International Infrastructure Management Manual', Institute of Public Works Engineering Australia, Sydney, www.ipwea.org/IIMM
- Meander Valley Council, 'Community Strategic Plan 2014 – 2024'
- Meander Valley Council, 'Council Delivery Plan'
- Meander Valley Council, 'Annual Report 2014'
- Meander Valley Council, 'Annual Plan and Budget'
- Meander Valley Council, 'Transport Asset Management Plan'
- Meander Valley Council, 'Stormwater Asset Management Plan'
- Meander Valley Council, 'Bridges Asset Management Plan'
- Meander Valley Council, 'Building Asset Management Plan'
- Meander Valley Council, 'Bridges Asset Management Plan'
- Meander Valley Council, 'Recreation Asset Management Plan'
- Meander Valley Council, 'Asset Management Maturity Assessment'

9. APPENDICES

- Appendix A Levels of Service Summaries for Services
- Appendix B Projected 10 year Capital Renewal and Replacement Works Programme
- Appendix C Projected 10 year Capital Upgrade/New Works Programme
- Appendix D Unfunded Initiatives and Capital Works proposals
- Appendix E Tasmanian Audit Office – Report No 5 2013-14 Recommendations
- Appendix F Asset Revaluation Process
- Appendix G Annual Reviews

Appendix A Summary Levels of Service for Services

Table A1: Summary Technical Levels of Service – Roads

Service Attribute	Service Objective	Activity Measure Process	Current Performance *	Desired for Optimum Lifecycle Cost **	Agreed Sustainable Position ***
TECHNICAL LEVELS OF SERVICE					
Operations	Provide a safe and reliable road network		<i>Reactive and programmed activities</i>	<i>Develop programmed approach to operational activities</i>	<i>Costed services levels delivered over a planned programme approach</i>
		Budget	\$33,800	\$34,000	\$34,000
Maintenance	Provide a safe and reliable road network		<i>Reactive and proactive repairs</i>	<i>Move to high number of proactive and planned maintenance tasks</i>	<i>Cost effective planned maintenance activities that reduces overall cost to Council</i>
		Budget	\$1,880,600	\$1,900,000	\$1,900,000
Renewal	Planned renewal of road network assets		<i>Renewal budget as per Transport AMP generic budget allocations</i>	<i>Renewal to included road condition data</i>	<i>Renewal budget based on AMP budget informed by road condition survey</i>
		Budget	\$2,765,000 (included additional R2R funding)	\$2,251,000	\$2,765,000 (due to additional R2R funding)
Upgrade/New	Upgrade road network as per road hierarchy and strategic planning		<i>Ad hoc upgrade of roads based on road hierarchy & new demand from Westbury Rd transport study</i>	<i>Upgrade/New budget as per Transport AMP & aligns to aligned to Strategic Plans & objectives</i>	<i>Upgrade/New budget as per Transport AMP & aligns to aligned to Strategic Plans & objectives</i>
		Budget	\$1,205,000	\$1,128,000	\$1,128,000

Note: * Current activities and costs (currently funded).

** Desired activities and costs to sustain current service levels and achieve minimum lifecycle costs (not currently funded).

*** Activities and costs communicated and agreed with the community as being sustainable (funded position following trade-offs, managing risks and delivering agreed service levels).

Table A2: Summary Technical Levels of Service - Stormwater

Service Attribute	Service Objective	Activity Measure Process	Current Performance *	Desired for Optimum Lifecycle Cost **	Agreed Sustainable Position ***
TECHNICAL LEVELS OF SERVICE					
Operations	<i>Provide a safe & effective network which minimises flooding</i>		<i>Both planned and reactive tasks in an ad hoc approach</i>	<i>Developed programme of routine tasks to minimise costs & reduce reactive responses to issues</i>	<i>Developed programme of routine tasks to minimise costs & reduce reactive responses to issues</i>
		Budget	\$71,600	\$71,600	\$71,600
Maintenance	<i>Provide a safe & effective network which minimises flooding</i>		<i>Reactive maintenance activities</i>	<i>Understand cost/benefit of current maintenance techniques</i>	<i>Develop cost effective maintenance treatments, adopting planned programme approach</i>
		Budget	\$127,600	\$127,600	\$127,600
Renewal	Planned renewal of stormwater assets		<i>Renewals identified from network modelling, low level of confidence in renewal demand</i>	<i>Ensure stormwater assets reach the end of their useful life or remaining life aligns with predicted renewals</i>	<i>Ensure stormwater assets reach the end of their useful life or remaining life aligns with predicted renewals</i>
		Budget	\$61,000	\$25,000	\$25,000
Upgrade/New	<i>Upgrade to address identified network deficiencies</i>		<i>Low level of confidence in quantity of upgrade demand to address network deficiencies</i>	<i>Upgrade/New budget as per AMP & aligns to aligned to Strategic Plans & objectives</i>	<i>Upgrade/New budget as per AMP & aligns to aligned to Strategic Plans & outcomes from stormwater modelling</i>
		Budget	\$550,000	\$227,000	\$227,000

Note: * Current activities and costs (currently funded).

** Desired activities and costs to sustain current service levels and achieve minimum lifecycle costs (not currently funded).

*** Activities and costs communicated and agreed with the community as being sustainable (funded position following trade-offs, managing risks and delivering agreed service levels).

Table A3: Summary Technical Levels of Service - Bridges

Service Attribute	Service Objective	Activity Measure Process	Current Performance *	Desired for Optimum Lifecycle Cost **	Agreed Sustainable Position ***
TECHNICAL LEVELS OF SERVICE					
Operations	<i>Provide a safe & appropriate bridge network</i>		<i>Both planned and reactive tasks</i>	<i>Develop planned approach for operational tasks</i>	<i>Reduce reliance on unplanned tasks & reduce operating cost over the long term</i>
		Budget	\$55,000	\$55,000	\$55,000
Maintenance	<i>Provide a safe & appropriate bridge network</i>		<i>Work identified from BMS inspections</i>	<i>Understand cost/benefit of current maintenance techniques</i>	<i>Develop cost effective maintenance treatments, adopting planned programme approach</i>
		Budget	\$98,000	\$98,000	\$98,000
Renewal	<i>Renewal of bridges as per BMS programme</i>		<i>Renewal of timber bridges with concrete structures</i>	<i>Reduce lifecycle costs of bridges</i>	<i>Reduce lifecycle costs of bridges and maintain or extend life of both timber & concrete structures</i>
		Budget	\$1,047,000	\$979,000	\$979,000
Upgrade/New	<i>Safety upgrades and widening as identified appropriate</i>		<i>Nil</i>	<i>Guardrail upgrades</i>	<i>Guardrail upgrades & widening of selected bridges were demonstrated need has been identified</i>
		Budget	\$0	\$30,000	\$30,000

Note: * Current activities and costs (currently funded).

** Desired activities and costs to sustain current service levels and achieve minimum lifecycle costs (not currently funded).

*** Activities and costs communicated and agreed with the community as being sustainable (funded position following trade-offs, managing risks and delivering agreed service levels).

Table A4: Summary Technical Levels of Service - Buildings

Service Attribute	Service Objective	Activity Measure Process	Current Performance *	Desired for Optimum Lifecycle Cost **	Agreed Sustainable Position ***
TECHNICAL LEVELS OF SERVICE					
Operations	<i>Provide safe buildings</i>		<i>Routine tasks undertaken on an as needed and routine basis</i>	<i>Develop planned tasks to maximise cost saving of routine tasks</i>	<i>Develop planned tasks to maximise cost saving of routine tasks</i>
		Budget	\$686,500	\$686,500	\$686,500
Maintenance	<i>Provide safe buildings & ensure they reach their intended life</i>		<i>Planned and reactive maintenance undertaken tasks undertaken on an as needed and routine basis</i>	<i>Utilise proactive maintenance activities to maximise benefits of cost saving & reduce reactive issues</i>	<i>Utilise proactive maintenance activities to maximise benefits of cost saving & reduce reactive issues</i>
		Budget	\$155,300	\$155,300	\$155,300
Renewal	<i>Building components replaced based on planned renewals</i>		<i>Planned renewals detailed in Building AMP</i>	<i>Develop optimum renewal which aligns to AMP based on condition assessments & component register</i>	<i>Develop optimum renewal which aligns to AMP based on condition assessments & component register</i>
		Budget	\$290,000	\$224,000	\$224,000
Upgrade/New	<i>New buildings & major upgrades are delivered in line with strategic objectives</i>		<i>Upgrade & new assets detailed in Building AMP</i>	<i>New & upgrades align with strategic planning, lifecycle costs impact considered during project assessment and selection</i>	<i>New & upgrades align with strategic planning, lifecycle costs impact considered during project assessment and selection</i>
		Budget	\$126,000	\$46,000	\$46,000

Note: * Current activities and costs (currently funded).

** Desired activities and costs to sustain current service levels and achieve minimum lifecycle costs (not currently funded).

*** Activities and costs communicated and agreed with the community as being sustainable (funded position following trade-offs, managing risks and delivering agreed service levels).

Table A5: Summary Technical Levels of Service – Recreation

Service Attribute	Service Objective	Activity Measure Process	Current Performance *	Desired for Optimum Lifecycle Cost **	Agreed Sustainable Position ***
TECHNICAL LEVELS OF SERVICE					
Operations	<i>Provide safe & reliable park, reserves and sports grounds</i>		<i>Routine tasks undertaken on an as needed and routine basis</i>	<i>Identify levels of service and cost to deliver these service</i>	<i>Move to costed levels of service delivered on a structured planned approach</i>
		Budget	\$593,500	\$593,500	\$593,500
Maintenance	<i>Provide safe & reliable park, reserves and sports grounds</i>		<i>Planned and reactive maintenance undertaken tasks undertaken on an as needed and routine basis</i>	<i>Identify levels of service and cost to deliver these service</i>	<i>Move to costed levels of service delivered on a structured planned approach</i>
		Budget	\$259,500	\$259,500	\$259,500
Renewal	<i>Planned renewal of land improvement assets</i>		<i>Planned renewals detailed in Recreation AMP</i>	<i>Develop optimum renewal which aligns to AMP based on condition assessments & complete register</i>	<i>Develop optimum renewal which aligns to AMP based on condition assessments & complete register</i>
		Budget	\$110,000	\$250,000	\$250,000
Upgrade/New	<i>New & major upgrade of land improvement assets align to strategic objectives</i>		<i>Upgrade & new assets detailed in Recreation AMP</i>	<i>New & upgrades align with strategic planning, lifecycle costs impact considered during project assessment and selection</i>	<i>New & upgrades align with strategic planning, lifecycle costs impact considered during project assessment and selection</i>
		Budget	\$70,000	\$271,000	\$271,000

Note: * Current activities and costs (currently funded).

** Desired activities and costs to sustain current service levels and achieve minimum lifecycle costs (not currently funded).

*** Activities and costs communicated and agreed with the community as being sustainable (funded position following trade-offs, managing risks and delivering agreed service levels).

Appendix B Projected Capital Renewal Programme

Roads

Meander Valley Projected Capital Renewal Works Programme - Transport

(\$000)

Year	Item	Description	Estimate
2015		Network Renewals	
	1	201.k - Reseals	\$730
	2	201.j - Capital Graveling	\$310
	3	201.l - Urban Asphaltting	\$270
	4	201.b - Footpath renewal	\$105
	5	201.f - Road Reconstruction	\$550
	6	201.i - Street Trees	\$70
2015		Total	\$2,035

2016		Network Renewals	
	1	201.k - Reseals	\$752
	2	201.j - Capital Graveling	\$301
	3	201.l - Urban Asphaltting	\$401
	4	201.b - Footpath renewal	\$166
	5	201.f - Road Reconstruction	\$552
	6	201.i - Miscellaneous (Street Trees, drainage, lighting)	\$30
	7	201.g - Kerb Renewals	\$50
2016		Total	\$2,251

(\$000)

Year	Item	Description	Estimate
2017		Network Renewals	
	1	201.k - Reseals	\$752
	2	201.j - Capital Graveling	\$301
	3	201.l - Urban Asphaltting	\$401
	4	201.b - Footpath renewal	\$166
	5	201.f - Road Reconstruction	\$552
	6	201.i - Miscellaneous (Street Trees, drainage, lighting)	\$30
	7	201.g - Kerb Renewals	\$50
2017		Total	\$2,251

2018		Network Renewals	Estimate
	1	201.k - Reseals	\$752
	2	201.j - Capital Graveling	\$301
	3	201.l - Urban Asphaltting	\$401
	4	201.b - Footpath renewal	\$166
	5	201.f - Road Reconstruction	\$552
	6	201.i - Miscellaneous (Street Trees, drainage, lighting)	\$30
	7	201.g - Kerb Renewals	\$50
2018		Total	\$2,251

(\$000)

Year	Item	Description	Estimate
2019		Network Renewals	
	1	201.k - Reseals	\$752
	2	201.j - Capital Graveling	\$301
	3	201.l - Urban Asphaltting	\$401
	4	201.b - Footpath renewal	\$166
	5	201.f - Road Reconstruction	\$552
	6	201.i - Miscellaneous (Street Trees, drainage, lighting)	\$30
	7	201.g - Kerb Renewals	\$50
2019		Total	\$2,251

Roads cont.

2020		Network Renewals	
	1	201.k - Reseals	\$752
	2	201.j - Capital Graveling	\$301
	3	201.l - Urban Asphaltting	\$401
	4	201.b - Footpath renewal	\$166
	5	201.f - Road Reconstruction	\$552
	6	201.i - Miscellaneous (Street Trees, drainage, lighting)	\$30
	7	201.g - Kerb Renewals	\$50
2020		Total	\$2,251

(\$000)

Year	Item	Description	Estimate
2021		Network Renewals	
	1	201.k - Reseals	\$752
	2	201.j - Capital Graveling	\$301
	3	201.l - Urban Asphaltting	\$401
	4	201.b - Footpath renewal	\$166
	5	201.f - Road Reconstruction	\$552
	6	201.i - Miscellaneous (Street Trees, drainage, lighting)	\$30
	7	201.g - Kerb Renewals	\$50
2021		Total	\$2,251

2022		Network Renewals	
	1	201.k - Reseals	\$752
	2	201.j - Capital Graveling	\$301
	3	201.l - Urban Asphaltting	\$401
	4	201.b - Footpath renewal	\$166
	5	201.f - Road Reconstruction	\$552
	6	201.i - Miscellaneous (Street Trees, drainage, lighting)	\$30
	7	201.g - Kerb Renewals	\$50
2022		Total	\$2,251

(\$000)

Year	Item	Description	Estimate
2023		Network Renewals	
	1	201.k - Reseals	\$752
	2	201.j - Capital Graveling	\$301
	3	201.l - Urban Asphaltting	\$401
	4	201.b - Footpath renewal	\$166
	5	201.f - Road Reconstruction	\$552
	6	201.i - Miscellaneous (Street Trees, drainage, lighting)	\$30
	7	201.g - Kerb Renewals	\$50
2023		Total	\$2,251

2024		Network Renewals	
	1	201.k - Reseals	\$752
	2	201.j - Capital Graveling	\$301
	3	201.l - Urban Asphaltting	\$401
	4	201.b - Footpath renewal	\$166
	5	201.f - Road Reconstruction	\$552
	6	201.i - Miscellaneous (Street Trees, drainage, lighting)	\$30
	7	201.g - Kerb Renewals	\$50
2024		Total	\$2,251

Stormwater

Meander Valley Projected Capital Renewal Works Programme - Stormwater

(\$000)

Year	Item	Description	Estimate
2015		Network Renewals	
	1	351 - Meander Valley Road Stormwater Renewal	\$10
2015		Total	\$10
2016		Network Renewals	
	1	351 - Stormwater renewals resulting from capacity restraints	\$25
2016		Total	\$25
2017		Network Renewals	
	1	351 - Stormwater works (inc new, capacity restraints, WSUD and management of 80/45/45)	\$50
2017		Total	\$50
2018		Network Renewals	Estimate
	1	351 - Stormwater renewals resulting from capacity restraints	\$50
2018		Total	\$50
2019		Network Renewals	
	1	351 - Stormwater renewals resulting from capacity restraints	\$50
2019		Total	\$50
2020		Network Renewals	
	1	351 - Stormwater renewals resulting from capacity restraints	\$50
2020		Total	\$50
2021		Network Renewals	
	1	351 - Stormwater renewals resulting from capacity restraints	\$50
2021		Total	\$50
2022		Network Renewals	
	1	351 - Stormwater renewals resulting from capacity restraints	\$50
2022		Total	\$50
2023		Network Renewals	
	1	351 - Stormwater renewals resulting from capacity restraints	\$50
2023		Total	\$50
2024		Network Renewals	
	1	351 - Stormwater renewals resulting from capacity restraints	\$50
2024		Total	\$50

Buildings

Meander Valley Projected Capital Renewal Works Programme - Buildings

(\$000)

Year	Item	Description	Estimate
2015		Network Renewals	
	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting, Kitchen	\$15
	2	525b - Fitout, External, Internal, Rewire, Flooring, Lighting	\$110
2015		Total	\$125
2016		Network Renewals	
	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting, Services	\$72
	2	525b - Fitout, External, Internal, Rewire, Flooring, Lighting, Security System	\$31
	3	100b - HVAC	\$35
	4	525B - DEMOLITION OF 432 WESTBURY ROAD (SUBJECT TO SALE OF MATERIALS)*	\$50
	5	525B - SPORTS CLUBROOM RENEWALS	\$25
	6	515b - change room repairs	\$10
2016		Total	\$224
2017		Network Renewals	
	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$36
	2	525b - Fitout, External, Internal, Rewire, Flooring, Lighting, Flooring	\$31
	3	525B - WSC INDUCTION LIGHTING (CEEP FUTURE FUND)*	\$10
	4	525B - SPORTS CLUBROOM RENEWALS	\$25
	5	525b - Asbestos (proposed Del Racecourse) (Prioritised Removal of Asbestos) (was 505b)*	\$31
2017		Total	\$134

Buildings Cont.

Year	Item	Description	Estimate
2018		Network Renewals	
	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$68
	2	525b - Fitout, External, Internal, Rewire, Flooring, Lighting	\$21
	3	100b - HVAC	\$30
	4	525B - WSC KITCHEN REFURBISHMENT*	\$20
	5	525B - SPORTS CLUBROOM RENEWALS	\$25
2018		Total	\$164
2019		Network Renewals	
	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$68
	2	525b - Fitout, External, Internal, Rewire, Flooring, Lighting	\$21
	3	525B - SPORTS CLUBROOM RENEWALS	\$25
2019		Total	\$114
2020		Network Renewals	
	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$68
	2	525b - Fitout, External, Internal, Rewire, Flooring, Lighting	\$21
	3	100b - HVAC	\$30
	4	525B - SPORTS CLUBROOM RENEWALS	\$25
2020		Total	\$144
2021		Network Renewals	
	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$68
	2	525b - Fitout, External, Internal, Rewire, Flooring, Lighting	\$21
	3	525B - SPORTS CLUBROOM RENEWALS	\$25
2021		Total	\$114
2022		Network Renewals	
	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$68
	2	525b - Fitout, External, Internal, Rewire, Flooring, Lighting	\$21
	3	100b - HVAC	\$30
	4	525B - SPORTS CLUBROOM RENEWALS	\$25
2022		Total	\$144
2023		Network Renewals	
	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$68
	2	525b - Fitout, External, Internal, Rewire, Flooring, Lighting	\$21
	3	525B - DEMOLITION OF CHANGE ROOMS AND GRANDSTAND DELORAINE FC*	\$50
	4	525B - SPORTS CLUBROOM RENEWALS	\$25
2023		Total	\$164
2024		Network Renewals	
	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$68
	2	525b - Fitout, External, Internal, Rewire, Flooring, Lighting	\$21
	3	100b - HVAC	\$30
	4	525B - SPORTS CLUBROOM RENEWALS	\$25
2024		Total	\$144

Bridges

**Meander Valley
Projected Capital Renewal Works Programme - Bridges**

(\$000)

Year	Item	Description	Estimate
2015		Network Renewals	
	1	210 - Bridge Renewals	\$1,065
2015		Total	\$1,065
2016		Network Renewals	
	1	Bridge Renewals	\$959
	2	210 - Scoping Budget	\$20
2016		Total	\$979
2017		Network Renewals	
	1	Bridge Renewals (inc Union Bridge \$800k)	\$1,360
2017		Total	\$1,360
2018		Network Renewals	Estimate
	1	Bridge Renewals (inc Union Bridge \$800k)	\$1,686
2018		Total	\$1,686

Bridges Cont.

2019		Network Renewals	
	1	Bridge Renewals	\$644
2019		Total	\$644
2020		Network Renewals	
	1	Bridge Renewals	\$707
2020		Total	\$707
2021		Network Renewals	
	1	Bridge Renewals	\$1,353
2021		Total	\$1,353
2022		Network Renewals	
	1	Bridge Renewals	\$964
2022		Total	\$964
2023		Network Renewals	
	1	Bridge Renewals	\$1,840
2023		Total	\$1,840
2024		Network Renewals	
	1	Bridge Renewals	\$277
2024		Total	\$277

Recreation

**Meander Valley
Projected Capital Renewal Works Programme - Recreation**

(\$000)

Year	Item	Description	Estimate
2015		Network Renewals	
	1	525r - Rec Ground Renewals (PVP, Rec Grounds, Playgrounds, Skate parks, BMX, Furniture, etc)	\$115
	2	565r - Park Renewals (Waterways, Playgds, Skate parks, BMX, Outdoor gym, Trails, Trees, Furniture)	\$20
2015		Total	\$135

2016		Network Renewals	
	1	525r - Rec Ground Renewals (PVP, Rec Grounds, Playgrounds, Skate parks, BMX, Furniture, etc)	\$100
	2	565r - Park Renewals (Waterways, Playgds, Skate parks, BMX, Outdoor gym, Trails, Trees, Furniture)	\$150
2016		Total	\$250

\$0

Year	Item	Description	Estimate
2017		Network Renewals	
	1	525r - Rec Ground Renewals (PVP, Rec Grounds, Playgrounds, Skate parks, BMX, Furniture, etc)	\$100
	2	565r - Park Renewals (Waterways, Playgds, Skate parks, BMX, Outdoor gym, Trails, Trees, Furniture)	\$150
2017		Total	\$250

2018		Network Renewals	Estimate
	1	525r - Rec Ground Renewals (PVP, Rec Grounds, Playgrounds, Skate parks, BMX, Furniture, etc)	\$100
	2	565r - Park Renewals (Waterways, Playgds, Skate parks, BMX, Outdoor gym, Trails, Trees, Furniture)	\$150
2018		Total	\$250

\$0

Year	Item	Description	Estimate
2019		Network Renewals	
	1	525r - Rec Ground Renewals (PVP, Rec Grounds, Playgrounds, Skate parks, BMX, Furniture, etc)	\$100
	2	565r - Park Renewals (Waterways, Playgds, Skate parks, BMX, Outdoor gym, Trails, Trees, Furniture)	\$150
2019		Total	\$250

2020		Network Renewals	
	1	525r - Rec Ground Renewals (PVP, Rec Grounds, Playgrounds, Skate parks, BMX, Furniture, etc)	\$100
	2	565r - Park Renewals (Waterways, Playgds, Skate parks, BMX, Outdoor gym, Trails, Trees, Furniture)	\$150
2020		Total	\$250

\$0

Land Improvements Cont.

Year	Item	Description	Estimate
2021		Network Renewals	
	1	525r - Rec Ground Renewals (PVP, Rec Grounds, Playgrounds, Skate parks, BMX, Furniture, etc)	\$100
	2	565r - Park Renewals (Waterways, Playgds, Skate parks, BMX, Outdoor gym, Trails, Trees, Furniture)	\$150
2021		Total	\$250

2022		Network Renewals	
	1	525r - Rec Ground Renewals (PVP, Rec Grounds, Playgrounds, Skate parks, BMX, Furniture, etc)	\$100
	2	565r - Park Renewals (Waterways, Playgds, Skate parks, BMX, Outdoor gym, Trails, Trees, Furniture)	\$150
2022		Total	\$250

\$0

Year	Item	Description	Estimate
2023		Network Renewals	
	1	525r - Rec Ground Renewals (PVP, Rec Grounds, Playgrounds, Skate parks, BMX, Furniture, etc)	\$100
	2	565r - Park Renewals (Waterways, Playgds, Skate parks, BMX, Outdoor gym, Trails, Trees, Furniture)	\$150
2023		Total	\$250

2024		Network Renewals	
	1	525r - Rec Ground Renewals (PVP, Rec Grounds, Playgrounds, Skate parks, BMX, Furniture, etc)	\$100
	2	565r - Park Renewals (Waterways, Playgds, Skate parks, BMX, Outdoor gym, Trails, Trees, Furniture)	\$150
2024		Total	\$250

DRAFT

Appendix C Projected Upgrade/Exp/New Capital Works Programme

Roads

Meander Valley Projected Capital Upgrade/New Works Programme - Transport

(\$000)

Year	Item	Description	Estimate
2015	1	201.b - New Footpaths (inc major link, DDA and new)	\$291
	2	201.g - Prospect Vale, Westbury Rd transport study	\$606
	3	201.f - Road Reconstruction Upgrades	\$475
	4	201.e - Main Street Kerbing upgrades (Meander Valley Rd, Mole Creek Rd)	\$63
	5	201.i - Drainage Improvements	\$50
2015		Total	\$1,485
2016	1	201.b - New Footpaths (inc major link, DDA and new)	\$100
	2	201.g - Prospect Vale, Westbury Rd Transport Study	\$553
	3	201.h - Road Safety Improvements	\$110
	4	201.f - Road Reconstruction Upgrades	\$110
	5	201.e - Main Street Upgrades	\$44
	6	201.i - Miscellaneous (Street Trees, Lighting)	\$30
	7	201.b - Blackstone Footpath Programme (+\$300k State Funding 15/16)	\$150
	8	201 I - Kerb and channel	\$30
2016		Total	\$1,128
2017	1	201.b - New Footpaths (inc major link, DDA and new)	\$100
	2	201.h - Road Safety Improvements	\$110
	3	201.f - Road Reconstruction Upgrades	\$110
	4	201.e - Main Street Upgrades	\$44
	5	201.i - Miscellaneous (Street Trees, Lighting)	\$30
	6	201.b - Blackstone Footpath Programme	\$150
	7	201 I - Kerb and channel	\$30
	8	201.g - Prospect Vale, Westbury Rd Transport Study	\$602
2017		Total	\$1,177
2018	1	201.b - New Footpaths (inc major link, DDA and new)	\$100
	2	201.h - Road Safety Improvements	\$110
	3	201.f - Road Reconstruction Upgrades	\$110
	4	201.e - Main Street Upgrades	\$44
	5	201.i - Miscellaneous (Street Trees, Lighting)	\$30
	6	201.b - Blackstone Footpath Programme	\$150
	7	201 I - Kerb and channel	\$30
	8	201.g - Prospect Vale, Westbury Rd Transport Study	\$602
2018		Total	\$1,177
2019	1	201.b - New Footpaths (inc major link, DDA and new)	\$100
	2	201.h - Road Safety Improvements	\$110
	3	201.f - Road Reconstruction Upgrades	\$110
	4	201.e - Main Street Upgrades	\$44
	5	201.i - Miscellaneous (Street Trees, Lighting)	\$30
	6	201 I - Kerb and channel	\$30
2019		Total	\$425
2020	1	201.b - New Footpaths (inc major link, DDA and new)	\$100
	2	201.h - Road Safety Improvements	\$110
	3	201.f - Road Reconstruction Upgrades	\$110
	4	201.e - Main Street Upgrades	\$44
	5	201.i - Miscellaneous (Street Trees, Lighting)	\$30
	6	201 I - Kerb and channel	\$30
2020		Total	\$425
2021	1	201.b - New Footpaths (inc major link, DDA and new)	\$100
	2	201.h - Road Safety Improvements	\$110
	3	201.f - Road Reconstruction Upgrades	\$110
	4	201.e - Main Street Upgrades	\$44
	5	201.i - Miscellaneous (Street Trees, Lighting)	\$30
	6	201 I - Kerb and channel	\$30
2021		Total	\$425

Road Cont.

2022	1	201.b - New Footpaths (inc major link, DDA and new)	\$100
	2	201.h - Road Safety Improvements	\$110
	3	201.f - Road Reconstruction Upgrades	\$110
	4	201.e - Main Street Upgrades	\$44
	5	201.i - Miscellaneous (Street Trees, Lighting)	\$30
	6	201 l - Kerb and channel	\$30
2022		Total	\$425
2023	1	201.b - New Footpaths (inc major link, DDA and new)	\$100
	2	201.h - Road Safety Improvements	\$110
	3	201.f - Road Reconstruction Upgrades	\$110
	4	201.e - Main Street Upgrades	\$44
	5	201.i - Miscellaneous (Street Trees, Lighting)	\$30
	6	201 l - Kerb and channel	\$30
2023		Total	\$425
2024	1	201.b - New Footpaths (inc major link, DDA and new)	\$100
	2	201.h - Road Safety Improvements	\$110
	3	201.f - Road Reconstruction Upgrades	\$110
	4	201.e - Main Street Upgrades	\$44
	5	201.i - Miscellaneous (Street Trees, Lighting)	\$30
	6	201 l - Kerb and channel	\$30
2024		Total	\$425

Stormwater

**Meander Valley
Projected Capital Upgrade/New Works Programme - Stormwater**

(\$000)

Year	Item	Description	Estimate
2015	1	351 - Stormwater works (inc new, capacity restraints, WSUD and management of 80/45/45)	\$250
	2	351 - Stormwater upgrade, Emu Bay Rd	\$75
	3	351 - Stormwater improvements on Meander Valley Rd	\$37
	4	351 - Upgrade to rain garden, Martins Lane Exton	\$15
2015		Total	\$377

(\$000)

Year	Item	Description	Estimate
2016	1	351 -Stormwater works (inc modelling, new, capacity restraints, WSUD & 80/45/45 management)	\$227
2016		Total	\$227

(\$000)

Year	Item	Description	Estimate
2017	1	351 -Stormwater works (inc modelling, new, capacity restraints, WSUD & 80/45/45 management)	\$201
2017		Total	\$201

(\$000)

Year	Item	Description	Estimate
2018	1	351 -Stormwater works (inc modelling, new, capacity restraints, WSUD & 80/45/45 management)	\$201
2018		Total	\$201

(\$000)

Year	Item	Description	Estimate
2019	1	351 -Stormwater works (inc modelling, new, capacity restraints, WSUD & 80/45/45 management)	\$201
2019		Total	\$201

(\$000)

Year	Item	Description	Estimate
2020	1	351 -Stormwater works (inc modelling, new, capacity restraints, WSUD & 80/45/45 management)	\$201
2020		Total	\$201

(\$000)

Year	Item	Description	Estimate
2021	1	351 -Stormwater works (inc modelling, new, capacity restraints, WSUD & 80/45/45 management)	\$201
2021		Total	\$201

(\$000)

Year	Item	Description	Estimate
2022	1	351 -Stormwater works (inc modelling, new, capacity restraints, WSUD & 80/45/45 management)	\$201

Stormwater Cont.

Year	Item	Description	Estimate
2022		Total	\$201
2023	1	351 -Stormwater works (inc modelling, new, capacity restraints, WSUD & 80/45/45 management)	\$201
2023		Total	\$201
(\$000)			
2024	1	351 -Stormwater works (inc modelling, new, capacity restraints, WSUD & 80/45/45 management)	\$201
2024		Total	\$201

Bridges

**Meander Valley
Projected Capital Upgrade/New Works Programme - Bridges**

(\$000)

Year	Item	Description	Estimate
2015	1	210 - Bridge Renewal Upgrade	\$470
	2	210 - Guardrail Upgrades	\$40
2015		Total	\$510

(\$000)

Year	Item	Description	Estimate
2016	1	210 - Guardrail Upgrades	\$30
2016		Total	\$30

(\$000)

Year	Item	Description	Estimate
2017	1	210 - Guardrail Upgrades	\$30
	2	Union Bridge Widening	\$201
2017		Total	\$231

(\$000)

Year	Item	Description	Estimate
2018	1	210 - Guardrail Upgrades	\$30
	2	Union Bridge Widening	\$201
2018		Total	\$231

(\$000)

Year	Item	Description	Estimate
2019	1	210 - Guardrail Upgrades	\$30
2019		Total	\$30

(\$000)

Year	Item	Description	Estimate
2020	1	210 - Guardrail Upgrades	\$30
2020		Total	\$30

(\$000)

Year	Item	Description	Estimate
2021	1	210 - Guardrail Upgrades	\$30
2021		Total	\$30

(\$000)

Year	Item	Description	Estimate
2022	1	210 - Guardrail Upgrades	\$30
2022		Total	\$30

(\$000)

Year	Item	Description	Estimate
2023	1	210 - Guardrail Upgrades	\$30
2023		Total	\$30

(\$000)

Year	Item	Description	Estimate
2024	1	210 - Guardrail Upgrades	\$30
2024		Total	\$30

Buildings

Meander Valley Projected Capital Upgrade/New Works Programme - Buildings

(\$000)

Year	Item	Description	Estimate
2015	1	505b - Roof, Rewire, Flooring, Lighting, Kitchen	\$32
	2	525b - Club Room Upgrade	\$238
2015		Total	\$270

(\$000)

Year	Item	Description	Estimate
2016	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$5
	2	525b - Security	\$16
	3	525B - SPORTS CLUBROOM UPGRADES	\$25
2016		Total	\$46

(\$000)

Year	Item	Description	Estimate
2017	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$5
	2	525b - Flooring	\$5
	3	525B - SPORTS CLUBROOM UPGRADES	\$25
2017		Total	\$35

(\$000)

Year	Item	Description	Estimate
2018	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$5
	2	525B - SPORTS CLUBROOM UPGRADES	\$25
2018		Total	\$30

Year	Item	Description	Estimate
2019	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$5
	2	525B - SPORTS CLUBROOM UPGRADES	\$25
2019		Total	\$30

(\$000)

Year	Item	Description	Estimate
2020	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$5
	2	525B - SPORTS CLUBROOM UPGRADES	\$25
2020		Total	\$30

(\$000)

Year	Item	Description	Estimate
2021	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$5
	2	525B - SPORTS CLUBROOM UPGRADES	\$25
2021		Total	\$30

(\$000)

Year	Item	Description	Estimate
2022	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$5
	2	525B - SPORTS CLUBROOM UPGRADES	\$25
2022		Total	\$30

(\$000)

Year	Item	Description	Estimate
2023	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$5
	2	525B - SPORTS CLUBROOM UPGRADES	\$25
2023		Total	\$30

(\$000)

Year	Item	Description	Estimate
2024	1	505b - Roof, Asbestos, Rewire, Flooring, Lighting	\$5
	2	525B - SPORTS CLUBROOM UPGRADES	\$25
2024		Total	\$30

Recreation

Meander Valley Projected Capital Upgrade/New Works Programme - Recreation

(\$000)

Year	Item	Description	Estimate
2015	1	525r - Rec Ground Improvements (PVP, Sport Grounds, Playgrounds, Skate parks, Furniture, etc)	\$509
	2	565r - Park Renewals Improvements (Waterways, Playgds, Skate parks, Outdoor gym, Trails, Furniture)	\$37
2015		Total	\$546

(\$000)

Year	Item	Description	Estimate
2016	1	525r - Rec Ground Improvements (PVP, Sport Grounds, Playgrounds, Skate parks, Furniture, etc)	\$223
	2	565r - Park Renewals Improvements (Waterways, Playgds, Skate parks, Outdoor gym, Trails, Furniture)	\$47
2016		Total	\$271

Year	Item	Description	Estimate
2017	1	525r - Rec Ground Improvements (PVP, Sport Grounds, Playgrounds, Skate parks, Furniture, etc)	\$223
	2	565r - Park Renewals Improvements (Waterways, Playgds, Skate parks, Outdoor gym, Trails, Furniture)	\$47
2017		Total	\$271

Year	Item	Description	Estimate
2018	1	525r - Rec Ground Improvements (PVP, Sport Grounds, Playgrounds, Skate parks, Furniture, etc)	\$223
	2	565r - Park Renewals Improvements (Waterways, Playgds, Skate parks, Outdoor gym, Trails, Furniture)	\$47
2018		Total	\$271

Year	Item	Description	Estimate
2019	1	525r - Rec Ground Improvements (PVP, Sport Grounds, Playgrounds, Skate parks, Furniture, etc)	\$223
	2	565r - Park Renewals Improvements (Waterways, Playgds, Skate parks, Outdoor gym, Trails, Furniture)	\$47
2019		Total	\$271

Year	Item	Description	Estimate
2020	1	525r - Rec Ground Improvements (PVP, Sport Grounds, Playgrounds, Skate parks, Furniture, etc)	\$223
	2	565r - Park Renewals Improvements (Waterways, Playgds, Skate parks, Outdoor gym, Trails, Furniture)	\$47
2020		Total	\$271

Year	Item	Description	Estimate
2021	1	525r - Rec Ground Improvements (PVP, Sport Grounds, Playgrounds, Skate parks, Furniture, etc)	\$223
	2	565r - Park Renewals Improvements (Waterways, Playgds, Skate parks, Outdoor gym, Trails, Furniture)	\$47
2021		Total	\$271

Year	Item	Description	Estimate
2022	1	525r - Rec Ground Improvements (PVP, Sport Grounds, Playgrounds, Skate parks, Furniture, etc)	\$223
	2	565r - Park Renewals Improvements (Waterways, Playgds, Skate parks, Outdoor gym, Trails, Furniture)	\$47
2022		Total	\$271

Year	Item	Description	Estimate
2023	1	525r - Rec Ground Improvements (PVP, Sport Grounds, Playgrounds, Skate parks, Furniture, etc)	\$223
	2	565r - Park Renewals Improvements (Waterways, Playgds, Skate parks, Outdoor gym, Trails, Furniture)	\$47
2023		Total	\$271

Year	Item	Description	Estimate
2024	1	525r - Rec Ground Improvements (PVP, Sport Grounds, Playgrounds, Skate parks, Furniture, etc)	\$223
	2	565r - Park Renewals Improvements (Waterways, Playgds, Skate parks, Outdoor gym, Trails, Furniture)	\$47
2024		Total	\$271

Appendix D Unfunded Initiatives and Capital Works proposals

Roads

- Blackstone Heights/Prospect Vale Structure Plan
- Hadspen Outline Development Plan (ODP)
- Westbury ODP

Stormwater

- Blackstone/Prospect Structure Plan
- Hadspen ODP
- Westbury ODP

Bridges

- Nil

Buildings

None identified

Recreation

- Blackstone/Prospect Structure Plan
- Hadspen ODP and Open Space Plan (OSP)
- Westbury ODP and OSP
- Deloraine OSP
- Water ways booklet
- Recreation and reserve play-space/scape improvements

Appendix E Tasmanian Audit Office – Report No 5 2013-14 Recommendations

A summary outline of the 23 recommendations is detailed on pages 8 to 10 in the report.

Link to [Report No 5 2013-14 Infrastructure Financial Accounting in Local Government](#)

Appendix F Asset Revaluation Process

The following detail outlines Meander Valley Council's approach to asset revaluations.

Fair Value - subsequent to the initial recognition of assets, non-current physical assets, other than Land Improvements, Plant and Equipment, Heritage and Intangibles, are measured at their fair value in accordance with AASB 116 Property, Plant & Equipment and AASB 13 Fair Value Measurement.

Council reviews the carrying value of the individual classes of assets measured at fair value to ensure that each asset materially approximates its fair value. Where the carrying value materially differs from the fair value at balance date, this would lead to a revaluation of this asset class.

In addition, Council undertakes a formal revaluation of asset classes, measured on the fair value basis on a three-year rolling cycle. The valuation is performed either by experienced Council officers or independent experts. The cost of acquisitions and capital works during the year is considered to represent their fair value.

When assets are revalued, the revaluation increments are credited directly to the asset revaluation reserve except to the extent that an increment reverses a prior year decrement for that class of asset that had been recognised as an expense in which case the increment is recognised as revenue up to the amount of the expense.

Revaluation decrements are recognised as an expense except where prior increments are included in the asset revaluation surplus for that class of asset in which case the decrement is taken to the reserve to the extent of the remaining increments. Within the same class of assets, revaluation increments and decrements within the year are offset.

(Meander Valley Council - Annual Report 2014)

Council annually reviews indicators that lead to the asset carrying value to materially differs from the fair value.

The following indicators may require a revaluation out of the ordinary cycle:

- Material change in costs
- Material change to an index (ABS, CCI)
- Unexpected and significant natural disaster

Asset Classes revalued on a three cycle as detailed below (notwithstanding the effect of indicators):

- 2014-15
 - Land
 - Bridges
- 2015-16
 - Roads
- 2016-17
 - Stormwater
- Buildings

Asset classes not revalued and valued at historical cost:

- Land Improvements
- Plant and Equipment
- Heritage
- Intangible
- Valuation

Appendix G Annual Reviews

Detail annual review process and include recommendations from LGAT Financial Sustainability Practice Summary 14.

The following link to [LGAT Practice Summary 14](#) details the practice summary information for Annual Reviews.

DECISION:

As a procedural motion Cr Richardson moved and Cr Synfield seconded ***“that this item be referred to a Council Workshop.”***

The procedural motion was declared CARRIED with Councillors Connor, Kelly, King, Mackenzie, Perkins, Richardson, Synfield, White and Youd voting for the motion.

Cr Mackenzie left the meeting at 5.15pm

331/15 CODE FOR TENDERS AND CONTRACTS 2015

1) Introduction

The purpose of this report is for Council to adopt the revised Code for Tenders and Contracts 2015.

2) Recommendation

It is recommended that Council approve the revised Code for Tenders and Contracts 2015 as follows:

Code for Tenders and Contracts 2015



Meander Valley Council

W O R K I N G T O G E T H E R

Approved by Meander Valley Council

Date: 9 June 2015

Table of Contents

1.0	Introduction	4
2.0	Definitions	4
3.0	Application of this Code	7
3.1	Review of the Code.....	7
3.2	Accountability.....	7
3.3	Delegation	7
3.4	Breach of the Code	7
3.5	Engaging a Third Party to Manage a Procurement Process	7
4.0	Procurement Principles	8
4.1	Council Procurement Principles	8
4.2	Open and Effective Communication.....	8
4.3	Value for Money	9
4.4	Ethical Behaviour and Fair Dealing	9
5.0	Procurement Processes.....	11
5.1	Procurement Values.....	11
5.2	Procurement Overview Processes	11
5.3	Planning the Procurement.....	11
5.4	Calculating the Value of a Purchase.....	12
5.4.1	Price	12
5.4.2	Non Price Considerations.....	12
5.5	Minimum Requirements.....	13
5.6	Council Conditions of Contract.....	13
5.7	Project Manager/Enquiries	13
5.8	Procurement Types	14
5.8.1	Direct Procurement (for purchases at or below \$20,000).....	14
5.8.2	Written Quotations (for purchases between \$20,000 to \$100,000)	14
5.8.3	Tenders (for purchases \$100,000 or greater)	14
5.8.3.1	Open Tenders	15
5.8.3.2	Multiple-stage Tender	16
5.8.4	Ongoing Supply Arrangements – Standing Contracts and Multiple Use Register	17
5.8.4.1	Standing Contract	17

5.8.4.2	Multiple Use Register	18
5.8.4.3	Strategic Alliances.....	19
5.9	Amendments to Tender Documentation	19
5.10	Supplementary Information.....	19
5.10.1	Quotation/Tender Conditions.....	19
5.10.2	Quotation/Tender Specifications.....	20
5.10.3	Submission of Offers	20
5.11	Non-Conforming Offers	20
5.12	Evaluating Tenders.....	21
5.13	Negotiation, Rejection and Acceptance of Tenders.....	22
5.14	Document Registration and Storage	22
6.0	Contracts	23
6.1	Contract Management.....	23
6.2	Contract Renewals	23
6.3	Contract Extension	24
6.4	Contract Reviews	24
7.0	Exemptions.....	25
8.0	Complaints Process.....	26
8.1	Debriefing Session	26
9.0	Disposals	27
9.1	Disposals less than \$20,000.....	27
9.2	Disposals greater than \$20,000	27
10.0	Reporting.....	27
10.1	Procurement at or above the Prescribed Amount.....	27
10.2	Contract Extensions.....	27
10.3	Emergency Provisions	28
10.4	Other Circumstances	28

1.0 Introduction

This Code for Tenders and Contracts (Code) provides a policy framework on best practice tendering and procurement methods in line with the legislative requirements of Sections 333A and B of the Local Government Act 1993 (the Act) and the Local Government Regulations 2005 (Regulations).

With this Code Council aims to achieve the procurement principles of:

- Open and effective competition
- Value for money
- Sustainability, and
- Ethical behaviour and fair dealing.

In addition, the Code aims to:

- Ensure compliance with relevant legislation
- Promote the efficient and ethical use of resources
- Encourage probity in decision making
- Provide opportunities for local suppliers
- Minimise the cost to suppliers during the tendering period
- Allow Council to appropriately manage risk, and
- Promote Council's economic, social and environmental plans and policies.

The Act and Regulations require Council to invite tenders for any contract it intends to enter into for the supply or provision of goods or services valued at or above \$100,000 (exc. GST). For purchases under \$100,000 (exc. GST) alternate procurement processes will apply.

2.0 Definitions

the Act	Means the Local Government Act 1993.
alternative tender	A tender, or quote, that offers an alternative proposal that still satisfies Council's requirements. An alternative tender will not be considered unless it is submitted as an accompanying tender to a conforming tender.
bid shopping	The practice of trading off one supplier's prices against another's in order to obtain lower prices.
Code	Refers to this Code for Tender and Contracts, which has been developed in accordance with the requirements of the Act and Regulations.
consultant	A person or organisation, external to Council, engaged under a contract on a temporary basis to provide recommendations or high

level specialist or professional advice to assist decision making by Council. The consultant is expected to exercise their own skills and judgement independently of Council. It is the advisory nature of the work that distinguishes a consultant from a contractor.

contract	A contract is a binding agreement entered into between two or more parties that involve an exchange of specified goods and/or services for a specified financial reimbursement or other considerations. The terms of the agreement are usually set out in writing and specific legal obligations are created by the signing of the contract.
contractor	A persons or organisation, external to Council, engaged under contract for service (other than as an employee) to provide specified services to Council.
Council	Meander Valley Council (MVC). Represented by the General Manager and/or Director.
direct procurement	Direct procurement for operational requirements. Values are determined by each Council officer's delegated authority.
evaluation panel	Council officers or consultants who have been assigned to assess the quotations/tenders. The evaluation panel provides recommendations to the Director/General Manager/Council.
expressions of interest (EOI)	A means of exploring the market or to pre-qualify suppliers to reduce the cost of quotation/tendering by restricting the issue of formal quotations/tenders.
open tender	Call for tenders by placing an advertisement in the newspaper.
multiple use register	Through an EOI process, Council invites suppliers to register with Council for the supply of particular categories of goods and services.
procurement	The entire process by which resources are obtained by Council, including planning, design, standards determination, specification writing, selection of suppliers, financing, contract administration, disposals and other related functions.
probity	Probity is a risk management approach to ensuring procedural integrity.
project manager	A nominated Council officer that will manage the project and act as the direct liaison with the suppliers.
public tender	A tender where a supplier that can meet the requirements of the request for tender has the opportunity to bid.

purchasing	The acquisition of goods or services.
quotation	The bid submitted in response to a request for quotation from Council.
quotation package	Accompanying required documentation and any supplementary information that will support the quotation bid.
Regulations	Means the Local Government Regulations 2005 or subsequent updated regulation.
request for quotation	A request for written offers from Council to suppliers capable of providing a specified work, goods or service.
request for tender	A document soliciting offers from suppliers capable of providing a specified work, goods or service. Requests for tender are usually advertised.
periodic tender	A tender from which a single tenderer or multiple tenderers may be contracted for a specific period to provide specific services during that period without the need for a further tender process.
supplier	Any party submitting a tender/quote. A competent supplier that is able to comply with the requirements as stated in the tendering/quotation process and delivers the requested goods or service in compliance with this Code and relevant legislation..
tender	A proposal, bid or offer that is submitted by a consultant, contractor or supplier in response to a request for tender.
tenderer	An individual or supplier/company that submits a tender.
tender box	A box or cabinet used as the point of lodgement for tenders to ensure that the documentation is kept secure until the tender period closes. Council also provides this facility through the provision of an electronic account.
tender briefing	A session in which tenderers are invited to attend to enable Council to provide the tenderers with more information and answer questions. This process enables all interested parties to receive the same information. Meeting minutes shall be provided to all attendees prior to the close of tender.
tender package	Accompanying required documentation and any supplementary information that will support the tender bid.

3.0 Application of this Code

3.1 Review of the Code

Consistent with the requirements identified in Section 333B of the Act, Council will formally review this Code at least every four (4) years.

The Code may be modified from time to time by Council to reflect changed operational requirements.

3.2 Accountability

As a measure of accountability and transparency, the Council will:

- Make a copy of this Code (and any amendments) available for public inspection at the Council's offices during ordinary office hours
- Make copies of this Code available for purchase at a reasonable charge, and
- Make this Code available on Council's website.

3.3 Delegation

Financial limits for Council officers for procurement processes shall be in accordance with Council's approved procurement delegations.

3.4 Breach of the Code

Council will take all reasonable steps to comply with this Code.

Council will not be liable in any way to a supplier or any person for a breach of this Code.

If any employee of the Council, or a body controlled by the Council breaches this Code, Council may take disciplinary action, if in its absolute discretion it considers it desirable to do so.

If a supplier commits a breach of this Code, Council may, in its absolute discretion, take action against that supplier.

3.5 Engaging a Third Party to Manage a Procurement Process

Council may engage third parties to manage the procurement process for individual projects. The use of a third party as an agent or consultant to advise on, arrange or manage a procurement process does not exempt Council from complying with Council procurement policy and procedures.

Should Council engage a third party to manage a procurement process, it will be ensured that material is included in the contractual arrangements with the third party that requires the third party to comply with Council's procurement policy and procedures.

4.0 Procurement Principles

This Code has been developed in order to have a transparent set of strategies that Council will follow in order to comply with the procurement principles as required in the Act.

The Code will apply to Councillors, Council employees and agents and any supplier wishing to compete for Council business or provide goods, services or works to Council, including contractors, subcontractors, consultants and suppliers.

Wherever reasonably possible suppliers engaged by Council will also apply the Code when seeking tenders or quotations from subcontractors and suppliers.

4.1 Council Procurement Principles

Council will:

- Promote fair and open competition and seek value for money for the Council and its local community
- Protect commercial-in-confidence information
- Establish and maintain procedures to ensure that fair and equal consideration is given to all tenders and quotations received
- Provide a prompt and courteous response to all reasonable requests for advice and information from potential or existing suppliers
- Seek to minimise the cost to suppliers for participation in the quotation/tender process
- Evaluate tenders/quotes based on the pre-specified selection criteria defined in the quotation/tender documentation (e.g. do not develop selection criteria after distribution of quotation/tender documentation), and
- Consider the procurement of recycled, recyclable, reusable, sustainable goods in procurement processes.

All suppliers involved in tenders and quotations to which this Code applies must:

- Promote honesty and equity in the treatment of all suppliers of goods and services
- Ensure that they are well acquainted with Council requirements identified in this Code
- Refrain from submitting tenders/quotations without firm intention to proceed
- Refrain from improper practice including collusive tendering/quoting
- Not canvas any employees of Council in relation to the request for quotation/tender process
- Not offer gifts or benefits to a Council officer for the discharge of official business
- Declare any conflicts of interest, and
- Comply with applicable legislative, regulatory and statutory requirements.

4.2 Open and Effective Communication

Open and effective communication is ensuring that the procurement process is impartial, open and encourages competitive offers. In practice, this means that Council will:

- Use transparent and open procurement processes so that potential suppliers and the public can have confidence in the outcomes
- Adequately test the market by applicable processes through open tender or seeking quotations
- Avoid biased specifications
- Treat all suppliers consistently and equitably, and
- Ensure a prompt and courteous response to all reasonable requests for advice and information from suppliers.

4.3 Value for Money

Value for money is achieving the desired outcome at the best possible price. In practice this means that Council will ensure that it is buying at the most competitive price available, but value for money does not mean buying at the lowest price. In doing this, Council may take the following factors into consideration:

- Fit for purpose
- Maintenance and running costs over the lifetime of the product
- The value of the acquisition and potential benefits against the cost of that purchase
- An assessment of risks associated with the purchase including the preferred procurement method
- The contribution to the achievement of other Council objectives
- Quality assurance and perceived level of risk
- The capacity of the supplier
- Time constraints
- Disposal value
- Maintenance costs over the expected life of the asset or product
- The impact of the procurement decision on the environment: minimising waste and reducing demand for goods and services which have a direct impact on the environment
- The impact of the procurement decision on the local economy: industry development and employment creation, and
- The impact of the procurement decision on the society - elimination of discrimination and the promotion of equal opportunity.

4.4 Ethical Behaviour and Fair Dealing

Ethical behaviour and fair dealing means that all procurement is undertaken in a fair and unbiased way and in the best interests of Council. In practice, this means that Council will:

- Be fully accountable for the procurement practices that Council will use and the decisions Council will make
- Comply with legal requirements
- Ensure that decisions are not influenced by conflicts of interest and expect individuals involved in procurement processes to declare and act upon any conflicts of interest that may be seen to influence impartiality
- Maintain confidentiality

- Deal honestly with and be equitable in the treatment of all potential suppliers
- Ensure that all procurement is undertaken in accordance with Council's policies
- Conduct all business in the best interests of Council
- Ensure that all information and clarifications provided in the initial procurement stages are distributed to all prospective suppliers
- Enhance the capabilities of local suppliers and industry
- Ensure that specifications are clear and ensure that conditions of contract are not excessively onerous, and
- Decline gifts or benefits offered by those involved in the procurement process, particularly from suppliers.

5.0 Procurement Processes

5.1 Procurement Values

Council applies three (3) thresholds to procurement values:

- \$20,000 and below
- Between \$20,000 and \$100,000, and
- \$100,000 and above.

The methods of procurement differ within these values however, the margins do not preclude Council obtaining written quotations or calling for tenders for procurement values outside of the stipulated values. The use of these processes will be in accordance with this Code. The types of contracts used for each of the procurement values will be at the discretion of Council.

Tenders and quotations must be sought on a GST exclusive basis.

5.2 Procurement Overview Processes

The following procurement overview is provided to give a brief outline on the way in which Council procures routine goods and services:

- Plan the procurement (which includes the selection of the most appropriate procurement method)
- Prepare the relevant documents (e.g. quotation, tender)
- Invite and receive offers
- Evaluate offers
- Advise both the successful and unsuccessful bidders
- Manage any contract that has been implemented as a result of the procurement, and
- Conduct a project evaluation (if required).

5.3 Planning the Procurement

During the planning phase of the procurement process where written quotations or tenders are to be requested, the following steps may be taken:

- Any relevant approval to undertake a purchase is obtained
- An estimate of the cost of the goods or service is undertaken and available Council funding of such a purchase is confirmed and an appropriate method of procurement is chosen
- The specification is defined and mandatory requirements are identified
- The method of receipt of offers is defined
- The establishment of an evaluation panel
- The establishment of evaluation criteria and evaluation methodology
- The development of a risk assessment and management plan, and
- The commencement of a contract management plan.

The following table refers to the three (3) procurement thresholds and summarises what procurement method Council utilises based on the value of the purchase.

Procurement Value	Minimum Requirement
At or below \$20,000	Direct Purchases No formal quotations are required however the Council may at their discretion obtain written quotations.
Between \$20,000 and \$100,000	Written Quotations Where possible, at least three (3) written quotations will be obtained.
\$100,000 and above	Public Tender Council will advertise each tender. All applications will be assessed using Council's assessment matrix.

Council will apply the above requirements to the purchase of all goods and services with the exception of the circumstances described under Section 7.0 Exemptions.

If it is known that only one specialist supplier is available for work or there are specific reasons for wanting to utilise one supplier, then that supplier may be invited to provide a quotation/tender with the permission of the General Manager. The project manager will be required to document reasoning and demonstrate that the procurement process is being undertaken in accordance with Council's principals of this Code.

5.4 Calculating the Value of a Purchase

5.4.1 Price

The dollar value of the purchase may be calculated as follows:

- **single one-off purchase** – the total amount, or estimated amount, of the purchase (excluding GST), or
- **multiple purchases** – the gross value, or the estimated gross value, of the purchases (excluding GST), or
- **ongoing purchases over a period of time** – the annual gross value, or the estimated annual gross value, of the purchases (excluding GST)

As per Regulation 23, Council will not split a single procurement activity into two or more separate contracts for the primary purpose of avoiding the requirement to publicly invite tenders.

5.4.2 Non Price Considerations

Council will ensure that it is buying at the most competitive price available, but quantifying the value of a purchase does not simply mean buying at the lowest price. Specific issues that will be taken into account by Council that relate to non price related matters are identified in section 4.0 Procurement Principles.

5.5 Minimum Requirements

It will be a minimum requirement of all suppliers that they must be able to meet Council's and all legislated Work Health and Safety (WHS), risk management and insurance requirements.

The supplier must be included on Council's contractor list prior to the awarding of any contract. To do so the supplier shall provide Council with a copy of their;

- Public Liability Insurance (\$10,000,000)
- Workers Compensation
- Vehicle Insurance
- Personal Cover Insurance (if the supplier is an individual)

If this documentation is not provided to Council or not kept up to date, Council will not to enter into any business agreements with that supplier.

5.6 Council Conditions of Contract

Where specified in quotation/tender documentation suppliers will be required to meet the requirements of Council's Conditions of Contract. Practical completion and final payments will not be awarded if these conditions are not met and signed off by Council.

5.7 Project Manager/Enquiries

For the purposes of communication with all potential suppliers, Council must nominate a project manager for each procurement activity, and clearly specify their name and contact details. Suppliers may seek further information only from the project manager or in the event of their absence, from a nominated substitute person.

The project manager will:

- Provide quotation/tender documentation to an enquiring supplier
- Instruct that questions from prospective suppliers be put in writing (electronic documentation or facsimile will suffice)
- Record the time and date of an enquiry, the name of the enquirer, relevant contact details and the substance of the discussion, and
- Provide responses in writing.

Where the information required is for the purposes of clarification then this can be undertaken at any point in the quotation/tender period and be limited to the supplier requesting the information.

Where an enquiry points out a substantial error or makes a material difference then this information shall be provided to all suppliers who have requested or received quotation/tender documentation. The additional information will be provided to allow sufficient time for the suppliers to submit an amended application. This may require an extension of the quotation/tender period.

5.8 Procurement Types

5.8.1 Direct Procurement (for purchases at or below \$20,000)

Direct procurement applies to all operational purchases at or below \$20,000 including one-off and consumable purchases in the course of operational activities. While no formal quotations are required for direct procurements below \$20,000 the project manager may, at their discretion, obtain written quotations from at least two suitable suppliers as a confirmation of the agreed procurement conditions. This method will be used only for low value, low risk goods and services.

The quotation from the supplier can be communicated directly to the project manager.

When detailing conditions and specifications of a purchase the project manager may utilise either a contract or Council's purchase order form. The project manager must provide a clear description of the goods and services required.

Council's Quotation and Record Form can be used to record evaluation and selection process information if appropriate.

5.8.2 Written Quotations (for purchases between \$20,000 to \$100,000)

Council invites written offers from at least three suitable suppliers with a request for quotation, which may be in letter or electronic form. Where less than three suitable suppliers are reasonably available, records outlining this circumstance will be kept.

Council's request for quotation documentation will include the terms and conditions of quotation, together with a clear description of the goods or services (specifications) required.

The response time to the request for quotation provided to suppliers will depend largely upon the nature and the complexity of the purchase. Quotations can be delivered directly to the project manager.

The project manager must record the evaluation and selection process of the successful supplier through the use of Council's Quotation and Record Form. Tender principles may be used at the discretion of the project manager.

5.8.3 Tenders (for purchases \$100,000 or greater)

Council's request for tenders is a formalised process where Council invites offers from suppliers to provide specified goods or services. Council may determine that tenders should be called in certain circumstances as appropriate, where the estimated value of the purchase is less than \$100,000.

5.8.3.1 Open Tenders

An open tender process is an invitation to tender by public advertisement. There are generally no restrictions regarding who can submit a tender, however, tenderers are required to submit all required information and will be evaluated against stated selection criteria.

Consistent with the Regulations (Regulation 24) Council will ensure that when open tenders are used as a method of procurement; the General Manager will invite tenders.

The General Manager will advertise the tender locally via the daily newspaper circulating in the municipal area and on Council's website, making the tender available to all qualified and interested bidders. Council may send tender documentation directly to an identified supplier, however, any documentation will not be provided to a potential tenderer until the tender has been advertised.

The tender advertisement will identify:

- The nature of the goods and or services the Council requires
- The period within which the tender must be lodged (must be at least 14 days after the date on which the notice is published)
- Where the tender must be lodged
- Details of a person from whom more detailed information relating to the tender may be obtained.

The General Manager will ensure that prospective tenderers are provided with details regarding:

- The specifications of the goods and or services required
- The duration of the contract, including any extensions that are specified in the contract
- Any mandatory tender specifications and contract conditions
- Objective criteria for evaluating the contract, and
- Reference to the Council Code for Tenders and Contracts.

All enquiries and provision of tender documentation shall be carried out by Council's project manager.

A tenderer submitting a response in relation to a Council public tender must do so in writing. The tenderer must specify the goods and or services tendered for, provide details of the goods and or services being offered and must lodge the tender within the period specified in the public notice.

The nature of the purchase may require that a tender briefing is conducted. The time and place at which the tender briefing meeting is to be held will be detailed in the tender documentation. The project manager must keep minutes of any tender briefing meeting which will be distributed to all tenderers.

The tenderer must demonstrate through the provision of referees and any requested documentation that they are competent in establishing and managing risk management procedures and can follow WHS legislative requirements.

A tenderer may not withdraw its tender before acceptance without Council's consent other than as permitted in the conditions of tendering included in the tender documents. Council may give or withhold its consent in its absolute discretion.

The tender box will not be opened until the time set for the closing of tenders has elapsed.

Tenders must be opened in the presence of:

- One member of the Council's staff other than the project manager; and
- The project manager.

Each employee present must sign the Tender Received Form showing the tenderer's names, the service tendered for and the tender price. The total tender sums are disclosed only if it is stated in the tender documentation.

The project manager must record the evaluation and selection process of the successful supplier by utilising Council's quotation/tender review form and Council's assessment matrix.

5.8.3.2 Multiple-stage Tender

From time to time Council may utilise a multiple-stage tendering process to:

- Gain market knowledge and clarify the capability of suppliers
- Shortlist qualified tenderers, and
- Obtain industry input.

A multiple-stage procurement process may be more costly and time-consuming for both suppliers and Council, and as such, Council will usually only use them where:

- The best way to meet requirements is unclear
- It is considered appropriate to pre-qualify suppliers and restrict the issue of formal tender documentation
- Benefits exist which cannot be obtained by researching the market through conventional means, and
- Maximum flexibility is required throughout the procurement process

The multiple-stage processes that Council may use are as follows:

- Expressions of Interest (EOI) – an EOI is generally used to shortlist potential suppliers before seeking detailed offers. Suppliers are shortlisted on their technical, managerial and financial capacity, reducing the cost of tendering by restricting the issue of formal tenders to those suppliers that demonstrated the required capacity.
- Request for proposal – may be used when a project or requirement has been defined, but where an innovative or flexible solution is sought.
- Request for Tender – may be used when a project or requirement has been defined to solicit offers from suppliers capable of providing a specified work, goods or service.
- Request for information – may be used at the planning stage of a project to assist with defining the project. Council will not issue a request for information to identify or select suppliers.

- Closed Tender process – may be used if the initial specification is well defined and an EOI or request for proposal has already been used to shortlist suppliers. Suppliers will be informed in advance that only those short-listed will be requested to tender.

Council is mindful of the following aspects when conducting a Multiple-stage Tender process:

- That a short-listed party cannot be engaged without going through a more detailed second (tender) stage process unless approved by Council, and
- When using a Request for Information, issues relating to intellectual property and copyright must be clarified prior to using the information provided to prepare the Request for Tender.

When calling for EOI Council will generally follow the advertising requirements outlined in 5.8.3.1 Open Tenders.

The General Manager will ensure that suppliers are provided with the following in order to lodge an EOI:

- Details of the goods or services required
- The criteria for evaluating EOI
- The method for evaluating EOI against the criteria
- Details of any further stages in the tender process, and
- A reference to Council's Code for Tenders and Contracts.

The General Manager may then send an invitation to tender to those suppliers that expressed an interest in providing the goods or services required and were selected to tender through the EOI evaluation process.

5.8.4 Ongoing Supply Arrangements – Standing Contracts and Multiple Use Register

5.8.4.1 Standing Contract

A Council, through an open tender process, may establish a standing contract in which a single tenderer or multiple tenderers may be contracted for a specified period to provide specified goods or services during that period without the need for a further tender process.

The way in which a standing contract is established can either be:

- To utilise the open tender process, or
- For Council to assess the suppliers listed in the multiple-use register in line with Council's defined procurement values.

Council may legitimately purchase directly from a supplier listed on a standing contract panel.

The recommended validity period for standing contracts will be stipulated during the Open Tender process.

The selected tenderers can be used to provide the specific goods or services without calling a further tender during the specified period.

Council may implement its own standing contract arrangements or may make use of goods and or services panels that have been negotiated for example for Tasmanian Councils via LGAT as a member of the National Procurement Network or via similar arrangements through State Government.

5.8.4.2 Multiple Use Register

A multiple use register is a list, intended for use in more than one procurement process, of pre-qualified suppliers, who have satisfied the conditions for participation or inclusion on the register.

Council may establish a multi-use register of suppliers who meet criteria established by the Council in respect to the supply of particular categories of goods and services.

Inclusion on a multi-use register provides certainty for potential suppliers that they have been recognised as meeting conditions for participation.

Council will invite tenders or quotations for a contract for the supply of goods and or services from all suppliers included on a multiple use register for a particular category of goods and or services.

The Council will invite applications from suppliers for inclusion on a multiple use register by advertising locally via the daily newspaper circulating in the municipal area and via Councils website. The public notice will identify:

- The nature of the goods and or services the Council requires
- Any identification details associated with the register
- The period within which the application must be lodged
- Where the application must be lodged
- Details of a person from whom more detailed information relating to the multiple use register may be obtained.

The General Manager will ensure that applicants are provided with information regarding:

- The specifications of the goods and or services required
- The criteria for evaluating the applications
- The method of evaluating applications against the criteria
- Council's Code for Tenders and Contracts.

Council may accept an application for inclusion on the multiple use register or reject an application. If Council rejects the application, the General Manager will advise the applicant of the reasons for rejection.

If Council accepts the application, the General Manager will advise the applicant of the category their application will be included in on the multiple use register. The multiple use register will be reviewed by Council at least every two (2) years.

Council will allow a supplier to apply for inclusion on the multiple use register at any time unless the supplier has made an application in the previous 12 months and the application has not been accepted.

5.8.4.3 Strategic Alliances

Council may choose to procure goods and or services through contract arrangements already established and administered by other organisations, including:

- LGAT through the National Procurement Network
- State Government Contracts, and
- any other purchasing group of which Council is a member.

5.9 Amendments to Tender Documentation

The project manager may amend tender documentation if it discovers a significant error or discrepancy in it. If amendments to the tender package are made the project manager must:

- Give the addendum to the tender package to all tenderers
- Provide the addendum to all tenderers at least seven (7) days prior to the close of tender; and
- Permit any tenderer who has already submitted a tender to submit an addendum which is clearly marked "Tender Addendum".

Each tenderer must, not later than tender closing, acknowledge in writing receipt of the addendum given by the project manager. Failure to do so could result in the tender being invalid.

5.10 Supplementary Information

5.10.1 Quotation/Tender Conditions

When preparing the quotation/tender documentation Council will prepare clear and concise information that includes the terms and conditions of the planned purchase with a detailed description of the goods or services required.

The conditions set out the terms under which Council will receive and evaluate offers. The conditions shall include:

- The closing date, time and place of lodgement
- Details on how quotes/tenders are to be lodged
- Advice on the treatment of late submissions
- Pricing requirements
- The project manager's details
- The evaluation criteria and a brief outline of the evaluation methodology used
- Relevant Council policies and principals.

Additional conditions for tenders may include:

- Details of intended duration of the contract including any extensions applicable to the contract
- Details of supporting documents that should accompany the tender
- Advice and details on the availability of any briefing sessions for prospective tenderers

- Advice on how and in what circumstances the procurement documentation can be altered
- Any assessment or presentation requirements, and
- An indication if alternative bids will be considered.

5.10.2 Quotation/Tender Specifications

The specifications clearly, accurately and completely describe the essential requirements of the goods or services being purchased. It is the basis of all offers and is the foundation for the contract. The specifications may include:

- Functional requirements
- Performance requirements, and
- Technical requirements.

5.10.3 Submission of Offers

Council may provide both a locked tender box and the opportunity to submit the offer as an electronic document. Council accepts offers in both formats provided they are a conforming offer. Council will not be responsible for, nor take into consideration any service or transmission delays. Council will not be responsible for the security of the information contained in the electronically transmitted offer. It is the tenderers responsibility to satisfy itself that Council has received the offer by the stated closing time.

The project managers email address, if specified as an acceptable method of submitting offers, may be used for the lodgement of conforming offers.

A person submitting a response in relation to a Council tender must do so in writing.

The tenderer must specify the goods and or services tendered for, provide details of the goods and or services being offered and must lodge the tender within the period specified in the public notice.

5.11 Non-Conforming Offers

Council will reject non-conforming offers (in accordance with the terms of Council's quotation/tender documentation) which:

- Are lodged after the closing time without valid reason
- Are not signed where required
- Are incomplete – for example, questions have not been answered, pages are missing, or required documentation for the evaluation of a supplier has not been attached
- Do not comply with mandatory conditions of the quotation/tender
- Do not observe and comply with requirements of relevant Acts and Statutes of Parliament, Regulations, By-Laws, Orders, Codes of Practice and WHS Legislation and Regulations, or
- Fail to meet mandatory specifications and evaluation criteria.

Any offer which does not comply with the quotation/tender document should be rejected unless the offer satisfies the requirements for an alternative quote/tender.

The Council may, in its absolute discretion, accept an offer received late if it was posted at such a time (postmarked not less than two (2) clear days before closing) that Council should have received it by the stipulated closing date.

5.12 Evaluating Tenders

This clause applies to tenders with an estimated value equal to or greater than \$100,000.

The General Manager may direct a tender evaluation panel to review and assess tenders in line with the evaluation criteria depending on the nature of the project. The tender evaluation panel should comprise of at least three individuals, which includes the project manager.

Council will evaluate tenders in accordance with this Code and against the pre-specified tender evaluation criteria and methodology. Council will utilise the Council assessment matrix during the evaluation of the tender.

Council must take into account the following criteria when considering tenders:

- **Compliance to this Code and tender evaluation criteria and methodology**

It may be necessary to seek clarification from a tenderer if an offer is unclear. Clarification does not mean that tenderers can revise their original offer. Any clarification sought must be documented. Any request for clarification must not turn an alternative tender into a conforming tender.

- **Evaluation against the tender evaluation criteria through the assessment matrix**

The assessment matrix is a framework for the detailed analysis of each offer against both qualitative and quantitative criteria, applying weightings to the pre-specified tender evaluation criteria. The tenderer must demonstrate that they meet the tender evaluation criteria, not just assert it.

Council must determine the weighting to be given to the criteria before the tenders are opened. The weightings are to be determined at Council's absolute discretion. The weightings given to each criterion may vary from project to project. Council may advise the tenderers of the weightings but shall not be obliged to do so.

- **High risk/value/complex tenders**

In selecting a tenderer for a high risk/value or complex process, Council may undertake a due diligence investigation to ensure that the tenderer has the capacity and stability to fulfil all of the requirements of the contract. If Council intends to use this further detailed assessment it must be detailed in the tender documentation.

- **Write an evaluation report**

On completion of the evaluation process Council will document the selection of a successful tenderer in an evaluation report to be submitted to the relevant approval authority (e.g. Council, General Manager or Director level).

Council's evaluation reports include:

- A comprehensive record of the evaluation method, the rationale used to select the preferred supplier, and whether it is recommended that negotiations should be undertaken, and on what basis, and
- Reasons for overlooking lower priced tenders.

5.13 Negotiation, Rejection and Acceptance of Tenders

The following points must be noted in relation to consideration of negotiation, rejection and acceptance of tenders:

- Council must consider all conforming tenders.
- Council is not obliged to accept any tender.
- Council is not obliged to accept the lowest or any conforming tender.
- Council may negotiate with the tenderer who submitted an alternative tender and may accept the alternative tender or any variation of it negotiated with the tenderer.
- Council may reject all tenders. If Council rejects all tenders Council must advise each tenderer accordingly and may invite further tenders.
- Council may negotiate with the preferred tenderer and after exhausting negotiations with the preferred tenderer, may negotiate with other tenderers in order of preference.
- In the course of negotiation with a tenderer, Council must not disclose the details of a tender submitted by any other tenderer.
- Prior to awarding the tender the evaluation panel or project manager must prepare a summary report detailing the assessment process of the tenderers and which tenderer they are recommending for acceptance.
- Council must approve the selection of the successful tenderer prior to the contract being awarded where approval of financial value of the contract exceeds the General Manager's delegation.
- Council must issue a letter of offer to the successful tenderer stating the details of the accepted offer and setting out the terms of acceptance.
- Council and the successful tenderer must execute a formal contract document in the form specified in the tender package (with any amendments) within fourteen days from the date when the successful tenderer received the letter of offer.
- Council must advise all other tenderers that their tenders have been unsuccessful and unless it is inappropriate to do so, of the price of the accepted tender.
- The successful tenderer shall not be entitled to receive payment for carrying out the work until it has executed a formal contract document.

5.14 Document Registration and Storage

All documentation relating to a quotation or tender will be stored in Council's document management system.

Supplied hard copies will be stored in an appropriate location. All quotations/tenders that Council receives will be clearly marked with the time and date of receipt.

Offers received as an electronic document to the project managers email address shall be recorded in the same method as offers received in the post.

6.0 Contracts

6.1 Contract Management

A contract defines the rights and obligations of both parties once the quotation/tender has been awarded. A contract is established when an offer is made and accepted. A contract comprises all relevant information provided to and by the supplier that has made the successful offer. This includes:

- The conditions of quotation/tender
- The specifications including any plans and other attachments
- The successful offer, and
- The conditions of contract.

A copy of the conditions of contract may be included in Council's original request for quotation/tender package.

The conditions of contract contain the contractual terms defining the obligations and rights of the parties concerned. Generally, contracts are used for all purchases with a value of \$100,000 or above, or where there are material risks involved.

For complex or high value purchases, it may be necessary for Council to enter into negotiations prior to finalising the contract in consultation with Council's legal advisors. The purpose of these negotiations is to:

- Test the understanding and assumptions made by the suppliers in determining their costs
- Clarify and rectify any false assumptions, and
- Achieve operational refinements and enhancements that may result in cost reductions.

The outcomes of these negotiations will be included in the final contract and once completed and agreed, both parties then sign the formal contract.

A formal contract management plan is not required for all contracts, but Council may develop contract management plans for contracts that involve large dollar amounts, complex technical requirements, or when the contract manager is responsible for managing a large number of contracts simultaneously.

There are limitations on the amount of work which can be added or deleted without affecting the schedule of rates.

6.2 Contract Renewals

In most cases, where the goods or services being delivered under the contract are required on an ongoing basis, Council will undertake a new procurement process prior to the completion of the existing contract.

6.3 Contract Extension

In some circumstances, it may be desirable for Council to extend an existing contract, rather than seek new tenders or quotations for the delivery of the goods or services.

Contracts will only be extended:

- By a majority of Council
- Following a full evaluation of the performance of the current contractor, and
- Where the principals of open and effective competition are protected.

As a rule, Council will not extend contracts if:

- The original contract does not allow an extension
- Since the previous tender, the market has changed substantially, or
- The nature of the goods/services required has substantially changed.

6.4 Contract Reviews

Contract/Contractor review requirements will be specified as determined within the conditions of contract. In addition to the review requirements, at the completion or prior to the renewal of a contract, a contract review should be considered. The review should be used as a process to constructively assess positive and negative outcomes of a contract.

Reviews should include but are not limited to:

- Was the selected project delivery method the best approach
- What were the project issues and how can them be avoided on future projects
- Reasons for any cost increases or variations
- Suggested improvements to contract documentation or overall approach
- What was done well and was successful
- Are the operators accepting of the design, and
- Any safety or environmental issues.

7.0 Exemptions

The Regulations provide that Council must publicly invite tenders for the purchase of goods and services with a value in excess of \$100,000. Council is committed to encouraging open and effective competition between suppliers with the objective of obtaining value for money.

Council may not issue a tender or use a quotation process where the goods and services relate to:

- An emergency if, in the opinion of the General Manager, there is insufficient time to invite tenders for the goods or services required in that emergency.
- A contract for goods or services supplied or provided by, or obtained through, an agency of a State or of the Commonwealth.
- A contract for goods or services supplied or provided by another Council, a single authority, a joint authority or the Local Government Association of Tasmania.
- A contract for goods or services obtained as a result of a tender process conducted by another Council, a single authority, a joint authority, the Local Government Association of Tasmania or any other local government association in this State or in another State or a Territory.
- A contract for goods or services in respect of which the Council is exempt under another Act from the requirement to invite a tender.
- A contract for goods or services that is entered into at public auction.
- A contract for insurance entered into through a broker.
- A contract arising when Council is directed to acquire goods or services due to a claim made under a contract of insurance.
- A contract for goods or services if the Council resolves by absolute majority and states the reasons for the decision, that a satisfactory result would not be achieved by inviting tenders because of one or more of the following;
 - Extenuating circumstances
 - Remoteness of the locality
 - The unavailability of competitive or reliable tenderers
 - A contract of employment with a person as an employee of the Council.
- Where it can be established that there is only one supplier of a particular product or service and there is no appropriate substitute available, or where alternative options are not viable or do not provide value for money.
- Where the original product or service has been selected through an open tender process and the request for exemption relates to the proposed purchase of an upgrade or addition to the existing system and there are limited supply options.
- The product is being trailed to assist in the evaluation of its performance prior to a large scale purchase for which open tenders will be called.
- To assist in the development of a new product in conjunction with a private sector supplier.
- Where cost to Council and to suppliers would outweigh the value for money benefits of calling public tenders.
- Projects of exceptional circumstances or genuine urgency where conclusive justification of the request is provided.

8.0 Complaints Process

Tasmanian councils are provided with broad competency powers under the Act to carry out the role of providing services to their communities and the Act also includes accountability measures under which councils can be held responsible to the communities for their actions and decisions.

The resolution of complaints against Council is a responsibility of Council and will be dealt with in accordance with the Customer Service Charter.

In the first instance, complainants should be encouraged to seek resolution through the project manager in charge of the tendering process. If the complainant wishes to pursue the matter further, the General Manager will investigate the complaint.

The following records will be maintained for any complaint received and resolved:

- Date of complaint
- Complainant's details
- Description of complaint
- Action taken including dates, and
- The outcome.

8.1 Debriefing Session

The purpose of a debriefing session is to provide feedback to an unsuccessful supplier that could assist the supplier in submitting a more competitive bid in the future. Debriefing sessions will only be provided if requested by the unsuccessful supplier. The debriefing session will address the following issues:

- Their performance against the selection criteria, and
- Their strengths and weakness of the quotation/tender application.

The debriefing session is not a comparison of quotation/tender applicants and is not to be used to justify the selection of the successful supplier. At no point during the session will Council disclose any information regarding any supplier.

The debriefing session should be conducted by the tender evaluation panel if appropriate. Council will document the proceedings of each debriefing session including:

- Attendees and the company names
- Information provided
- Any issues raised
- Detailed information requested but not disclosed
- Any likely future complaints, and
- Recommendations for future action.

9.0 Disposals

Disposals are to be conducted so that the best return to Council is achieved. Disposal of land will be made in accordance with Division 1 of Part 12 of the Act.

9.1 Disposals less than \$20,000

Council will dispose of items with a disposal value of less than \$20,000 at the discretion of the General Manager.

9.2 Disposals greater than \$20,000

Council shall dispose of items with an estimated disposal value in excess of \$20,000 by way of tender, public auction, or trade-in.

When disposing items by tender, Council may choose to advertise the item for disposal in specialist newspapers or journals, or in the appropriate classified section of the local newspaper if these are more likely to attract appropriate interest.

10.0 Reporting

10.1 Procurement at or above the Prescribed Amount

Council will report in its Annual Report details of any contract for the supply or provision of goods and or services valued at or above the currently legislated prescribed amount of \$100,000.

The General Manager will establish and maintain procedures for reporting to Council circumstances where a public tender or quotation process was not used and reasonably should have been.

10.2 Contract Extensions

Council will report in its Annual Report the details of any extension of a contract where Council agreed to extend a contract by an absolute majority and the pre-existing contract did not specify extensions.

Details that will be reported for Clauses 10.1 and 10.2 at a minimum as required under the Regulations are;

- A description of the contract
- The period of the contract
- The periods of any options for extending the contract
- The value of any tender awarded or, if a tender was not required, the value of the contract excluding GST
- The business name of the successful contractor, and
- The business address of the successful contractor.

10.3 Emergency Provisions

Council will report in its Annual Report the details of all instances where non-application of the public tender process has been applied as a result of an emergency, where in the opinion of the General Manager, there was insufficient time to invite tenders for the goods and services required in that emergency.

10.4 Other Circumstances

Council will report in its Annual Report the details of all instances where non-application of the public tender process has been applied because Council agreed by absolute majority, that a satisfactory result would not have been achieved if tenders were invited because of;

- Extenuating circumstances
- The remoteness of the locality
- The unavailability of competitive or reliable tenderers, and
- A contract of employment with a person as an employee of the Council.

Details that will be reported for Clauses 10.3 and 10.4 at a minimum as required under the Regulations are;

- A description of the reason for not inviting public tenders
- A description of the goods and or services acquired
- The value of the goods and or services acquired, and
- The name of the supplier.

DECISION:

Cr Richardson moved and Cr Connor seconded ***“that Council approve the revised Code for Tenders and Contracts 2015 as per the above recommendation.”***

The motion was declared CARRIED with Councillors Connor, Kelly, King, Perkins, Richardson, Synfield, White and Youd voting for the motion.

Councillor Richardson left the meeting at 5.18pm

Councillor Richardson returned to the meeting at 5.20pm

332/15 REVIEW OF POLICY NO. 37 - TREE MANAGEMENT

1) Introduction

The purpose of this report is to seek Council approval of the proposed revision of Policy Number 37 - Tree Management.

12) Recommendation

It is recommended that Council adopt the revised and renamed Policy No 37 - Vegetation Management as follows:

POLICY MANUAL

Policy Number: 37	Vegetation Management
Purpose:	To provide strategic direction for the management of vegetation on Council property and Council managed land.
Department:	Infrastructure Services Natasha Szczyglowska, Technical Officer
Council Meeting Date:	9 June 2015
Minute Number:	xx/2015
Next Review Date:	February 2018

POLICY

1. Definitions

Vegetation	Trees, shrubs, grasses, sedges and herbs: generally all plant life considered collectively as a whole in a location
Native Vegetation	A plant which is indigenous to Tasmania
Remnant Vegetation	Native vegetation that retains the characteristics of the vegetation which existed on that site prior to settlement. It may be in good or degraded condition.
Urban Areas	Settlement areas developed for a wide range of urban purposes
Urban Forest	Vegetation within urban areas: primary component of urban ecosystems.
Biodiversity	The variability among living organisms from all sources, including terrestrial, marine and other aquatic ecosystems and the ecological complexes of which they are part.

2. Objective

The objectives of this policy are to:

- Sustain the character and biodiversity values of rural locations through the management of native vegetation
- Manage vegetation in urban areas in a manner that improves the amenity and environmental performance of our townships, parks, reserves and roadsides
- Manage vegetation in a manner that ensures the safety of our community.

3. Scope

This policy applies to the management of vegetation on Council property and Council managed land, including maintenance, protection and removal.

4. Policy

Vegetation, including both remnant vegetation and plantings of mature exotic species, are important features of Meander Valley's scenic landscapes and contribute to the unique character of rural areas, townships and many residential areas.

Native vegetation plays an important role as a source of genetic diversity, as a place for recreation and in improving the health of waterways.

Vegetation provides an array of social, health and well-being, economic and environmental benefits to the community.

Council will develop strategies for managing:

- Native vegetation that:
 - Recognises the importance of maintaining and enhancing biodiversity
 - Protects high value vegetation communities and remnant vegetation
 - Recognises the role of riparian vegetation in enhancing water quality within streams and wetlands
 - Recognises the role remnant vegetation has in defining the character of a place
 - Ensures Council works with adjoining landowners
 - Ensures public safety in our parks and on our roadsides
- Heritage Vegetation that:
 - Recognises the heritage and cultural values of identified vegetation throughout the Meander Valley region
 - Recognises that in some cases Council will need to work with private landowners to manage and maintain identified heritage vegetation
- Vegetation in urban areas that:
 - Provides guidance for the maintenance and improvement of parks, reserve and roadsides
 - Promotes positive environmental outcomes
 - Assesses site suitability and use to ensure appropriate species and densities are planted and maintained
 - Recognises ancillary benefits for the health and well-being of the community provided by urban forests

- Encourages the revegetation of waterways
- Recognises the important role that vegetation can play in managing landslip and salinity risks
- Ensures public safety in our parks and on our roadsides

5. Legislation and associated Council policies

- Boundary Fences Act 1908
- Threatened Species Act 1995
- Land Use Planning and Approvals Act 1993
- Environment Protection and Biodiversity Conservation Act 1999
- Historical Cultural Heritage Act 1995
- Local Government (Highways) Act 1982
- Roads and Jetties Act 1935
- Forest Practices Act 1985
- Nature Conservation Act 2002
- Weed Management Act 1999

6. Responsibility

The Director Infrastructure Services, Director Development Services and Director Works are responsible for ensuring compliance with this policy.

DECISION:

Cr Connor moved and Cr White seconded ***“that Council adopt the revised and renamed Policy No 37 - Vegetation Management as follows:***

POLICY MANUAL

Policy Number: 37	Vegetation Management
Purpose:	To provide strategic direction for the management of vegetation on Council property and Council managed land.
Department:	Infrastructure Services Natasha Szczyglowska, Technical Officer
Council Meeting Date:	9 June 2015
Minute Number:	330/2015
Next Review Date:	<i>February 2018</i>

POLICY

1. Definitions

Vegetation	Trees, shrubs, grasses, sedges and herbs: generally all plant life considered collectively as a whole in a location
Native Vegetation	A plant which is indigenous to Tasmania
Remnant Vegetation	Native vegetation that retains the characteristics of the vegetation which existed on that site prior to settlement. It may be in good or degraded condition.
Urban Areas	Settlement areas developed for a wide range of urban purposes
Urban Forest	Vegetation within urban areas: primary component of urban ecosystems.
Biodiversity	The variability among living organisms from all sources, including terrestrial, marine and other aquatic ecosystems and the ecological complexes of which they are part.

2. Objective

The objectives of this policy are to:

- Sustain the character and biodiversity values of rural locations through the management of native vegetation
- Manage vegetation in urban areas in a manner that improves the amenity and environmental performance of our townships, parks, reserves and roadsides
- Manage vegetation in a manner that ensures the safety of our community.

3. Scope

This policy applies to the management of vegetation on Council property and Council managed land, including maintenance, protection and removal.

4. Policy

Vegetation, including both remnant vegetation and plantings of mature exotic species, are important features of Meander Valley's scenic landscapes and contribute to the unique character of rural areas, townships and many residential areas.

Native vegetation plays an important role as a source of genetic diversity, as a place for recreation and in improving the health of waterways.

Vegetation provides an array of social, health and well-being, economic and environmental benefits to the community.

Council will develop strategies for managing:

- Native vegetation that:
 - Recognises the importance of maintaining and enhancing biodiversity
 - Protects high value vegetation communities and remnant vegetation
 - Recognises the role of riparian vegetation in enhancing water quality within streams and wetlands
 - Recognises the role remnant vegetation has in defining the character of a place
 - Ensures Council works with adjoining landowners

- Ensures public safety in our parks and on our roadsides
- Heritage Vegetation that:
 - Recognises the heritage and cultural values of identified vegetation throughout the Meander Valley region
 - Recognises that in some cases Council will need to work with private landowners to manage and maintain identified heritage vegetation
- Vegetation in urban areas that:
 - Provides guidance for the maintenance and improvement of parks, reserve and roadsides
 - Promotes positive environmental outcomes
 - Assesses site suitability and use to ensure appropriate species and densities are planted and maintained
 - Recognises ancillary benefits for the health and well-being of the community provided by urban forests
 - Encourages the revegetation of waterways
 - Recognises the important role that vegetation can play in managing landslip and salinity risks
 - Ensures public safety in our parks and on our roadsides

5. Legislation and associated Council policies

- Boundary Fences Act 1908
- Threatened Species Act 1995
- Land Use Planning and Approvals Act 1993
- Environment Protection and Biodiversity Conservation Act 1999
- Historical Cultural Heritage Act 1995
- Local Government (Highways) Act 1982
- Roads and Jetties Act 1935
- Forest Practices Act 1985
- Nature Conservation Act 2002
- Weed Management Act 1999

6. Responsibility

The Director Infrastructure Services, Director Development Services and Director Works are responsible for ensuring compliance with this policy.

The motion was declared CARRIED with Councillors Connor, Kelly, King, Perkins, Richardson, Synfield, White and Youd voting for the motion.

Councillor White moved and Councillor King seconded ***“that, pursuant to Section 15(1) of the Local Government (Meeting Procedures) Regulations, Council close the meeting to the public.”***

The motion was declared CARRIED with Councillors Connor, Kelly, King, Perkins, Richardson, Synfield, White and Youd voting for the motion.

ITEMS FOR CLOSED SECTION OF THE MEETING:

- 333/15 APPLICATIONS FOR LEAVE OF ABSENCE
- 334/15 CONTRACT FOR KERBSIDE WASTE, RECYCLING AND ORGANICS
 COLLECTION AND DISPOSAL

The meeting closed at 5.36pm

.....
CRAIG PERKINS (MAYOR)