

Meander Valley Council

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

# **ORDINARY AGENDA**

**COUNCIL MEETING**

**Tuesday 14 November 2017**

# **COUNCIL MEETING VISITORS**

Visitors are most welcome to attend Council meetings.

Visitors attending a Council Meeting agree to abide by the following rules:-

- Visitors are required to sign the Visitor Book and provide their name and full residential address before entering the meeting room.
- Visitors are only allowed to address Council with the permission of the Chairperson.
- When addressing Council the speaker is asked not to swear or use threatening language.
- Visitors who refuse to abide by these rules will be asked to leave the meeting by the Chairperson.

## **SECURITY PROCEDURES**

- Council staff will ensure that all visitors have signed the Visitor Book.
- A visitor who continually interjects during the meeting or uses threatening language to Councillors or staff, will be asked by the Chairperson to cease immediately.
- If the visitor fails to abide by the request of the Chairperson, the Chairperson shall suspend the meeting and ask the visitor to leave the meeting immediately.
- If the visitor fails to leave the meeting immediately, the General Manager is to contact Tasmania Police to come and remove the visitor from the building.
- Once the visitor has left the building the Chairperson may resume the meeting.
- In the case of extreme emergency caused by a visitor, the Chairperson is to activate the Distress Button immediately and Tasmania Police will be called.



PO Box 102, Westbury,  
Tasmania, 7303

Dear Councillors

I wish to advise that an ordinary meeting of the Meander Valley Council will be held at the Westbury Council Chambers, 26 Lyall Street, Westbury, on **Tuesday 14 November 2017 at 1.30pm.**

A handwritten signature in black ink, appearing to read 'M Gill', with a long, sweeping horizontal line extending to the right.

Martin Gill  
**GENERAL MANAGER**

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**Evacuation and Safety:**

At the commencement of the meeting the Mayor will advise that,

- Evacuation details and information are located on the wall to his right;
- In the unlikelyhood of an emergency evacuation an alarm will sound and evacuation wardens will assist with the evacuation. When directed, everyone will be required to exit in an orderly fashion through the front doors and go directly to the evacuation point which is in the car-park at the side of the Town Hall.

Agenda for an Ordinary Meeting of the Meander Valley Council to be held at the Council Chambers Meeting Room, 26 Lyall Street, Westbury, on Tuesday 14 November 2017 at 1.30pm.

**PRESENT:****APOLOGIES:****IN ATTENDANCE:****CONFIRMATION OF MINUTES:**

Councillor xx moved and Councillor xx seconded, ***“that the minutes of the Ordinary Meeting of Council held on Tuesday 10 October, 2017, be received and confirmed.”***

**COUNCIL WORKSHOPS HELD SINCE THE LAST MEETING:**

Date :	Items discussed:
24 October 2017	<ul style="list-style-type: none"> <li>▪ Deloraine Street Car Show 2018</li> <li>▪ TRAP Special Committee Strategic Direction</li> <li>▪ GWTTA – Request for increased Council resources</li> <li>▪ Business Support Officer</li> <li>▪ Westbury Transport Study 2017</li> <li>▪ Public WiFi</li> <li>▪ Highway Signage – Westbury</li> <li>▪ Cities Power Partnership Program</li> <li>▪ 5-7 West Parade, Deloraine</li> </ul>

## **ANNOUNCEMENTS BY THE MAYOR:**

**Tuesday 17 October**

Attended Rosevale Hall AGM

**Friday 20 October**

Deloraine Tennis Club

**Saturday 21 October**

Tasmanian Independent Country Music Awards

**Tuesday 24 October**

Council Workshop

**Thursday 26 October**

Combined Staff meeting

**Friday 27 October 2017**

Hagley Farm Primary School Assembly

**Tuesday 31 October**

Westbury RSL Beersheba Commemorations

**Wednesday 1 November**

LGAT General Meeting

**Thursday 2 November**

Meeting with Brian Mitchell MHA

Meeting with Jo Archer, RACT representative

**Saturday 4 November**

Tasmanian Craft Fair Official Dinner

**Wednesday 08 November**

NTDC AGM

**Thursday 09 December**

TasWater AGM

**Friday 10 December**

Tamar Estuary Management Taskforce meeting

**Saturday 11 November**

Westbury Show

**DECLARATIONS OF INTEREST:**

**TABLING OF PETITIONS:**

# **PUBLIC QUESTION TIME**

## **General Rules for Question Time:**

Public question time will continue for no more than thirty minutes for 'questions on notice' and 'questions without notice'.

At the beginning of public question time, the Chairperson will firstly refer to the questions on notice. The Chairperson will ask each person who has a question on notice to come forward and state their name and where they are from (suburb or town) before asking their question(s).

The Chairperson will then ask anyone else with a question without notice to come forward and give their name and where they are from (suburb or town) before asking their question.

If called upon by the Chairperson, a person asking a question without notice may need to submit a written copy of their question to the Chairperson in order to clarify the content of the question.

A member of the public may ask a Council officer to read their question for them.

If accepted by the Chairperson, the question will be responded to, or, it may be taken on notice as a 'question on notice' for the next Council meeting. Questions will usually be taken on notice in cases where the questions raised at the meeting require further research or clarification. These questions will need to be submitted as a written copy to the Chairperson prior to the end of public question time.

The Chairperson may direct a Councillor or Council officer to provide a response.

All questions and answers must be kept as brief as possible.

There will be no debate on any questions or answers.

In the event that the same or similar question is raised by more than one person, an answer may be given as a combined response.

Questions on notice and their responses will be minuted.

Questions without notice raised during public question time and the responses to them will not be minuted or recorded in any way with exception to those questions taken on notice for the next Council meeting.

Once the allocated time period of thirty minutes has ended, the Chairperson will declare public question time ended. At this time, any person who has not had the opportunity to put forward a question will be invited to submit their question in writing for the next meeting.

## **Notes**

- Council officers may be called upon to provide assistance to those wishing to register a question, particularly those with a disability or from non-English speaking cultures, by typing their questions.
- The Chairperson may allocate a maximum time for each question, depending on the complexity of the issue, and on how many questions are asked at the meeting. The Chairperson may also indicate when sufficient response to a question has been provided.



- Limited Privilege: Members of the public should be reminded that the protection of parliamentary privilege does not apply to local government, and any statements or discussion in the Council Chamber or any document, produced are subject to the laws of defamation.

For further information please telephone 6393 5300 or visit [www.meander.tas.gov.au](http://www.meander.tas.gov.au)

## **PUBLIC QUESTION TIME**

### **1. PUBLIC QUESTIONS TAKEN ON NOTICE – OCTOBER 2017**

Nil

### **2. PUBLIC QUESTIONS WITH NOTICE – NOVEMBER 2017**

Sean Manners – Westbury

Thank you for your prompt reply. Unfortunately I will not be able to attend the Council meeting next Tuesday but I would like the following questions asked at the next Council meeting.

- I note that the business case that MVC funded was only accepted but not endorsed by a majority, but not unanimous vote, of Councillors. What information did the Councillors that voted for the motion use to arrive at the view that a two storey function centre was a viable business proposition if they did not use the business case?

#### ***Response by Martin Gill, General Manager***

***I am not aware of the specific reasoning or information that the Councillors, who voted in support of the multifunction centre proposal, used to inform their decision making process.***

- What community consultation did the Councillors that support this two storey building undertake to get a view of what the Westbury residents might or might not want or need?

#### ***Response by Martin Gill, General Manager***

***In addition to ongoing consultation with the user groups a number of the Councillors who supported the proposal attended a community meeting held in 2015 where the upgrade of the Westbury Recreation Ground facilities were discussed.***

- Who decides what this building should look like and what is needed to make it work? The drawings that were attached to the minutes were very poorly executed.

- *I note that in the minutes there was talk of "A Pie van" if people could not get upstairs to the proposed kiosk. Already a bad design and it was only an artistic impression!*

***Response by Martin Gill, General Manager***

***In the decision at the Ordinary Council meeting September 2017 Council resolved to appoint Councillors Mackenzie, Synfield and Richardson to oversee the development of the project. Councillors Mackenzie and Synfield had developed the concept design attached to the agenda item. I would anticipate in light of the Council decision that they will continue to determine the design outcomes and visual appearance of the building.***

- If this two storey building gets built will it need staff to ensure it runs and what would the annual running costs be of such a building, including promotion, daily running costs etc

***Response by Martin Gill, General Manager***

***At this point Council officers anticipate that the additional annual operating cost including depreciation of the asset would be approx. \$145,000 depending on the final design of the building. Council has not determined how the facility would be managed and promoted.***

### 3. PUBLIC QUESTIONS WITHOUT NOTICE – NOVEMBER 2017

## COUNCILLOR QUESTION TIME

### 1. COUNCILLOR QUESTIONS TAKEN ON NOTICE – OCTOBER 2017

#### 1.1 Cr John Temple

#### **Sale of Home**

- a) Does Council concur that there is a seismic difference between selling an abandoned, vacant block of land of which the owner is disinterested and the selling a family home that will have a cataclysmic effect on its owners?

#### ***Response by Jonathan Harmey, Director Corporate Services***

***The extent of the difference would be a matter of opinion and depend on the circumstances involved however on face value the answer would generally be yes.***

- b) Does Council consider that it had any "Duty of Care" towards the owners?

#### ***Response by Jonathan Harmey, Director Corporate Services***

***Council has a duty of care to residents in a range of different functions including governance arrangements and services it delivers to the community. The question is taken to relate to the recent sale of property for unpaid rates. In this case Council officers recognised a moral responsibility and had extensive dealings with the property owners that sought to see the property debt settled and avoid the sale process.***

- c) Does Council consider that it should have better protected the interests of the owners?

#### ***Response by Jonathan Harmey, Director Corporate Services***

***The question is taken to concern the financial interests of the owners in the recent sale of property for unpaid rates. The previous owners were provided substantial opportunity to cease the sale process and seek alternative avenues to maximise the sale proceeds for their property. It is considered that Council kept the property owners fully informed and provided them more time than is provided for in the Local Government Act (Act) to settle the outstanding liabilities and cease the sale process. The previous owners chose to proceed to public auction through the sale of property for unpaid rates process. The sale***

**was undertaken in accordance with the provisions of the Act with a qualified real estate agent completing the auction and a qualified lawyer completing the settlement.**

1.2 Cr Bob Richardson

1. I refer to various food outlets at Westbury, namely:

- Berriedale Hotel, 107 Meander Valley Road, Westbury
- McCulloch's News 'n' Food, 84 Meander Valley Road, Westbury
- Simple Pleasures (formerly Café on William/Hobnobs), 47 William Street, Westbury
- Westbury Pizza Shop, 105 Meander Valley Road, Westbury
- White House Bakery, cnr. King and Adelaide Streets, Westbury

Could Councillors be advised of the following for each:-

- (a) Annual Council rates;
- (b) Fees and charges levied by Council in relation to conduct of a food business;
- (c) The likelihood of the need to pay five inspection charges (by Tas. Fire Service) and State Land Tax and TasWater
- (d) The approximate workforce, including principals, of each business.

**Response by Martin Gill, General Manager**

**Some of the information that has been requested is of a confidential nature, therefore Council Officers will prepare a briefing paper for the Councillors to address these questions.**

2. Do these businesses, confine their business activity to their own properties?

**Response by Martin Gill, General Manager**

**Yes**

3. What are the annual Council fees and charges levied by Council on mobile food vendors?

**Response by Martin Gill, General Manager**

**Council Officers will include the response to this question within the briefing paper.**

4. Several ratepayers have expressed concern with the vehicle movement in Westbury's shopping centre. that concern has centred upon:
  - (a) Excessive speed (ie, exceeding nominated speed limits; and
  - (b) Heavy vehicles exceeding nominated load limits.
    - i) Has Council received any correspondence from ratepayers concerning this issue(s)
    - ii) Have Tasmania Police been advised of the expressed concerns of residents and if so, has Tas Police responded.

**Response by Martin Gill, General Manager**

- i) Council has received recent correspondence from a property owner in William Street.**
- ii) Tas Police has not been advised of the recent correspondence received, but had been informed on a previous occasion.**

Some months ago Council advised that a grant had been obtained to install security cameras in Meander Valley town(s).'

Also, Council has previously been advised of an abnormally elevated level of thefts from several businesses particularly in the Westbury/Hagley/Carrick District. These infringements continue, as late as last Saturday evening (7 October).

Could Council be advised of the progress toward installation of surveillance equipment, particularly in Westbury?

**Response by Martin Gill, General Manager**

**Council's Project Manager has completed background research, including case study analysis, and consulted with technology suppliers, other councils with experience in implementing/operating CCTV systems and Tasmania Police (TasPol). The research and consultation has informed a proposal that has been accepted by the Australian Government Department responsible for managing the Safer Communities Fund, and resulted in the signing of a Funding Agreement and transfer of the \$50,000 in grant money.**

**The proposal seeks to work "alongside local police to achieve enhanced crime risk management through the effective and responsible use of CCTV". The recommended system will provide Police with 24/7 live, unhindered access to video and images for rapid response to security incidents.**

**Site inspections conducted with TasPol's Manager Networks, Communications Systems & Technology have identified three preferred camera locations in each**

*town. A TasPol representative has been invited to the November Council workshop to discuss the project.*

**2. COUNCILLOR QUESTIONS WITH NOTICE – NOVEMBER 2017**

**3. COUNCILLOR QUESTIONS WITHOUT NOTICE – NOVEMBER 2017**

**DEPUTATIONS BY MEMBERS OF THE PUBLIC**

**NOTICE OF MOTIONS BY COUNCILLORS**

GOV 4      Change of Public Holiday - Cr Bob Richardson

## CERTIFICATION

"I certify that with respect to all advice, information or recommendation provided to Council with this agenda:

1. the advice, information or recommendation is given by a person who has the qualifications or experience necessary to give such advice, information or recommendation, and
2. where any advice is given directly to Council by a person who does not have the required qualifications or experience that person has obtained and taken into account in that person's general advice the advice from an appropriately qualified or experienced person."



**Martin Gill**  
**GENERAL MANAGER**

"Notes: S65(1) of the Local Government Act requires the General Manager to ensure that any advice, information or recommendation given to the Council (or a Council committee) is given by a person who has the qualifications or experience necessary to give such advice, information or recommendation. S65(2) forbids Council from deciding any matter which requires the advice of a qualified person without considering that advice."

# **GOV 1 2017-2018 ANNUAL PLAN – QUARTERLY REVIEW**

## **– SEPTEMBER 2017**

### **1) Introduction**

The purpose of this report is for Council to consider the September quarterly review of the Annual Plan.

### **2) Background**

Section 71 of the Local Government Act 1993 requires Council to prepare an Annual Plan. This plan provides details of the works and programs to be undertaken by Council and is the organisation's commitment to both Councillors and the community that these works and programs will be delivered.

### **3) Strategic/Annual Plan Conformance**

This performance report relates directly to the achievement of the Annual Plan.

### **4) Policy Implications**

Not applicable.

### **5) Statutory Requirements**

It is a requirement of the Local Government Act 1993 that Council prepares and approves an Annual Plan.

### **6) Risk Management**

Not applicable.

### **7) Consultation with State Government and other Authorities**

Not applicable.

### **8) Community Consultation**

Not applicable.



## 9) Financial Impact

Not applicable.

## 10) Alternative Options

Not applicable.

## 11) Officers Comments

In the September quarter there were 67 targets.

Of these targets – 56 were achieved, 10 in progress and 1 deferred.

**Program 3.1** Emergency Services  
**Activity 3.1.1** Co-ordinate the Municipal Emergency Management & Recovery Committee (MEMRC)  
**Target:** Chair quarterly meeting  
**Comment:** Meeting deferred so that it would be held after the Regional NREMC meeting and also due to the absence of key personnel.

**AUTHOR:** Martin Gill  
GENERAL MANAGER

## 12) Recommendation

***It is recommended that Council receive and note the Annual Plan review for the September 2017 quarter.***

## **DECISION:**

# Meander Valley Council

Annual Plan 2017-2018



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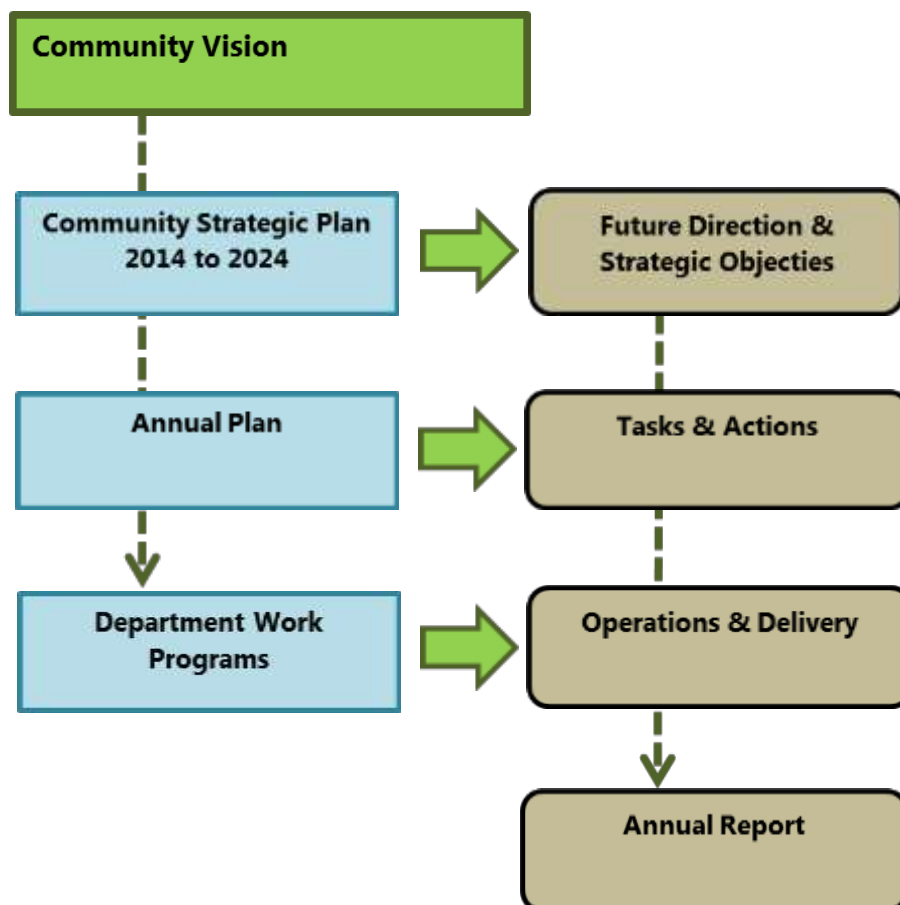
## ANNUAL PLAN OVERVIEW

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The Annual Plan outlines the programs and services Council intends to deliver throughout the financial year. Preparation of the Annual Plan is informed by the strategic objectives of the Meander Valley Community Strategic Plan 2014 to 2024, the activities required to undertake the day-to-day operations and the management of regulatory responsibilities.

### Link to Community Strategic Plan 2014 to 2024

The Community Strategic Plan 2014 to 2024 outlines the vision of the community. Council works to implement the vision through six future direction statements that are aligned with key strategic outcomes. These strategic outcomes guide the development of projects and programs. The diagram below depicts the current strategic planning framework of Meander Valley Council:



The coming year will see Council deliver the following projects –

- Upgrade of the Westbury Recreation Ground Change Rooms
- Implementation of Waste Management Strategy Action Plan
- Local Provision Schedules for inclusion in the new Tasmanian Planning Scheme
- Implementation of the Hadspen Urban Growth Plan
- Deloraine and Districts Recreation Precinct Feasibility Study
- Development of Stormwater System Management Plans

**An extensive Capital Works Program, valued at \$13.5 million, will be delivered. The value of the works approved is in line with the projections in the Long Term Financial Plan, with \$3.0 million of this figure being allocated to building new and upgraded infrastructure.**

**The Capital Works Program delivers \$1.9 million in roads, bridges and building works funded by Government Grants.**

**BUDGET ESTIMATES**

	<b>2017-2018</b>	<b>2016-2017</b>
<b>Revenue:</b>		
Rate Revenue	11,890,600	11,293,500
Fees and User Charges	1,126,500	1,101,700
Contributions and Donations	120,000	61,800
Interest	751,000	907,300
Grants and Subsidies	4,638,000	4,287,000
Other Revenue	1,023,300	1,013,200
<b>Total Operating Revenue:</b>	<b>19,549,400</b>	<b>18,664,500</b>
<b>Operating Expenditure:</b>		
Employee Costs	6,606,800	6,661,000
Maintenance and Working Expenses	6,179,700	5,442,000
Borrowing Costs	241,300	271,300
Depreciation	5,052,000	4,961,000
Payments to Government Authorities	1,136,200	1,075,600
Other Payments	250,200	245,000
<b>Total Operating Expenditure:</b>	<b>19,466,200</b>	<b>18,655,900</b>
<b>Underlying Surplus/(Deficit)</b>	<b>83,200</b>	<b>8,600</b>
<b>Net Operating Surplus/(Deficit)including capital and abnormal items</b>	<b>4,117,700</b>	<b>2,932,100</b>
<b>Capital Expenditure</b>	<b>13,517,700</b>	<b>15,033,100</b>
<b>Repayment of Loans:</b>		
<b>Asset Sales:</b>	<b>215,000</b>	<b>215,000</b>
<b>Closing Cash Balance:</b>	<b>14,766,509</b>	<b>15,718,609</b>
<b>Net assets:</b>	<b>281,043,086</b>	<b>276,925,386</b>



## RATES AND CHARGES

The following rates and charges will apply for 2017-2018:

<b>General rate:</b>	All rateable properties are applied a General Rate of 5.6727 cents in the \$ of AAV with a minimum charge of \$135.
<b>Waste Management:</b>	For properties without a kerbside collection service the charge is \$52. For each separate service where kerbside garbage and/or green-waste and recycling collection is provided the charge is \$180 for the standard collection of one 80L mobile garbage bin and one mobile recycling bin or \$206 for the extra capacity collection of one 140L mobile garbage bin and one mobile recycling bin or \$360 for one 240L mobile garbage and one mobile recycling bin.
<b>Fire Levies:</b>	<p>All properties within the municipal area are rated based on the income requirements of the State Fire Commission.</p> <p>Properties within the Launceston Permanent Brigade District are applied a rate of 1.3147 cents in the \$ of AAV with a minimum of \$39.</p> <p>Properties within the Volunteer Brigade Districts are applied a rate of 0.3847 cents in the \$ of AAV with a minimum of \$39.</p> <p>All other properties are applied a rate of 0.3535 cents in the \$ of AAV with a minimum of \$39.</p>
<b>Payment Method:</b>	Ratepayers are provided with the option of paying their rates in full, with no discount for early payment, or paying their rates in four approximately equal instalments due on 31 August 2017, 31 October 2017, 31 January 2018 and 30 March 2018.
<b>Penalties for late payment:</b>	Any late payment of rates and charges will be subject to daily interest at a rate equivalent to 8.72% per annum (2.389c per \$100 per day).

**Council's rating policy No 77 is available on the website [www.meander.tas.gov.au](http://www.meander.tas.gov.au)**

## POLICY REVIEW

POLICY FOR REVIEW	28 June Audit Panel	30 Sept. Council	30 Sept. Audit Panel	31 Dec. Council	31 Dec. Audit Panel	31 March Council	31 March Audit Panel	30 June Council
<b>Governance:</b>								
Policy 23: Appointment & Responsibilities of Council Representatives								
Policy 67: Personal Information Protection								
Policy 83: Fraud Control								
Policy 84: Gifts & Benefits								
<b>Corporate Services:</b>	Nil							
<b>Infrastructure Services:</b>								
Policy 37: Vegetation Management								
<b>Community and Development Services:</b>								
Policy 34: Real Estate Advertising Signs								
Policy 66: Bonds & Bank Guarantees								
Policy 82: Community Grants								
Policy 85: Open Space								
<b>Works:</b>	Nil							



## DOCUMENT REVIEW

<b>OPERATION Document Reviews</b>	<b>By 30 September</b>	<b>By 31 December</b>	<b>By 31 March</b>	<b>By 30 June</b>
<b>Governance:</b>				
Style Manual				
Delegations				
Special Committees of Council				
Pubic Interest Disclosures				
Economic Development Strategy				
<b>Corporate Services</b>				
Customer Service Charter				
<b>Infrastructure Services:</b>				
Municipal Emergency Management Plan				
<b>Community and Development Services:</b>				
Meander Valley Community Safety Plan				
<b>Works:</b>	<b>Nil</b>			

## PROGRAM ACTIVITY

### Governance

Directorate	<b>1. Governance</b>	Program number and title	<b>1.1 Secretarial and Administrative support</b>
Program Objective	To undertake functions to ensure compliance with legislative requirements		
Link to Community Strategic Plan 2014 to 2024	<p><b>Future Direction (3) - Vibrant and Engaged communities</b>  <i>3.2 Successful local events enhance community life.</i></p> <p><b>Future Direction (5) - Innovative Leadership and Community Governance</b>  <i>5.1 Meander Valley Council programs are regularly reviewed to support the achievement of the Community Strategic Plan</i>  <i>5.6 Meander Valley Council is recognised as a responsibly managed organisation.</i></p>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Deliver Annual Plan Responsible Officer: Executive Assistant	5.1	Prepare quarterly review <b>Achieved</b>	Prepare quarterly review	Prepare quarterly review	Prepare quarterly review. Prepare 2018/19 Annual Plan
2	Prepare Annual Report & Conduct Annual General Meeting (AGM) Responsible Officer: Executive Assistant	5.6	Complete draft for printing <b>In progress</b>	Complete report and present at AGM. Advertise and conduct AGM		
3	Policy Review & Operations Document Review Responsibility – Executive Assistant Responsible Officer: Executive Assistant	5.1	Review as per schedule <b>Achieved</b>	Review as per schedule	Review as per schedule	Review as per schedule
4	Conduct Australia Day (AD) event Responsibility – Executive Assistant Responsible Officer: Executive Assistance	3.2	Review AD criteria. Call for nominations <b>Achieved</b>	Assess nominations. Plan civic function	Conduct a civic function on AD	

**Action performance targets**

No.	Performance target
2	AGM held and Annual Report adopted by Council
4	AD Event Conducted

Directorate	<b>1. Governance</b>	Program number and title	<b>1.2 Risk Management</b>
Program Objective	Minimise risk to our people and the public		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (5) - Innovative leadership and community governance</b> <i>5.4 Meander Valley Councilors and employees have the knowledge, skills and attitude to responsibly undertake community governance and operational responsibilities.</i> <i>5.6 Meander Valley Council is recognised as a responsibly managed organisation.</i>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Implement Risk Management Framework Responsible Officer: General Manager	5.6	Review the framework <b>Achieved</b>	Action the framework	Action the framework	Action the framework
2	Implement the Internal Audit Program Responsible Officer: Risk & Safety Officer	5.4	Review of Audit outcomes <b>Achieved</b>	Conduct Audit	Review of Audit outcomes	Conduct Audit

#### Action performance targets

No.	Performance target
1	Review Completed and Update endorsed by Audit Panel
2	Audit Recommendations implemented

Directorate	<b>1. Governance</b>	Program number and title	<b>1.3 Employee Health and Safety Management</b>
Program Objective	To provide a safe place of work for our people and to measure and monitor our employer obligations.		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (5)- Innovative leadership and community governance</b> <i>5.6 Meander Valley Council is recognised as a responsibly managed organisation.</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Health and Safety Committee Responsible Officer: Health & Safety Officer	5.6	Conduct quarterly meeting <b>Achieved</b>	Conduct quarterly meeting	Conduct quarterly meeting	Conduct quarterly meeting
3	Deliver a Health and Wellbeing Program Responsible Officer: General Manager	5.6	Conduct quarterly meeting and implement programs <b>Achieved</b>	Conduct quarterly meeting and implement programs	Conduct quarterly meeting and implement programs	Conduct quarterly meeting and implement programs
6	Workplace Consultative Committee operation Responsible Officer: General Manager	5.6	Conduct quarterly meeting <b>Achieved</b>	Conduct quarterly meeting	Conduct quarterly meeting	Conduct quarterly meeting

### Action performance targets

No.	Performance target
1	Conduct meetings
2	N/A
3	Respond to suggestions with 14 days of meetings

Directorate	<b>1. Governance</b>	Program number and title	<b>1.4 Other Governance Functions</b>
Program Objective	To provide good governance		
Link to Community Strategic Plan 2014 to 2024	<p><b>Future direction (2) - A thriving local economy</b></p> <p><i>2.1 The strengths of Meander Valley attract investment and provide opportunities for employment.</i></p> <p><i>2.2 Economic development in Meander Valley is planned, maximising existing assets and investment in infrastructure</i></p> <p><i>2.3 People are attracted to live in the townships, rural and urban areas of Meander Valley.</i></p> <p><b>Future Direction (5) - Innovative leadership and community governance</b></p> <p>5.6 Meander Valley Council is recognised as a responsibly managed organisation.</p>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Participation in Northern Tasmania Development Corporation Ltd (NTDC) Responsible Officer: General Manager	2.1	Attend NTDC Local Government Committee Meeting <b>Achieved</b>	Attend NTDC Local Government Committee Meeting	Attend NTDC Local Government Committee Meeting	Attend NTDC Local Government Committee Meeting
2	Review Council's Delegation Register Responsible Officer: General Manager	5.6		Review register		
3	Participate in benchmarking project with other Councils in the northern region Responsible Officer: General Manager	5.6	Review options provided by Consultant <b>Achieved</b>			
4	Promote investment in Meander Valley to support the growth of identified industry sectors Responsible Officer: General Manager	2.2	Identify opportunities and report on progress <b>Achieved</b>	Identify opportunities and report on progress	Identify opportunities and report on progress	Identify opportunities and report on progress
5	Continue to implement actions contained in the Communication Action Plan Responsible Officer: Communications Officer	2.3	Review progress and reset priorities <b>Achieved</b>	Report on progress via the Briefing Reports	Report on progress via the Briefing Reports	Report on progress via the Briefing Reports

**Action performance targets**

No.	Performance target
2	Complete Review and implement changes
4	Report on new development opportunities where commercial in confidence arrangements allow
5	Complete work plan for 2017 – 2018 FY.

## Corporate Services

Directorate	<b>2. Corporate Services</b>	Program number and title	<b>2.1 Financial Services</b>
Program Objective	Responsibly manage the Council's core financial activities		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (5) - Innovative leadership and community governance</b> <i>5.2 Long term financial planning and asset management underpins the ongoing viability of Meander Valley</i> <i>5.6 Meander Valley Council is recognised as a responsibly managed organisation.</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Raise Rates and Sundry Debtor accounts Responsible Officer: Director Corporate Services	5.2	Achieve activity performance target <b>Achieved</b>	Achieve activity performance target	Achieve activity performance target	Achieve activity performance target
2	Implement Enterprise Cash Receipting System Upgrade Responsible Officer: Rates Officer	5.6		Plan implementation requirements	Implement upgrades to the test environment	Implement upgrade to the production environment
3	Complete State Authority returns Responsible Officer: Rates Officer	5.6	Initial State Fire and Treasury pensioner claims and Annual State Fire Levy data return <b>Achieved</b>			Final State Fire and Treasury pensioner claims
4	Issue Section 132 certificates (Property Rates) Responsible Officer: Rates Officer	5.6	Achieve activity performance target <b>Achieved</b>	Achieve activity performance target	Achieve activity performance target	Achieve activity performance target
5	Arrange annual insurance renewals Responsible Officer: Finance Officer & Director Corporate Services	5.6		Crime Insurance (Fidelity Guarantee renewal)	Directors and Officers and Employment Practices renewal	Annual renewals as per schedule incl. Public Liability and PI, ISR, Workers Comp. and MV



6	Reconciliation of Control Accounts Responsible Officer: Senior Accountant	5.2	Achieve activity performance target <b>Achieved</b>	Achieve activity performance target	Achieve activity performance target	Achieve activity performance target
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### Action performance targets

No.	Performance target
1	<ul style="list-style-type: none"> <li>▪ Issue Rates notices before 31st July 2017</li> <li>▪ Issue Sundry Debtor notices within 10 working days of receipt of request</li> </ul>
4	<ul style="list-style-type: none"> <li>▪ Issue 98% of Section 132 Certificates within 3 working days of entry of request</li> </ul>
6	<ul style="list-style-type: none"> <li>▪ Reconcile rates, sundry debtor and creditors control accounts within 10 working days of the month end</li> <li>▪ Reconcile Payroll within 5 working days of processing.</li> </ul>

Directorate	<b>2. Corporate Services</b>	Program number and title	<b>2.2 Financial Management &amp; Reporting</b>
Program Objective	To comply with statutory requirements for Local Government Finance, State and Federal Taxation and to provide meaningful reports for internal financial management		
Link to Community Strategic Plan 2014 to 2024	<p><b>Future Direction (5) - Innovative leadership and community governance</b></p> <p><i>5.1 Meander Valley Council programs are regularly reviewed to support the achievement of the Community Strategic Plan.</i></p> <p><i>5.2 Long term financial planning and asset management underpins the ongoing viability of Meander Valley</i></p> <p><i>5.3 Evidence based decision-making engages the community and is honest, open and transparent.</i></p> <p><i>5.6 Meander Valley Council is recognised as a responsibly managed organisation.</i></p>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Review and present the Long Term Financial Plan (LTFP) to Council Responsible Officer: Senior Accountant	5.2				Review and present the LTFP to Council
2	Coordinate the development and adoption of Budget and Rating recommendations with statutory timeframes Responsible Officer: Director Corporate Services	5.2			Determine budget update program	Present budget, fees and charges to Council in June
3	Annual external reporting Responsible Officer: Senior Accountant	5.6	Produce Statutory Accounts and complete KPI consolidated data sheets <b>Achieved</b>			Prepare end of year timetable for Statutory Accounts and Audit
4	Issue BAS, FBT and Payroll Tax returns within legislative timeframes Responsible Officer: Senior Accountant	5.6	Submit BAS and Payroll Tax returns on time <b>Achieved</b>	Submit BAS and Payroll Tax returns on time	Submit BAS and Payroll Tax returns on time	Submit BAS and Payroll Tax returns on time
5	Provide internal financial management reports on a timely basis for decision making Responsible Officer: Senior Accountant	5.3	Achieve activity performance target <b>Achieved</b>	Achieve activity performance target	Achieve activity performance target	Achieve activity performance target

6	Monitor Council's short-term expenditure commitments and invest funds in accordance with Council's Investment policy Responsible Officer: Senior Accountant	5.2	Review cash flow weekly to determine funds for investment <b>Achieved</b>	Review cash flow weekly to determine funds for investment	Review cash flow weekly to determine funds for investment	Review cash flow weekly to determine funds for investment
7	Co-ordinate functions of the Audit Panel Responsible Officer: Director Corporate Services	5.6	Conduct meeting as per Audit Schedule <b>Achieved</b>	Conduct meeting as per Audit Schedule	Conduct meeting as per Audit Schedule	Conduct meeting as per Audit Schedule
8	Review Council's Financial Management Strategy Responsible Officer: Senior Accountant	5.1				Prepare review documentation by Council in July

#### Action performance targets

No.	Performance target
5	<ul style="list-style-type: none"> <li>▪ Produce and distribute ongoing project expenditure reports</li> <li>▪ Produce and distribute monthly operating statements within 10 working days of end of month</li> <li>▪ Submit September, December and March quarterly financial reports to Council in Oct 2017, Jan 2018 and April 2018 respectively</li> </ul>

Directorate	<b>2. Corporate Services</b>	Program number and title	<b>2.3 Information Technology</b>
Program Objective	Provide reliable and effective information technology services for the organisation		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (5)- Innovative leadership and community governance</b> <i>5.6 Meander Valley Council is recognised as a responsibly managed organisation.</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Maintenance and upgrade of IT infrastructure Responsible Officer: IT Officer	5.6	Commence rolling replacement of PC's <b>Achieved</b>	Complete rolling replacement of PC's.		
2	Implement recommendations of IT Security Review Responsible Officer: IT Officer	5.6	Review recommendations of IT Security Review <b>Achieved</b>	Plan and prioritise recommended actions	Implement chosen recommendations	

### Action performance targets

N/A

Directorate	<b>2. Corporate Services</b>	Program number and title	<b>2.4 Information Management</b>
Program Objective	Effectively manage and maintain Council's information resource		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (5) Innovative leadership and community governance</b> <i>5.1 Meander Valley Council programs are regularly reviewed to support the achievement of the Community Strategic Plan.</i> <i>5.6 Meander Valley Council is recognised as a responsibly managed organisation.</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Maintenance of Council's cemetery records in accordance with the Cemeteries Act Responsible Officers: Customer Service Officer & Information Management Officer	5.6	Maintain records in accordance with legislation <b>Achieved</b>	Maintain records in accordance with legislation	Maintain records in accordance with legislation	Maintain records in accordance with legislation
2	Annual Archive Disposal Responsible Officer: Information Management Officer	5.6	Arrange for removal of documents due for disposal <b>Achieved</b>			List documents due for disposal
3	Implementation of Archive Office Audit Recommendations Responsible Officer: Information Management Officer	5.1	Document and prioritise improvement projects <b>Achieved</b>	Commence identified priority projects	Continue with priority projects	Report on status of projects
4	Implementation of ECM Connected Content Responsible Officer: Information Management Officer	5.6	Plan software implementation <b>Achieved</b>	Commence testing and conduct system administration training		Implement software upgrade into production system

### Action performance targets

N/A

Directorate	<b>2. Corporate Services</b>	Program number and title	<b>2.5 Human Resources</b>
Program Objective	Effectively manage and support Council's human resources		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (5)- Innovative leadership and community governance</b> <i>5.4 Meander Valley Councillors and employees have the knowledge, skills and attitude to responsibly undertake community governance and operational responsibilities.</i> <i>5.6 Meander Valley Council is recognised as a responsibly managed organisation.</i>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Review 2016 Enterprise Agreement Responsible Officer: HR/Payroll Officer	5.6	Review increases and apply across new scale and allowances. <b>Achieved</b>			Review CPI percentage determine increase
4	Coordinate training needs via Learning Management system Responsible Officer: HR/Payroll Officer	5.4	Report to Directors on quarterly training to be delivered  <b>Achieved</b>	Update training plan following Performance Reviews. Report to Directors on quarterly training to be delivered	Report to Directors on quarterly training to be delivered	Report to Directors on quarterly training to be delivered
3	Performance Review System Responsible Officers: HR/Payroll Officer & Directors	5.4	Ensure all employee performance reviews have been completed <b>Achieved</b>	Ensure all inside employee salary reviews have been completed	Ensure all mini performance reviews and all outside employee wage reviews have been completed	Review the current year's performance reviews and recommend any changes required

#### Action performance targets

N/A

Directorate	<b>2. Corporate Services</b>	Program number and title	<b>2.6 Great Western Tiers Visitor Information Centre</b>
Program Objective	Effectively manage and maintain Council's Visitor Information Centre		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (2) - A thriving local economy</b> <i>2.4 A high level of recognition and demand for Great Western Tiers products and experiences.</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Report on Visitation statistics and sales revenue Responsible Officer: Director Corporate Services	2.4	Advise information in the Briefing Report  <b>Achieved</b>	Advise information in the Briefing Report Advise information in the Briefing Report	Advise information in the Briefing Report	Advise information in the Briefing Report

### Action performance targets

N/A

## Infrastructure Services

Directorate	<b>3. Infrastructure Services</b>	Program number and title	<b>3.1 Emergency Services</b>
Program Objective	To build capacity and resilience in the community and ensure Council is prepared to assist with emergency services in the response to emergencies and lead in the recovery		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (4) - A healthy and safe community</b> <i>4.4 Prepare and maintain emergency management plans and documents and work with our communities to educate and plan for emergencies.</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Co-ordinate the Municipal Emergency Management and Recovery Committee (MEMRC) Responsible Officer: Director Infrastructure	4.4	Chair quarterly meeting <b>Deferred to October</b>	Chair quarterly meeting	Chair quarterly meeting	Chair quarterly meeting
2	Support the operation of the Meander Valley SES unit through ongoing management of the MOU Responsible Officer: Director Infrastructure	4.4		Report to Council in Annual Plan Review		Report to Council in Annual Plan Review
3	Conduct emergency management training facilitated by Red Cross Responsible Officer: Administration Officer Infrastructure Services	4.4		Conduct training	Conduct training	
4	Review Municipal Emergency Management Plan Responsible Officer: Administration Officer Infrastructure	4.4			Review Plan	

### Action performance targets

No.	Performance target
1	Meetings held
2	Obtain activities report from Deloraine SES and provide information to Council on a 6 monthly basis in Briefing Reports
3	Complete training for MVC officers and service group members
4	Review Plan and submit to SES



Directorate	<b>3. Infrastructure Services</b>	Program number and title	<b>3.2 Transport</b>
Program Objective	To maintain the serviceability and integrity of Council's transport network.		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (6) - Planned infrastructure services</b> <i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i> <i>6.3 The Meander Valley transport network meets the present and future needs of the community and business</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Deliver the bridge inspection and maintenance program Responsible Officer: Senior Technical Officer	6.1, 6.3	Finalise supply agreement <b>In progress</b>	Contractor engaged for maintenance works	Prepare maintenance budget items for 2018-2019	Maintenance works completed
2	Design, document, procurement, and supervision of contracts as per the specific projects listed in the 2016/2017 Capital Works Program Responsible Officer: Director Infrastructure	6.1, 6.3	Report to program in Annual Plan Review <b>In progress</b>	Report to program in Annual Plan Review	Report to program in Annual Plan Review	Report to program in Annual Plan Review
3	Undertake footpath proactive defect inspections Responsible Officers: Director Works & Asset Management Coordinator	6.1			Undertake required inspections	Undertake required inspections

### Action performance targets

No.	Performance target
1	Quarterly tasks achieved. Contractor performance assessed
2	Completion of projects in line with project plan requirements
3	Meet timeframes set out by Conquest

Directorate	<b>3. Infrastructure Services</b>	Program number and title	<b>3.3 Property Services</b>
Program Objective	Operate property services in a safe and effective manner to satisfy public demand.		
Link to Community Strategic Plan 2014 to 2024	<p><b>Future Direction (6) - Planned infrastructure services</b></p> <p><i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i></p> <p><i>6.4 Open space, parklands, recreation facilities, cemeteries and public buildings are well utilized and maintained.</i></p> <p><i>6.6 Infrastructure services are affordable and meet the community's needs into the future</i></p>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Operate Deloraine Swimming Pool and provide support to community swimming pool at Caveside Responsible Officer: Property Management Officer	6.4, 6.6	Review and extend existing contract  <b>Achieved</b>	Undertake pre-opening inspection and required maintenance. Open pool 1 December	Operate pool to 1 March	
2	Review the operation of the Deloraine Pool	6.6		Complete review		
3	Complete Annual Maintenance Statement (Section 56) and Asbestos Audit (NCOP) compliance Responsible Officer: Property Management Officer	6.1			Carry out annual inspections	
4	Co-ordinate building maintenance – general, reactive and programed Responsible Officer: Property Management Officer	6.1	Undertake required maintenance  <b>Achieved</b>	Undertake required maintenance	Undertake required maintenance	Undertake required maintenance

5	Design, document, procurement, and supervision of contracts as per the specific projects listed in the 2017-2018 Capital Works Program Responsible Officer: Property Management Officer		Report to program  <b>Achieved</b>	Report to program	Report to program	Report to program
6	Review Evacuation Plans Responsible Officer: Property Management Officer	6.6				Review plans

### Action performance targets

No.	Performance target
1	Review of Contractors compliance with the contract
2	Meet timeframes set out by Conquest
3	Meet timeframes set out by Conquest
4	Completion of projects in line with project plan requirements
5	Completion of review by June 30

Directorate	<b>3. Infrastructure Services</b>	Program number and title	<b>3.4 Parks &amp; Recreation</b>
Program Objective	To provide and maintain parks and recreation facilities throughout the Local Government Area.		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (6) - Planned infrastructure services</b> <i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i> <i>6.6 Infrastructure services are affordable and meet the community's needs into the future</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Undertake inspections and condition assessments of all equipment and facilities Responsible Officer: Director Works & Technical Officer Community Spaces	6.1, 6.6	Undertake required inspections <b>Achieved</b>	Undertake required inspections	Undertake required inspections	Undertake required inspections
2	Complete the Strategic Plan for Council's open space areas for Hadspen and Prospect Vale Responsible Officer: Technical Officer Community Spaces	6.6	Community consultation <b>Achieved</b>	Report to Council	Prepare budget items for 2018-2019	
3	Design, document, procurement, and supervision of contracts as per the specific projects listed in the 2017-2018 Capital Works Program Responsible Officer: Director Infrastructure	6.1	Report to program in Annual Plan Review <b>In progress</b>	Report to program in Annual Plan Review	Report to program in Annual Plan Review	Report to program in Annual Plan Review
4	Undertake tree audit of reserves (parks and sports facilities) and identified townstreets Responsible Officer: Technical Officer Community Spaces	6.1		Undertake audit		
5	Provide support to the Townscape Reserves and Parks Special Committee (TRAP) Responsible Officer: Technical Officer Community Spaces	6.6	Conduct meeting and report on outcomes <b>Achieved</b>	Conduct meeting and report on outcomes	Conduct meeting and report on outcomes	Conduct meeting and report on outcomes
6	Westbury Recreation Ground Function Centre Business Case Responsible Officer: Property Management Officer	6.6	Draft report to Council Workshop <b>Achieved</b>			

**Action performance targets**

No.	Performance target
1	Meet timeframes set out by Conquest. Annual comprehensive inspection completed by December 31
2	Present Strategy to Council by December 31
3	Completion of projects in line with project plan requirements
4	Complete audit work by 31 December
5	Bimonthly meetings
6	Present business case to Council Workshop by December 31

Directorate	<b>3. Infrastructure Services</b>	Program number and title	<b>3.5 Asset Management and GIS</b>
Program Objective	Provision of Asset and GIS services to assist the operations of Council.		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (6) - Planned infrastructure services</b> <i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i> <i>6.3 The Meander Valley transport network meets the present and future needs of the community and business.</i> <i>6.6 Infrastructure services are affordable and meet the community's needs into the future</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Co-ordinate Asset Management Group and Improvement Plan <ul style="list-style-type: none"> <li>- Review Asset Management Plans</li> <li>- Undertake Conquest training and development</li> <li>- Undertake AM training and awareness</li> <li>- Develop whole of organisation approach to AM</li> </ul> Responsible Officer: Asset Management Coordinator	6.1, 6.6	Chair meeting and action improvement program  <b>Achieved</b>	Chair meeting and action improvement program	Chair meeting and action improvement program	Chair meeting and action improvement program
2	Prepare 2018-2019 Capital Works Program  Responsible Officer: Asset Management Coordinator	6.1, 6.3, 6.6		Update Proposed Projects list	Prioritise and undertake further design and cost estimation	Annual program prepared for approval by Council
3	Update asset information including <ul style="list-style-type: none"> <li>- capitalisation of assets in Conquest</li> <li>- undertake bridge revaluation</li> </ul> Responsible Officer: Asset Management Coordinator	6.1	Capitalisation of assets and recording in Conquest and GIS  <b>In progress</b>	Capitalisation of assets and recording in Conquest and GIS	Capitalisation of assets and recording in Conquest and GIS	Capitalisation of assets and recording in Conquest and GIS
6	GIS Activities <ul style="list-style-type: none"> <li>- Input GIS data relating to capitalisation of assets and subdivisions</li> </ul> Responsible Officer: Asset Management Coordinator	6.1				Update GIS

7	Undertake additional survey of stormwater assets and update GIS Responsible Officer: Asset Management Coordinator	6.1				Complete by 30 June
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**Action performance targets**

No.	Performance target
2	To prepare annual Capital Works Program for approval at May Council meeting
3	Capitalisation of assets prior to finalisation of 2017-2018 Statutory Reporting. Completion of bridge revaluation for TAO by Dec 30 2017.
4	Update GIS information for completed projects by 30 June

Directorate	<b>3. Infrastructure Services</b>	Program number and title	<b>3.6 Waste Management and Resource Recovery</b>
Program Objective	To provide adequate, efficient, and affordable waste services within Meander Valley Local Government Area		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (6) - Planned infrastructure services</b> <i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i> <i>6.6 Infrastructure services are affordable and meet the community's needs into the future</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Provision of kerbside collection contracts for waste, recyclables and organics Responsible Officer: Senior Technical Officer	6.6	Manage Contract <b>Ongoing</b>	Manage Contract	Manage Contract	Manage Contract
2	Provision of landfill, waste transfer stations and resource recovery operations contract Responsible Officer – Senior Technical Officer	6.6	Manage Contract <b>Ongoing</b>	Manage Contract	Manage Contract	Manage Contract
3	Provision of hard waste collection Responsible Officer: Senior Technical Officer	6.6		Undertake collection	Report to Council in Annual Plan Review	
4	Design, document, procurement, and supervision of contracts as per the specific projects listed in the 2017-2018 Capital Works Program Responsible Officer: Director Infrastructure	6.1	Report to program in Annual Plan Review <b>Ongoing</b>	Report to program in Annual Plan Review	Report to program in Annual Plan Review	Report to program in Annual Plan Review
5	Operational compliance with Environment Protection Notice for Westbury and Deloraine landfill sites. Responsible Officer: Senior Technical Officer	6.6	Ground and surface water monitoring. Annual Report to EPA <b>Achieved</b>		Ground and surface water monitoring	



**Action performance targets**

No.	Performance target
1	Supervise and review contract
2	Supervise and review contract
3	Report to Council by March 31 on collection results
4	Completion of projects in line with project plan requirements

Directorate	<b>3. Infrastructure Services</b>	Program number and title	<b>3.7 Stormwater Management</b>
Program Objective	<p>To minimize the risk of flooding and provide clean water into the region's waterways. Council through the Urban Drains Act and the Local Government (Highways) Act aims to provide piped stormwater networks in line with current local government standards and major stormwater networks (overland flows and roads) capable of meeting a 1% AEP.</p> <p>Water quality is managed through Water Sensitive Urban Design (WSUD) principles where appropriate.</p>		
Link to Community Strategic Plan 2014 to 2024	<p><b>Future Direction (6) - Planned infrastructure services</b></p> <p><i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i></p>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Develop stormwater system management plans in line with legislation Responsible Officer: Senior Technical Officer	6.1				Complete program by 30 June
2	Design, document, procurement, and supervision of contracts as per the specific projects listed in the 2017-2018 Capital Works Program Responsible Officer: Director Infrastructure	6.1	Report to program in Annual Plan Review <b>Achieved</b>	Report to program in Annual Plan Review	Report to program in Annual Plan Review	Report to program in Annual Plan Review

#### Action performance targets

No.	Performance target
1	Complete all high risk catchments by June 2018
2	Completion of projects in line with project plan requirements

Directorate	<b>3. Infrastructure Services</b>	Program number and title	<b>3.8 Sustainable Development</b>
Program Objective	Develop sustainable practices within our organisation and community through leading, supporting and encouraging staff, contractors and community to use energy, water and non-renewable resources more productively. Promote and support sustainable economic development initiatives.		
Link to Community Strategic Plan 2014 to 2024	<p><b>Future Direction (1) - A sustainable natural and built environment</b>  <i>1.1 Contemporary planning supports and guides growth and development across Meander Valley</i>  <i>1.4 Meander Valley is environmentally sustainable.</i></p> <p><b>Future Direction (2) - A thriving local economy</b>  <i>2.2 Economic development in Meander Valley is planned, maximizing existing assets and investment in infrastructure.</i></p> <p><b>Future Direction (6) - Planned infrastructure services</b>  <i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i>  <i>6.6 Infrastructure services are affordable and meet the community's needs into the future</i></p>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Support activities of the Sustainable Environment Committee Responsible Officer: Sustainable Development Project Manager	1.4	Report on progress via quarterly meeting minutes  <b>Achieved</b>	Report on progress via quarterly meeting minutes	Report on progress via quarterly meeting minutes	Report on progress via quarterly meeting minutes
2	Support the progress of the Hadspen Urban Growth Area Responsible Officer: Sustainable Development Project Manager	2.2	Report in Annual Plan Review  <b>Achieved</b>	Report in Annual Plan Review	Report in Annual Plan Review	Report in Annual Plan Review
3	Design, document, procurement, and supervision of contracts as per the specific projects listed in the 2017-2018 Capital Works Program Responsible Officer: Director Infrastructure Services	6.1	Report to program in Annual Plan Review  <b>Achieved</b>	Report to program in Annual Plan Review	Report to program in Annual Plan Review	Report to program in Annual Plan Review

4	Bioenergy Project Responsible Officer:- Sustainable Development Project Manager	2.2	Background report completed  <b>Achieved</b>	Stage 1 Feasibility	Report to Council	
5	Prepare Local Provisions Schedule for the Tasmanian Planning Scheme Responsible Officer: Senior Strategic Planner	1.1	Prepare Project Plan  <b>Achieved</b>	Draft Local Provisions Schedule	Finalise Local Provisions Schedule	
6	Westbury Road Prospect Vale – Activity Centre Plan Responsible Officer: Senior Strategic Planner	6.6	Prepare project plan and engage consultant  <b>Ongoing</b>	Develop draft plan	Present plan to Council	

#### Action performance targets

No.	Performance target
2	Part V agreements established with landowners for infrastructure development
3	Completion of projects in line with project plan requirements
4	Complete feasibility and commence business case

## Community and Development Services

Directorate	<b>4. Community &amp; Development Services</b>	Program number and title	<b>4.1 Land Use &amp; Planning</b>
Program Objective	To carry out planning duties and prepare policies for the sustainable development of the local government area		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (1) - A sustainable natural and built environment.</b> <i>1.1 Contemporary planning supports and guides growth and development across Meander Valley.</i> <i>1.2 Liveable townships, urban and rural areas across the local government area with individual character.</i> <i>1.3 The natural, cultural and built heritage of Meander Valley is protected and maintained.</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Process development applications in accordance with delegated authority Responsible Officer: Coordinator Development Services	1.1, 1.2, 1.3	Performance Target <b>Achieved</b>	Performance Target	Performance Target	Performance Target
2	Process Planning Scheme Amendments Responsible Officer: Director Community & Development Services	1.1, 1.2, 1.3	Performance Target <b>Achieved</b>	Performance Target	Performance Target	Performance Target

### Action performance targets

No.	Performance target
1	Within Statutory time frames, 100% Conformance
2	Within Statutory time frames, 100% Conformance

Directorate	<b>4. Community &amp; Development Services</b>	Program number and title	<b>4.2 Building, Plumbing &amp; Permit Authority 2016</b>
Program Objective	To carry out statutory responsibilities for the administration and enforcement of the Building Act 2016 and the Tasmanian Building Regulations 2016.		
Link to Community Strategic Plan 2014 to 2024	<p><b>Future Direction (1) - A sustainable natural and built environment.</b></p> <p><i>1.1 Contemporary planning supports and guides growth and development across Meander Valley.</i></p> <p><i>1.2 Liveable townships, urban and rural areas across the local government area with individual character.</i></p> <p><i>1.3 The natural, cultural and built heritage of Meander Valley is protected and maintained.</i></p> <p><i>1.4 Public health and the environment is protected by the responsible management of liquid and solid waste at a local and regional level.</i></p> <p><b>Future Direction (3) Vibrant and engaged communities.</b></p> <p><i>3.2 Successful local events enhance community life.</i></p> <p><b>Future Direction (4) A healthy and safe community.</b></p> <p><i>4.3 Public health and safety standards are regulated, managed and maintained.</i></p> <p><b>Future direction (5) Innovative leadership and community governance</b></p> <p><i>5.5 Councils in the region collaborate and share resources for the collective good of their communities</i></p>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Permit Authority – Issue Permits for Category 4 Building works Responsible Officer: Coordinator Development Services	1.1, 1.2, 1.3	Performance Target <b>Achieved</b>	Performance Target	Performance Target	Performance Target
2	Permit Authority – Process Notifiable Building Works (Category 3) Responsible Officer: Coordinator Development Services	1.1, 1.2, 1.3	Performance Target <b>Achieved</b>	Performance Target	Performance Target	Performance Target
3	Permit Authority – Manage outstanding Building Completions and Illegal Works Responsible Officer: Coordinator Development Services	1.1, 1.2, 1.3				Reduce outstanding completions by 10%

4	Coordinate Major Events applications Responsible Officer: 337 Officers	3.2	Performance Target <b>Achieved</b>	Performance Target	Performance Target	Performance Target
5	Conduct inspections and process applications for Plumbing Permits Responsible Officer: Plumbing Surveyor	1.4, 1.4, 5.5	Performance Target <b>Achieved</b>	Performance Target	Performance Target	Performance Target

### Action performance targets

No.	Performance target
1	Issue Building Permits within 7 working days from the date all other permits and documents as required by the Building Act, are received by Council. Achieve 95% conformance.
2	Building applications processed in a timely manner
3	Outstanding building completions and illegal works reduced by 10%
4	Respond to applications within 7 working days
5	Process plumbing applications within 7 days and special connection permits within 14 days of receipt of all information

Directorate	<b>4. Community &amp; Development Services</b>	Program number and title	<b>4.3 Environmental Health</b>
Program Objective	Manage Council's statutory obligations in relation to Environmental Protection and Preventative Health		
Link to Community Strategic Plan 2014 to 2024	<p><b>Future Direction (1) - A sustainable natural and built environment.</b>  <i>1.5 Public health and the environment is protected by the responsible management of liquid and solid waste at a local and regional level.</i></p> <p><b>Future Direction (4)- A healthy and safe community.</b>  <i>4.1 The health and wellbeing needs of all sectors in the community are planned, met and managed.</i>  <i>4.3 Public health and safety standards are regulated, managed and maintained.</i></p>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Monitor and sample water quality of recreational waters Responsible Officer: Environmental Health Officer	1.5, 4.1	Record Results <b>Achieved</b>	Record Results	Record Results	Record Results
2	Inspect Places of Assembly annually as per program Responsible Officer: Environmental Health Officer	4.1, 4.3	Issue Annual Licence <b>Achieved</b>	Issue Annual Licence	Issue Annual Licence	Issue Annual Licence
3	Inspect and register food premises annually Responsible Officer: Environmental Health Officer	4.1, 4.3	Issue annual registration for all premises <b>Achieved</b>	Inspections as per Schedule	Inspections as per Schedule	Issue annual registration for all food premises
4	Co-ordinate immunisation clinics for school and staff Responsible Officer: Environmental Health Officer	4.1, 4.3				Complete Immunisation Program

#### Action performance targets

No.	Performance target
1	Respond to non-conformances within 48 hours
2	Conduct inspections as per program
3	Conduct inspections as per program
4	Provide school based immunisations as per program



Directorate	<b>4. Community &amp; Development Services</b>	Program number and title	<b>4.4 General Inspector</b>
Program Objective	To carry out statutory responsibilities for the administration and enforcement of the Dog Control Act 2000, Fire Services Act 1979 and the Local Government Act 1993.		
Link to Community Strategic Plan 2014 to 2024	<b>Future direction (4) - A healthy and safe community.</b> <i>4.3 Public health and safety standards are regulated, managed and maintained.</i>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Annual Audit of Dog Registrations Responsible Officer: General Inspector	4.3			Conduct Audit	
2	Fire Abatement Management Responsible Officer: General Inspector	4.3		Issue Notices	Issue Notices	
3	Investigate incidents and complaints regarding animal control Responsible Officer: General Inspector	4.3	Performance Target <b>Achieved</b>	Performance Target	Performance Target	Performance Target

#### Action performance targets

No.	Performance target
1	Audit conducted as scheduled
2	Notices issued as required
3	Investigate all cases and complaints within 10 days

Directorate	<b>4. Community &amp; Development Services</b>	Program number and title	<b>4.5 Natural Resource Management</b>
Program Objective	Facilitate Natural Resource Management for Council and Community		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (1) - A sustainable natural and built environment.</b> <i>1.3 The natural, cultural and built heritage of Meander Valley is protected and maintained.</i> <i>1.4 Meander Valley is environmentally sustainable</i> <i>1.6 Participate and support programs that improve water quality in our waterways.</i>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Continue implementation of NRM strategies as per annual work plan Responsible Officer: NRM Officer	1.3, 1.4, 1.6	Performance Target <b>Achieved</b>	Performance Target	Performance Target	Performance Target
2	Review and update Councils Natural Resource Management Strategy Responsible Officer: NRM Officer	1.3, 1.4, 1.6	Complete Strategy <b>Achieved</b>	Design internet version of Strategy	Develop internet version of Strategy	Internet version of strategy completed
3	Participate in the Tamar Estuary Esk Rivers Program Responsible Officer: NRM Officer	1.3, 1.4, 1.6			Report on TEER activities	

#### Action performance targets

No.	Performance target
1	Complete actions within timeframes and within budget
2	Strategy completed
3	Attend annual meetings and support a regional approach to river catchment management

Directorate	<b>4. Community &amp; Development Services</b>	Program number and title	<b>4.6 Community Development</b>
Program Objective	Working with the community for the benefit of all		
Link to Community Strategic Plan 2014 to 2024	<p><b>Future Direction (3) - Vibrant and engaged communities.</b>  <i>3.1 Creativity and learning are art of daily life across the communities of Meander Valley.</i>  <i>3.2 Successful local events enhance community life.</i>  <i>3.4 Meander Valley communities have the resilience and capacity to address and overcome life's challenges and emergencies.</i></p> <p><b>Future Direction (4) - A healthy and safe community.</b>  <i>4.1 The health and wellbeing needs of all sectors of the community are planned, met and managed.</i></p>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Facilitate the operation of the Meander Valley Community Safety Group Responsible Officer – Community Development Manager	3.4, 4.1.	Conduct meeting and report on progress <b>Achieved</b>	Conduct meeting and report on progress	Conduct meeting and report on progress	Conduct meeting and report on progress
2	Deliver the Community Grants Program Responsible Officer – Community Development Manager	3.1, 3.2, 3.4, 4.1.	Acquit Round 1 and advertise <b>Achieved</b>	Acquit Round 2 and advertise	Acquit Round 3 and advertise	Acquit Final Round and advertise Conduct Grants Information Forum
3	Conduct Art Exhibition Responsible Officer – Community Development Manager	3.1, 3.2	Review Art exhibition <b>Achieved</b>	Establish format for exhibition	Conduct exhibition	Review exhibition

#### Action performance targets

No.	Performance target
1	Meetings held and goals achieved
2	Number and range of grant applications
3	Number of artists participating

Directorate	<b>4. Community &amp; Development Services</b>	Program number and title	<b>4.7 Services To Young people</b>
Program Objective	To address and support the needs of young people through responsive and participatory approaches		
Link to Community Strategic Plan 2014 to 2024	<p><b>Future Direction (3) - Vibrant and engaged communities</b></p> <p>3.1 Creativity and learning are part of daily life across the communities of Meander Valley.</p> <p>3.2 Successful local events enhance community life.</p> <p>3.3 Educations and training opportunities are available to everyone across the local government areas.</p> <p>3.4 Meander Valley communities have the resilience and capacity to address and overcome life's challenges and emergencies.</p> <p>3.5 Young people have the opportunity to be engaged in community life.</p> <p><b>Future Direction (4) - A healthy and safe community.</b></p> <p>4.1 The health and wellbeing needs of all sectors in the community are planned, met and managed.</p> <p>4.2 Infrastructure, facilities and programs encourage increased participation in all forms of active and passive recreation.</p>		

**Operational detail**

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Conduct School Holiday Program Responsible Officer: Community Officer	3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2	Conduct and report <b>Achieved</b>	Conduct and report	Conduct and report	Conduct and report Evaluate overall outcomes
2	Conduct Stepping Stones Camps Responsible Officer: Community Officer	3.1, 3.3, 3.4, 4.1, 4.2.	Conduct program <b>Achieved</b>	Conduct program	Conduct program	Conduct program and evaluate overall outcomes
4	Conduct 'National Youth Week' Event Responsible Officer: Community Officer	3.1, 3.2, 3.5, 4.1.			Prepare and advertise event	Conduct event
5	Facilitate outdoor recreation programs Responsible Officer: Community Officer	3.1, 3.3, 4.1, 4.2.	Conduct program <b>Achieved</b>	Conduct program	Conduct program	Conduct program

**Action performance targets**

No.	Performance target
1	Programs conducted and evaluated
3	Program conducted and evaluated
4	Event conducted and evaluated
5	Program conducted and evaluated

Directorate	<b>4. Community &amp; Development Services</b>	Program number and title	<b>4.8 Recreation and Sport Services</b>
Program Objective	To provide current and future recreation and sport programs and facilities		
Link to Community Strategic Plan 2014 to 2024	<p><b>Future Direction (1) - A sustainable natural and built environment.</b>  <i>1.1 Contemporary planning supports and guides growth and development across Meander Valley.</i></p> <p><b>Future Direction (4) - A healthy and safe community.</b>  <i>4.2 Infrastructure, facilities and programs encourage increased participation in all forms of active and massive recreation.</i></p> <p><b>Future direction (5) - Innovative leadership and community governance.</b>  <i>5.3 Evidence based decision making engages the community and is honest, open and transparent.</i></p> <p><b>Future Direction (6) - Planned infrastructure services.</b>  <i>6.4 Open space, parklands, recreation facilities, cemeteries and public buildings are well utilised and maintained.</i></p>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Support the operation of the Recreation Co-Ordination Group Responsible Officer: Recreation Coordinator	4.2, 6.4	Conduct meeting	Conduct meeting	Conduct meeting	Conduct meeting
2	Co-ordinate usage and promotion of Prospect Vale Park and Hadspen Recreation Ground Responsible Officer: Recreation Coordinator	4.2, 6.4	Conduct all users meeting	Liaise with User Groups	Conduct all users meeting	Liaise with User Groups
3	Deloraine & Districts Recreation Precinct Feasibility Study Responsible Officer: Recreation Coordinator	1.1, 4.2, 5.3	Draft report to Council <b>In progress</b>		Review recommendations	

#### Action performance targets

No.	Performance target
1	Meeting held and goals achieved
2	User meeting held and goals achieved
3	Study completed and reported to Council

Directorate	<b>4. Community &amp; Development Services</b>	Program number and title	<b>4.9 Recreation Facilities Management</b>
Program Objective	To provide indoor facilities for recreational, social and community based activities that are safe, comfortable and fit for purpose		
Link to Community Strategic Plan 2014 to 2024	<p><b>Future direction (1) - A sustainable natural and built environment.</b>  <i>1.1 Contemporary planning supports and guides growth and development across Meander Valley.</i></p> <p><b>Future Direction (3) - Vibrant and engaged communities.</b>  <i>3.3 Education and training opportunities are available to everyone across the local government area.</i>  <i>3.5 Young people have the opportunity to be engaged in community life.</i></p> <p><b>Future Direction (4) -A healthy and safe community.</b>  <i>4.1 The health and wellbeing needs of all sectors in the community are planned, met and managed.</i>  <i>4.2 Infrastructure facilities and programs encourage increased participation in all forms of active and passive recreation.</i></p> <p><b>Future direction (6) - Planned infrastructure services.</b>  <i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i>  <i>6.4 Open space, parklands, recreation facilities, cemeteries and public buildings are well utilised and maintained.</i></p>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Preliminary Review of Sport and Recreation Plan Responsible Officer: Recreation Coordinator	1.1, 4.1, 6.4		Review document	Report proposed changes	
2	Develop a strategy and implement to promote and market indoor recreation facilities to current and prospective users Responsible Officer: Recreation Coordinator	3.5, 4.1, 4.2, 6.4.	Develop and implement strategy <b>Achieved</b>	Conduct all users meeting	Review strategy	Conduct all users meeting

3	Research and design a pilot Meander Valley VET Work Placement Program at the Westbury Sports Centre and associated local venues Responsible Officer: Recreation Coordinator	3.3, 3.5, 4.1, 6.4		Complete research and design	Complete Pilot Program	Review and evaluate effectiveness
4	Develop a Draft Long Term Capital Asset Expenditure Plan for recreation facilities Responsible Officer: Recreation Coordinator	1.1, 4.1, 4.2, 6.1, 6.4		Identify existing documents and prepare scope of review	Facility inspections and consultation	Prepare draft plan for Council

#### Action performance targets

No.	Performance target
1	Review, identify and report proposed changes
2	Complete strategy and hold all user meetings
3	Pilot Program to be conducted and evaluated
4	Prepare draft Plan



## Works

Directorate	<b>5. Works</b>	Program number and title	<b>5.1 Parks, Reserves, Sports Grounds and Cemeteries</b>
Program Objective	To ensure that Councils parks, reserves, cemeteries and sports grounds are suitably maintained to provide a safe, clean and inviting experience to community and sporting organisations.		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (6) - Planned infrastructure services</b> <i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i> <i>6.4 Open space, parklands, recreation facilities, cemeteries and public buildings are well utilized and maintained.</i> <i>6.6 Infrastructure services are affordable and meet the community's needs into the future</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Provide facility maintenance services Responsible Officers: Works Supervisors and Works Officers	6.1, 6.4, 6.6	Report to Annual Plan review <b>Achieved</b>	Report to Annual Plan review	Report to Annual Plan review	Report to Annual Plan review
2	Undertake capital works as per the specific projects listed in the 2016-2017 Capital Works Program	6.1	Report to Annual Plan review <b>Achieved</b>	Report to Annual Plan review	Report to Annual Plan review	Report to Annual Plan review

### Action performance targets

No.	Performance target
1	Achieve 95% conformance with Customer Service Request System & Conformance with annual budget
2	Conformance with project budget and works program

Directorate	<b>5. Works</b>	Program number and title	<b>5.2 Roads</b>
Program Objective	To construct and maintain a safe and effective road network to meet the needs of road users and the community.		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (6) - Planned infrastructure services</b> <i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i> <i>6.3 The Meander Valley transport network meets the present and future needs of the community and business</i> <i>6.6 Infrastructure services are affordable and meet the community's needs into the future</i>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Undertake the maintenance work in accordance with the level of service required. Responsible Officer: Works Supervisors & Works Officers	6.1, 6.3, 6.6	Report to Annual Plan Review  <b>Achieved</b>	Report to Annual Plan Review t	Report to Annual Plan Review	Report to Annual Plan Review
2	Plan and deliver capital works projects and provide progress report to Council Responsible Officer: Works Director, Works Supervisors & Works Officers	6.3, 6.6	Report to Annual Plan Review  <b>Achieved</b>	Report to Annual Plan Review	Report to Annual Plan Review	Report to Annual Plan Review

#### Action performance targets

No.	Performance target
1	Achieve 95% conformance with Customer Service Request System
1	Conformance with project budget and works program

Directorate	<b>5. Works</b>	Program number and title	<b>5.3 Toilets, Street Cleaning and Litter Collection</b>
Program Objective	To ensure public toilets and streets are maintained in a clean and tidy condition.		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (6) - Planned infrastructure services</b> <i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i> <i>6.4 Open space, parklands, recreation facilities, cemeteries and public buildings are well utilized and maintained.</i> <i>6.6 Infrastructure services are affordable and meet the community's needs into the future</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Undertake street/reserve litter collection and street cleaning Responsible Officers: Works Supervisors & Works Officers	6.1, 6.4, 6.6	Report to Annual Plan review <b>Achieved</b>	Report to Annual Plan review	Report to Annual Plan review	Report to Annual Plan review
2	Undertake cleaning of toilets in accordance with the current level of service Responsible Officers: Works Supervisors & Works Officers		Report to Annual Plan review <b>Achieved</b>	Report to Annual Plan review	Report to Annual Plan review	Report to Annual Plan review

### Action performance targets

No.	Performance target
1	Achieve 95% conformance with Customer Service Request System
1	Conformance with annual budget
2	Achieve 95% conformance with Customer Service Request System
2	Conformance with annual budget

Directorate	<b>5. Works</b>	Program number and title	<b>5.4 Urban Stormwater</b>
Program Objective	To provide and maintain an effective urban storm water drainage system		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (6)- Planned infrastructure services</b> <i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i> <i>6.5 Stormwater and flooding cause no adverse impacts.</i> <i>6.6 Infrastructure services are affordable and meet the community's needs into the future</i>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Provide storm water maintenance services Responsible Officers: Works Supervisors and Works Officers	6.1, 6.5, 6.6	Report to Annual Plan review <b>Achieved</b>	Report to Annual Plan review	Report to Annual Plan review	Report to Annual Plan review
2	Plan and deliver capital work projects and provide progress report to Council Responsible Officers: Works Director, Works Supervisors and Works Officers	6.1, 6.6	Report to Annual Plan review <b>Achieved</b>	Report to Annual Plan review	Report to Annual Plan review	Report to Annual Plan review

#### Action performance targets

No.	Performance target
1	Achieve 95% conformance with Customer Service Request system
1	Conformance with annual budget
2	Conformance with project budget and works program

Directorate	<b>5. Works</b>	Program number and title	<b>5.5 Plant</b>
Program Objective	To provide plant and equipment that suits Councils activities and is financially sustainable		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (6) - Planned infrastructure services</b> <i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i> <i>6.6 Infrastructure services are affordable and meet the community's needs into the future</i>		

#### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Manage plant to achieve operational objectives Responsible Officers: Works Director and Works Supervisors	6.1, 6.6			Complete major plant annual review	
2	Undertake plant purchases in accordance with 10 year Major Plant Replacement Program and report to Council Responsible Officer: Works Director	6.1, 6.6	Report to Annual Plan review  <b>Achieved</b>	Report to Annual Plan review	Report to Annual Plan review	Report to Annual Plan review

#### Action performance targets

No.	Performance target
1	Major plant hire rates to be competitive with private sector
1	Major plant utilisation reviewed to inform 10 year Plant Replacement Program
2	Conformance with project budget and works program

Directorate	<b>5. Works</b>	Program number and title	<b>5.6 Management</b>
Program Objective	To provide facilities, resources and leadership to support the effective and efficient delivery of services to the community		
Link to Community Strategic Plan 2014 to 2024	<b>Future Direction (6) - Planned infrastructure services</b> <i>6.1 The future of Meander Valley infrastructure assets is assured through affordable planned maintenance and renewal strategies.</i> <i>6.6 Infrastructure services are affordable and meet the community's needs into the future</i>		

### Operational detail

No.	Actions and Tasks	Strategic Plan Reference	Complete by 30/9	Complete by 31/12	Complete by 31/3	Complete by 30/6
1	Respond to customer enquiries Responsible Officers: Works Director, Works Supervisors and Works Officers	6.1 t	Report to Annual Plan Review  <b>Achieved</b>	Report to Annual Plan Review	Report to Annual Plan Review	Report to Annual Plan Review
2	Engage consultant to undertake assessment and provide report on Works Depots Responsible Officer: Works Director and External Consultant	6.6	Finalise scope of project  <b>Achieved</b>	Engage consultant	Receive report and present to Council	

### Action performance targets

No.	Performance target
1	Provide advice to customer in accordance with Customer Service Charter
1	Achieve 95% conformance with Customer Service Request System
2	Report to Council and finalise future strategy for Depot sites

## **GOV 2 COUNCIL AUDIT PANEL RECEIPT OF MINUTES**

### **1) Introduction**

The purpose of this report is for Council to receive the minutes of the Council Audit Panel meeting held on 26 September 2017.

### **2) Background**

Council's Audit Panel met on 26 September 2017 with the minutes attached for Council's information and receipt.

### **3) Strategic/Annual Plan Conformance**

Further the objectives of the Council's Community Strategic Plan 2014 to 2024:

- Future Direction (5) - Innovative leadership and community governance

### **4) Policy Implications**

Not applicable.

### **5) Statutory Requirements**

Sections 85, 85A and 85B of the Local Government Act 1993 and the Local Government (Audit Panels) Order 2014.

### **6) Risk Management**

Not applicable.

### **7) Consultation with State Government and other Authorities**

Not applicable.

### **8) Community Consultation**

Not applicable.

## **9) Financial Impact**

Not applicable.

## **10) Alternative Options**

Not applicable.

## **11) Officers Comments**

The attached minutes of the Council Audit Panel meeting held on 26 September 2017 have been reviewed and endorsed by the Council Audit Panel Chairperson and are provided for Council's information as required under its Audit Panel Charter.

**AUTHOR:** Martin Gill  
GENERAL MANAGER

## **12) Recommendation**

***It is recommended that Council receive the minutes of the Council Audit Panel meeting held on 26 September 2017.***





## Audit Panel Minutes

**Meeting Time & Date: 10:30am  
26 September 2017**

**Venue: Meander Valley Council –  
Council Chambers**

**Present:**

Chairman Steve Hernyk

Councillor Andrew Connor

Mr Chris Lyall

**In Attendance:**

Martin Gill, General Manager

Justin Marshall, Senior Accountant

Jon Harmey, Director Corporate Services

Sam Bailey, Risk & Safety Officer

Dino De Paoli, Director Infrastructure Services

By phone Conference from Tasmanian Audit Office:

Lynette While, Director Community & Development Services

Debbie Scott, Group Leader Financial Audit -

Susan Ellston, Finance Officer

Ric De Santi, Deputy Auditor-General

Robert Florian, Financial Auditor

**Apologies:**

Nil.

**ORDER OF BUSINESS**

**ITEM**

**1. Declaration of Pecuniary Interests/conflict of interest**

Nil.

**2. Adoption of Previous Minutes**

It was resolved that the minutes of the meeting held on 27 June 2017 be received and confirmed.

**3. Outstanding from previous meeting - Action Sheet**

The Panel reviewed the Action Sheet and discussed the following items -

**3.1. Review process to manage insurable risks and existing insurance cover.**

Carry Forward to next Audit Panel Meeting

**3.2 Review Delegation process and exercise of these.**

Carry Forward to next Audit Panel Meeting

**3.3 Policy No. 81 – Social Media.**

Carry Forward to next Audit Panel Meeting

**3.4 Policy No. 83 – Fraud Control.**

Refer item 8 - Remove from Action List

**3.5 Policy No. 88 – Related Party Disclosure**

Presented at July Council Meeting – Remove from Action List

**3.6 Internal Audit.**

Carry Forward to next Audit Panel Meeting

**3.7 Performance Review.**

Carry Forward to next Audit Panel Meeting

**4. Review Audit Panel Annual Meeting Schedule and Work Plan**

The Work Plan for 2017-2018 was adopted at July 2017 Council Meeting.

## Governance and Strategy

### 5. Review Annual Plan

The Annual Plan for 2017-2018 was adopted at July 2017 Council Meeting.

A verbal report was received and noted.

### 6. Review Asset Management Strategy

The Strategic Asset Management Plan (SAMP) was presented.

The Panel requested that the Asset Management Plans be circulated for review and comment. Also that there be an update provided on the status of implementation of the improvement plans in the SAMP

**Carry forward to next Audit Panel Meeting.**

### 7. Review Asset Management Policy

Policy No. 60 – Asset Management was presented with some adjustments in the wording to be made on review cycle to tie in with the review cycle of the SAMP.

**Carry forward to next Audit Panel Meeting.**

### 8. Review policies and procedures

The following Policies were reviewed –

#### **– No 67 – Personal Information Protection**

Some matters highlighted, recommendation that policy to go to council workshop.

**Added to Action List and carried forward to next Audit Panel Meeting.**

#### **– No 83 – Fraud Control**

Fraud Control Plan submitted along with the Fraud Control Policy to be reviewed in conjunction. Minor changes noted as part of the review.

**Recommended to Council for approval.**

#### **– No 84 – Gifts and Benefits**

Only minor changes noted as part of the review. Suggested more discussion with management needed.

**Recommended to Council for approval.**

### 9. Assessment of governance and operating processes integration with financial management practices of the council.

Noted verbal report.

## Financial and Management Reporting

### 10. Review most current results and report any relevant findings to Council

The financial report papers were received.

<b>11. Review any business unit or special financial reports</b>
No Matters to Report.
<b>12. Review annual financial report, audit report and management representation letter (for advice to GM) and make recommendation to Council including meeting with Tas Audit representative.</b>
Received and Noted. Approved for submission to the October Council Meeting agenda.
<b>13. Review the impact of changes to Australian Account Standards.</b>
No Matters to Report.
<b>Internal Audit</b>
<b>14. Consider any available audit reports</b>
No Matters to Report.
<b>15. Review management's implementation of audit recommendations</b>
Verbal Report Received and Noted.
<b>External Audit</b>
<b>16. Consider any available audit reports</b>
The Report to Those Charged with Governance from TAO was circulated. Debbie Scott (Group Leader Financial Audit), Ric De Santi (Deputy Auditor-General) & Robert Florian (Financial Auditor) gave an overview of the report via phone-conference.
Report Received and Noted.
<b>17. Review management's implementation of audit recommendations</b>
No instances of non-compliance from Report. Chairman acknowledged MVC excellent management's performance having no comments from TAO.
<b>18. Consider any performance audit reports that will be undertaken by the Tas Audit Office and address implications for the Council</b>
Disaster Recover Funding audit in progress, all requested information has now been provided to the Tas Audit Office in respect of the claim to the end of March 2017. No funding has been received to date.
Received and Noted.
<b>Risk Management and Compliance</b>
<b>19. Receive material risk management reports (risk profile, risk management and treatment and periodical/rotational risk review)</b>
No Matters to Report.

**20. Monitor ethical standards and any related transactions to determine the systems of control are adequate and review how ethical and lawful behaviour and culture is promoted within the Council**

No Matters to Report.

**21. Monitor any major claims or lawsuits by or against the Council and complaints against the Council**

No Matters to Report.

**22. Oversee the investigation of any instances of suspected cases of fraud or other illegal and unethical behaviour**

No Matters to Report.

#### **Other Business**

**23. Meeting close**

This meeting closed at 12:00 pm

#### **Next Meeting**

The next meeting to be held on Tuesday 19 December 2017 at 10.00 am

## **GOV 3 2018 COUNCIL MEETING DATES**

### **1) Introduction**

The purpose of this report is for Council to consider dates for Ordinary Council meetings for 2018.

### **2) Background**

The ordinary monthly meeting of Council occurs on the second Tuesday of each month, apart from January where it is held on the third Tuesday.

In recent years the Council has rescheduled the January meeting to the third Tuesday reflecting the lower volume of items to be dealt with due to the Christmas/New Year and subsequent holiday period. This is proposed to continue in 2018 with the Council meeting to be held on Tuesday 16 January.

At the Ordinary Council meeting December 2014 Council reviewed the meeting starting times and re-committed to the 1:30pm start time. In accordance with Regulation 6 of the Local Government (Meeting Procedures) Regulations 2015, the starting times will be reviewed following the ordinary election in 2018.

### **3) Strategic/Annual Plan Conformance**

Furthers the objectives of the Community Strategic Plan 2014 to 2024 in particular:

- Future direction (5) - Innovative leadership and community governance

### **4) Policy Implications**

Not applicable.

### **5) Statutory Requirements**

Local Government Act 1993

Local Government (Meeting Procedures) Regulations 2015

## **6) Risk Management**

Not applicable

## **7) Consultation with State Government and other Authorities**

Not applicable.

## **8) Community Consultation**

Not applicable.

## **9) Financial Impact**

A change to meetings being held after business hours or the introduction of additional meetings may incur additional expenditure in officer time and meeting expenses.

## **10) Alternative Options**

Council can elect to hold meetings on different dates.

## **11) Officers Comments**

Council's meeting schedule has successfully operated for a number of years with community members familiar with this arrangement.

The Queen's Birthday public holiday will fall on Monday 11 June in 2018. This is the only occasion during 2018 when a public holiday falls on the day before a Council meeting.

**AUTHOR:** Martin Gill  
GENERAL MANAGER

## **12) Recommendation**

***It is recommended that Council approve the following schedule of ordinary meetings for 2017:***

***Tuesday 16 January 2018***  
***Tuesday 13 February 2018***  
***Tuesday 13 March 2018***  
***Tuesday 10 April 2018***

*Tuesday 8 May 2018*  
*Tuesday 12 June 2018*  
*Tuesday 10 July 2018*  
*Tuesday 14 August 2018*  
*Tuesday 11 September 2018*  
*Tuesday 9 October 2018*  
*Tuesday 13 November 2018*  
*Tuesday 11 December 2018*

**DECISION:**

## **GOV 4 NOTICE OF MOTION - CHANGE OF PUBLIC HOLIDAY – CR BOB RICHARDSON**

### **1) Introduction**

The purpose of this report is for Council to consider a Notice of Motion from Cr Bob Richardson to change the local public holiday for Launceston Show to the Friday of Agfest (first Friday in May).

### **2) Background (Cr Bob Richardson)**

The concept of a show holiday for society to experience and celebrate the agricultural sector has been long entrenched in our communities.

Significant doubt is currently cast upon regional shows; Devonport Show has been cancelled for 2017 and Launceston Show was reported to have just 9000 attendees.

Agfest has grown to be a State-wide event, with significant attendances (as high as 80,000). It is now clearly the State's premier agricultural event. It is also positioned centrally in both the north of the State, and within the State.

It is believed that Council has the power to initiate an alternative public holiday (for Meander Valley) instead of Launceston Show Day.

A Public Holiday on Friday may spread the crowds more evenly over three days –

- a) Thursday – “trade” or “farmers” and schools day focus;
- b) Friday – Northern day focus
- c) Saturday – The rest of the State focus

A public holiday in early May will spread northern holidays from the current “late year” concentration –

- Mid October – Launceston Show
- Early November – Northern Recreation Day
- December – Christmas/Boxing Day
- January – New Years Day and Australia Day

In terms of public holidays, things get “pretty thin” following Easter and Anzac Day! A May public holiday would probably be appreciated by many.



The facilities at Agfest are extensive and include the usual display, retail and such sites, equestrian and canine facilities and extensive parking. Nearby are facilities at Westbury Showground if needed.

The move would recognise the shift in community values, retain an agricultural focus for the public holiday and provide an opportunity to focus on the Meander Valley as a place to live, work, invest and recreate.

### **3) Strategic/Annual Plan Conformance**

Further the objectives of the Community Strategic Plan 2014 to 2024 in particular:

- Future direction (3) - Vibrant and engaged communities
- Future direction (5) - Innovative leadership and community governance

### **4) Policy Implications**

Not applicable

### **5) Statutory Requirements**

Statutory Holidays Act 2000

### **6) Risk Management**

Not applicable

### **7) Consultation with State Government and other Authorities**

Council will need to ask the relevant Minister to amend Schedule 1 of the Statutory Holidays Act 2000.

### **8) Community Consultation**

The community has not been consulted about this proposal.

The Minister may require Council to undertake Community consultation before a formal request is made to change the local public holiday.

## **9) Financial Impact**

If community consultation is required it is anticipated that costs for this process would be in the order of \$10,000.

## **10) Alternative Options**

Council can elect not to support, or amend, the recommendation

## **11) Officers Comments**

This is an initiative worth exploring. Agfest is a significant event that draws the agricultural sector and the broader community to the north of Tasmania each May. It has become an important social, cultural and political networking event. A public holiday linked to Agfest could support continued growth and provide more opportunities for attendance.

It is proposed that Council amends the recommendation below to reflect the provisions of the Statutory Holidays Act 2000 and the mechanisms for making the change as follows:

- Council writes to the Minister for Building and Construction seeking advice about the process required to amend Schedule 1 of the Statutory Holidays Act 2000 to change a local public holiday, in particular adding the Friday of Agfest (first Friday in May) by replacing the Launceston Show Day
- Council writes to the other northern councils to determine their interest in having Friday of Agfest (first Friday in May) each year as the Northern Show Holiday
- Council works with interested northern councils to work through the process prescribed by the Minister for Infrastructure

**AUTHOR:** Martin Gill  
GENERAL MANAGER

## **12) Recommendation (Cr Bob Richardson)**

***It is recommended that Council -***

- a) Gazette the Friday of Agfest each year as the Show Public Holiday for the Meander Valley Municipality;***
- b) Work with other northern councils to have the Friday of Agfest (first Friday in May) each year as the Northern Show Holiday.***

## **DECISION**

## **GOV 5 POLICY REVIEW NO. 84 – GIFTS AND BENEFITS**

### **1) Introduction**

The purpose of this report is for Council to review Policy No 84 – Gifts and Benefits

### **2) Background**

The policy was last reviewed in 2014.

The purpose of the current policy is to ensure that there are adequate guidelines for staff and Councillors to follow when they are offered gifts or benefits.

The Policy was reviewed by Councils Audit Panel in September 2017, who recommended that Council continues the Policy.

### **3) Strategic/Annual Plan Conformance**

The Annual Plan provided for the policy to be reviewed in the 2017 September quarter.

### **4) Policy Implications**

The process of Policy review will ensure that policies are up to date and appropriate.

### **5) Statutory Requirements**

Local Government Act 1993

### **6) Risk Management**

The Policy manages the risks associated with issues of perception and conflict when gifts and benefits are offered to staff or Councillors.

### **7) Consultation with State Government and other Authorities**

Not applicable.

## 8) Community Consultation

Not applicable.

## 9) Financial Impact

Not applicable.

## 10) Alternative Options

Council can elect to discontinue or amend and continue the existing Policy.

## 11) Officers Comments

The Policy remains relevant and important as it provides clear guidelines for Council officers and Councillors and sets out the practices and procedures that should be used when dealing with offers of gifts or benefits.

The initial review by Council officers has resulted in a number of minor changes to the wording of the Policy. It is recommended that the Council continues the Policy with these changes.

**AUTHOR:** Martin Gill  
GENERAL MANAGER

## 12) Recommendation

***It is recommended that Council confirm the continuation of Policy No. 84 Gifts and Benefits as follows:***

# POLICY MANUAL

**Policy Number: 84**

**Gifts and Benefits**

**Purpose:**

To establish guidelines, procedures and responsibilities regarding appropriate action that must be followed when dealing with offers of gifts and benefits.

**Department:**

Governance & Community Development

**Author:**

Greg Preece Martin Gill, General Manager

**Council Meeting Date:**

14 November 2017

**Minute Number:**

**Next Review Date:**

**October 2017 November 2021**

## POLICY

### **1. Definitions**

**Council officials** – Mayor, Councillors, Council staff (including staff engaged through an employment agency), Council Committee members, volunteers and contractors.

**Gift** – is usually a tangible item provided at no charge. Gifts may include, but are not limited to items such as cash, property (real or otherwise), goods and services made available at heavily discounted prices, alcohol, products, invitations to social functions and tickets to sporting, theatrical or music events.

**Cumulative gift** – a series of gifts of nominal value from the same person or organisation over a specified period which may have an aggregate value that is significant.

**Gift of influence** – a gift that is intended to generally ingratiate the giver with the recipient for favourable treatment in the future.

**Gift of gratitude** – a gift offered to an individual or department in appreciation of performing specific tasks or for exemplary performance of duties. Gifts to staff who speak at official functions may be considered an example of gifts of gratitude.

**Benefit** – a non-tangible item which is believed to be of value to the receiver (i.e. preferential treatment such as queue jumping, access to confidential information and hospitality).

**Hospitality** – the provision of accommodation, meals, refreshments or some other forms of entertainment.

**Bribe** – a gift or benefit given specifically for the purpose of winning favours or to influence the decision or behaviour of a Council official to benefit someone or something.

**Cash** – money or vouchers which are readily convertible.

**Nominal Value** – is the monetary limit of the value of gifts or benefits that may be accepted (i.e. total value of gift or benefit received.) A gift or benefit is of nominal value when it has no significant or lasting value.

**Significant value** – a gift or benefit that has a value above the nominal value limit.

**Token** – often mass produced (i.e. pens, calendars, ties or items with a company logo on them), offered in business situations to individuals. Usually have a value under the nominal value limit.

**Non token** – items that are of a more individual nature, with a value above the nominal value limit. Items may include, free or discounted travel; use of holiday homes; corporate hospitality at major sporting events free training excursions; tickets to major events and access to confidential information.

**Conflict of interest** – any situation in which an individual or corporation (either private or government) is in a position to exploit a professional or official capacity in some way for their personal or corporate benefit.

**Public perception** – the perception of a fair-minded person in possession of the facts.

**Gifts and Benefits Declaration Form** – a form to be completed (attachment 1), when an individual receives a gift or benefit of a non token nature above the nominal limit or receives a series of token gifts or benefits in a specified time that may have significant aggregate value (Cumulative Gift).

**Gifts and Benefits Register** – a register maintained by Council of all declared gifts and benefits

## **2. Objective**

The objective of this policy is to:

- Outline the obligations and responsibilities of Council's officials when dealing with offers of gifts or benefits and to;
- Assist Council officials make appropriate judgements in relation to gifts and benefits and therefore avoid being placed in a situation where they may become vulnerable to undue influence or threaten community confidence in the fairness, impartiality and integrity of the Council.

## **3. Scope**

This policy applies to:

- All Council officials.
- All gifts and benefits offered to or received by all Council officials in their role as officers of the Council.

## **4. Policy**

### **4.1 Application**

In a private context gifts and benefits are usually unsolicited and meant to convey a feeling on behalf of the giver such as gratitude. There is ordinarily no expectation of repayment. Gifts given in a private context are not the focus of this policy.

Gifts and benefits may also be offered to individuals in the course of business relationships. Such gifts and benefits are often given for commercial purposes and serve to create a feeling of obligation in the receiver. Gifts and benefits given in the course of business relationships is the focus of this policy.

The policy is to be applied in conjunction with provisions in the Councils Codes of Conduct, **Council's Fraud Control Policy** and other relevant Council policies and procedures.

### **4.2 General**

Council officials at all times and in all circumstances must be seen to be fair, impartial and unbiased.

**As first principle Council Officials are discouraged from accepting gifts and benefits.**

Council officials should actively discourage offers of gifts and benefits and must not solicit gifts or benefits.

Council officials must not take advantage of their official position to secure an unreasonable personal profit or advantage.

People doing business with the Council should be encouraged to understand that they do not need to give gifts or benefits to Council officials to get high quality service.

From time to time Council officials may be offered gifts or benefits. In some limited circumstances for instance, cultural protocols, and benefits gifts may be accepted. Token gifts of nominal value may generally be received. Non-token gifts of significant value should not generally be accepted.

Council officials should at all times be aware of the wider situation in which an offer of a gift or benefit is being made. For example, Council officials should consider whether the donor is in or may be seeking to enter into a business relationship with Council or may be applying to Council in relation to the exercise of Councils functions.

Council officials must avoid situations that suggest that a person or body, through the provision of gifts or benefits is attempting to secure favourable treatment from Council. When deciding whether to accept or decline a gift or benefit, consideration should be given to both the value of the gift or benefit and also the intent of the gift or benefit being offered.

### **4.3 Acceptable gifts and benefits**

Gifts or benefits of a token nature at or below nominal value may generally be accepted by Council officials without disclosing details to a supervisor, General Manager or Mayor and without recording the details of the gift or benefit on the Gifts and Benefits Declaration Form or Register (attachment 1 and 2).

That said, Council officials who receive more than the specified number of token gifts of a nominal value from the same person or organisation, in a specified period must disclose that fact in the gifts and benefits register.

If a Council official has any doubt if a gift or benefit is token or of nominal value they should discuss it with a supervisor General Manager or Mayor.

#### **4.3.1 Token gifts and benefits**

Gifts or benefits of a token nature do not create the appearance of a conflict of interest and include:

- Items with a company logo on them, ties, scarves, coasters, diaries, chocolates, flowers
- Books given to individuals at functions, public occasions or in recognition of exceptional work done
- Gifts of single bottles of reasonably priced alcohol given to individuals at functions, public occasions or in recognition of exceptional work done



- Free or subsidised meals of a modest nature and/or beverages provided infrequently (and or reciprocally) that have been arranged for or in connection with the discussion of official business
- Free meals of a modest nature and or beverages provided to Council officials who formally represent Council at work related events such as training, education sessions and workshops
- Invitations to approved social functions organised by groups such as Council Committees and community organisations

#### **4.3.2 Nominal Value**

For the purposes of this policy the current nominal value limit is identified in section 4.12.

#### **4.4 Non acceptable gifts and benefits**

Accepting gifts of money is prohibited.

Council officials should generally not accept gifts or benefits that appear to be non-token in nature or more than of a nominal value.

If a gift or benefit of a non-token nature or above nominal value is offered and cannot reasonably be refused (as this action may cause cultural offence embarrassment), the offer and receipt of the gift or benefit must be declared via completion of a Gifts and Benefits Declaration Form (at attachment 1) and the details must be recorded on the Council Gift Register. (at attachment 2)

If a Council official refuses a gift or benefit because they believe that the gift was a deliberate attempt to receive "special treatment", then such instances are to be reported to a supervisor, the General Manager or Mayor.

##### **4.4.1 Non token gifts and benefits**

Gifts or benefits of a non-token nature include:

- Free or discounted travel
- Use of holiday homes
- Tickets to major sporting events
- Corporate hospitality at a corporate facility or sporting venue
- Free training excursions
- Access to confidential information
- Discounted products for personal use
- Goods and services provided via a determination in a Will

At times a gift of a non-token nature may be given from one authority to another. Such gifts are often provided to a host authority. These gifts may be given as an expression of gratitude without obligation on the receiver to respond. The gratitude usually extends to the

work of several people in the authority and therefore the gift is considered to be for the authority, not a particular individual.

#### **4.4.2 Significant value**

For the purpose of this policy a gift or benefit with significant value has a value above the specified nominal value limit.

#### **4.5 Actual or perceived effect of the gift or benefit**

Accepting gifts where a reasonable person could consider that there may be influence applied as a result of accepting the gift or benefit is prohibited. (gift of influence).

Where it is suspected that a gift or benefit has been offered for the purpose of influencing the behaviour of someone acting in their official capacity, the gift or benefit must be declined and the matter should be reported immediately to the relevant supervisor, General Manager or Mayor.

#### **4.6 Bribes**

Council officials must not offer or seek a bribe. A person offered a bribe should refuse it and report the incident as soon as possible to their supervisor, General Manager or the Mayor (in the case of Councillors). Council will take steps to report the matter to Police immediately. Receiving a bribe is an offence under both the common law and Tasmanian Legislation.

#### **4.7 Family members**

Council officials must take all reasonable steps to ensure that immediate family members do not receive gifts or benefits of a non-token nature or gifts or benefits above the nominal value. Immediate family members include parents, spouses, children and siblings.

#### **4.8 Records – Gifts and Benefits Registers**

Council officials, who receive more than the specified number of token gifts or benefits near the nominal value limit from the same person or organisation, (cumulative gift) must disclose that fact on the Gifts and Benefits Declaration Form and Register (attachment 1 and 2). The specified number is included in section 4.12.

If an official of the Council receives a non-token gift or benefit in circumstances where it cannot reasonably be refused or returned, the receipt of the gift or benefit should be disclosed and the details recorded on a Gifts and Benefits Declaration Form (at attachment 1) and in the Gifts and Benefits Register (at attachment 2).

The Register will be available for public inspection.

The content of the Registers will be monitored by the General Manager on a regular basis.

#### **4.9 Disposal of gifts**

A supervisor, General Manager or Mayor will determine whether a gift or benefit of a non-token nature should be disposed.

There are options for the disposal of gifts that have been accepted because they could not reasonably be refused, but should not be retained by an individual. Examples of such circumstances where gifts or benefits may be received include:

- Gifts accepted for protocol or other reasons, where returning it would be inappropriate
- Anonymous gifts (received through the mail or left without a return address)
- A gift received in a public forum where attempts to refuse or return it would cause significant embarrassment or cultural offence.
- A gift or benefit of significant value provided to a Council official through a Will, where the relationship between the giver and recipient was essentially a council related business relationship.

Options for disposal include:

- Surrendering the gift to Council for retention
- Distributing the gift or benefit amongst a selection of Council's officials - where a reasonable person would agree that the allocation was appropriate, (public perception).
- Donating the gift to an appropriate charity.

#### **4.10 Breaches of Policy**

All Council officials are obliged to comply with this policy and sanctions may be applied if the policy is breached.

Any person may report an alleged breach of this policy by an official of the Council to the General Manager or Mayor as appropriate who shall investigate any report received and take such action as is considered necessary.

If this policy has been breached, such action may include counselling, censure motions, disciplinary action (including termination of employment), the laying of charges and the taking of civil action.

#### **4.11 Review process and endorsement**

This policy, including the amounts and frequencies specified, may be varied by resolution of the Council. When varied, the amounts and frequencies that apply to the policy must be updated and included in section 4.12.

The policy should be reviewed as required, but at least every three years.

#### **4.12 Detail of amounts and frequencies specified in the policy**

For the purpose of this policy the current nominal value limit is **(\$150.00)**.

Council officials who receive more than (three) nominal gifts of a token nature from the same person or organisation, in a six-month period must disclose that fact in the gifts and benefits register.

## **5. Legislation and Associated Council Policies**

The following act, code and policy are relevant to the operation of this Policy

- Local Government Act 1993
- Councils Code of Conduct
- Councils Fraud Control Policy

## **6. Responsibility**

Responsibility for the operation of this policy rests with the General Manager

## **GOV 6 POLICY REVIEW NO. 83 – FRAUD CONTROL POLICY & FRAUD CONTROL PLAN**

### **1) Introduction**

The purpose of this report is for Council to review Policy No 83 – Fraud Control and the Fraud Control Plan

### **2) Background**

The Policy was last reviewed in 2014.

The purpose of the current policy is to prevent, deter and detect incidents of fraud and corruption.

The objective of the Fraud Control Plan is to provide appropriate procedures and outline the responsibilities for the prevention or management of fraud activities.

The Policy was reviewed by Council's Audit Panel in September 2017, who recommended that Council retains the Policy.

### **3) Strategic/Annual Plan Conformance**

The Annual Plan provided for the Policy to be reviewed in the 2017 September quarter.

### **4) Policy Implications**

The process of Policy review will ensure that policies are up to date and appropriate.

### **5) Statutory Requirements**

Local Government Act 1993

### **6) Risk Management**

The Policy manages the risks associated with the work environment that can lead to fraudulent behaviour.

## **7) Consultation with State Government and other Authorities**

Not applicable.

## **8) Community Consultation**

Not applicable.

## **9) Financial Impact**

Not applicable.

## **10) Alternative Options**

Council can elect to discontinue or amend and continue the existing Policy.

## **11) Officers Comments**

The Fraud Control Policy is one of the key administrative documents within Council. It provides clear direction about the structures and procedures that should be in place to prevent fraudulent behaviour.

The Fraud Control Plan provides the framework for implementing the Policy and setting the expectations for behaviour.

The initial review by Council officers has resulted in a number of minor changes to the wording of the policy and the plan. It is recommended that the Council continues the Policy and Plan with these changes.

**AUTHOR:** Martin Gill  
GENERAL MANAGER

## **12) Recommendation**

***It is recommended that Council confirm the continuation of Policy No. 83 Fraud Control and the Fraud Control Plan as attached:***

# POLICY MANUAL

**Policy Number: 83**

## **Fraud Control**

**Purpose:**

To establish guidelines, procedures and responsibilities regarding appropriate actions that must be followed to prevent, deter and detect incidents of fraud and corruption.

**Department:**

Governance & Community Services

**Author:**

Greg Preece Martin Gill, General Manager

**Council Meeting Date:**

~~12 August 2014~~ November 2017

**Minute Number:**

**Next Review Date:**

**November 2021**

## POLICY

### **1. Definitions**

**Fraud:** Inducing a course of action by deceit or other dishonest conduct, involving acts or omissions or the making of false statements, orally or in writing, with the object of obtaining money or other benefits from, or evading a liability to, the Council.

**Corruption:** Dishonest action in which a person acts contrary to the interests of Council and abuses their position of trust in order to achieve some personal benefit for themselves, or provide an advantage/disadvantage for another person or entity.

**Whistle-blower:** A person who has or professes to have knowledge of fraudulent or corrupt conduct and who chooses to report it to the appropriate authority.

### **2. Objective**

The objective of this policy is to:

- Promote a sound ethical culture within Council
- Ensure that Councillors and staff are aware of the responsibilities in relation to ethical conduct
- Protect Council's funds and other public assets and reputation
- Ensure senior management's commitment to identifying risk exposures to fraud
- Ensure a sound ethical culture of the Council and that Councillors and staff are aware of the responsibilities in relation to ethical conduct

### **3. Scope**

This Policy applies to:

- All Councillors, Committee members, employees, contractors and consultants of Meander Valley Council as they are responsible for the identification and management of all risks associated with the performance of Council functions and the delivery of Council services;
- Situations where fraudulent or suspicious behaviour is suspected and/or has been identified.

#### **4. Policy**

Council will not tolerate fraud or corruption amongst its Councillors, employees or contractors and is committed to:

- Ensuring internal controls are developed to deter, detect and prevent fraud;
- Providing a sound ethical environment in which fraud is difficult and honest behaviour is encouraged;
- Complying with legislation and relevant policies, procedures and controls;
- Proactively managing any allegation or incidences of fraud in accordance with approved procedure including reporting of allegations to law enforcement agencies;
- Providing sufficient resources to facilitate the implementation of this policy within Council;
- Protecting disclosures, including anonymous reporting, in accordance with the Public Interest Disclosure Act 2002, the Fraud Control Plan and the procedures contained within it;
- Protecting whistleblowers in accordance with section 19 of the Fraud Control Plan;
- Ensuring awareness of the Fraud Control Policy and associated procedures through the provision of appropriate training and awareness raising strategies to employees.

#### **5. Legislation and Associated Council Policies**

Local Government Act 1993  
Criminal Code Act 1924  
Integrity Commission Act 2009  
Police Offences Act 1935  
Privacy Act 1988 (Commonwealth)  
Public Interest Disclosures Act 2002  
Right to Information Act 2009  
Meander Valley Council Code of Conduct  
Meander Valley Council Code of Tendering & Contract  
Meander Valley Council Fraud Control Plan

#### **6. Responsibility**



Responsibility for the operation of this Policy rests with the General Manager.

**DECISION:**

# FRAUD CONTROL PLAN

## Governance & Community Services - Policy Manual

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## 1. INTRODUCTION

Fraud can and does happen and often where it is least expected. Fraud is not only a breach of trust but also a criminal offence. Those who commit fraud;

- Break the law
- Become subject to disciplinary action, including the likelihood of immediate termination of employment
- Bring Council into disrepute by reducing our reputation as sound managers of our and the communities resources
- Create trauma within their own families and friendships
- In extreme cases place at risk Council's continued operation

Council requires the support of government, community and business to operate. The financial assistance we receive is dependent on many factors; these include Council's reputation and record for delivering services in an ethical and accountable manner. The fraud control plan demonstrates that Council is committed to achieving effective fraud control and details the practical steps that will be undertaken to achieve this.

## 2. DEFINITION OF FRAUD

Fraud is defined by AS8001-2008 as dishonest activity causing actual or potential financial loss to any person or entity including theft of monies or other property by Council officers or persons external to the entity and whether or not deception is used at the time, immediately before or immediately following the activity. This also includes the deliberate falsification, concealment, destruction or use of falsified documentation used or intended for use for a normal business purpose or the improper use of information or position.

Some examples of fraud include:

- Unauthorised use of Council's plant, furniture and equipment;
- Any misappropriation of funds;
- Accepting gifts from contractors, consultants and customers;
- Falsification of expense claims;
- Inappropriate use of position to obtain goods and services;
- Providing false or misleading information to Council, or failing to provide information where there is an obligation to do so.

## 3. POLICY ON FRAUD

### **Fraud Management Policy**

Meander Valley Council has a Fraud Control Policy. The purpose of the policy is to establish guidelines, procedures and responsibilities regarding appropriate actions that must be followed to prevent, deter and detect incidents of fraud and corruption. Its objective is to protect public funds and other public assets, protect the integrity, security and reputation of the Meander Valley Council and its employees and to assist in maintaining a high level of services to the community.

### **Who the Policy Applies To**

The policy applies to, the Mayor, Councillors, General Manager, Directors, Managers, Workers, Volunteers, Employees and Representatives of Meander Valley Council. They are responsible for the identification and management of all risks associated with the performance of Council functions and the delivery of Council Services.

### **What the Policy Applies To**

The policy applies in situations where fraudulent, suspicious or corrupt behaviour is suspected and/or has been identified. This plan is developed in conjunction with and by applying the principles outlined in the policy.

#### 4. OBJECTIVES OF THE FRAUD CONTROL PLAN

This plan aims to install the following principles.

- The prevention, detection and investigation of fraud
- The prosecution of offenders, including those involving routine or minor instances of fraud where appropriate
- The application of appropriate, civil, administrative or disciplinary procedures
- The recovery of proceeds of fraudulent activity
- The training of all employees involved in fraud control activities
- The external scrutiny of our fraud control activities

To achieve this, a number of measures will or are already established that together constitute the fraud control plan. Fraud control responsibility roles will be clearly defined and fraud awareness training will be provided to Council employees.

#### 5. ROLE OF THE FRAUD CONTROL OFFICER

A Fraud Control Officer has been appointed, and this position is currently held by the Director Governance & Community Services. This person has the primary responsibility for overseeing the implementation and review of the Fraud Control policy and plan and for making sure that these are well understood and actively implemented by employees of Council.

#### 6. OTHER PEOPLE WITH RESPONSIBILITIES FOR FRAUD CONTROL

Fraud control is the responsibility of everyone. Council's expectations for all persons are contained within the Fraud Control policy.

#### 7. ASSESSMENT OF FRAUD CONTROL RISK

The General Manager who reports to Council has ultimate responsibility to assess the risk of fraud occurring and implement the appropriate preventative measures. They do this with the direct support of the Fraud Control Officer, auditors and all employees.

The General Manager will encourage the use of a variety of techniques to assess various risk factors for fraud. These will include the following risk types.

##### **Accounting Risks**

The need to assess attitudes to the application of accounting standards and to ensure that correct procedures are followed in the case of third parties involved in the assessment of Council's performance e.g. auditors, Local Government Division, Commonwealth and State Government departments.

##### **Personal Risks**

The need to assess risks in an environment where there is an autocratic management style, unusual behaviour, expensive lifestyles, untaken holidays, poor quality staff, low morale or high staff turnover.

##### **Cultural risks**

The need to be aware of the risks in culture that requires results at any cost or has poor commitment to internal controls and demands unquestioning obedience from staff.

##### **Structural risks**

The need to understand that fraud is made easier when there are complex corporate structures and when remote locations are poorly supervised.

##### **Business risks**

The need to be alert to the risks that arise when business strategies are poor, there is a poor corporate reputation or when there are liquidity or cash flow problems.

## 7. ASSESSMENT OF FRAUD CONTROL RISK (CONT.)

### Potential Risks

The following are potential risks that should be considered in Council's risk assessment process for fraud control:

- (a) **Misappropriation of assets** – including theft, temporary borrowing, control over handling of cash and recording its use.
- (b) **Misuse of assets** – such as the unauthorised personal use of organisational assets including motor vehicles, computers and stationery.
- (c) **Delegations of authority** – failure by staff to adhere to delegation limits of authority relating to approvals of expenditure or contracts and agreements they can sign off.
- (d) **Lack of supporting documentation**
- (e) **Lack of mandatory leave policy or enforcement** – for employees performing key control functions.
- (f) **Fraudulent financial reporting** – including intentional distortion of financial statements, capitalising revenue items, factious asset register items, arguments with auditors, calculated avoidance of auditor involvement or restrictions in access to or availability of staff.
- (g) **High turnover** – of management, legal, accounting or governance advisors.
- (h) **Ineffective appointments of** – accounting, IT or internal audit staff.
- (i) **Hiring of friends and or relatives**
- (j) **Pressures affecting employees** – handling assets that are susceptible to misappropriation
  - Long term trusted employees** – know the systems and processes in detail which may allow them to more easily circumvent controls and conceal fraud.
  - Life crisis of employee** – e.g. divorce, death in a family, excessive gambling habit or other matters that create a need for substantial sums of money.
  - Lifestyle changes** – e.g. employees who are living beyond their means.
  - Rule breaker mentality** – i.e. employees who ignore rules or regulatory requirements.
  - Unappreciated workaholic** – includes employees who believe they are not adequately compensated for the long hard hours they work.
- (k) **Inventory characteristics** – small in size and high in value or volume.
- (l) **Fixed assets and plant** – stored off site and or portable in nature.
- (m) **Remote buildings** – security and access issues including multiple keys, lack of video surveillance in dangerous areas.
- (n) **Exploitation of incentives** – bonus incentives in contracts with customers, performance incentives in employee contracts.
- (o) **Trade contractors, subcontractors or consultants** – who are engaged but have inappropriately close relationships with employees.
- (p) **Management characteristics** – the degree of influence management exerts.

## 8. REVIEW OF FRAUD CONTROL RISKS

A comprehensive fraud risk assessment will be completed and updated at least every 2 years or where a significant risk is identified or there is an instance of significant fraud or potential significant fraud reported. The findings will be reported to Council and to employees and made available for compliance with relevant authorised external audit processes.

## 8. REVIEW OF FRAUD CONTROL RISKS (CONT.)

The fraud risk assessment should include a review of:

- Information technology and information security
- Electronic commerce, electronic service delivery and internet transactions
- Outsourced functions
- Grants and other payments, benefits or programs
- Tendering processes, purchasing and contract management
- Services provided to the community
- Revenue collection
- Use of credit cards
- Travel and other employee allowances
- Salaries
- Property and other physical assets, including physical security

## 9. FRAUD CONTROL STRATEGIES

### **Organisational Behaviour Fraud Control Strategies**

Characteristics that will reduce the risk of fraud in terms of desirable organisational behaviour include:

- The organisational structure in place provides for the effective communication of directives across the whole organisation to ensure that appropriate values and ethics are maintained
- Known control weaknesses are addressed immediately once they are known
- Management overtly displays and upholds respect for the law and regulatory authorities
- Management employs effective and adequately qualified staff and utilises such external expertise as it is required in the circumstances that have arisen
- No deliberate contravention of the Local Government Act 1993 and other relevant legislation

### **Audit (either internal or external) Fraud Control Strategies**

As part of regular audit processes the following will be undertaken by either internal or external audit:

- Procedural data analysis
- Unplanned visits to sites other than Councils Lyall Street offices
- Altered audit approaches where deemed necessary e.g. oral contact with suppliers
- Personal interviews where necessary
- Data mining to test the integrity of computer based records
- Comparison of estimates/budgets with actual results
- Review of payments to related parties
- Review of unusual transactions
- Checks on employment contracts
- Examination of large and or unusual expenses

### **Financial Reporting Fraud Control Strategies**

The following activities are conducted on a regular basis to assist in ensuring accurate financial reporting;

- Bank reconciliations are prepared and independently reviewed
- Fixed asset registers are reconciled to the general ledger and depreciation is charged where appropriate
- Physical inventories are performed against asset registers for significant items

## 9. FRAUD CONTROL STRATEGIES (Cont.)

- At year end accruals are left open until the latest possible moment to ensure transactions are recorded in the appropriate period
- Provisions are generally only made to cover specific costs to be incurred
- General journals are sequentially numbered, supported by narration and proper authorisation
- All supporting documentation is appropriately filed
- Asset sales are recognised in the period in which the sale takes place
- Payroll transactions are effected on a fortnightly basis with resulting PAYG payments made in accordance with ATO guidelines
- The payroll officer securely maintains information and records relating to payroll matters

### Management Fraud Control Strategies

The following are strategies applied by management to minimise the risk of fraud:

- Adequate segregation of duties
- Use of exception reports
- An authorisation process with respect to the maintenance, adding to or deletion from master files such as supplier, data address changes, bank account changes
- Rotation of employees who deposit cash receipts
- Review and reinforcement of computer security measures, including requiring user identification passwords for access to computer systems
- Routinely changing passwords for computer access on a 3 month basis
- Internal review of transactions generated at external premises e.g. Visitor Information Centre
- Regular issue of statements for amounts owing e.g. quarterly for rates balances and monthly for sundry debtors balances
- Review and update of policies
- Regular systems and process reviews by appropriate employees
- Appropriate channels of communication to enable employees to report non compliance or system errors
- Regular audit of financial reporting and risk management
- Pre-employment screening to consider
  - Verification of identity
  - Previous criminal history
  - Reference check with at least the two most recent employers
  - A consideration of any gaps in employment history and reasons for those gaps
  - Verification of formal qualifications claimed
  - A more thorough screening process for employees applying for particularly sensitive positions

## 10. REVIEW OF FRAUD CONTROL STRATEGIES

The fraud control strategies that make up the Fraud Control Policy and Plan will be reviewed at least every 3 years or where a significant risk is identified or there is an instance of significant fraud or potential significant fraud reported. The findings will be reported to the Council Audit Panel and made available for compliance with relevant authorised external audit processes.

## 11. FRAUD DETECTION

In the event that our fraud preventative systems fail, we will aim to detect fraud as soon as possible by:

- Conducting internal reviews and audits
- Developing specific detection strategies for action by appropriate sections of management
- Management reviews instigated by the management team

Fraud detection systems will include:

- Strategic analysis of the management accounts to identify trends that may be indicative of fraudulent conduct
- Ongoing assessment of internal risk factors, particularly as these relate to our culture, the susceptibility of certain assets to misappropriation and to employee internal and external pressures
- Post incident reviews

## 12. FRAUD REPORTING

### Reporting Process and How to Report

Reports of behaviour involving possible fraud should be communicated to:

- General Manager or
- Director or
- Manager or
- Fraud Control Officer or
- Team Leader or
- Supervisor or
- Coordinator or
- Responsible officer who has the necessary authority to act in the circumstances

Where an employee or other person to whom this policy applies as defined believes that their disclosure will not be acted on in good faith by any officer of Council the disclosure can be made to the Director of Local Government or the Ombudsman.

### Contact numbers

- Ombudsman 1800 001 170
- Director of Local Government 1300 135 513

Reporting can be by using formal or informal alternative means if necessary. A reporting form is provided for use. Reporting may take the form of a phone call, email, via letter to the external mail box, via letter to internal mail boxes, fax, and verbal reports to relevant persons or by other means depending on the circumstances that may suit the situation.

## 13. ANONYMOUS REPORTING

Fraud reporting can be anonymous should the person reporting a fraudulent or suspicious activity desire it to be so. Anonymous reporting is protected under the Public Interest Disclosures Act 2002, in Council's policy and within this plan and the procedures contained in it.



## 14. WHAT TO REPORT

A whistleblower should report conduct by any person or persons connected with Council which, in the opinion of the whistleblower acting in good faith is:

- Dishonest or
- Fraudulent or
- Corrupt or
- Illegal (including theft, violence or threatened violence, harassment, drug use and criminal damage against property) or
- In breach of Commonwealth or state legislation, Council policy or by laws or
- Unethical or
- Other serious or improper conduct or
- An unsafe work practice or
- Any other conduct which may cause financial or non financial loss to Meander Valley Council or be otherwise detrimental to the interests of Council

## 15. CONTENTS OF REPORT

Details required for internal reporting include the following:

- Names of the people involved (internal and external, depending on the circumstances)
- Description of suspected fraud
  - What happened
  - Where did it happen
  - When did it happen
  - How did it happen
- Details of any evidence that may exist
- Details of other people who may have information
- Details of the person making the allegation (optional)
- How the person making the allegation became aware of the conduct or incident.

## 16. WHEN TO REPORT

Employees are encouraged to report suspected fraud or suspicious activity immediately.

## 17. EXTERNAL REPORTING

The General Manager or appointed delegate may address the following external reporting issues depending on the circumstances.

- Protection of employees reporting suspected fraud
- External anonymous reporting e.g. Australian Taxation Office.
- Reports to police.
- Reports to any government departments e.g. Tasmanian Audit Office.
- Administrative remedies for the recovery of proceeds of fraudulent conduct.
- Other legal reporting obligations such as Australian Federal Police, state police, ATO, ASIC etc.

## 18. FRAUD INVESTIGATION

### Participants in Fraud Investigation

In the event that fraud is detected, reported or suspected an investigation will be conducted by appropriately skilled and experienced people who are independent of the section in which the alleged fraud has occurred.

The independent party may include any or all of the following parties:

- An external law enforcement agency
- A manager or other senior person
- An external consultant operating under the direction of an independent senior person within Council

### Other Requirements of an Investigation

Other requirements of an investigation include:

- The investigation should comply with all relevant legislation
- Adequate records of the investigation must be made and retained and take account of legal, best practice and privacy management guidelines
- Information arising from or relevant to the investigation will not be disseminated to any person not required by their position description to receive the information

### Steps involved in an Investigation Process

An investigation may involve the following investigative steps:

- Interviewing of relevant witnesses, both internal and external, including obtaining statements where necessary
- Reviewing and collating documentary evidence
- Forensic examination of computer systems
- Examination of telephone records
- Enquiries with banks and other financial intuitions
- Enquiries with other third parties
- Data search and seizure
- Expert witness and specialist testimony
- Tracing funds, assets and or goods
- Preparing briefs for evidence
- Liaison with the police or other law enforcement or regulatory agency
- Interviewing persons suspected of involvement in fraud and corruption
- Report preparation

### Outcomes and Changes to Internal Controls

In each case where fraud is detected the General Manager and the Fraud Control Officer should reassess the adequacy of the internal controls and amend and improve controls where necessary.

Where improvements to internal controls are required, these should be implemented as soon as possible and any amendments to internal controls should be effectively communicated to employees appropriate to their level of responsibility and position description.

## 19. PROTECTION FOR WHISTLEBLOWERS

### Definition

A person who has or professes to have knowledge of fraudulent or corrupt conduct and who chooses to report it to the appropriate authority.

### Protection

Persons choosing to make a disclosure in relation to this policy will be afforded the full protections of the Public Interest Disclosures Act 2002 as defined by that legislation. It is intended under Meander Valley Council policy that the principles by which the Public Interest Disclosures Act 2002 is written should apply to a disclosure made rather than the technical content of that legislation.

Protection for whistleblowers is designed to:

- Encourage and facilitate disclosure of improper or corrupt behaviour
- Provide anonymity for persons that make these disclosures
- Provide protection for staff who may fear or suffer reprisals in relation to such disclosures
- Ensure that the matters disclosed are properly investigated and dealt with

### Undertaking By Council to Whistleblowers

At Meander Valley Council we give an undertaking to all whistleblowers that we will not take action against a whistleblower for reporting, and clearly state that all reports will be kept confidential and secure.

A whistleblower who reports, or seeks to report, will be given a guarantee of anonymity if this is desired by the whistleblower. This provision is subject to circumstances in which the law requires the disclosure of the identity of the whistleblower in legal proceedings.

Any person who reports conduct as defined by this procedure must not be personally disadvantaged for having made the report by:

- Dismissal or
- Demotion or
- Any form of harassment or
- Discrimination or
- Current or future bias

## 20. PUBLIC INTEREST DISCLOSURES ACT 2002

Some of the more relevant sections of the Public Interest Disclosures Act 2002 are noted below for particular reference.

### Power to Disclose Improper Conduct

- Section 6 – Disclosures about improper conduct or detrimental action - provides an authority to public officers to disclose what they believe maybe improper conduct.

### Definition of Improper Conduct

- Defines in section 3 ( Interpretation) “Improper Conduct” as a number of actions but importantly the following
  - (a) Conduct that constitutes an illegal or unlawful activity or
  - (b) Corrupt conduct or
  - (c) Misconduct, including breaches of applicable codes of conduct or

## **20. PUBLIC INTEREST DISCLOSURES ACT 2002 (CONT.)**

- (d) Conduct that constitutes detrimental action against a person who makes a public interest disclosure under this Act

That is serious or significant as determined in accordance with guidelines issued by the Ombudsman.

### **Who is a Public Officer and what is a Public Body?**

- Section 4 - Public bodies and officers

- (1) Subject to subsection 3 (Interpretation) the following bodies and authorities are public bodies for the purposes of this Act

- (d) a council

- (2) Subject to subsection 3 (Interpretation) the following persons are public officers for the purposes of this Act

- (b) a councillor

- (e) an employee of a council

### **Immunity from Liability Provided to Persons Making Protected Disclosure**

- Section 16 Immunity from Liability - Persons making a protected disclosure are immune from any liability
- Section 19 Protection from Reprisal – persons making a protected disclosure are protected from all forms of reprisal actions
- Section 25 certain persons continue to be protected - Employees and contractors remain protected after leaving Council

### **Council required to establish Procedures**

Part 7 of the Public Interest Disclosures Act 2002

- Defines the requirement to establish procedures (refer to procedures on Council's web site) and to investigate disclosures
- Ultimately investigations may be referred to the Ombudsman

### **False Disclosures – Penalties Apply**

- Section 87 Offence to make false disclosure Section 1 - a person must not knowingly provide false information under this Act intending that it be acted on as a disclosed matter to
- the Ombudsman
- a public body
- Penalties apply to false disclosures.

## 21. TRAINING

### New Employees

All persons commencing employment with Meander Valley Council from September 2014 will receive training about the Fraud Control Policy and Plan and protections for whistleblowers at induction and throughout their period of employment.

### Current Employees

Current employees will receive training about the Fraud Control Policy and Plan and protections for whistleblowers within three months of the Fraud Control Policy and Plan being approved by Council.

### Additional Information

Additional information regarding protections for whistleblowers can be gained from:

- Council website (refer procedures for Public Interest Disclosures Act 2002).
- Ombudsman website <http://www.ombudsman.tas.gov.au/> or by contacting 1800 001 170.
- Tasmanian Legislation website <http://www.thelaw.tas.gov.au/>
- Contacting the Department of Premier and Cabinet – Local Government Division
- **Online enquiries**  
To contact a specific division or office directly please use the [list below](#) to find the relevant email address. For general enquiries please contact us by using the [feedback form](#). To report a problem or enquire about this website and its functionality please email [internet.coordinator@dpac.tas.gov.au](mailto:internet.coordinator@dpac.tas.gov.au).
- **By phone**  
**Call 1300 135 513**  
International +61 1300 135 513
- **By post**  
**Write to:** Department of Premier and Cabinet, GPO Box 123, HOBART, TASMANIA 7001
- **Contacting our staff**  
Staff contact details can be found on the [Tasmanian Government Directory](#).

# **GOV 7 NEW COUNCIL POLICY – CAMPING IN COUNCIL RESERVES**

## **1) Introduction**

The purpose of this report is for Council to adopt a new policy – Camping in Council Reserves.

## **2) Background**

For a number of years local caravan park operators, local residents and the State Government have raised concerns about free camping within Meander Valley, in particular, at the Bracknell Reserve and the Deloraine Racecourse. The local caravan park operators have been concerned about the economic impact free camping has on their businesses. The local residents have expressed concerns about the behaviour of campers and impacts on the local environment in these unmanaged camping areas.

In late 2016 and early 2017 the free camping social network discovered the Westbury Recreation Ground and it became a very popular spot with up to 14 recreational vehicles and/or caravans staying most nights until March this year. The length of stay varied but there were a number of instances where campers stayed for up to 5 days.

The sudden popularity of the Westbury Recreation Ground combined with its proximity to residential areas and the ongoing use of existing users brought into focus the role Council should be playing and the lack of Council policy to guide our role.

The discussion about free camping, the development of a policy, and any decision to promote, support or control it are framed by three key issues that need to be considered:

- Benefits for the local economy
- Impacts on local community (behaviour and environmental health)
- Regulation, State Government Policy and competitive neutrality

### **Benefits**

Council have heard from a number of local businesses in Bracknell and Westbury who have described the clear economic benefits for local businesses. The free campers will spend money on groceries, petrol and

meals. In towns with low population bases like Bracknell and Westbury and additional 20 – 30 people staying can make a difference to a day's takings.

There has been anecdotal evidence that having visited and experienced Westbury in particular a number of free campers have decided to make Meander Valley their home. Free camping can attract a tourist cohort who stay a little longer, take time and engage with the locals.

### **Impacts**

The use of the Westbury Recreation Ground for free camping has highlighted a number of issues that have impacts on the local community and Council assets, these include;

- Running grey water onto the ground
- Human waste disposal in public toilets
- Public urination
- Lighting of fires
- Management of dogs
- General behaviour issues

Council has also received reports that a number of parents were concerned about the presence of campers at the Westbury Recreation Ground, in particular the unmanaged presence and relative anonymity of campers at the ground around children.

Many of the issues above have been attributed to other sites. One recent email to Council regarding the river reserve at Bracknell described:

- Rubbish and abandoned camping items left in the area
- Fires being lit during the summer fire danger period and lighting of rubbish bins
- Use of the river bank for toilet purposes (i.e. defecating)
- Noisy and unruly behaviour (in particular younger backpackers)
- Damage to the BBQ facility by younger campers

Many of the matters could be controlled by supervision or management but this would seem to go against the intent of free camping, and be a financial cost to the local community.

## **Competitive Neutrality and State Government policy**

The state-wide directions paper *Review of Council Recreational Vehicle Overnight Camping Services* produced by the State Government in 2012 provided the following observations:

*Councils must comply with National Competition Policy competitive neutrality principles when providing a competitive service unless it can be demonstrated by a cost-benefit analysis that it is in the public interest not to do so. In the case of providing overnight camping for self-contained Recreational Vehicles, it appears highly unlikely that there is an inherent market failure in Tasmania, given the current level of competition and services. Furthermore, the public interest of any non-compliance with competitive neutrality would have to demonstrate that there are no regulatory or other solutions that would address the issues raised with Recreational Vehicle tourism. Therefore, it is very unlikely that there would be any grounds that would demonstrate that not complying with competitive neutrality principles is in the public interest.*

In order for Council to provide free camping or to continue to allow free camping on Council reserves it would need to find grounds to demonstrate that non-compliance with competitive neutrality is acceptable.

A number of local caravan park operators have challenged Council on this very point. We can consider, however, that the private operators are a different business model to council's free overnight camping areas which have no facilities.

### **Proposed Policy**

The proposed Council policy confirms Council's commitment to competitive neutrality principles. In doing so it will require Council to manage Council reserves in a way that prevents free camping.

### **3) Strategic/Annual Plan Conformance**

Furthers the objectives of the Community Strategic Plan 2014 to 2024 in particular:

- Future direction (4) – Healthy and safe community
- Future direction (5) - Innovative leadership and community governance



#### **4) Policy Implications**

Not applicable.

#### **5) Statutory Requirements**

Local Government Act 1993  
Competitive Principles Agreement – 11 April 1995

#### **6) Risk Management**

The creation of the policy responds to the need to manage risks to Council associated with the use of public spaces managed by Council.

#### **7) Consultation with State Government and other Authorities**

Not applicable.

#### **8) Community Consultation**

There has been no formal consultation with the community on the development of the policy, however, a number of community members have written to Council expressing both support and concern about free camping in Council reserves.

#### **9) Financial Impact**

Not applicable.

#### **10) Alternative Options**

Council can elect to not adopt, or amend the proposed policy.

#### **11) Officers Comments**

In order for Council to meet its obligations under the Local Government Act 1993, and in particular adhere to competition principles, it cannot provide free camping on Council reserves.

Council could, however, in partnership with recreation ground management committees develop plans for appropriate overflow facilities for special events, such as fairs, festivals and concerts. Where this occurs:

- Council may consider utilising local recreation ovals/grounds for such short term purposes and 'one off' events
- A nominal fee would be charged
- Commercial operators should be involved in overflow planning and communication
- Availability of such facilities need to be communicated to visitors arriving in the area
- Planning and communication should also involve the relevant regional tourism organisation

The policy below has included guidelines that anticipate this arrangement.

**AUTHOR:** Martin Gill  
GENERAL MANAGER

## 12) Recommendation

***It is recommended that Council adopt a new Policy Number 89 – Camping in Council Reserves as follows:***

# POLICY MANUAL

**Policy Number: 89**

**Camping on Council Reserves**

**Purpose:**

To provide guidance about the use of Council reserves for camping.

**Department:**

Community & Development Services

**Author:**

Lynette While, Director

**Council Meeting Date:**

14 November 2017

**Minute Number:**

**Next Review Date:**

**November 2021**

## POLICY

### 1. Definitions

**Council Reserves**

Includes parklands, sports fields, reserves, council land provided or managed by Council for the purpose of recreation.

**Management Committee**

Special Committee of Council or community group approved by Council.

## **2. Objective**

To ensure that camping on Council reserves is managed in accordance with principles of competition.

## **3. Scope**

This policy applies to land owned or managed by Council on behalf of the Crown.

## **4. Policy**

- Free camping is not permitted on Council reserves and recreation grounds.
- During Agfest, the Tasmanian Craft fair or other significant events Council may determine to establish temporary camping areas on Council reserves or recreation grounds to manage overflow demand from local commercial operators. A nominal fee may be charged to cover the costs of administration and maintenance.
- Camping on Council reserves will be considered in the following circumstances:
  - A management committee will manage camping activity
  - The management committee has the appropriate public liability insurance
  - A planning permit has been issued for the use
  - The reserve has the appropriate facilities to cater for campers, recreational vehicles or caravans..
  - No longer than three consecutive nights camping is permitted

## **5. Legislation**

- Land Use Planning and Approvals Act 1993
- Local Government Act 1993

## **6. Responsibility**

Responsibility for the operation of this policy rests with the Director of Community and Development Services.

# **DECISION**

# **CORP 1 CUSTOMER SERVICE CHARTER**

## **1) Introduction**

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

## **2) Background**

Section 339F of the Local Government Act 1993 requires that Council has in place a Customer Service Charter and sub-section (4) stipulates that the Charter must be reviewed at least once every two years.

A Customer Service Charter adopted under Section 339F of the Act is to:

- Specify the principles relating to services provided by the Council
- Specify a procedure for dealing with complaints relating to services provided by the council
- The manner in which a complaint referred to in section 339E of the Act may be made
- The manner in which a response to a complaint is to be made
- Opportunities for a review of a response by the General Manager
- The periods within which complaints are to be dealt with
- Other actions that may be taken if a complainant is dissatisfied by the response
- Reporting of the complaints received

## **3) Strategic/Annual Plan Conformance**

Further the objectives of the Council's Community Strategic Plan 2014 to 2024:

- Future direction (5) - Innovative leadership and community governance

The 2017-2018 Annual Plan requires the Customer Service Charter to be reviewed.

## **4) Policy Implications**

Not applicable.

## **5) Statutory Requirements**

Section 339F of the Local Government Act 1993 and Regulation 31 of the Local Government (General) Regulations 2015.

## **6) Risk Management**

Not applicable.

## **7) Consultation with State Government and other Authorities**

Not applicable.

## **8) Community Consultation**

Not applicable.

## **9) Financial Impact**

Not applicable.

## **10) Alternative Options**

Council could elect to adopt the Customer Service Charter with amendments.

## **11) Officers Comments**

Council's Customer Service Charter was last reviewed in May 2015 and as previously mentioned the document must be reviewed at least once every two years.

The Charter has been reviewed by Council's Customer Service Group at meetings held on 22 June and 14 September 2017 with a number of minor amendments being made to improve the document. The section outlining guiding steps has been introduced following a customer service review by consultants Groupwork in late 2016.

The Charter is in compliance with the requirements of the Act. It outlines Council's commitment to customers in accordance with our Community Strategic Plan and provides a formalised process for making complaints.

**AUTHOR:** Jonathan Harmey  
DIRECTOR CORPORATE SERVICES

## 12) Recommendation

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

**DECISION:**



## **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 **Community** 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 to its community 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 will:

- treat customers courteously and with respect
- deal with customers in a polite, friendly 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.

### Guiding Steps

When dealing with enquiries from the community we will undertake the following steps to obtain a complete understanding of the request:

- get the whole story
- explain the process and accept responsibility
- see first hand
- be solution focussed but consistent
- assess risk and escalate accordingly
- keep everyone informed
- document everything
- keep data and measure performance
- follow up and provide closure



## **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 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
- 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
- meet with the relevant officer to discuss the matters in the complaint
- consider whether or not the Council is at fault
- consider any necessary action to be taken to correct any faults identified
- 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) NAB House, Level 6, 86 Collins Street Hobart. (GPO Box 960 HOBART, 7001) Ph: 1800 001 170**
- Local Government Division, Department of Premier and Cabinet, Level 5, 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 5, 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](http://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](mailto:mail@mvc.tas.gov.au)
- Via the Internet by visiting the Council website at [www.meander.tas.gov.au](http://www.meander.tas.gov.au).
- Via Social Media: Facebook – [www.facebook.com/MeanderValleyCouncil](http://www.facebook.com/MeanderValleyCouncil)  
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

## **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*.

# **INFRA 1 REVIEW OF BUDGETS FOR THE 2017-2018 CAPITAL WORKS PROGRAM**

## **1) Introduction**

The purpose of this report is to provide information to Council on capital works projects budget variations and to seek Council approval for the reallocation of funding within the Capital Works Program.

## **2) Background**

Project budget allocations within the Capital Works Program that are submitted to Council for approval prior to the commencement of each financial year are prepared using a range of methods. In some instances and depending on the availability of resources and time constraints, projects can be thoroughly scoped and accurate estimates prepared using available empirical or supplier information. Conversely, project cost estimates may only be general allowances prepared using the best information available at the time.

During the financial year detailed design, adjustment to project scope and the undertaking of additional works during construction results in project expenditure under and over approved budget amounts. New projects may also be requested for inclusion in the program.

The overall financial objective in delivering the Capital Works Program is to have a zero net variation in the program budget. As part of our ongoing management of projects, Council officers review project time lines, budgets, scope and available resources. Project savings are generally used to offset project overruns and additional funding can be requested to assist with balancing the budget or to finance new projects.

## **3) Strategic/Annual Plan Conformance**

Council's Annual Plan requires Council officers to report on the progress of capital works projects.

## **4) Policy Implications**

Not Applicable

## **5) Statutory Requirements**

Section 82(4) of the *Local Government Act 1993* requires Council to approve by absolute majority any proposed alteration to Council's estimated capital works outside the limit of the General Manager's financial delegation of \$20,000.

## **6) Risk Management**

Not applicable.

## **7) Consultation with State Government and other Authorities**

Not applicable.

## **8) Community Consultation**

Not applicable.

## **9) Financial Impact**

The recommended variations in this report will result in a \$300,000 net increase to the value of the 2017-2018 Capital Works estimate due to the receipt of additional National Disaster Resilience funding, however, there is no additional Council funding required outside the current approved capital works program. Councils overall budget estimate is not altered.

## **10) Alternative Options**

Council can amend or not approve the recommendation.

## **11) Officers Comments**

In order to deliver the outcomes required from capital works projects outlined in the Annual Plan, Council officers regularly review project scope, resourcing requirements, committed and forecast expenditure. Typically on a quarterly basis, project information is presented to Council where cost variations have occurred, and formal approval is requested from the Council to reallocate funding within the Capital Works Program where variations are beyond the General Manager's financial delegation.



The table below outlines existing projects in the Capital Works Program, and new projects not previously presented to Council, where reallocation of funding is required.

**TABLE 1: 2017-2018 CAPITAL WORKS BUDGET – REALLOCATION OF PROJECT FUNDING**

Project No.	Project Name	Costs to date	Original Budget	Proposed Budget Variation	New Budget	Delegation	Comments
5506	Priestleys Lane, Birralelee - reconstruction of gravel road and sealing	\$7,568	\$40,000	-\$10,000	\$30,000	GM	Transfer funds to PN5976
5976	Taylor Street, Westbury - realign kerb and channel and renew footpath at Meander Valley Road intersection	\$40,309	\$30,000	\$10,000	\$40,000	GM	Funding allocation from PN5506
6141	Dunorlan Road - Rehabilitation (230m)	\$0	\$55,000	-\$55,000	\$0	Council	Transfer funds to PN6125
6125	Dairy Plains Road - Rehabilitation (1200m)	\$88,153	\$325,000	\$55,000	\$380,000	Council	Funding allocation from PN6141
5266	Rosevale Road bridge reconstruction on un-named creek	\$8,199	\$190,000	-\$180,000	\$10,000	Council	Transfer funds to PN5290
5348	Western Creek Road bridge reconstruction on Cubits Creek	\$2,634	\$80,000	-\$75,000	\$5,000	Council	Transfer funds to PN5290
5290	Union Bridge Road bridge reconstruction on Mersey River	\$2,233,731	\$2,234,800	\$255,000	\$2,489,800	Council	Funding allocation from PN5266 & PN5348
6498	Westbury Open Drainage Program - Drainage improvements	\$0	\$110,000	-\$70,000	\$40,000	Council	Transfer funds to PN6431

Project No.	Project Name	Costs to date	Original Budget	Proposed Budget Variation	New Budget	Delegation	Comments
6431	Dexter Street Stormwater - William to Adelaide	\$39,071	\$0	\$70,000	\$70,000	Council	Funding allocation from PN6498
6495	Stormwater Improvements Program	\$0	\$85,700	-\$20,000	\$65,700	GM	Transfer funds to PN6409 & West Goderich Street stormwater
6409	West Barrack Street, Deloraine - New stormwater	\$11,754	\$0	\$12,000	\$12,000	GM	Funding allocation from PN6495
TBC	West Goderich Street, Deloraine - New stormwater at Parsonage St intersection	\$6,418	\$0	\$8,000	\$8,000	GM	Funding allocation from PN6495
5363	Bankton Road bridge reconstruction on Allsops Creek	\$345	\$180,000	-\$100,000	\$80,000	Council	Transfer funds to PN6431
6172	Gulf Road, Liffey - Road embankment reconstruction	\$794,062	\$600,000	\$400,000	\$1,000,000	Council	Funding allocation from PN6172 (includes \$300K additional NDRG funding)
6284	Westbury Footpaths Program	\$0	\$165,668	-\$50,000	\$115,668	Council	Transfer funds to PN5975
5975	Adelaide Street, Westbury - new footpath from King to Adelaide St	\$0	\$0	\$50,000	\$50,000	Council	Funding allocation from PN6284
	<b>Totals</b>		<b>\$4,096,168</b>		<b>\$4,396,168</b>		

A brief description of the more significant adjustments is provided below.

PN6125 – Dairy Plains Road Rehabilitation

The scope of work on the recent reconstruction of Dairy Plains Road was extended to incorporate additional drainage and also increased pavement thickness to allow for the poor subgrade materials encountered during the works.

Funding is indicated to be transferred from the Dunorlan Road reconstruction project, which will be deferred until the 2018-2019 capital works program.

PN5290 – Union Bridge Road bridge reconstruction on Mersey River

This project has incurred significant cost variations as a result of very poor ground conditions. Initial geotechnical investigations reached refusal on limestone rock at each bridge abutment and within the river bed, however, piling operations for the central piers penetrated the limestone rock and resulted in the longer piles being driven from 30m to 80m in depth. The pile capacities achieved in these weak soils varies from 170kN (negligible and not considered in the structural capacity of the foundation) to 3,200kN.

The total costs for variations associated with these foundation works is anticipated to be in excess of \$500,000. Council officers are assessing the contractor claims and have commenced discussions with the Australian Department of Infrastructure regarding additional grant funding for the project. The Department has previously approved \$1,110,000 toward the project under the Bridge Renewal Program.

Funding is indicated to be transferred from Rosevale Road and Western Creek Road bridge reconstruction projects, which will be deferred until the 2018-2019 capital works program. Initially a transfer of \$255,000 is proposed with a final project cost review to be undertaken on completion of the project.



*Photo 1: Union Bridge Road bridge reconstruction*

PN6431 – Dexter Street Stormwater project

Piping of the open drains in Dexter Street, between William Street and Adelaide Street, will be undertaken soon to complete work in this section of Dexter Street following the recent work undertaken to reconstruct the footpath on the north side of the road.

PN6172 – Gulf Road Liffey, road embankment reconstruction

The work undertaken on the Gulf Road embankment and road pavement reconstruction is nearing completion. The original budget of \$500,000 was established soon after the June 2016 floods and based on an initial estimate by Council officers, and this was increased to \$600,000 in June 2017. The project budget is based on 25% funding from Council and 75% anticipated

funding from the Australian Government via the National Disaster Resilience Fund program.

There have been additional costs incurred on the project due predominantly to the ground conditions encountered on commencement of construction, which resulted in further engineering design and documentation, and also an increase to the overall length of embankment reconstruction required.

Council funding is indicated to be transferred from the Bankton Road bridge reconstruction project, which will be deferred until the 2018-2019 capital works program. A final project cost review will be undertaken on completion of the project.



*Photo 2: Gulf Road embankment reconstruction*

#### PN5975 – Adelaide Street Westbury – New footpath

A new section of footpath is proposed to be constructed on the eastern side of Adelaide Street, between Dexter Street and King Street. This path will link in to the recently constructed path in Dexter Street.

For this review period the transfer of funding outside the \$20,000 delegation of the General Manager requires Council approval. Overall, there is a \$300,000 net variation to the capital works program budget, with a zero variation to Council funding commitment due to transfers within the existing program and deferral of projects to next financial year.

**AUTHOR:** Dino De Paoli  
DIRECTOR INFRASTRUCTURE SERVICES

## 12) Recommendation

*It is recommended that Council approve the following changes to the 2017-2018 Capital Works Program.*

<b>Project Name</b>	<b>Original Budget</b>	<b>Variation</b>	<b>New Budget</b>
<b><i>Dunorlan Road - Rehabilitation (230m)</i></b>	<b><i>\$55,000</i></b>	<b><i>-\$55,000</i></b>	<b><i>\$0</i></b>
<b><i>Dairy Plains Road - Rehabilitation (1200m)</i></b>	<b><i>\$325,000</i></b>	<b><i>\$55,000</i></b>	<b><i>\$380,000</i></b>
<b><i>Rosevale Road bridge reconstruction on un-named creek</i></b>	<b><i>\$190,000</i></b>	<b><i>-\$180,000</i></b>	<b><i>\$10,000</i></b>
<b><i>Western Creek Road bridge reconstruction on Cubits Creek</i></b>	<b><i>\$80,000</i></b>	<b><i>-\$75,000</i></b>	<b><i>\$5,000</i></b>
<b><i>Union Bridge Road bridge reconstruction on Mersey River</i></b>	<b><i>\$2,234,800</i></b>	<b><i>\$255,000</i></b>	<b><i>\$2,489,800</i></b>
<b><i>Westbury Open Drainage Program - Drainage improvements</i></b>	<b><i>\$110,000</i></b>	<b><i>-\$70,000</i></b>	<b><i>\$40,000</i></b>
<b><i>Dexter Street Stormwater - William to Adelaide</i></b>	<b><i>\$0</i></b>	<b><i>\$70,000</i></b>	<b><i>\$70,000</i></b>
<b><i>Bankton Road bridge reconstruction on Allsops Creek</i></b>	<b><i>\$180,000</i></b>	<b><i>-\$100,000</i></b>	<b><i>\$80,000</i></b>
<b><i>Gulf Road, Liffey - Road embankment reconstruction</i></b>	<b><i>\$600,000</i></b>	<b><i>\$400,000</i></b>	<b><i>\$1,000,000</i></b>
<b><i>Westbury Footpaths Program</i></b>	<b><i>\$165,668</i></b>	<b><i>-\$50,000</i></b>	<b><i>\$115,668</i></b>
<b><i>Adelaide Street, Westbury - new footpath from King to Adelaide St</i></b>	<b><i>\$0</i></b>	<b><i>\$50,000</i></b>	<b><i>\$50,000</i></b>

## DECISION:

**ITEMS FOR CLOSED SECTION OF THE MEETING:**

Councillor xx moved and Councillor xx seconded ***“that pursuant to Regulation 15(2)(g) of the Local Government (Meeting Procedures) Regulations 2015, Council close the meeting to the public to discuss the following items.”***

**GOV 8 CONFIRMATION OF MINUTES**

Confirmation of Minutes of the Closed Session of the Ordinary Council Meeting held on 10 October, 2017.

**GOV 9 LEAVE OF ABSENCE**

(Reference Part 2 Regulation 15(2)(h) Local Government (Meeting Procedures) Regulations 2015)

**INFRA 2 CONTRACT NO. 185 - 2017-18 RAILTON ROAD AND DUNORLAN ROAD INTERSECTION IMPROVEMENTS**

(Reference Part 2 Regulation 15(2)(d) Local Government (Meeting Procedures) Regulations 2015)

The meeting moved into Closed Session at x.xxpm

The meeting re-opened to the public at x.xxpm

Cr xxx moved and Cr xxx seconded ***“that the following decisions were taken by Council in Closed Session and are to be released for the public’s information.”***

The meeting closed at .....

.....  
CRAIG PERKINS (MAYOR)