

# Kingborough



## COUNCIL MEETING AGENDA

NOTICE is hereby given that an Ordinary meeting of the Kingborough Council will be held in the Kingborough Civic Centre, 15 Channel Highway, Kingston on  
Monday, 7 February 2022 at 5.30pm

# Kingborough Councillors 2018 - 2022



**Mayor**  
**Councillor Paula Wriedt**



**Deputy Mayor**  
**Councillor Jo Westwood**



**Councillor Sue Bastone**



**Councillor Gideon Cordover**



**Councillor Flora Fox**



**Councillor Clare Glade-Wright**



**Councillor David Grace**



**Councillor Amanda Midgley**



**Councillor Christian Street**



**Councillor Steve Wass**



# QUALIFIED PERSONS

In accordance with Section 65 of the *Local Government Act 1993*, I confirm that the reports contained in Council Meeting Agenda No. 2 to be held on Monday, 7 February 2022 contain advice, information and recommendations given by a person who has the qualifications or experience necessary to give such advice, information or recommendations.



Gary Arnold  
GENERAL MANAGER

Tuesday, 1 February 2022

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## **GUIDELINES FOR PUBLIC QUESTIONS**

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

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

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

#### **Questions on Notice**

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

#### **Questions Without Notice**

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

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

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

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

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

AGENDA of an Ordinary Meeting of Council  
Kingborough Civic Centre, 15 Channel Highway, Kingston  
Monday, 7 February 2022 at 5.30pm

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**1 AUDIO RECORDING**

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

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**2 ACKNOWLEDGEMENT OF TRADITIONAL CUSTODIANS**

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

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**3 ATTENDEES**

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**Councillors:**

Mayor Councillor P Wriedt  
Deputy Mayor Councillor J Westwood  
Councillor S Bastone  
Councillor G Cordover  
Councillor F Fox  
Councillor C Glade-Wright  
Councillor D Grace  
Councillor A Midgley  
Councillor C Street  
Councillor S Wass

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**4 APOLOGIES**

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**5 CONFIRMATION OF MINUTES**

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**RECOMMENDATION**

That the Minutes of the open session of the Council Meeting No.1 held on 17 January 2022 be confirmed as a true record.

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**6 WORKSHOPS HELD SINCE LAST COUNCIL MEETING**

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24 January - Kingborough Lions Football Club: Lightwood Park Development

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## 7 DECLARATIONS OF INTEREST

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

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## 8 TRANSFER OF AGENDA ITEMS

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

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## 9 QUESTIONS WITHOUT NOTICE FROM THE PUBLIC

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## 10 QUESTIONS ON NOTICE FROM THE PUBLIC

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At the time the Agenda was compiled there were no questions on notice from the public.

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## 11 QUESTIONS WITHOUT NOTICE FROM COUNCILLORS

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## 12 QUESTIONS ON NOTICE FROM COUNCILLORS

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### 12.1 Infestation of Weeds

At the Council meeting on 17 January 2022, **Cr Wass** asked the following question without notice to the General Manager, with a response that the question would be taken on notice:

*Some years ago Council commenced removal of Boobyalla infestation at Blackmans Bay beach. I note now that it is beginning to spread towards the toilet block and I'm wondering what is the future intention regarding this infestation and when is the removal to be completed?*

#### **Officer's Response:**

The intention has always been to undertake the hedge removal works in this area in two stages, to allow new vegetation growth to establish near the adjacent footpath before widening the removal and planting additional vegetation. This was discussed with the affected stakeholders at the time an involved two growing seasons between stages. An assessment will be undertaken shortly as to the success of the first stage of plantings with the goal to determine the most appropriate time to move to the second stage of removal and replantings.

*David Reeve, Director Engineering Services*



## 12.2 Snug Rivulet

At the Council meeting on 17 January 2021, **Cr Grace** asked the following question without notice to the General Manager, with a response that the question would be taken on notice:

*I've had a lot of complaints in the last few weeks about the state of the Snug rivulet. I was down there on Sunday, people rang me, there were children in the little creek by the bridge and the water was absolutely putrid. I don't know what tests are done there and how we can rectify it. There was a Council backhoe down on Friday and spent a little bit of time there but it didn't resolve any of the problems. We need to ask for a plan because of the climate change, the lack of water coming down that rivulet, whose taking the water because there used to be plenty of water coming down that creek but there is very little coming down there now. I'm wondering whether or not we could ask, even if we have to write to the government and ask for a grant, to have a study on that river right up to the falls.*

### Officer's Response:

Council's Environmental Health staff undertake water quality monitoring regularly at Snug Beach during summer with the results being invariably very good.

A project under the Natural Disaster Risk Reduction Grants Program has been funded for 2022. It is the Snug Climate Change Adaptation Options Project. Included in this project will be Snug River flow and flood modelling to better understand the potential risk this may pose to the community and assets.

*Jon Doole, Manager Environmental Services*

OPEN SESSION ADJOURNS

## PLANNING AUTHORITY IN SESSION

### 13 OFFICERS REPORTS TO PLANNING AUTHORITY

#### 13.1 PSA-2021-2 AMENDMENT TO THE KINGBOROUGH INTERIM PLANNING SCHEME 2015 TO UPDATE THE SIGNIFICANT TREE LIST

**File Number:** PSA-2021-2  
**Author:** Adriaan Stander, Strategic Planner  
**Authoriser:** Tasha Tyler-Moore, Manager Development Services

<b>Application Number:</b>	PSA-2021-2
<b>Purpose:</b>	<p>The purpose of this report is:</p> <ol style="list-style-type: none"> <li>1. To inform Council of the nominations received for significant tree listing / delisting.</li> <li>2. To provide Council with an overview of the Council officer's assessment of the nominations against the Significant Tree Policy.</li> <li>3. To seek initiation of a planning scheme amendment as the Planning Authority to update the significant tree list in Table E24.1 of the Significant Trees Code of the <i>Kingborough Interim Planning Scheme 2015</i> (KIPS2015).</li> </ol>
<b>Representations:</b>	This report is pre-public exhibition, and therefore the proposed amendment to the planning scheme has not been advertised yet. Draft amendments are advertised for a minimum period of 28 days for public comment following initiation by the Planning Authority.
<b>Recommendation:</b>	That Council resolves to initiate Amendment PSA-2021-2 to the <i>Kingborough Interim Planning Scheme 2015</i> .

#### 1. INTRODUCTION

- 1.1 Many of the trees in Kingborough have significant aesthetic, cultural and/or historical importance. In acknowledging these important values Kingborough Council decided to establish a Significant Tree Policy.
- 1.2 The policy outlines the process and the criteria to be considered for the listing or delisting of significant trees (see Table E24.1 of the KIPS2015). There are currently 24 listings in Table E24.1. Some of the listings represent more than a single tree (the existing 24 listings represent a total of 425 significant trees).
- 1.3 Anyone can nominate trees to be listed or delisted as significant trees in the planning scheme. Nominations are accepted throughout the year.
- 1.4 Once a tree is listed, it will not be physically sign-posted or demarcated, but details of the listing will be publicised in the planning scheme and on Council's website.

- 1.5 In situations where an immediate risk to public safety from a significant tree is identified the General Manager may respond under delegated authority.
- 1.6 Development applications that may impact or include the removal of a listed tree are required to be assessed against the Significant Trees Code of the KIPS2015.

## 2. SIGNIFICANT TREE ASSESSMENT

- 2.1 To be listed in the planning scheme, the Significant Tree Policy requires that a tree must meet the criteria of one or more categories of significance that will act to set the tree apart from others of its type.
  - **Aesthetic significance** - Trees whose form, seasonal beauty and/or placement are such that they are a significant aesthetic component of the streetscape, park, garden or natural landscape in which they grow.
  - **Size (height, circumference, canopy)** - Trees of outstanding dimensions in height, trunk circumference or canopy spread for their species or for the area.
  - **Age** - Trees that are particularly old either for their species or for the area.
  - **Landscape significance** - Trees which occur in a unique location or context and so provide a key contribution to the environmental, cultural and/or historical landscape.
  - **Historical significance** - Trees commemorating a particular broader community interest associated with an historical significance or event.
  - **Rarity of species, variety or genome** - Trees of a species or variety that is rare or of very localised distribution or has known genetic values.
  - **Unusual physical features** - Trees which exhibit a curious growth form or physical feature such as abnormal outgrowths, natural fusion of branches, severe lightning damage or unusually pruned forms.
- 2.2 The policy requires that nominations must be assessed against the above criteria by at least three Council officers with appropriate skills in two or more of the following: arboriculture, cultural heritage, environmental management and urban and/or landscape design. The current round of nominations has been assessed by three or more officers with appropriate skill as required by the policy and they include Council's Parks and Reserve Coordinator, Environmental Planner, NAB Coordinator and Urban Designer.
- 2.3 A total of 33 nominations were received for new listings. Of those, 11 nominations (representing 245 trees) are considered to meet one or more of the categories of significance and are recommended for listing in KIPS2015.
- 2.4 Three nominations were received for delisting. Of those, two are supported for delisting because the trees don't exist anymore.
- 2.5 Two unofficial requests were received to review existing listings.
- 2.6 A summary of all the nominations and Council officer's assessment against the policy criteria is provided in Attachment 1.
- 2.7 An arborist was engaged to assess the health and vitality of all trees supported by Council officers for listing. A summary of the arborist's comments is also provided in Attachment 1.



### 3. PROPOSED AMENDMENT TO THE PLANNING SCHEME

- 3.1 The proposal is to update the significant tree list in Table E24.1 of the Significant Trees Code in the Kingborough Interim Planning Scheme 2015 (KIPS2015).
- 3.2 The update will include 11 additional listings, removal of two existing listings and an amendment of 1 existing listing as outlined in Attachment 2 (proposed planning scheme amendment).

### 4. ASSESSMENT

- 4.1 The proposed planning scheme amendment considers the following matters:
- assessment of nominations against the criteria of the Kingborough Significant Tree Policy;
  - strategic alignment with particular reference to the consistency of the proposal with the *Southern Tasmania Regional Land Use Strategy 2010-2035*, *Kingborough Land Use Strategy 2019*, *Kingborough Council Strategic Plan 2015-2025*;
  - statutory requirements; and
  - impact on state policies.

#### **Assessment of nominations against the criteria of the Significant Tree Policy.**

- 4.2 Council officer's assessment of the nominations against the Significant Tree Policy is provided in Attachment 1.
- 4.3 Eleven trees are recommended for listing as they meet the policy criteria.
- 4.4 Two trees are recommended for delisting as they don't exist anymore.
- 4.5 An existing listing (that relates to a grouping of trees) is required to be amended because one of the trees has fallen down.

#### **Strategic alignment**

- 4.6 The intent of the proposed planning scheme amendment is to ensure that significant trees are protected and it proposal broadly aligns with the following strategic documents.
- 4.7 The [\*Southern Tasmania Regional Land Use Strategy 2010-2035 \(STRLUS\)\*](#) is a policy document that facilitates and manage change and growth within Southern Tasmania. The proposed amendment is not directly related to any of the policy directions contained in the strategy, however it will contribute to the following outcomes sought by the strategy.

*BNV 1.1 Manage and protect significant native vegetation at the earliest possible stage of the land use planning process.*

*BNV 1.2 Recognise and protect biodiversity values deemed significant at the local level.*

*CV 4.2 Ensure the key values of regionally significant landscapes are not significantly compromised by new development through appropriate provisions within planning schemes.*

- 4.8 The [Kingborough Land Use Strategy 2019](#) provides the justification for the way that land is to be zoned in the planning scheme. There are no specific recommendations in relation to significant trees in the strategy, however it expresses Council's support for the protection of vegetation and to improve amenity.
- 4.9 The [Kingborough Council Strategic Plan 2020-2025](#) includes a number of Strategic Outcomes that are listed under the Key Priority Areas that aims to protect and manage the natural environment and to improve the landscape, liveability and amenity.

### Statutory requirements

- 4.10 Pursuant to section 32(1) of the former provisions of LUPAA, a draft amendment of a planning scheme must address the following:
- 4.10.1 Section 32(e) of the former provisions of LUPAA requires that planning scheme amendments must avoid the potential for land use conflicts in adjacent planning scheme areas. The proposed amendment will ensure the protection of significant trees through the planning scheme provisions and does not contain any new development standards that may result in land use conflict in adjacent planning scheme areas.
  - 4.10.2 Section 32(ea) of the former provisions of LUPAA requires that planning scheme amendments must not conflict with the requirements of section 300 of the former provisions of LUPAA. In turn, Section 300 of the former provisions of LUPAA requires that an amendment to an interim planning scheme is as far as practicable, consistent with the regional land use strategy. The proposal is aligned with the Southern Tasmania Land Use Strategy.
  - 4.10.3 Section 32(f) of the former provisions of LUPAA requires that planning scheme amendments must have regard to the impact of the proposal and development permissible under the amendment will have on the use and development of the region as an entity in environmental, economic and social terms. The proposed amendment will result an additional tree listing in the planning scheme and is not expected to have an impact on development in the region as an entity.
- 4.11 In addition to the above, Section 33(2B)(ab) of the former provisions of LUPAA requires that any representations made under section 30I of the former provisions of LUPAA, and any statements in a report under section 30J of the former provisions of LUPAA as to the merit of a representation, that may be relevant to the amendment application, must be considered. No representations were received during the exhibition of the Scheme which are relevant to the proposed amendment, therefore sections 30I and 30J of the former provisions of LUPAA have been satisfied.
- 4.12 LUPAA requires that planning scheme amendments must seek to further the objectives of Schedule 1 of the former provisions of LUPAA. The following table assess the proposed amendment against the objectives of Schedule 1 of the former provisions of LUPAA.

Schedule 1, Part 1 Objectives	Response
<i>(a) to promote the sustainable development of natural and physical resources and the maintenance of ecological processes and genetic diversity</i>	The planning scheme amendment aims to protect significant trees that will assist in broader sustainable development outcomes and protection of natural assets. The proposal is considered consistent with this requirement.
<i>(b) to provide for the fair, orderly and sustainable use and development of air, land and water</i>	The proposed planning scheme amendment will contribute to the fair, orderly and sustainable use of land. The proposal is considered consistent with this requirement.
<i>(c) to encourage public involvement in resource management and planning</i>	Opportunity for public input will be available through the public consultation process of the amendment as outlined in Section 7 of this report. The proposal is consistent with this requirement.
<i>(d) to facilitate economic development in accordance with the objectives set out in paragraphs (a), (b) and (c)</i>	The proposal represents greater clarity for landowners a general community, developers and Council, that in turn will facilitate good economic outcomes whilst avoiding significant environmental impact. The proposal is consistent with this requirement.
<i>(e) to promote the sharing of responsibility for resource management and planning between the different spheres of Government, the community and industry in the State</i>	The proposal is not considered to conflict with this requirement
Schedule 1, Part 2 Objectives	Response
<i>(a) to require sound strategic planning and co-ordinated action by State and Local Government</i>	As demonstrated throughout this assessment the proposal is strategically aligned and will ensure certainty and improved strategic outcomes both at State and Local Government level. It is considered consistent with this requirement.
<i>(b) to establish a system of planning instruments to be the principal way of setting objectives, policies and controls for the use, development and protection of land</i>	The proposal is consistent with this requirement.
<i>(c) to ensure that the effects on the environment are considered and provide for explicit consideration of social and economic effects when decisions are made about the use and development of land</i>	The social and economic benefit will be to improve to improve the environmental and amenity outcomes of the municipality through tree protection. The proposal is considered consistent with this requirement.
<i>(d) to require land use and development planning and policy to be easily integrated with environmental, social, economic, conservation and resource management policies at State, regional and municipal levels;</i>	The proposal is not considered to conflict with any environmental, social, economic, conservation or resource management policies. The proposal is consistent with this requirement.
<i>(e) to provide for the consolidation of approvals for land use or development and related matters and to co-ordinate planning approvals with related approvals</i>	The proposal furthers Council's Significant Tree Policy and is therefore consistent with this requirement.



(f) <i>to secure a pleasant, efficient and safe working, living and recreational environment for all Tasmanians and visitors to Tasmania</i>	The proposal is not considered to be in conflict of this requirement.
(g) <i>to conserve those buildings, areas or other places which are scientific, aesthetic, architectural or historical interest, or otherwise of special cultural value</i>	The proposal is not considered to conflict with this requirement
(h) <i>to protect public infrastructure and other assets and enable the orderly provision and co-ordination of public utilities and other facilities for the benefit of the community</i>	The proposal is not considered to conflict with this requirement
(i) <i>to provide a planning framework which fully considers land capability</i>	The proposal will have no significant impact on land capability.

### State Policies

- 4.13 The proposal does not have any implications under the *State Coastal Policy 1996*, *State Policy on Water Quality Management 1997* or the *State Policy on the Protection of Agricultural Land 2009*.

## 5. PUBLIC CONSULTATION

- 5.1 Landowners were notified of Council's intention to list the subject trees in the planning scheme. Council officers received no opposition from the landowners to any of the listings proposed, however formal notification, as discussed below, will provide landowners with another opportunity to indicate their support or to oppose the listing.
- 5.2 If Council initiates the proposed amendment, it must also certify the draft amendment in accordance with section 35 of the former provisions of LUPAA. Section 38 of the former provisions of LUPAA requires that the proposal be advertised for a period of between 3 weeks and 2 months, as determined by the planning authority.
- 5.3 It is proposed to publicly exhibit the planning scheme amendment for a minimum period of 28 days with notification:
- 5.3.1 on the Kingborough Council website and on Council's Facebook page;
  - 5.3.2 twice in a newspaper circulating in the area, with one notice to be on a Saturday; and
  - 5.3.3 in writing to owners and occupiers for the property and adjoining properties.
- 5.4 A full package of exhibition material will be made available for viewing on the Kingborough Council website and at Customer Service at the Civic Centre in Kingston. This package will include:
- 5.4.1 Attachment 1: Council officer's assessment against the Significant Tree Policy;
  - 5.4.2 Attachment 2. Draft Amendment to the Kingborough Interim Planning Scheme 2015; and
  - 5.4.3 Attachment 3: Instrument of Certification.

- 5.5 Council will review all submissions to the planning scheme amendment and report them to the Tasmanian Planning Commission (the Commission). The report would include the planning authority's views on the merit of each representation, whether the amendment should be modified and the impact of the representation on the amendment.
- 5.6 Once the planning scheme amendment is approved by the Tasmanian Planning Commission, Council will inform the relevant landowners of the outcomes as well as their responsibilities as per the planning scheme. The listing will be contained in the planning scheme and will also be made available on Council's website.
- 5.7 Council intends to undertake an educational program later this year to inform people of the Significant Tree Policy and to encourage additional listings.

## 6. CRITICAL DATES / TIME FRAMES

- 6.1 If Council supports the amendment, initiates and certifies the amendment for public exhibition, it must advise the Commission within seven days.
- 6.2 Post-public exhibition, Council has 35 days from the close of the notification period to forward its report to the Commission. The Commission may grant an extension of time if requested.
- 6.3 The Commission must complete its consideration and decision process within three months of receiving Council's report on the representations, unless an extension of time has been agreed by the Minister.
- 6.4 If the Commission approves the amendment, the amendment takes effect seven days after being signed by the Commission, unless a date is specified.

## 7. CONCLUSION

- 7.1 The proposed amendment to the planning scheme is not to introduce new development standards, but to amend Table E24.1 in KIPS by including 11 additional listing, delete 2 existing listing and to amend 1 existing listing.
- 7.2 The trees that are proposed for listing meet the assessment criteria of Council's Significant Tree Policy. The trees that are recommended for delisting no longer exist.
- 7.3 The above assessment demonstrates that the proposed amendment meets all statutory requirements and is a logical amendment to the planning scheme to improve environmental and amenity outcomes for the municipality.

## 8. RECOMMENDATION

- (a) That Council resolves to support Council officers' assessment of the significant tree nominations against the Significant Tree Policy as per Attachment 1;
- (b) Pursuant to section 34(1)(b) of the former provisions of the *Land Use Planning and Approvals Act 1993*, Council resolve to initiate Amendment PSA-2021-2 to the *Kingborough Interim Planning Scheme 2015* as per Attachment 2;
- (c) Pursuant to section 35 of the former provisions of the *Land Use Planning and Approvals Act 1993*, Council certify that Amendment PSA-2021-2 to the *Kingborough Interim Planning Scheme 2015* meets the requirements of section 32 of the former provisions of the *Land Use Planning and Approvals Act 1993* and authorise the General Manager to sign the Instrument of Certification provided in Attachment 3.

- (d) Pursuant to section 35(4) of the former provisions of the *Land Use Planning and Approvals Act 1993*, Council forward a copy of the draft amendment and the Instrument of Certification to the Tasmanian Planning Commissions within 7 days of certification;
- (e) Pursuant to section 56S of the Water and Sewer Industry Act 2008, Council refers Amendment PSA-2021-2 to TasWater; and
- (f) Pursuant to section 38 of the former provisions of the *Land Use Planning and Approvals Act 1993*, Council place Amendment PSA-2021-2 to the *Kingborough Interim Planning Scheme 2015* on public exhibition for a period of at least 28 days following certification.



#### ATTACHMENTS



1. **PSA-2021-2 Significant Tree Assessment against Council's Significant Tree Policy**
2. **PSA-2021-2 Draft Planning Scheme Amendment**
3. **PSA-2021-2 Instrument of Certification**

Public Copy







## Significant Tree Assessment




Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 and 6.3 of the Significant Tree Policy
1	TRN-2021-12  The nomination is for a new listing and is made by a Council officer.	10 Kingston View Drive, Kingston (Kingborough Sports Centre) 	The proposal is for the listing of a <i>Eucalyptus globulus subsp. globulus</i> (Blue Gum). 	<p>The tree meets the following policy criteria:</p> <ul style="list-style-type: none"> <li>• Age</li> <li>• Unusual physical features</li> </ul> <p>The arborist assessment indicates that the tree is more than 100 years old with a life expectancy of another 30 to 50 years.</p> <p>In terms of its structure, there is some decay and fire damage to the lower trunk. There are very large dead sections, decay and hollows in crown scaffold framework, but is still worthy of being listed.</p> <p><b>Recommended for listing.</b></p>

Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 and 6.3 of the Significant Tree Policy
2	<p>TRN-2021-11</p> <p>The nomination is for a new listing and is made by a Council officer.</p>	<p>1/12 Wyburton Place, Margate</p> 	<p>The proposal is for the listing of a <i>Eucalyptus ovata</i> (Black Gum).</p> 	<p>The tree meets the following policy criteria:</p> <ul style="list-style-type: none"> <li>• Aesthetic significance</li> <li>• Size (height, circumference, canopy)</li> <li>• Landscape significance</li> </ul> <p>The arborist assessment indicates that the tree is well formed and overhangs onto 4 properties. The tree is approximately 60 to 80 years old with a life expectancy of another 30 to 50 years.</p> <p><b>Recommended for listing.</b></p>








Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 and 6.3 of the Significant Tree Policy
3	<p>TRN-2021-10</p> <p>The nomination is for a new listing and is made by the landowner.</p>	<p>2 Dallas Avenue, Tarooma</p> 	<p>The proposal is for the listing of a <i>Eucalyptus viminalis</i> (White Gum).</p> 	<p>The tree meets the following policy criteria:</p> <ul style="list-style-type: none"> <li>• Aesthetic significance</li> <li>• Size (height, circumference, canopy)</li> <li>• Landscape significance</li> </ul> <p>The arborist assessment indicates that the tree is approximately 60 to 80 years old, in fair condition with a life expectancy of another 15 to 30 years.</p> <p>As the tree ages, there is potential for branch failure over the roof and garden space at 2 Dallas Ave and 6 Oakleigh Ave. There is a need for periodic crown maintenance (this may impact on tree's aesthetics and longevity), however it is still worthy of being listed.</p> <p><b>Recommended for listing.</b></p>



Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 and 6.3 of the Significant Tree Policy
4	<p>TRN-2021-6</p> <p>The nomination is for a new listing and is made by a member of the public.</p>	<p>Blackmans Bay Foreshore</p> 	<p>The proposal is for the listing of 2 trees - <i>Eucalyptus globulus</i> subsp. <i>Globulus</i> (Blue Gums).</p> 	<p>The trees meet the following policy criteria:</p> <ul style="list-style-type: none"> <li>• Aesthetic significance</li> <li>• Landscape significance</li> </ul> <p>The arborist assessment indicates that both trees are approximately 50 to 60 years old, in good health with a life expectancy of another 30 to 50 years.</p> <p><b>Recommended for listing.</b></p>

Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 and 6.3 of the Significant Tree Policy
5	TRN-2021-4  The nomination is for a new listing and is made by a member of the public.	Adventure Bay Foreshore   	<p>The proposal is for the listing of 1 <i>Eucalyptus obliqua</i> (Stringybark) and a large group of 181 trees growing on the northern and southern side of Adventure Bay Road incorporating the foreshore and roadside plantings essentially opposite the Captain Cook Holiday Park and opposite the Adventure Bay General Store.</p> <p>The group is largely made up of mature <i>E. obliqua</i> and <i>E. globulus</i> subsp. <i>globulus</i>.</p> 	<p>The trees meet the following policy criteria:</p> <ul style="list-style-type: none"> <li>• Aesthetic significance</li> <li>• Landscape significance</li> </ul> <p>The arborist assessment indicate that the Stringy bark tree is between 80 and 100 years old, in good health with a life expectancy of another 30 to 50 years.</p> <p>The grouping of trees has reached considerable size, with impressive specimens of <i>E. obliqua</i>, <i>E. globulus</i>, and <i>E. viminalis</i>, some reaching 38m in height. The trees are approximately 80 to 100 years old, and generally in good health.</p> <p>It is likely that more detailed inspections of some individual trees and crown maintenance works will be necessary in the coming years to manage risk. This may impact on the natural form and aesthetics of the individual trees.</p> <p><b>Recommended for listing.</b></p>







Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 and 6.3 of the Significant Tree Policy
6	<p>TRN-2021-3</p> <p>The nomination is for a new listing and is made by a Council officer.</p>	<p>Kingston Beach Reserve</p> 	<p>The proposal is for the listing of a grouping of 19 trees along the eastern side of Osborne Esplanade, between Beach Road and Balmoral Road, Kingston Beach. They consist of 13 <i>Eucalyptus globulus subsp. Globulus</i> (Blue Gum) and other contributory species.</p> 	<p>The trees meet the following policy criteria:</p> <ul style="list-style-type: none"> <li>• Aesthetic significance</li> <li>• Landscape significance</li> <li>• Historical significance</li> </ul> <p>The trees line the very popular promenade along the Kingston beach foreshore and marry the distant views of treed hills with the urban landscape of Kingston Beach. The gums, despite the irregular spacing lead the eye along the promenade and provide valuable shade for walkers and vehicles.</p> <p>The arborist assessment indicates that the trees are between 60 and 80 years old, in good health with a life expectancy of another 30 to 50 years.</p> <p><b>Recommended for listing.</b></p>



Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 and 6.3 of the Significant Tree Policy
7	<p>TRN- 2021-1</p> <p>The nomination is for a new listing and is made by a Council officer.</p>	<p>Taroona Foreshore</p>  	<p>The proposal is for the listing of a group of 36 trees – <i>Eucalyptus globulus subsp. Globulus</i> (Blue Gum)</p> 	<p>The trees meet the following policy criteria:</p> <ul style="list-style-type: none"> <li>• Aesthetic significance</li> <li>• Landscape significance</li> </ul> <p>The trees range in size and form, from 12m high individual by the water's edge to the tallest approximately 32m high.</p> <p>The trees form a canopy over the park, including the amenities building and playground.</p> <p>These are mature trees, 60-80 years old with the typical range of features for trees of this age and location: decay in trunks, dead branches, historic storm damage and long heavy branches. The trees are generally in good condition, with fair to good structure.</p> <p><b>Recommended for listing.</b></p>

Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 and 6.3 of the Significant Tree Policy
8	<p>TRN-2018-2</p> <p>The nomination is for a new listing is made by a resident in the street.</p>	<p>5 Belhaven Avenue, Taroona</p> 	<p>The proposal is for the listing of two trees - <i>Quercus Palustris</i> (Pin Oaks)</p> 	<p>The trees meet the following policy criteria:</p> <ul style="list-style-type: none"> <li>• Aesthetic significance</li> <li>• Size (height, circumference, canopy)</li> </ul> <p>The trees contribute to the deciduous landscape. The arborist assessment indicates that the trees are approximately 50 to 70 years old, in fair to good health with a life expectancy of at least another 50 years.</p> <p><b>Recommended for listing.</b></p>




Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 (read with clause 6.3) of the Significant Tree Policy
9	<p>TRN-2016-1</p> <p>The nomination is for a new listing and is made by the previous landowner.</p>	<p>7 James Avenue Kingston</p> 	<p>Proposal is for the listing of two trees– <i>Eucalyptus viminalis</i> (White Gum)</p> 	<p>The trees meet the following policy criteria:</p> <ul style="list-style-type: none"> <li>• Aesthetic significance</li> <li>• Size (height, circumference, canopy)</li> <li>• Landscape significance</li> </ul> <p>The arborist assessment indicates that the trees are approximately 80 to 100 years old, in good health with a life expectancy of another 20 to 40 years.</p> <p><b>Recommended for listing.</b></p>

Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 (read with clause 6.3) of the Significant Tree Policy
10	<p>TRN-2021-21</p> <p>The nomination is for a new listing and is made by a Council officer.</p>	<p>Road casement between 958 and 960 Killora Road, North Bruny.</p> 	<p>The proposal is for the listing of a <i>Eucalyptus obliqua</i> (Stringybark)</p> 	<p>The tree meets the following policy criteria:</p> <ul style="list-style-type: none"> <li>• Aesthetic significance</li> <li>• Unusual physical features</li> </ul> <p>The arborist report indicates that the tree is approximately 100 years old and in good health with a life expectancy of another 30 to 50 years.</p> <p><b>Recommended for listing.</b></p>

Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 and 6.3 of the Significant Tree Policy
11	<p>TRN-2017-3</p> <p>The nomination is for a new listing and is made by a member of the public.</p>	<p>25A Osborne Esplanade, Kingston Beach</p> 	<p>Proposal is for the listing of one tree – <i>Eucalyptus viminalis</i> (White Gum)</p> 	<p>The tree meets the following policy criteria:</p> <ul style="list-style-type: none"> <li>• Aesthetic significance</li> <li>• Landscape significance</li> </ul> <p>The arborist assessment indicates that the tree is approximately 50 to 70 years old, in poor health with a life expectancy of less than 10 years, however the significance of the tree in the landscape warrants listing with appropriate maintenance.</p> <p><b>Recommendation for listing.</b></p>



Item	Application number/ Nomination	Address	Description	Assessment against clause 5.5 (read with clause 6.3) of the Significant Tree Policy
12	<p>TRN-2012-50</p> <p>The nomination is for a delisting of a tree that was listed in 2012.</p> <p>The nomination is made by nearby residents.</p>	Road reserve at 59 Roslyn Avenue	<p>The proposal is for a delisting - <i>Eucalyptus globulus subsp. Globulus</i></p> 	<p>Nearby residents have requested that the tree be removed due to safety concerns. It dropped a couple of limbs in 2021 causing temporary road blockage.</p> <p>A risk assessment was completed by Element Tree Services on 28/01/21 that indicates that the tree is of good vitality and that there is no indication that the tree has become defective. This risk assessment concluded that the risk is acceptable for the tree to remain.</p> <p>Because the tree is located on a road reserve (next to a major thoroughfare), there is a risk of liability for Council if the tree was to drop a limb causing property damage or injury. In such an event Council will have to defend such a claim, and Council would need to demonstrate that it has taken reasonable care to avoid risk of injury or property damage by the tree. Subsequently, another risk assessment was completed by Tree Inclined on 25/10/21 to specifically assess Council's risk of public liability. The report can be provided on request.</p> <p>The assessment found that the tree is of good condition and appears to be stable and generally well structured. The assessment concluded that there is a 1 in 500,000 change that the tree could cause serious injury or death.</p>

				<p>Tree roots are damaging a stone retaining wall beside pedestrian access and step to 63 Roslyn Avenue. The value of property damage lays in the unacceptable range when imposed on others / tolerable by agreement range – 1 in 3,000.</p> <p>The assessment recommends that Council contact the owners of 63 Roslyn Ave regarding the need to repair or tolerate the stone retaining wall damage. The recommendation provides actions to establish baseline data of trunk decay and to determine the rate (if any) of trunk subsidence over the road. It is also recommended dead wood be removed from the tree.</p> <p>The tree still meets the policy criteria in terms of its aesthetic significance, size and landscape significance.</p> <p><b>The recommendation is for the listing to remain.</b></p>
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Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 (read with clause 6.3) of the Significant Tree Policy
13	TRN-2012-10  The request is for a review of existing listing. The request is made by the landowner.	Southlea - 342 Proctors Road, Kingston	Horse Chestnut <i>Aesculus hippocastanum</i>	<p>The owner informed Council that the tree has deteriorated over the last 10 years and potentially could be removed.</p> <p>Council officers contacted the owner so see if an arborist report can be supplied, however during the discussion it was agreed that delisting may not be appropriate at this point in time. The tree still meets the policy criteria as per the original assessment.</p> <p><b>It is recommended that the tree remains listed.</b></p>
14	TRN-2012-13  The request is for a review of existing listing. The request is made by a Council officer.	Lot 1 Alfreds Garden, Kingston	Bishop Pine <i>Pinus muricata</i> (5 tree grouping)	<p>The listing relates to a grouping of trees. One of the trees has fallen down. The remainder of the group of trees still holds significance as per the original assessment.</p> <p><b>Recommendation is for the listing to be amended to only refer to 4 trees.</b></p>
15	TRN-2012-11  The request is for a delisting and is requested by a Council officer.	Southlea - 342 Proctors Road, Kingston	Hawthorn <i>Crataegus monogyna</i>	<p>The tree has fallen down. Delisting warranted.</p> <p><b>Recommended for delisting.</b></p>

Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 (read with clause 6.3) of the Significant Tree Policy
16	TRN-2021-20  The nomination is for a new listing.	26-38 Channel Highway "Grange Villas"	The proposal is for the listing of a Maple.	The tree does not contain values that constitute a significant tree in the urban landscape. The tree also does not meet the relevant policy criteria.  <b>Not recommended for listing.</b>
17	TRN-2021-19  The nomination is for a new listing.	26-38 Channel Highway "Grange Villas"	The proposal is for the listing of a Pine.	The tree does not contain values that constitute a significant tree in the urban landscape. The tree also does not meet the relevant policy criteria.  <b>Not recommended for listing.</b>
18	TRN-2021-18  The nomination is for a new listing.	26-38 Channel Highway "Grange Villas"	The proposal is for the listing of a Conifer.	The tree does not contain values that constitute a significant tree in the urban landscape. The tree also does not meet the relevant policy criteria.  <b>Not recommended for listing.</b>
19	TRN-2021-17  The nomination is for a new listing.	26-38 Channel Highway "Grane Villas"	The proposal is for the listing of a Eucalyptus.	The tree does not contain values that constitute a significant tree in the urban landscape. The tree also does not meet the relevant policy criteria.  <b>Not recommended for listing.</b>

Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 (read with clause 6.3) of the Significant Tree Policy
20	TRN-2021-14  The nomination is for a new listing.	26 Groningen Road, Kingston	The proposal is for the listing of a <i>Quercus robur</i> .	The tree does not contain values that constitute a significant tree in the urban landscape. The tree also does not meet the relevant policy criteria.  <b>Not recommended for listing.</b>
21	TRN-2021-9  The nomination is for a new listing.	1287 Channel Highway, Kingston	The proposal is for the listing of a Cupressus.	The tree does not contain values that constitute a significant tree in the urban landscape. The tree also does not meet the relevant policy criteria.  <b>Not recommended for listing.</b>
22	TRN-2021-8  The nomination is for a new listing.	1287 Channel Highway, Kingston	The proposal is for the listing of a <i>Cupressus macrocarpa</i> .	The tree does not contain values that constitute a significant tree in the urban landscape. The tree also does not meet the relevant policy criteria.  <b>Not recommended for listing.</b>
23	TRN-2021-7  The nomination is for a new listing.	1287 Channel Highway, Kingston	The proposal is for the listing of a Blue Gum ( <i>Eucalyptus globulus</i> ).	Meets aesthetic significance criteria, however the tree is approved to be removed under a development permit for the Huntingfield roundabout.  <b>Not recommended for listing.</b>

Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 (read with clause 6.3) of the Significant Tree Policy
24	TRN-2021-2  The nomination is for a new listing.	Taroona Foreshore Reserve	The proposal is for the listing of a <i>Eucalyptus globulus</i> .	The tree has less than 10 years life expectancy left and it does not warrant listing under the policy criteria.  <b>Not recommended for listing.</b>
25	TRN-2019-5  The nomination is for a new listing.	28 Groningen Road, Kingston	The proposal is for the listing of a <i>Eucalyptus viminalis</i> .	The tree does not contain values that constitute a significant tree in the urban landscape. The tree also does not meet the relevant policy criteria.  <b>Not recommended for listing.</b>
26	TRN-2019-4  The nomination is for a new listing	139 Mordsleys Road, Allens Rivulet	The proposal is for the listing of a <i>Eucalyptus globulus</i> .	Insufficient information to complete the assessment and landowner indicated that they are not in support of the listing. The tree is also unlikely to meet policy criteria.  <b>Not recommended for listing.</b>
27	TRN-2019-3  The nomination is for a new listing.	104 Channel Highway, Taroona	The proposal is for the listing of a Blackwood.	The tree does not contain values that constitute a significant tree in the urban landscape. The tree also does not meet the relevant policy criteria.  <b>Not recommended for listing.</b>

Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 (read with clause 6.3) of the Significant Tree Policy
28	TRN-2019-1  The nomination is for a new listing.	22 Grange Avenue, Taroona	The proposal is for the listing of a <i>Eucalyptus globulus</i> .	Does not meet the policy criteria.  <b>Not recommended for listing</b>
29	TRN-2018-3  The nomination is for a new listing.	54 Mount Pleasant Road, Kingston	The proposal is for the listing of a <i>Eucalyptus viminalis</i> .	Not very visible from a public domain. Does not meet the policy criteria.  <b>Not recommended for listing.</b>
30	TRN-2018-1  The nomination is for a new listing.	30 Powell Road, Blackmans Bay	The proposal is for the listing of a <i>Callitris</i> .	The tree does not exist anymore.  <b>Not recommended for listing.</b>
31	TRN-2017-2  The nomination is for a new listing.	Browns River Foreshore Reserve, Kingston Beach	The proposal is for the listing of <i>Monterey Pine</i> ( <i>Pinus Radiata</i> ).	Insufficient information to complete assessment. Unlikely to meet criteria.  <b>Not recommended for listing.</b>
32	TRN-2017-1  The nomination is for a new listing.	211 Nicholas Rivulet Road Oyster Cove	The proposal is for the listing of a English Oak.	Insufficient information to complete assessment. Unlikely to meet criteria.  <b>Not recommended for listing.</b>
33	TRN-2016-2  The nomination is for a new listing.	52 Channel Highway, Taroona	The proposal is for the listing of a <i>Eucalyptus viminalis</i> .	Application withdrawn. Unlikely to meet policy criteria.  <b>Not recommended for listing.</b>

Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 (read with clause 6.3) of the Significant Tree Policy
34	TRN-2015-1  The nomination is for a new listing.	72 Burwood Drive, Blackmans Bay	The proposal is for the listing of a <i>Eucalyptus amygdalina</i> .	The tree does not contain values that constitute a significant tree in the urban landscape. The tree also does not meet the relevant policy criteria.  <b>Not recommended for listing.</b>
35	TRN-2021-13  The nomination is for a new listing.	Lot 38 Blue Bush Crescent	The proposal is for the listing of a <i>Eucalyptus viminalis</i> .	Meets at least 3 of the policy criteria, however tree has been approved for removal as part of a historic development application (DAS-2007-82). The landowner's intention is still to remove the tree.  <b>Not recommended for listing.</b>
36	TRN-2021-16  The nomination is for a new listing.	6 Opal Drive, Blackmans Bay (communal property to the back of 2/6 Opal Drive)	The proposal is for the listing of a <i>Eucalyptus mannifera</i> (Brittle Gum).	The tree does not contain values that constitute a significant tree in the urban landscape. The tree also does not meet the relevant policy criteria.  <b>Not recommended for listing.</b>
37	TRN-2021-15  The nomination is for a new listing.	2 Opal Drive, Blackmans Bay	The proposal is for the listing of <i>Eucalyptus mannifera</i> (Brittle Gum).	The tree does not contain values that constitute a significant tree in the urban landscape. The tree also does not meet the relevant policy criteria.  <b>Not recommended for listing.</b>

Item	Application number / Nomination	Address	Description	Assessment against clause 5.5 (read with clause 6.3) of the Significant Tree Policy
38	TRN-2012-  The request is for delisting and requested by a Council officer.	In the road reserve adjacent to 212 Summerleas Road, Kingston	The proposal is for the delisting of a <i>Eucalyptus viminalis</i> (White Gum)	Tree no longer exists. It appears that the tree was removed as part of the construction of the new road.  <b>Recommended for delisting.</b>

Public Copy

# Kingborough

## Kingborough Interim Planning Scheme 2015

### PSA-2021-2

The Kingborough Interim Planning Scheme 2015 is amended as follows:

1. Include the following additional listings in Table E24.1 of the Significant Trees Code.

Tree reference	Location	Common Name	Botanical Name	Number Trees	Tenure
TRN-2021-12 (KIN-C6.5.24)	10 Kingston View Drive, Kingston	Blue gum	Eucalyptus globulus subsp. globulus	1	Public
TRN-2021-11 (KIN-C6.5.25)	1/12 Wyburton Place, Margate	Black gum	Eucalyptus ovata	1	Private
TRN-2021-10 (KIN-C6.5.26)	2 Dallas Avenue, Tarooma	White gum	Eucalyptus viminalis	1	Private
TRN-2021-6 (KIN-C6.5.27.1 & KIN-C6.5.27.2)	Blackmans Bay Foreshore	Blue gums	Eucalyptus globulus subsp. Globulus	2	Public
TRN-2021-4 KIN-C6.5.28.1 & KIN-C6.5.28.2 to KIN-C6.5.28.152 & KIN-C6.5.28.153 to KIN-C6.5.28.183	Adventure Bay Foreshore	Stringybark and Blue gums	E. obliqua and E. globulus subsp. globulus.	181	Public



Draft amendment  
KIN-PSA-2021-2

TRN-2021-3 (KIN-C6.5.29.1 to KIN-C6.5.29.13 & KIN-C6.5.29.14 to KIN-C6.5.29.20)	Kingston Beach Reserve	Blue Gums and other contributory species	Eucalyptus globulus subsp. Globulus and other contributory species	19	Public
TRN- 2021-1 (KIN-C6.5.30.1 to KIN-C6.5.30.14 & KIN-C6.5.30.15 & KIN-C6.5.30.16 to KIN-C6.5.30.37)	Taroona Foreshore	Blue gum	Eucalyptus globulus subsp. Globulus	36	Public
TRN-2018-2 (KIN-C6.5.31.1 & KIN-C6.5.31.2)	5 Belhaven Avenue, Taroona	Pin oaks	Quercus Palustris	2	Private
TRN-2016-1 (KIN-C6.5.32)	7 James Avenue, Kingston	White gum	Eucalyptus Viminalis	2	Private
TRN-2021-21 (KIN-C6.5.33.1 & KIN-C6.5.33.2)	Road casement between 958 and 960 Killora Road, North Bruny	Stringybark	Eucalyptus obliqua	1	Public
TRN-2017-3 (KIN-C6.5.34)	25A Osborne Esplanade, Kingston Beach	White Gum	Eucalyptus viminalis	1	Public

2. Delete the following listings in Table E24.1 of the Significant Trees Code.

Tree reference	Location	Common Name	Botanical Name	Number Trees	Tenure
2012-11	Southlea - 342 Proctors Road	Hawthorn	Crataegus monogyna	1	Private

Draft amendment  
KIN-PSA-2021-2

2012-35 (refers 2012-44)	In the road reserve adjacent to 212 Summerleas Road	White gum	Eucalyptus viminalis	1	Public (DIER)
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3. Amend the following listings in Table E24.1 of the Significant Trees Code.

Tree reference	Location	Common Name	Botanical Name	Number Trees	Tenure
2012-13	Lot 1 Alfreds Garden	Bishop Pine	Pinus muricata	4	Public (DIER)

The Common Seal of the Kingborough  
Council is affixed hereto, pursuant to the  
Council's resolution on 7 February 2022,  
in the presence of:

..... Councillor

..... General Manager

..... Date

# Kingborough

Kingborough Interim Planning Scheme 2015

## INSTRUMENT OF CERTIFICATION PSA-2021-2

It is hereby certified that draft Amendment PSA-2021-2 to the *Kingborough Interim Planning Scheme 2015* meets the requirements in section 32 of the former provisions of the *Land Use Planning and Approvals Act 1993*.

The Common Seal of the Kingborough Council is affixed hereto, pursuant to the Council's resolution on 7 February 2022, in the presence of:

..... Councillor

..... General Manager  
..... Date

### 13.2 DA-2021-630 EIGHT MULTIPLE DWELLINGS (ONE EXISTING) AT 165 REDWOOD ROAD, KINGSTON

**File Number:** DA-2021-630  
**Author:** Timothy Donovan, Senior Planning Officer  
**Authoriser:** Tasha Tyler-Moore, Manager Development Services

<b>Applicant:</b>	Lifetime Homes Tasmania
<b>Owner:</b>	Redwood Tas Pty Ltd
<b>Subject Site:</b>	165 Redwood Road, Kingston
<b>Proposal:</b>	Eight Multiple Dwellings (One Existing)
<b>Planning Scheme:</b>	Kingborough Interim Planning Scheme 2015 (KIPS2015 and provisions of IPD4 (which commenced 22 Feb 2021))
<b>Zoning:</b>	10.0 General Residential
<b>Codes:</b>	E5.0 Road and Railway Assets Code E6.0 Parking and Access E7.0 Stormwater Management E14.0 Scenic Landscapes
<b>Use Class/Category:</b>	Multiple Residential
<b>Discretions</b>	General Residential Zone Cl.10.4.2 A2 Setbacks and building envelopes for all dwellings (garage setback) Cl.10.4.2 A3 Setbacks and building envelopes for all dwellings (building envelope) Cl.10.4.2 A4 Setbacks and building envelopes for all dwellings (high conservation trees) Cl.10.4.3 A2 Site coverage and private open space for all dwellings Cl.10.4.7 Frontage fences E5.0 Road and Railway Assets Code E.5.5.1 A3 Existing road accesses and junctions E14.0 Scenic Landscapes Code E.14.7.2 A1 Appearance of buildings and works within scenic landscape areas. E.14.7.2 A2 Works must not be visible from public spaces.
<b>Public Notification:</b>	Public advertising was undertaken between 15 December 2021 and 5 January 2022 in accordance with section 57 of the <i>Land Use Planning and Approvals Act 1993</i> .
<b>Representations:</b>	Four (4) representations were received against the proposal. The submissions raised the following grounds: <ul style="list-style-type: none"> <li>• Impact of Units A and C on adjacent properties</li> <li>• Impact of trees on adjacent properties</li> </ul>
<b>Recommendation:</b>	Approval with Conditions

## 1. PROPOSAL

### 1.1 Description of Proposal

The application is for a change in use for the existing dwelling to multiple dwelling and the development of 7 new multiple dwellings. The multiple dwellings are arranged around the site and serviced by a central driveway which is one way in part and circles a large existing tree located centrally on the lot. A common garden and BBQ area is provided near the tree.

The dwellings and the existing dwelling are single storey, with heights above ground ranging from 4.7m to 6.3m and contain 2-3 bedrooms. They each provide 2 car parking spaces through a combination of garages, carports, and parking spaces. Two visitor parking spaces are provided.

The existing dwelling and the new multiple dwellings will be rendered brick (Ivory Pearl colour) with Colourbond roofs (Basalt colour). Understorey blockwork is to be painted dark grey.



**Figure 1 - proposed site plan**

### 1.2 Description of the Site.

The site is described as 165 Redwood Road, Kingston and is Lot 2 on SP 178792 with an area of 4528m<sup>2</sup>. The lot is mostly cleared and contains a single-story dwelling located centrally on the lot. The lot has a moderate slope towards the rear and contains several large trees with conservation values.

The lot and surrounding area are predominantly zoned General Residential. While the dominant development in the area is a single dwelling there are several recent multiple dwellings constructed as the area transitions with infill development at higher densities.

There is a Pipeline and Services Easement of 2.5m running along the north side boundary.

## 2. ASSESSMENT

### 2.1 State Policies and Act Objectives

The provisions of the Planning Scheme, including the zones and codes overlays, are derived from State Policies and the approval of the Scheme by the Planning Minister on the basis it is compliant with those policies. On that basis a separate assessment against those policies is not required.

The proposal is consistent with the outcomes of the State Policies including those of the Coastal Policy.

### 2.2 Strategic Planning.

The relevant strategies associated with the Scheme are as follows:

#### *Zone Purpose Statements of the General Residential Zone.*

The zone purpose statements of the General Residential Zone are to:

- 10.1.1.1 To provide for residential use or development that accommodates a range of dwelling types at suburban densities, where full infrastructure services are available or can be provided.
- 10.1.1.2 To provide for compatible non-residential uses that primarily serve the local community.
- 10.1.1.3 To provide for the efficient utilisation of services.
- 10.1.1.4 To implement the Regional Settlement Strategy and the Greater Hobart Residential Strategy.
- 10.1.1.5 To encourage residential development that respects the neighbourhood character, natural landscape and provides a high standard of residential amenity.
- 10.1.1.6 To encourage urban consolidation and greater housing choice through a range of housing types and residential densities.

#### *10.1.2 Local Area Objectives*

Local Area Objectives	Implementation Strategy
<b>KINGSTON</b>	
(a) Kingston will be primarily maintained as a residential area, with opportunities taken to protect natural features, improve local infrastructure and services when appropriate.	(a) New development should ensure that residential amenity is optimised by maintaining the existing character of the area and providing quality infrastructure where appropriate.

#### *10.1.3 Desired Future Character Statement of the General Residential Zone*

Desired Future Character Statements	Implementation Strategy
<b>KINGSTON</b>	
(a) Kingston is to include a mix of housing types that provide for a range of choices and affordability options. (b) The ageing population should be well accommodated within Kingston	(a) While traditional suburban areas are to be retained as appropriate, multi-unit housing is to be directed towards those areas that are relatively close to central

<p>enabling residents to have easy access to relevant services.</p> <p>(c) The Kingston area is characterised by vegetated corridors and backdrops and this visual appearance should be protected.</p>	<p>Kingston or other significant business or commercial precincts.</p> <p>(b) Aged care facilities and associated housing and infrastructure are to be encouraged within appropriate areas.</p> <p>(c) The subdivision or development of land should be designed in a manner to protect or enhance vegetated corridors and backdrops.</p>
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### 2.3 Use Class

The Multiple Dwellings are included in the Residential Use Class under the Scheme. While the proposed use is a Permitted Use in the Zone, it relies on Performance Criteria to comply with the Scheme provisions and is therefore discretionary.

### 2.4 Use and Development Standards

The proposal satisfies the relevant Acceptable Solutions of the Scheme (see checklist in Attachment 1), except for the following:

#### General Residential Zone

##### Clause 10.4.2 - Setbacks and building envelopes for all dwellings

<b>Acceptable Solution A2</b>
<p>A garage or carport for a dwelling must have a setback from a primary frontage of not less than:</p> <p>(a) 5.5m, or alternatively 1m behind the building line;</p> <p>(b) the same as the building line, if a portion of the dwelling gross floor area is located above the garage or carport; or</p> <p>(c) 1m, if the existing ground level slopes up or down at a gradient steeper than 1 in 5 for a distance of 10m from the frontage.</p>
<b>Performance Criteria P2</b>
<p>A garage or carport for a dwelling must have a setback from a primary frontage that is compatible with the setbacks of existing garages or carports in the street, having regard to any topographical constraints.</p>
<b>Proposal</b>
<p>The proposal does not comply as the Unit H garage is 4.5m from the street and located at the front of the Unit. All other Unit garages comply.</p>

The proposed variations can be supported pursuant to this Performance Criteria of the Zone for the following reasons:

- The design intent of the Development Standards is to reduce and limit the visual impact of a garage and carport to the 'primary frontage'. The proposed Unit H garage does not actually present a garage to the 'primary frontage' as the garage presents to the side boundary.
- The brick side wall of the garage is matching the neighbouring dwelling's 4.5m setback and will present much less scale and bulk to the road as the wall length

is less and the roof is a hip (compared to the neighbouring length of wall and gable height).

- With regard to topographical constraints there is 5.82m of fall from the title access driveway down to the existing dwelling (proposed Unit F). For driveway design to get the required Australian Standard cross falls for driveway access and turning zone the flattest part of the site, closest to the road, is used for access into Unit H. This then allows for a complying Australian Standard design to Unit F.

### General Residential Zone

#### Clause 10.4.2 - Setbacks and building envelopes for all dwellings

##### Acceptable Solution A3

A dwelling, excluding outbuildings with a building height of not more than 2.4m and protrusions that extend not more than 0.9m horizontally beyond the building envelope, must:

- (a) be contained within a building envelope (refer to Figures 10.1, 10.2 and 10.3) determined by:
  - (i) a distance equal to the frontage setback or, for an internal lot, a distance of 4.5m from the rear boundary of a property with an adjoining frontage; and
  - (ii) projecting a line at an angle of 45 degrees from the horizontal at a height of 3m above existing ground level at the side and rear boundaries to a building height of not more than 8.5m above existing ground level; and
- (b) only have a setback of less than 1.5m from a side or rear boundary if the dwelling:
  - (i) does not extend beyond an existing building built on or within 0.2m of the boundary of the adjoining property; or
  - (ii) does not exceed a total length of 9m or one third the length of the side boundary (whichever is the lesser).

##### Performance Criteria P3

The siting and scale of a dwelling must:

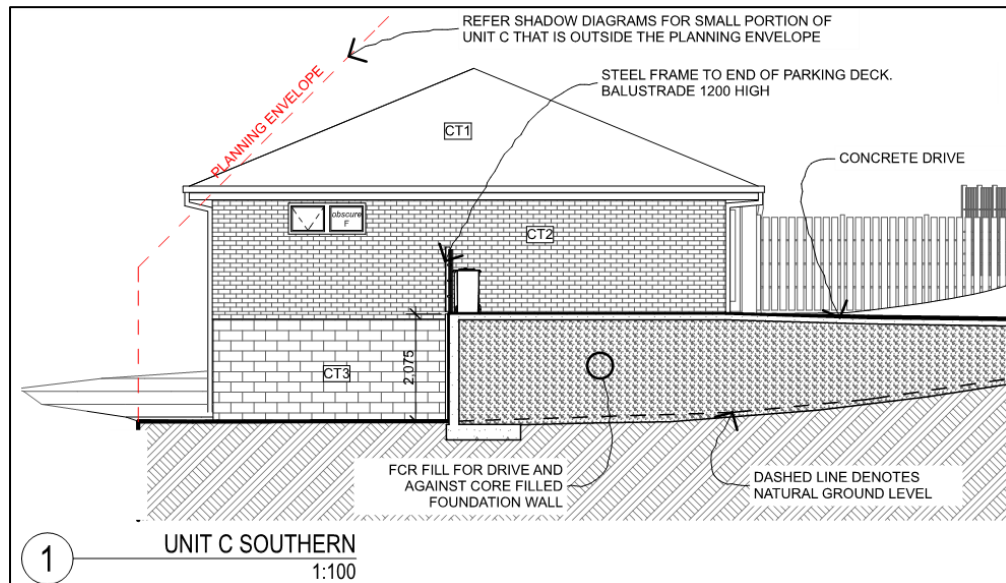
- (a) not cause an unreasonable loss of amenity to adjoining properties, having regard to:
  - (i) reduction in sunlight to a habitable room (other than a bedroom) of a dwelling on an adjoining property;
  - (ii) overshadowing the private open space of a dwelling on an adjoining property;
  - (iii) overshadowing of an adjoining vacant property; or
  - (iv) visual impacts caused by the apparent scale, bulk or proportions of the dwelling when viewed from an adjoining property;
- (b) provide separation between dwellings on adjoining properties that is consistent with that existing on established properties in the area; and
- (c) not cause an unreasonable reduction in sunlight to an existing solar energy installation on:
  - (i) an adjoining property; or
  - (ii) another dwelling on the same site.



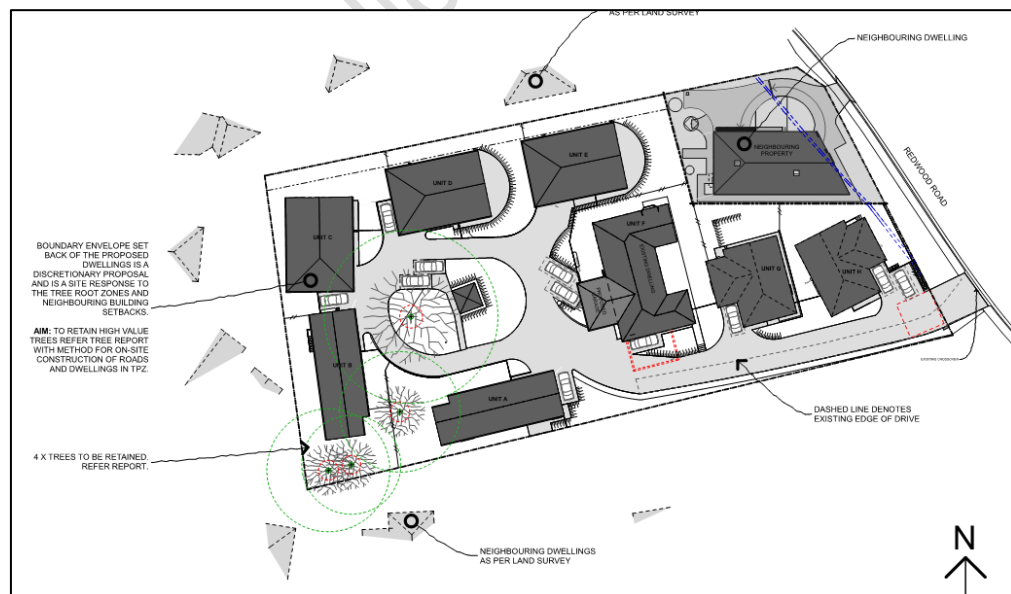
## Proposal

The proposal does not comply as Unit C is outside the building envelope adjacent to the rear boundary - see Figure 2 below. The extent of the non-compliance is minor and comprises a corner of the roof that is 0.5m outside (above) the building envelope. The eaves also extend outside the building envelope but they comply to A3 as they are not more than 0.9m horizontally beyond the building envelope.

All other units comply with the building envelope.



**Figure 2 – Elevation of proposed Unit C showing building envelope encroachment.**



**Figure 3 - Site plan with neighbouring dwellings highlighted.**

The proposed variations can be supported pursuant to this Performance Criteria of the Zone for the following reasons:

- The location of Units B and C, and associated access, car parking and driveways, have been chosen with regard to the significant trees on site and their respective root zones. The siting has also been chosen with regard to the location of the dwellings on the adjoining lots at No's 8, 10 and 12 Lorikeet Street. The applicant

has provided a site plan (Figure 3 above) showing these. The buildings to the west are further away from Unit C than those to the north.

- It is considered that there is no unreasonable loss of amenity to adjoining properties from the building envelope discretion for the following reasons:
  - The discretion is minor.
  - The shadow diagrams provided with the application show that the only overshadowing of the properties to the west occurs mainly at 9am on 21 June. There is no overshadowing after 12 pm. Further the vast majority of the shade is created by the bulk of the dwelling that complies with the Acceptable Solution.
  - The proposed Unit C is a single level building on a concrete block foundation. Its maximum height above ground is 5.9m to the top of the roof ridge and at the side boundary it has a wall height of 4.3m. The boundary wall at the closest is 1.5m from the boundary with the other corner being 3.3m from the boundary. Unit C will present as a standard dwelling in regards its scale, bulk, and proportions and not create any adverse visual impacts.
- The siting of the proposed Unit provides separation and is consistent with that existing on established properties in the area, including 2 and 4 Lorikeet Street, 16 and 18 Lorikeet Street, and 11 and 13 Graelee Court.
- There is no unreasonable reduction in sunlight to an existing solar energy installation on an adjoining property or another dwelling on the same site.

#### General Residential Zone

##### Clause 10.4.2 - Setbacks and building envelopes for all dwellings.

<b>Acceptable Solution A4</b>
No trees of high conservation value will be impacted.
<b>Performance Criteria P4</b>
Buildings and works are designed and located to avoid, minimise, mitigate and offset impacts on trees of high conservation value.
<b>Proposal</b>
<p>The proposal does not comply as the works involve the removal of one (1), and impact on another four (4), high-very high conservation value trees. The proposal must therefore be assessed against the performance criteria.</p> <p>There are nine (9) trees on the subject land, including:</p> <ul style="list-style-type: none"> <li>• four (4) very high conservation value trees, all with a dbh &gt;70cm and provide potential hollows and two (2) of which also provide potential foraging habitat for the swift parrot (one <i>Eucalyptus globulus</i> and one <i>E. ovata</i>);</li> <li>• one (1) high conservation value tree, an <i>E. globulus</i> with a dbh of 68cm;</li> <li>• two (2) <i>E. amygdalina</i> trees which are not of high conservation value as their dbh is &lt;70cm; and</li> <li>• two (2) non-Tasmanian trees/landscape units.</li> </ul>

Of these trees, one (1) very high conservation value tree (*E. ovata* with a dbh >70cm), both *E. amygdalina* trees of non-high conservation value and both non-Tasmanian trees are proposed for removal. The remaining four (4) high - very high conservation value trees are proposed for retention. Notwithstanding, the development encroaches between 9->50% into the tree protection zones of the high and very high conservation value trees identified for retention and therefore has the ability to impact on these trees.

The proposed variations can be supported pursuant to this Performance Criteria of the Zone for the following reasons:

- The proposed unit development has been designed to enable the retention of 80% of the high-very high conservation value trees on the subject land.
- An arborist assessment submitted with the application (Tree Inclined, 3 November 2021) confirms that the one (1) very high conservation value tree proposed for removal (Tree 3) is in structurally poor condition, within the footprint of Unit B and is unable to be retained.
- The loss of the tree is able to be offset via inclusion of a condition in any planning permit issued.
- The arborist assessment also confirms that the proposed development is likely to have a low (Trees 1 and 2) to moderate (Trees 4 and 6) impact on the health and longevity of the remaining four (4) very high to high conservation value eucalypts nominated for retention.
- The arborist also confirms the layout of the development and low flow capture of hard surface run off will promote conditions for retention of these large trees in the modified, post-development conditions.
- Notwithstanding, the level and nature of encroachment by the proposed development over the TPZ of the retained trees makes this a complex site from an arboricultural perspective and the long-term viability of the trees proposed for retention will require open communication and collaboration between the construction crews and an arborist.
- To ensure the works are undertaken in a manner which enables retention and protection of these trees during construction, it is recommended that a project arborist is nominated and engaged at key stages of the works, as well as is available for advice about root and soil management within the trees' TPZ.
- In addition, the proposed works in the TPZ of Tree 6 represent a substantial encroachment. To manage this encroachment, the bulk of the overfill below the driveway should be suitably graded and compacted rock to promote aeration of the underlying substrate, with a thin, up to 150 mm thick overlay of sandy loam forming the shallow batter between the edge of the driveway and the tree trunk. The proposed incorporation of low flow discharge via kerb breaks will also contribute to passive watering of the tree and reduce the potentially high impact of the overall encroachment.
- Draining the proposed BBQ shelter into a network of shallow buried agricultural drains placed across the slope of nearby open space to further contribute to passive watering of Tree 6 is also recommended.

- Provided the development is undertaken in accordance with the recommended mitigation measures and under the supervision of a project arborist, the remaining high-very high conservation value trees are feasible for retention and the development minimises and mitigates impacts on trees of high conservation values.

Conditions are recommended for inclusion in any permit issued approving the proposed tree removal, requiring an offset for the loss of one (1) very high conservation value tree, requiring engagement of a project arborist and requiring implementation and maintenance of the recommended tree protection measures.

### General Residential Zone

#### Clause 10.4.3 - Site coverage and private open space for all dwellings.

##### Acceptable Solution A2

A dwelling must have private open space that:

- (a) is in one location and is not less than:
  - (i) 24m<sup>2</sup>; or
  - (ii) 12m<sup>2</sup>, if the dwelling is a multiple dwelling with a finished floor level that is entirely more than 1.8m above the finished ground level (excluding a garage, carport or entry foyer);
- (b) has a minimum horizontal dimension of not less than:
  - (i) 4m; or
  - (ii) 2m, if the dwelling is a multiple dwelling with a finished floor level that is entirely more than 1.8m above the finished ground level (excluding a garage, carport or entry foyer);
- (c) is located between the dwelling and the frontage only if the frontage is orientated between 30 degrees west of true north and 30 degrees east of true north; and
- (d) has a gradient not steeper than 1 in 10.

##### Performance Criteria P2

A dwelling must have private open space that includes an area capable of serving as an extension of the dwelling for outdoor relaxation, dining, entertaining and children's play and is:

- (a) conveniently located in relation to a living area of the dwelling; and
- (b) orientated to take advantage of sunlight.

##### Proposal

The proposal does not comply to A1(c) as the private open space for Unit H is in the front yard and the frontage is orientated approximately 70 degrees west of true north. The private open space area complies to the other development standards.

The other Units all comply fully to the development standards for private open space.

The proposed variations can be supported pursuant to this Performance Criteria of the Zone for the following reasons:

- the designated private open space area for Unit H is located in the front yard adjacent to the garage wall. It is accessed via a short pathway of 3.2m from the dining room. The designated private open space area is part of the greater side

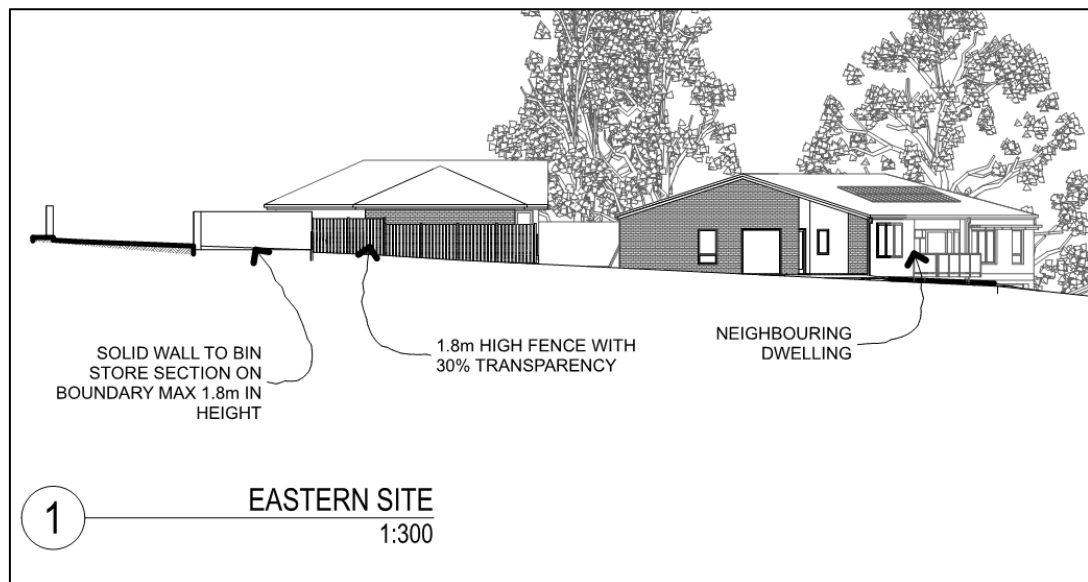
yard that wraps around the unit to the north and is directly accessible from the dining and living room areas. The area provides ample space capable of serving as an extension of the dwelling for outdoor relaxation, dining, entertaining and children's play.

- The private open space area will receive good sunlight until mid afternoon in mid winter.

### General Residential Zone

#### Clause 10.4. 7 Frontage fences for all dwellings

<b>Acceptable Solution A1</b>
No Acceptable Solution.
<b>Performance Criteria P1</b>
<p>A fence (including a free-standing wall) for a dwelling within 4.5m of a frontage must:</p> <ul style="list-style-type: none"> <li>(a) provide for security and privacy while allowing for passive surveillance of the road; and</li> <li>(b) be compatible with the height and transparency of fences in the street, having regard to: <ul style="list-style-type: none"> <li>(i) the topography of the site; and</li> <li>(ii) traffic volumes on the adjoining road.</li> </ul> </li> </ul>
<b>Proposal</b>
<p>The proposal does not comply as a solid 1.8m high wall is proposed on the front boundary to screen the rubbish bin storage area.</p> <p>The Exceptions; 5.6 Miscellaneous exemptions, cl Table 5.6.2 exempts fences within 4.5m of a frontage in the General Residential Zone or Inner Residential Zone if not more than a height of:</p> <ul style="list-style-type: none"> <li>(a) 1.2m above existing ground level if the fence is solid; or</li> <li>(b) 1.8m above existing ground level, if the fence has openings above the height of 1.2m which provide a uniform transparency of at least 30% (excluding any posts or uprights),</li> </ul> <p>unless a code relating to historic heritage values or significant trees applies and requires a permit for the use or development.</p>



**Figure 4 - Proposed front wall 1.8m high.**

The proposed variations can be supported pursuant to this Performance Criteria of the Zone for the following reasons:

- The proposed 1.8m wall is adjacent to the two way driveway and the complying fence (1.8m high with 30% transparency) along the balance of the front boundary. The solid wall will screen the wheelie bins from public view and still allow for security and privacy while allowing for passive surveillance of the road.
- Redwood Road is quite long and has a range of front fence and wall types. Older homes have low fencing or landscaping while newer developments including Multiple Dwellings have taller front fences. Nearby properties along the road have significant landscaping and hedging up to 2m in height. There is a 1.8m close paling fence along the front boundary of the property opposite the site at the corner of Cassia Place. In this context the proposed wall is considered complementary and will not create any adverse visual amenity issues.
- There is no relevant code relating to historic heritage values or significant trees on the site.

#### **E5.0 Road and Railway Assets Code**

##### **Clause E5.5.1 Existing road accesses and junctions.**

###### **Acceptable Solution A3**

The annual average daily traffic (AADT) of vehicle movements, to and from a site, using an existing access or junction, in an area subject to a speed limit of 60km/h or less, must not increase by more than 20% or 40 vehicle movements per day, whichever is the greater.

###### **Performance Criteria P3**

Any increase in vehicle traffic at an existing access or junction in an area subject to a speed limit of 60km/h or less, must be safe and not unreasonably impact on the efficiency of the road, having regard to:

- the increase in traffic caused by the use;
- the nature of the traffic generated by the use;
- the nature and efficiency of the access or the junction;

- (d) the nature and category of the road;
- (e) the speed limit and traffic flow of the road;
- (f) any alternative access to a road;
- (g) the need for the use;
- (h) any traffic impact assessment; and
- (i) any written advice received from the road authority.

**Proposal**

The proposal does not comply as the site has access to Redwood Road which is a collector road and the increase in traffic exceeds the A3 Acceptable Solution.

The application has been assessed by the Council's Development Engineer who advises that the proposed variations can be supported pursuant to this Performance Criteria of the Zone for the following reasons:

- The site has access to Redwood Road which is a collector road standard with significant capacity.
- The use is in accordance with the objectives of the Planning Scheme for the Zone and note is made that the site has capacity for higher densities than those proposed in the application.
- The proposal provides access to the road in accordance with the Council and Australian Standards.
- The submission of a Traffic Impact Assessment was not considered necessary.

**E14.0 Scenic Landscapes Code**

**Clause E.14.7.2 Appearance of buildings and works within scenic landscape areas.**

**Acceptable Solution A1**

Buildings must comply with one of the following:

- (a) not be visible from public spaces;
- (b) be an addition or alteration to an existing building that:
  - (i) increases the gross floor area by no more than 25%;
  - (ii) does not increase the building height;
  - (iv) provides external finishes the same or similar to existing.

**Performance Criteria P1**

Buildings visible from public spaces must maintain scenic landscape value by satisfying one or more of the following, as necessary:

- (a) have external finishes that are non-reflective and coloured to blend with the landscape;
- (b) be designed to:
  - (i) incorporate low roof lines that follow the natural form of the land;
  - (ii) minimise visual impact in height and bulk;
  - (iii) minimise cut and fill;

- (c) be located below skylines;
- (d) be located to take advantage of any existing native vegetation or exotic vegetation for visual screening purposes.

**Proposal**

The proposal does not comply as the Units and associated works are visible from public spaces.

The proposed variations can be supported pursuant to this Performance Criteria of the Zone for the following reasons:

- The colours and materials proposed for the units have been chosen to blend with the landscape:
  - o The roofs will be in Basalt to blend with the natural greys in the landscape. Note is made that this colour is a dominant colour for the majority of the new multiple dwellings across Redwood Road.
  - o There is a wide range of colours and materials in the adjacent urban area reflecting the stages of development.
- The design of the units is considered to maintain scenic landscape value as they are single storey and they follow the natural form of the moderately sloping land. Being single storey they minimise visual impact from height and bulk to the extent the site circumstances allow.
- All units have been designed to minimise site cut and fill.
- The units are below the skyline.
- The design and siting of the units has been done with regard to the existing trees on the site which will continue to play a major role in the visual amenity of the site.

**E14.0 Scenic Landscapes Code**

**Clause E.14.7.2 Appearance of buildings and works within scenic landscape areas.**

**Acceptable Solution A2**

Works must not be visible from public spaces.

**Performance Criteria P2**

Works visible from public spaces must maintain scenic landscape value by satisfying one or more of the following, as necessary;

- (a) driveways and access tracks are as close as practical to running parallel with contours and are surfaced with dark materials;
- (b) cut and fill is minimised;
- (c) surfaces of retaining walls and batters are finished with a natural appearance;
- (d) fences are post & wire or other designed of a similarly transparent appearance.

**Proposal**

The proposal does not comply as the works are visible from public spaces.



The proposed variations can be supported pursuant to this Performance Criteria of the Zone for the following reasons:

- The site is access by a single driveway from the street. It follows the contours where possible with due regard to the slope constraints on the site. It is considered that the Performance Criteria has been designed to protect the scenic amenity and landscapes in rural locations with larger; lots than are found in the General Residential zone. Due to the slope of the site only the front of the access and driveway are directly visible from the public space (the road). In this regard the majority of the internal driveway will not be seen and will not cause an unreasonable change to, or have an unreasonable adverse impact on, the scenic landscape value of the area.
- The colours and materials proposed for the units have been chosen to blend with the landscape.
- All units have been designed to minimise site cut and fill. Cut and fill is further minimised due to the lower density of the 8 units compared to the 13 Units possible under Cl. 10.4.1 - Residential Density for multiple dwellings.

## 2.5 Public Consultation and Representations

The proposal was advertised in accordance with statutory requirements and four representations were received. The following issue were raised by the representors:

*Issue – Impact on adjacent properties privacy and sunlight.*

1. The proposed Unit A will impact on the properties to the south at No 7 and 9 Graelee Court by overshadowing in June and overlooking of the backyards and outside dining area. It is requested that the following alternatives be considered:
  - Placing Unit A at an angle (e.g.45 degrees) to the south side boundary to reduce the impacts.
  - Lower the height of Unit A by placing it on a concrete slab.
2. The proposed Unit C will impact on the property to north at No 8 Lorikeet Street by overshadowing and overlooking.

*Response.*

The proposed Unit A has been assessed against the Acceptable Solutions in the Zone and complies to height, setbacks and building envelope requirements.

It is acknowledged that the proposed Unit A will create shadowing onto the properties to the south in Graelee Court. However, the Development Standards in the Planning Scheme for Sunlight in cl. 10.4.4 (Sunlight to private open space of multiple dwellings) now only apply to multiple dwellings on the same lot and not to private open space on adjoining lots.

While the impact on the southern lots by Unit A is considered significant, Council does not have any grounds to require the application to be amended as it complies to the Acceptable Solutions – the imposition of conditions to amend would not pass the reasonable and relevance test in the *Land Use and Planning Approvals Act 1993*.

In relation to Unit C, it has been assessed as complying in relation to the Acceptable Solutions and complies to height, setbacks and building envelope requirements as it relates to the side boundary with No 8 Lorikeet Street. The discretion in the Building

Envelope as it relates to the rear boundary and the adjacent No 10 Lorikeet Street has been assessed in the report. In relation to overshadowing the shadow diagrams submitted with the application show that there is no overshadowing occurring in June onto No 8.

*Issue – Tree Issues.*

The existing trees have caused concerns for neighbours from debris particularly from strong winds. It is desirable that the 2 trees adjacent to the rear boundary be removed or be required to be trimmed regularly. There are safety concerns ongoing both for the subject property and adjacent properties.

*Response.*

The application is supported by a Tree Report from an Arborist (Tree Inclined, 3 November 2021). Trees 1, 2, 3, and 4 have a High to Very High Conservation Value.

The arborist has assessed the feasibility of retaining trees, including their current condition. All trees are in a poor condition and those in conflict with the proposal are identified and approved for removal. The remaining Trees 1, 2, 3 and 4 are of high-very conservation value and their retention is required under the planning scheme unless they are an unacceptable risk or there are no design options enabling their retention. The arborist assessment confirms these trees are suitable for retention providing the recommended mitigation measures are implemented. The permit has been conditioned accordingly.



**Figure 5 - Existing Trees 1, 2, 3 and 4 adjacent to side and rear boundary.**

## 2.6 Other Matters

- **TasWater**

The application was referred to TasWater who advised on 22/11/2021 that they do not object to the granting of the permit subject to the inclusion of TasWater conditions. The TasWater Submission to Planning Authority Notice, TWDA 2021/01960-KIN, is attached to the permit.

- **Hygiene and Weed Management.**

In accordance with clause 8.11.3, a condition should be included in any permit issued requiring implementation of best practice hygiene measures.

## 3. CONCLUSION

The application has been assessed against the Development Standards in the Planning Scheme. While there are impacts on the adjacent properties the application compiles to the Acceptable Solutions and Performance Criteria. The application is recommended for approval with conditions including retention of 4 high value conservation trees.

## 4. RECOMMENDATION

That the Planning Authority resolves that the development application for eight multiple dwellings (one existing) at 165 Redwood Road, Kingston for Lifetime Homes be approved subject to the following conditions:

1. Except as otherwise required by this Permit, use and development of the land must be substantially in accordance with Development Application No. DA-2021-630 and Council Plan Reference No. P1 submitted on 4/11/2021 and Council Plan Reference No. P2 submitted on 11/12/2021.

This Permit relates to the use of land or buildings irrespective of the applicant or subsequent occupants, and whoever acts on it must comply with all conditions in this Permit. Any amendment, variation or extension of this Permit requires further planning consent of Council.

2. Landscaping plans must be prepared by a qualified landscape architect or suitably qualified person knowledgeable in the field and submitted for approval by Council's Manager Development Services prior to the issue of a Building Permit.

The landscape plan must be at a suitable scale, and indicate the following:

- (a) outline of the proposed buildings;
- (b) proposed planting by quantity, genus, species, common name, expected mature height and plant size;
- (c) existing trees to be retained and proposed measures to be carried out for their preparation and protection during construction;
- (d) earth shaping proposals, including retaining wall(s);
- (e) fencing, paths and paving (indicating materials and surface finish);and
- (f) the relationship of the plantings to the proposed height of the buildings.

It is recommended that the consideration be given to Council's Landscape Guidelines (Preparing a Landscape Plan), which is available on Council's website.

3. At least three (3) visitor parking spaces must be provided for the proposed development. These visitor parking spaces must be appropriately signposted and kept available for visitor parking at all times.
4. If a strata plan is lodged for the development the plan must include some common property and the visitor parking spaces must be contained within the common property and be accessible through the common property from all units.
5. No more than five (5) trees numbered 3, 5, 7, 8 and 9 as shown in Figure 1 of the arborist assessment (Tree Inclined, 3 November 2021) are approved for removal subject to the following restrictions:
  - A. This vegetation must not be removed prior to securing the conservation offset, issue of building approval and issue of a 'Start of Works Notice'.
  - B. No further felling, lopping, ringbarking or otherwise injuring or destroying of native vegetation or individual trees is to take place without the prior written permission of Council.
6. Prior to commencement of on-site works, engineering design drawings must be submitted to Council for approval. The engineering plans and specifications must be prepared and certified by a professional Civil Engineer. Plans must be to the satisfaction of the Director Engineering Services and Manager Development Services and comply with:
  - Tasmanian Standard Drawings
  - Austroads Standards and Australian Standards
  - Australian Rainfall and Runoff Guidelines

The Plans must include, but are not limited to:

- (a) Detailed internal vehicular and pedestrian access, carparking and manoeuvring areas including:
  - (i) Longitudinal and cross sections of the driveway/access road
  - (ii) Contours, finish levels and gradients of the driveway/access road
  - (iii) Provision of vehicle access (crossovers) with notation to be constructed in standard grey concrete with a broomed non-slip finish
  - (iv) Provision of passing bays
  - (v) Pavement construction
  - (vi) Signage for visitor spaces or residential/commercial spaces if allocated
  - (vii) No parking/keep clear signage for turning bay areas
  - (viii) Wheel stops for open parking bays (as appropriate)
  - (ix) Lighting for parking and vehicle circulation roadways and pedestrian paths
  - (x) Surface treatment and stormwater drainage

- (b) Design (including supporting documentation and hydraulic calculations) of the proposed stormwater infrastructure including:
  - (i) Layout details
  - (ii) A water sensitive urban design system to achieve the acceptable stormwater quality and quantity targets required in Table E7.1 of the Kingborough Interim Planning Scheme 2015 including MUSIC modelling
  - (iii) A reticulated stormwater system sized to accommodate at least the estimated 5% AEP (Annual Exceedance Probability) flow.
  - (iv) Overland flow paths sized to accommodate the estimated 1% AEP (Annual Exceedance Probability) flow
- (c) Demonstrating consistency with the arborist assessment submitted with the application (Tree Inclined, 3 November 2021), including, but not limited to, ensuring retention of Trees 1, 2, 4 and 6 and incorporation of the following identified tree protection and mitigation measures into the design:
  - (i) ensuring the bulk of the overfill below the driveway is suitably graded and utilises compacted rock to promote aeration of the underlying substrate, with a thin, up to 150 mm thick, overlay of sandy loam forming the shallow batter between the edge of the driveway and the tree trunk;
  - (ii) incorporation of low flow discharge via kerb breaks to contribute to passive watering of Tree 6 and reduce the potentially high impact of the overall encroachment; and
  - (iii) draining the BBQ shelter into a network of shallow buried agricultural drains placed across the slope of nearby open space to further contribute to passive watering of Tree 6.

Once endorsed the plans will form part of the permit.

7. The construction works must be undertaken in accordance with the approved engineering design drawings to the satisfaction and approval of the Director Engineering Services.

The works must be supervised by a professional Civil Engineer in accordance with Council's inspections schedule.

8. To offset the loss of one (1) tree of very high conservation value (identified as Tree 3 and comprising a Eucalyptus ovata tree with a DBH >70cm), a financial contribution of \$500 must be paid into Council's Environmental Fund, to be used to manage and conserve the habitat of the swift parrot in the vicinity of Kingston.

This offset must be paid prior to building approval, issue of a 'Start of Works Notice' and removal of the trees.

9. Tree 1, 2, 4 and 6 as identified in the arborist assessment (Tree Inclined, 3 November 2021) and shown for retention in Council Plan Reference No. P1 submitted on 4 November 2021 and Council Plan Reference P2 submitted on 11 December 2021 must be appropriately protected during and after construction in accordance with all the recommendations in the arborist assessment (Tree Inclined, 3 November 2021) and endorsed engineering drawings required under Condition 7 to ensure that no damage is inflicted that may impact upon the health of the trees or cause them to die. This includes, but is not limited to implementation of the following measures:

- A. Prior to the commencement of on-site works (including but not limited to native vegetation and/or tree removal, demolition, excavations, placement of fill, delivery of building/construction materials and/or temporary buildings):
- (a) appointment of a Project Arborist to supervise works within the tree protection zones; and
  - (b) site set up and installation of tree protection fencing under the supervision of the Project Arborist, including orientation of construction crews about potential impact of works on the retained trees and marking and set out of exclusion zones and storage areas;

Evidence of satisfactory installation of this fencing and ground protection must be provided to the Manager Development Services prior to the commencement of on-site works.

B. During construction:

- (a) ensuring the following activities are excluded from the exclusion zones during construction:
  - (i) excavations and trenching (with exception of approved works);
  - (ii) ripping or cultivation of soil;
  - (iii) mechanical removal of vegetation;
  - (iv) soil disturbance or movement of natural rock;
  - (v) soil level changes including the placement of fill material
  - (vi) movement and storage of plant, equipment & vehicles;
  - (vii) erection of site sheds;
  - (viii) affixing of signage or hoardings to trees;
  - (ix) storage of building materials, waste and waste receptacles;
  - (x) disposal of waste materials and chemicals including paint, solvents, cement slurry, fuel, oil and other toxic liquids;
  - (xi) other physical damage to the trunk or root system; and
  - (xii) any other activity likely to cause damage to the tree.
- (b) all excavations within the tree protection zone for approved works, including services and building footings, must be undertaken under the supervision of the Project Arborist and all trenching must be undertaken by a small excavator with a tineless bucket;
- (c) stand over by and advice of an arborist must be obtained in the event that large roots (>50 mm in diameter) are found during excavation. When found, roots must not be torn by machinery; rather large roots must be exposed and their management undertaken in accordance with the advice of the Project Arborist; and

- (d) where appropriate large roots must be trimmed back cleanly with a saw by the Project Arborist; and
- (e) all works are in accordance with the endorsed engineering drawings and the advice of the Project Arborist.

Evidence of supervision of construction works within the tree protections zones to demonstrate all works have been in accordance with the recommendations in the arborist assessment (Tree Inclined, 3 November 2021) and these requirements, must be provided to the Manager Development Services within one (1) month of the completion of works.

C. Following construction, the following tree protection measures must be adhered to following construction for all areas within the Tree Protection Zone but outside the footprint of the approved works:

- (a) the site must be rehabilitated in accordance with the advice of the Project Arborist;
- (b) the existing soil level must not be altered around the Tree Protection Zone of the trees (including the disposal of fill, placement of materials or the scalping of the soil);
- (c) the Tree Protection Zone must be free from the storage of fill, contaminants or other materials;
- (d) machinery and vehicles are not permitted to access the Tree Protection Zone; and
- (e) development and associated works are not permitted unless otherwise approved by Council in writing.

10. To reduce the spread of weeds or pathogens, all machinery must take appropriate hygiene measures prior to entering and leaving the site as per the Tasmanian Washdown Guidelines for Weed and Disease Control produced by the Department of Primary Industries, Parks, Water and Environment.

Any imported fill materials must be from a weed and pathogen free source to prevent introduction of new weeds and pathogens to the area.

11. All waste material generated by the development or from other sources must be contained in appropriate building waste containers for periodic removal to a licensed disposal site. The receptacle must be of a size to adequately contain the amount of waste generated and must be appropriately located on the subject site and must not impede residential traffic or parking at any time.

12. Prior to the occupation of any of the new dwellings the following works must be completed in accordance with the endorsed plans to the satisfaction of the Council:

- (a) The parking areas (including signage and access);
- (b) The garden and landscape areas;
- (c) Drainage works undertaken and completed; and
- (d) Letterboxes installed.

13. The conditions as determined by TasWater, and set out in the attached Appendix A, form part of this permit.

### ADVICE

- A. In accordance with section 53(5) of the *Land Use Planning and Approvals Act 1993* this permit lapses after a period of two years from the date on which it is granted if the use or development in respect of which it is granted is not substantially commenced within that period.
- B. The Developer should not allocate any property address numbers for the proposed units.

New property addresses have been allocated as follows:

Unit No.	Allocated Property Address
A	4/165 Redwood Road, Kingston
B	5/165 Redwood Road, Kingston
C	6/165 Redwood Road, Kingston
D	7/165 Redwood Road, Kingston
E	8/165 Redwood Road, Kingston
F	3/165 Redwood Road, Kingston
G	2/165 Redwood Road, Kingston
H	1/165 Redwood Road, Kingston

These numbers must then be referenced on design and As-Constructed drawings as well as any Strata Plans lodged for sealing.

- C. The approval in this permit is under the *Land Use Planning and Approvals Act 1993* and does not provide any approvals under other Acts including, but not limited to *Building Act 2016*, *Urban Drainage Act 2013*, *Food Act 2003* or Council by-laws.

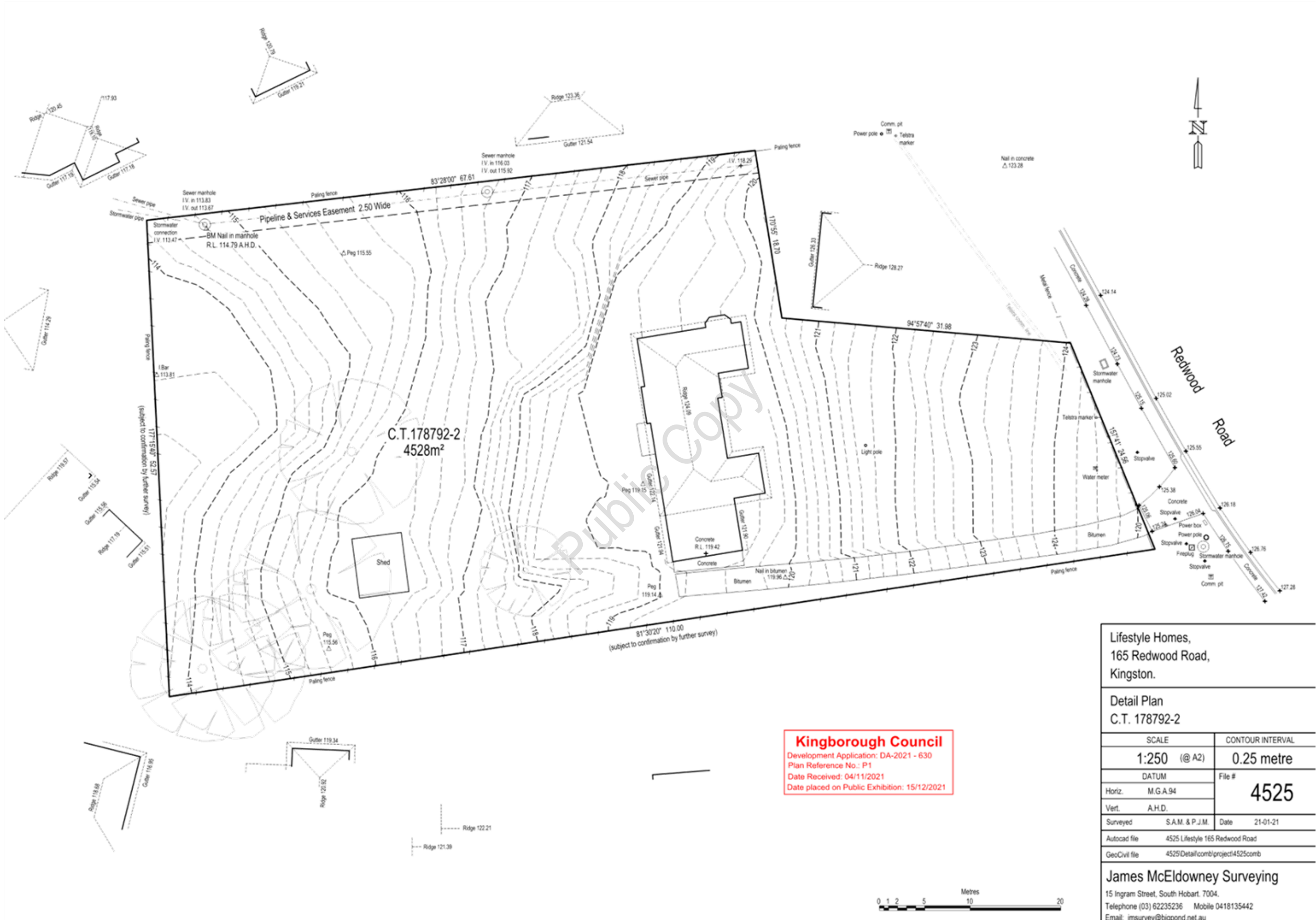
If your development involves demolition, new buildings or alterations to buildings (including plumbing works or onsite wastewater treatment) it is likely that you will be required to get approvals under the *Building Act 2016*. Change of use, including visitor accommodation, may also require approval under the *Building Act 2016*. Advice should be sought from Council's Building Department or an independent building surveyor to establish any requirements.

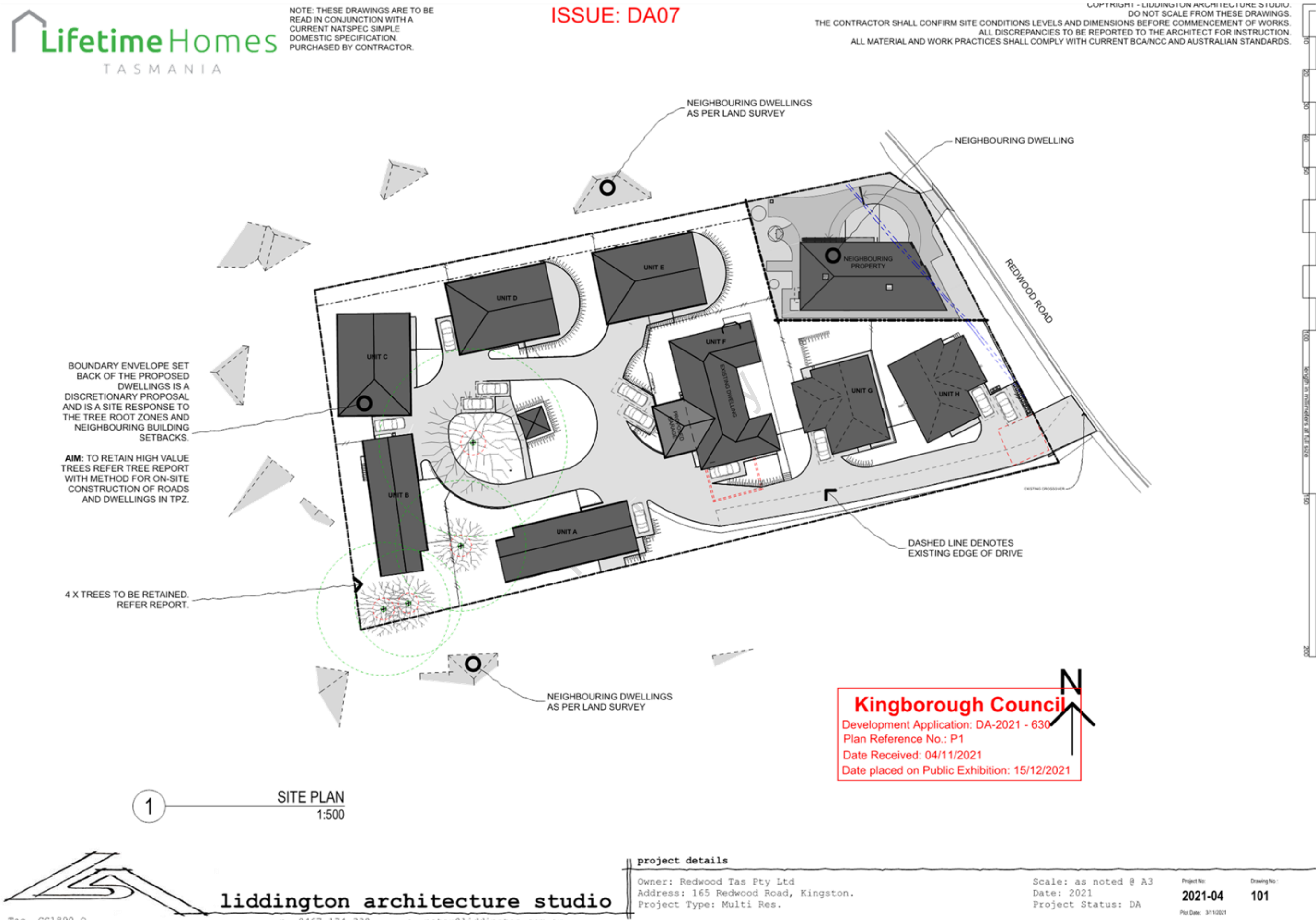
- D. An application for Notifiable Plumbing Work must be lodged with Council before commencing any work.
- E. A drainage design plan at a scale of 1:200, designed by a qualified Hydraulic Designer, showing the location of the proposed sewer and stormwater house connection drains; including the pipe sizes, pits and driveway drainage, must be submitted with the application for Plumbing Permit.

### ATTACHMENTS

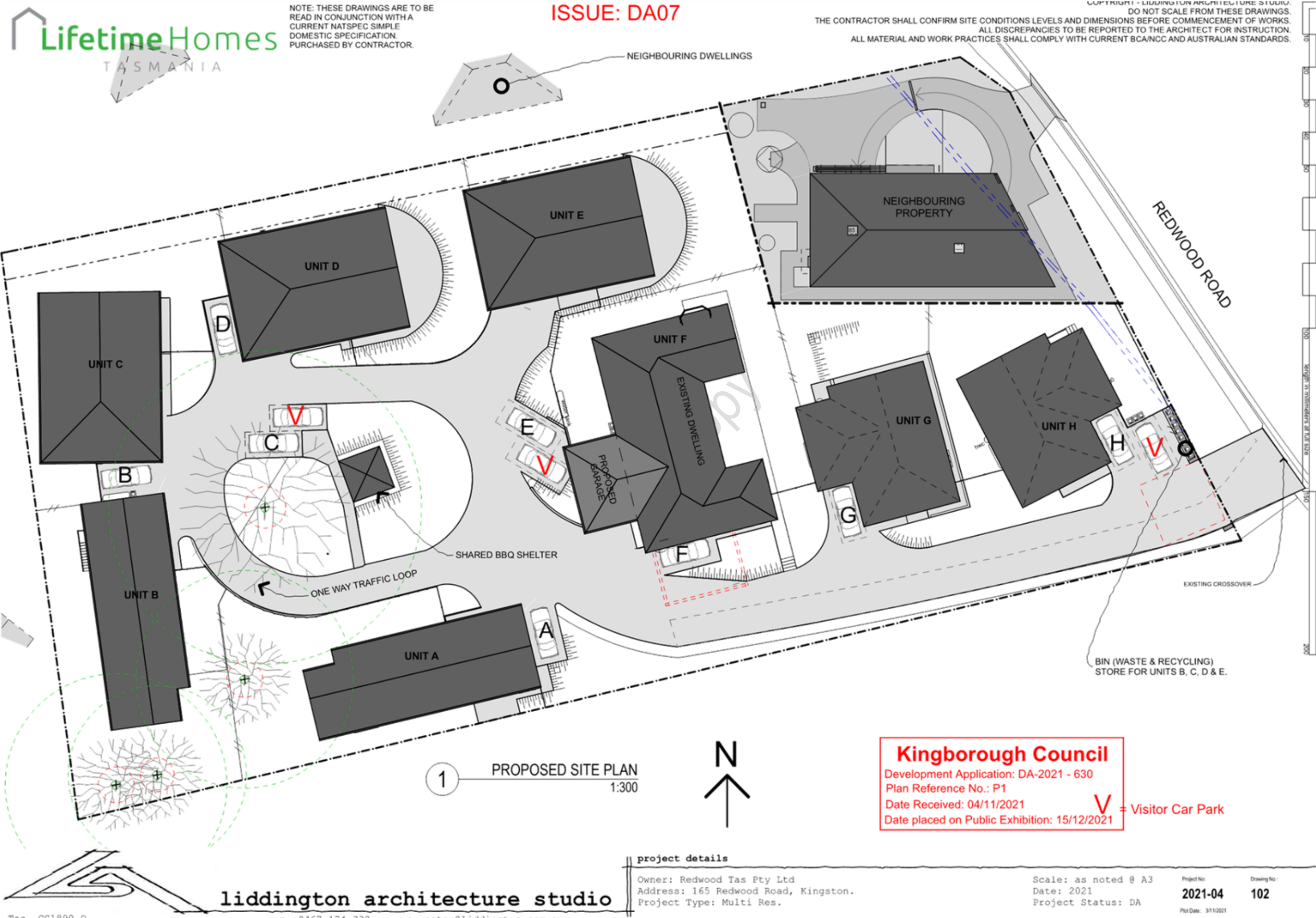
1. Development Plans
2. Application Checklist
3. TasWater Conditions SPAN== DA 2021-01960-KIN



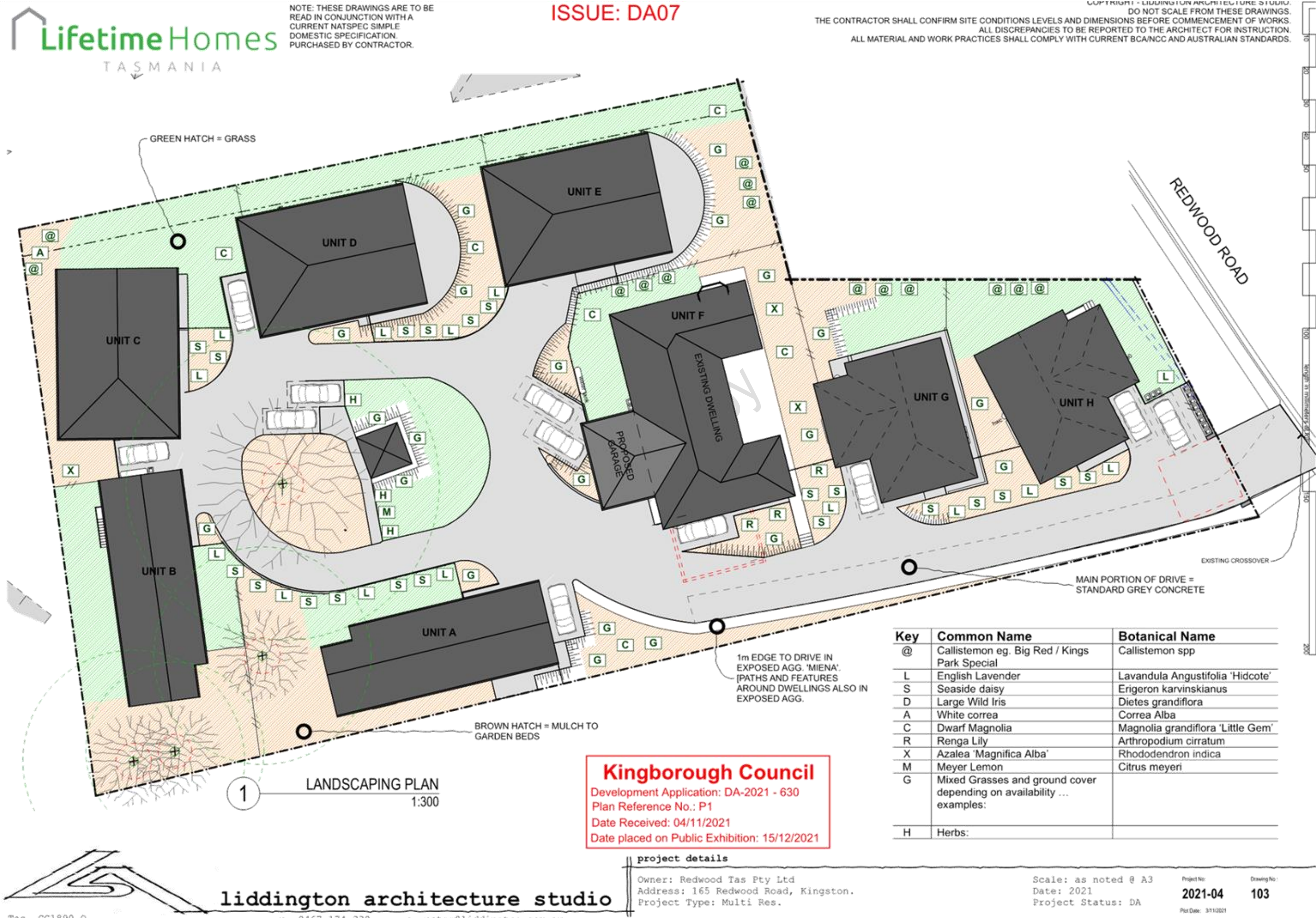




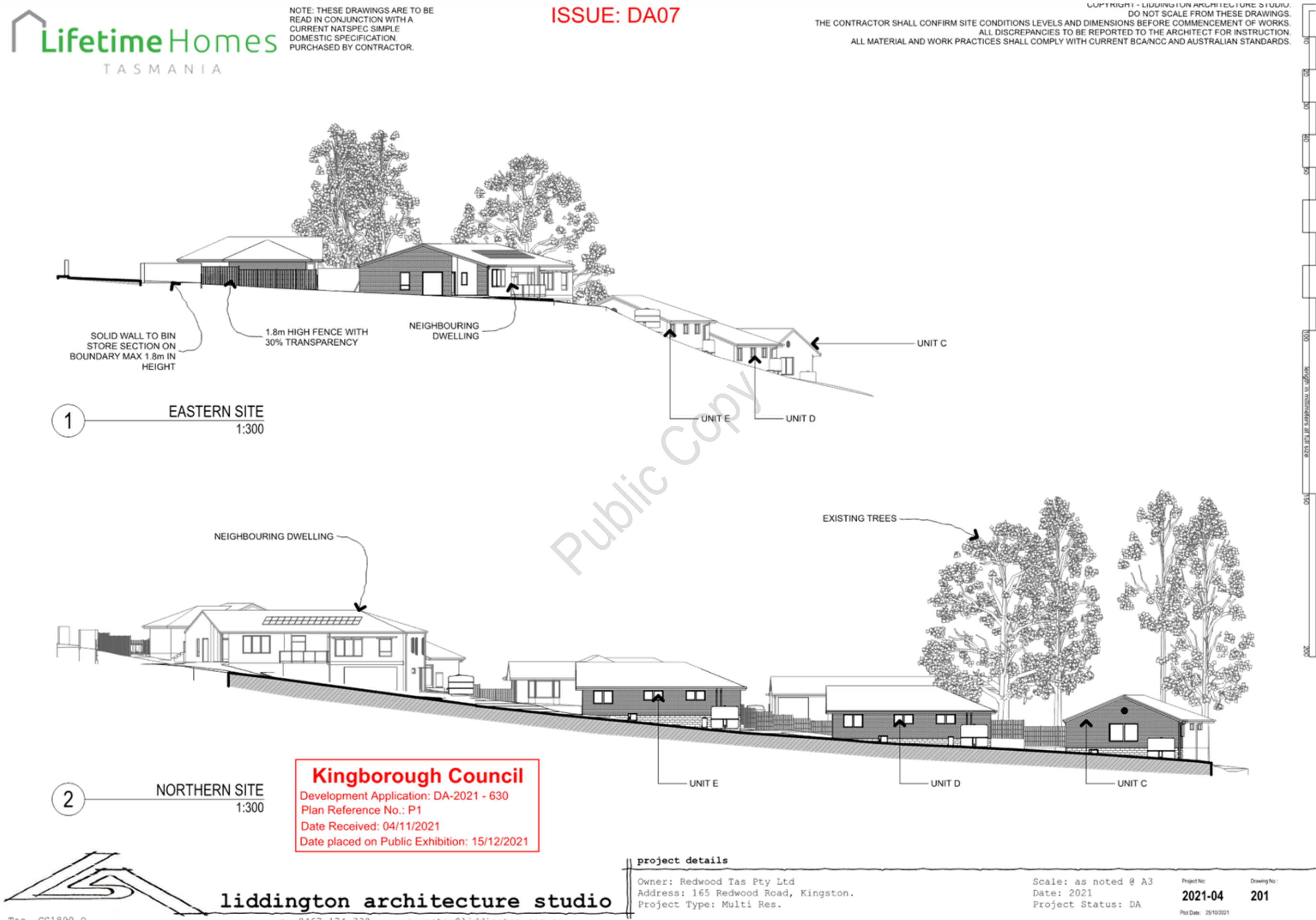


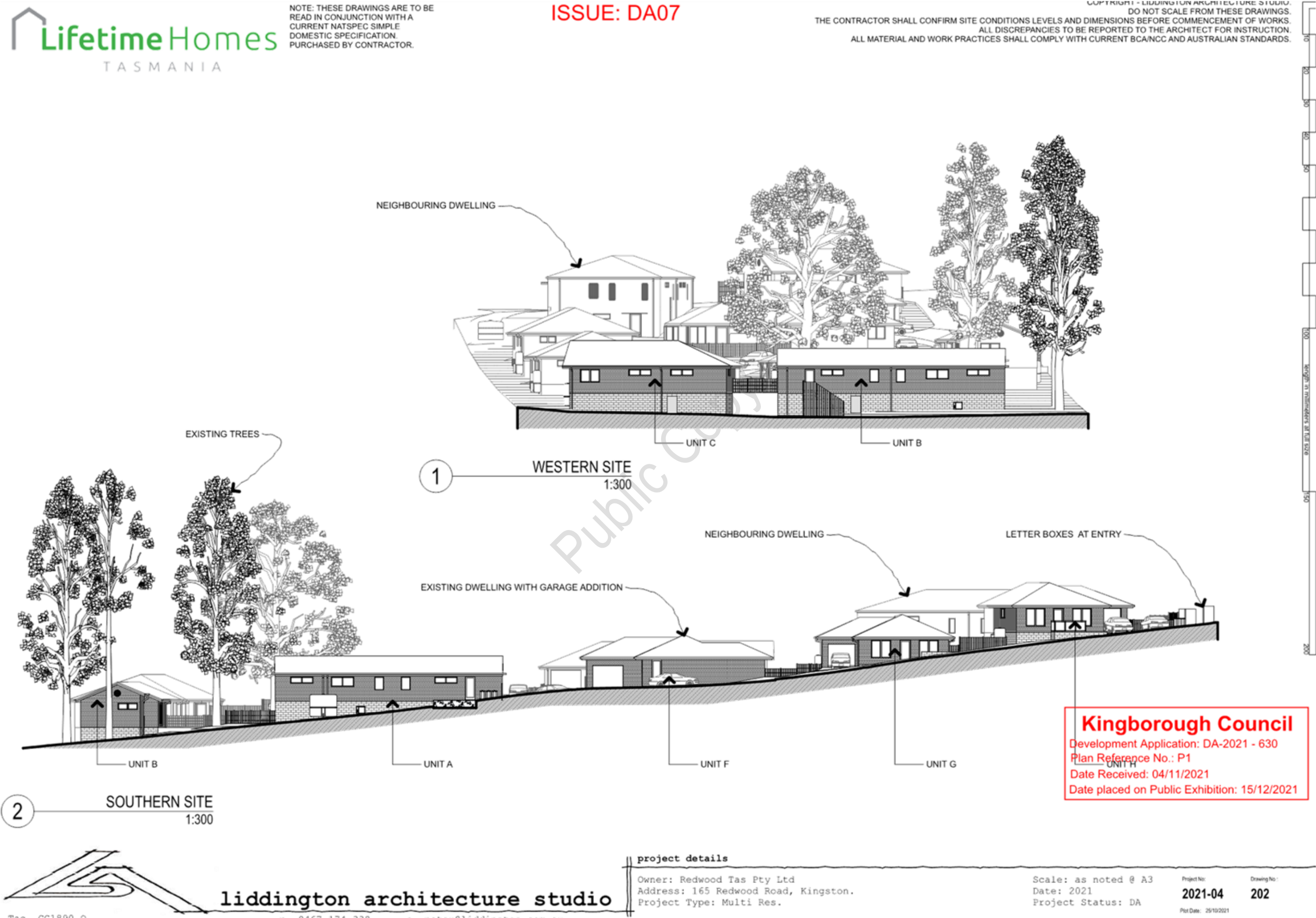




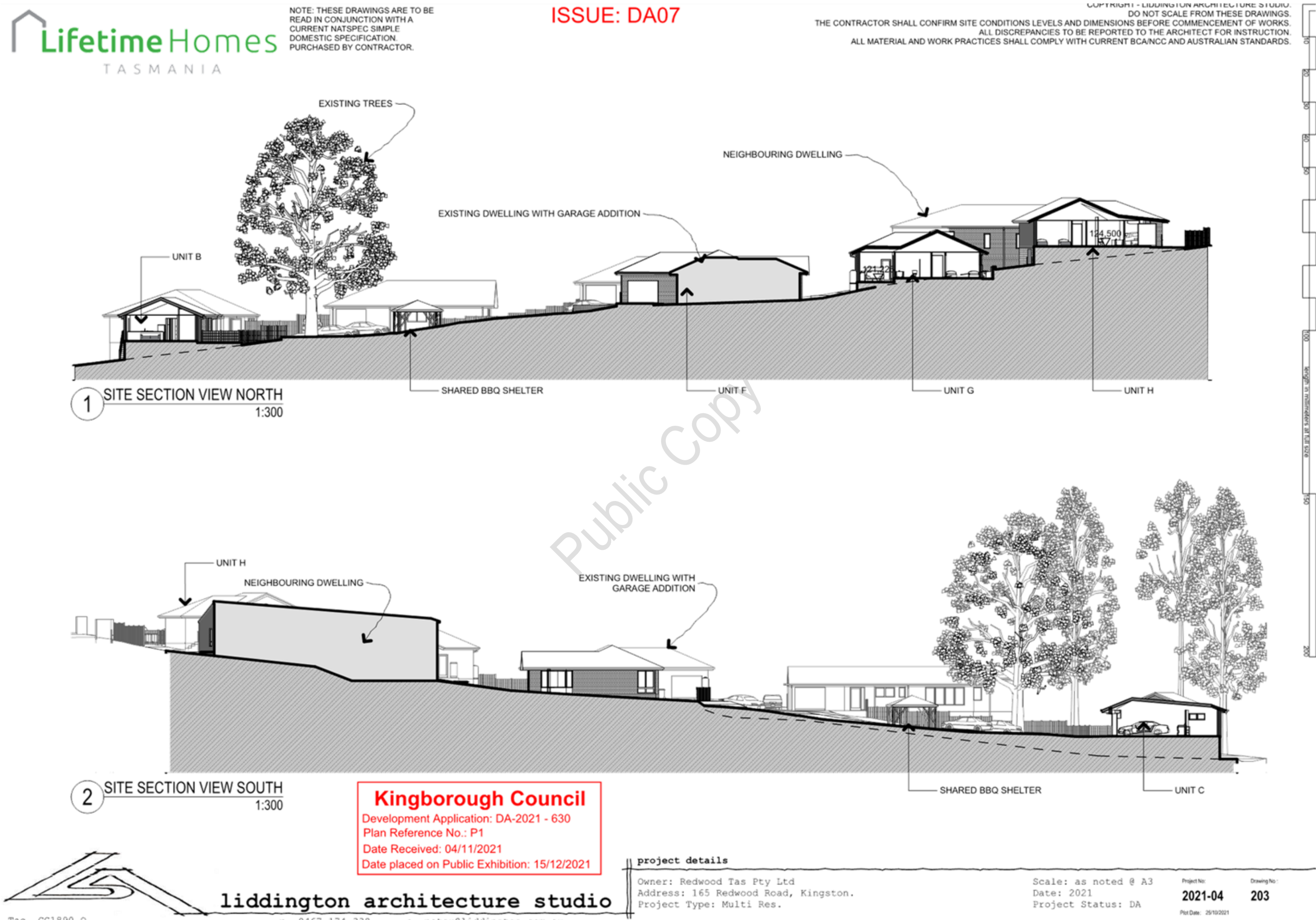




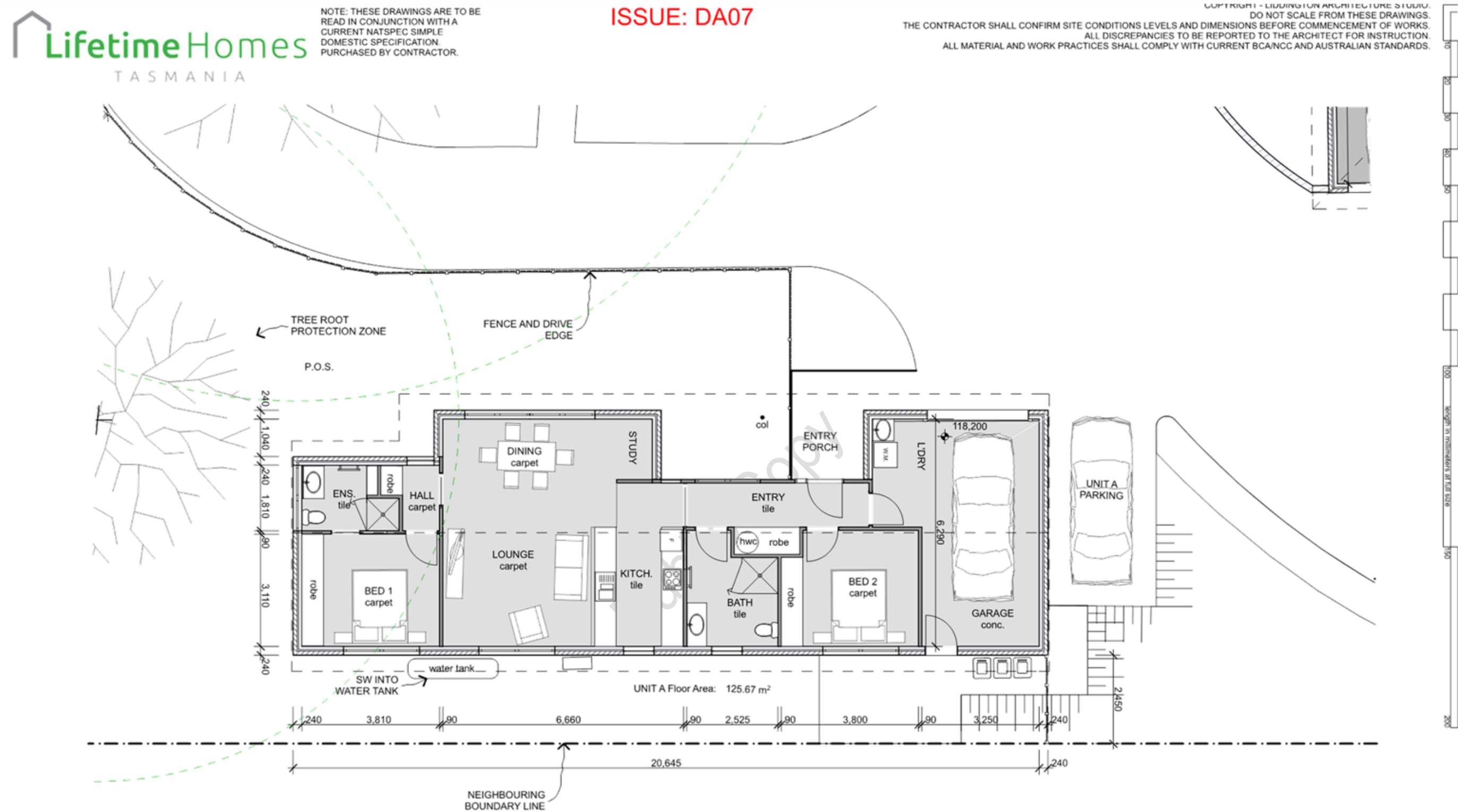













UNIT A FLOOR PLAN  
1:100

**Kingborough Council**  
Development Application: DA-2021 - 630  
Plan Reference No.: P1  
Date Received: 04/11/2021  
Date placed on Public Exhibition: 15/12/2021



**liddington architecture studio**

project details

Owner: Redwood Tas Pty Ltd  
Address: 165 Redwood Road, Kingston.  
Project Type: Multi Res.

Scale: as noted @ A3  
Date: 2021  
Project Status: DA

Project No: 2021-04  
Drawing No: 3.1.1  
Plot Date: 3/11/2021



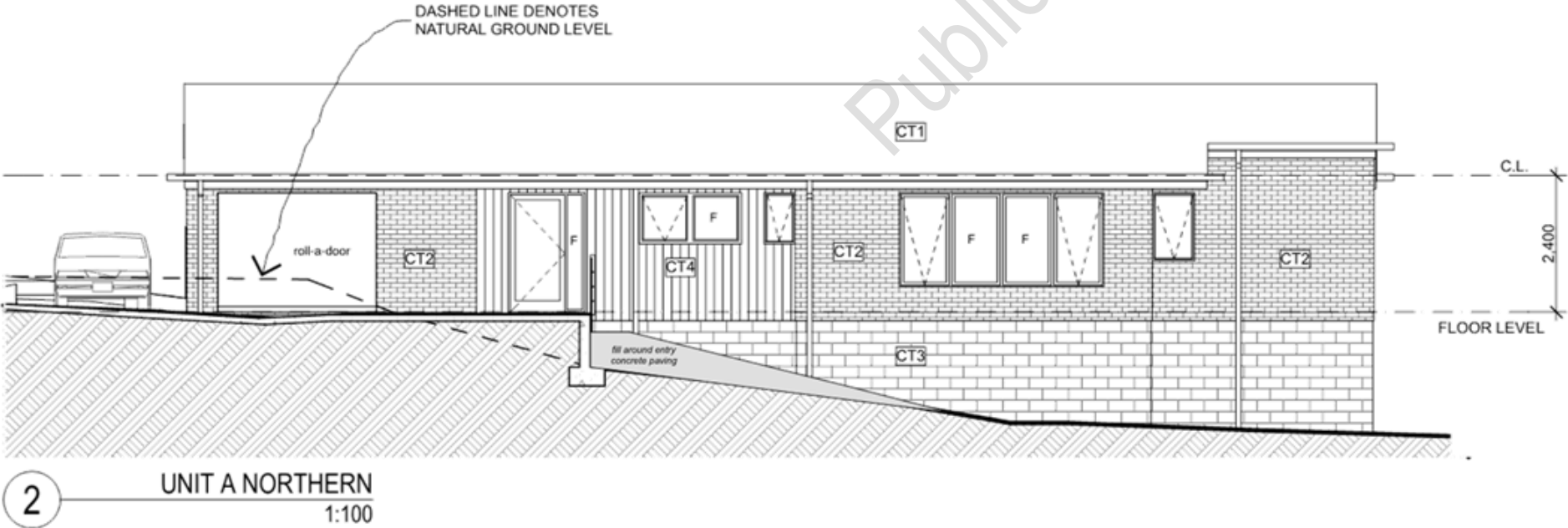
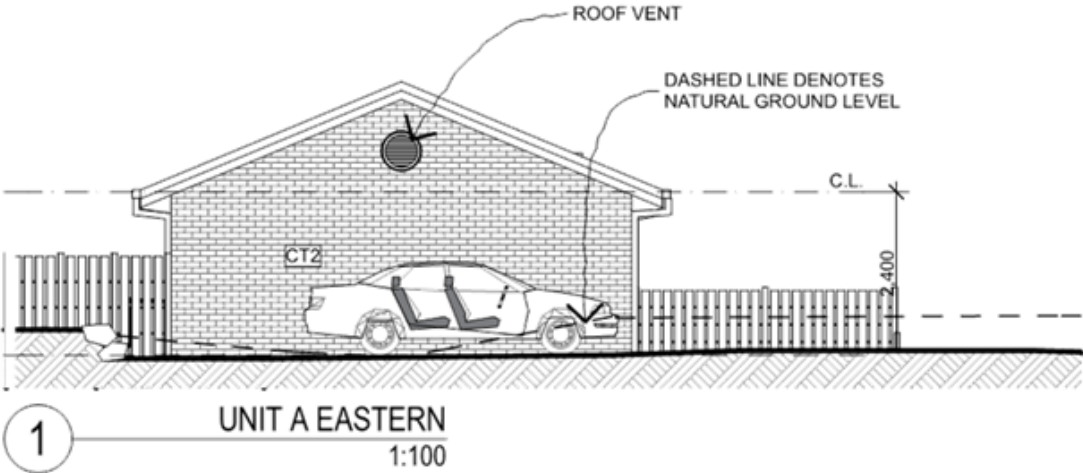
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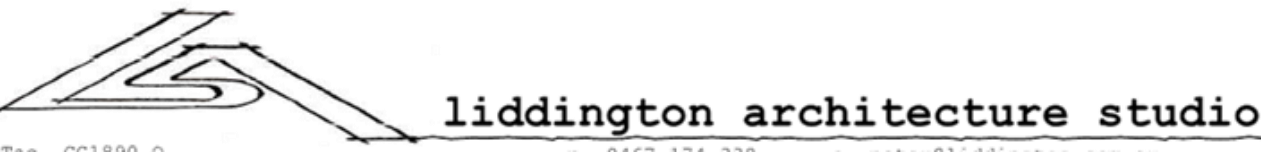
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KEY

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COLOUR: BASALT
- CT2 BRICKWORK: WHITE BRICK (IVORY PEARL)
- CT3 BLOCKWORK: DARK GREY CONCRETE BLOCK (EBONY)
- CT4 TIMBER LOOK WALL CLADDING. OPTIONS. EITHER: WEATHERGROOVE NATURAL OR STRUCTUUR TIMBER LOOK STEEL CLADDING.
- EAVES: PAINTED C.S. - SURFMIST
- DOORS, WINDOWS & ROLLER DOORS.  
COLOUR: SHALE GREY



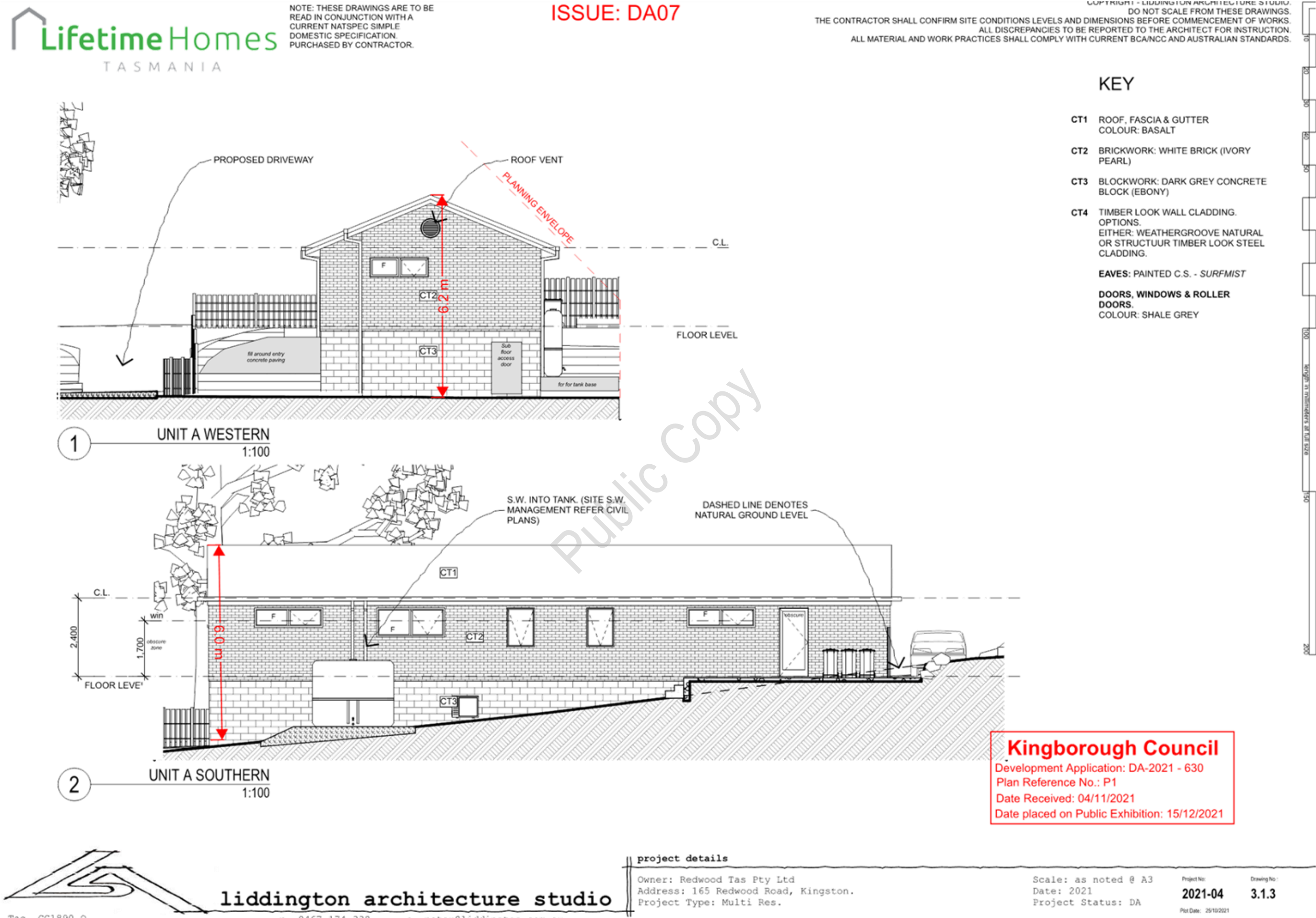
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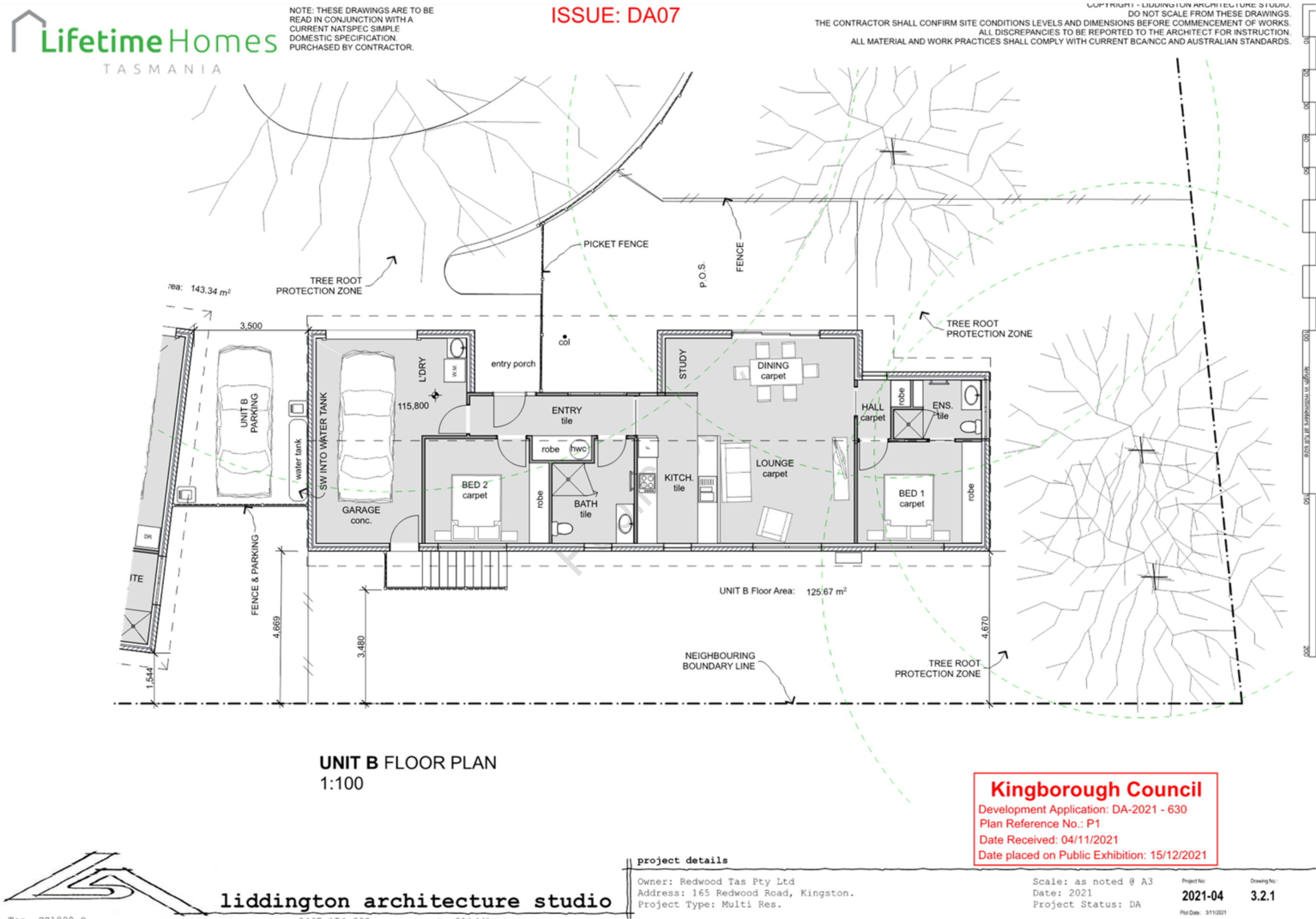


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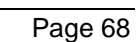
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Project Status: DA  
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Drawing No: 3.1.2  
Plot Date: 25/10/2021

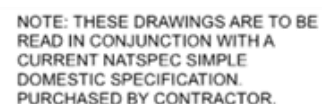












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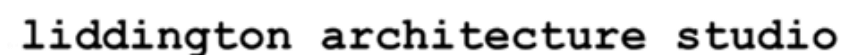
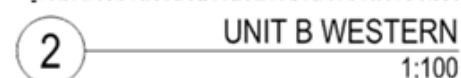
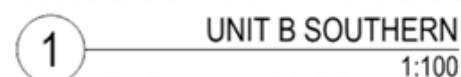
**CT2** BRICKWORK: WHITE BRICK (IVORY PEARL)

**CT3** BLOCKWORK: DARK GREY CONCRETE BLOCK (EBONY)

**CT4** TIMBER LOOK WALL CLADDING.  
OPTIONS,  
EITHER: WEATHERGROOVE NATURAL  
OR STRUCTUUR TIMBER LOOK STEEL  
CLADDING.

**EAVES:** PAINTED C.S. - *SURFMIST*

**DOORS, WINDOWS & ROLLER  
DOORS.**  
COLOUR: SHALE GREY

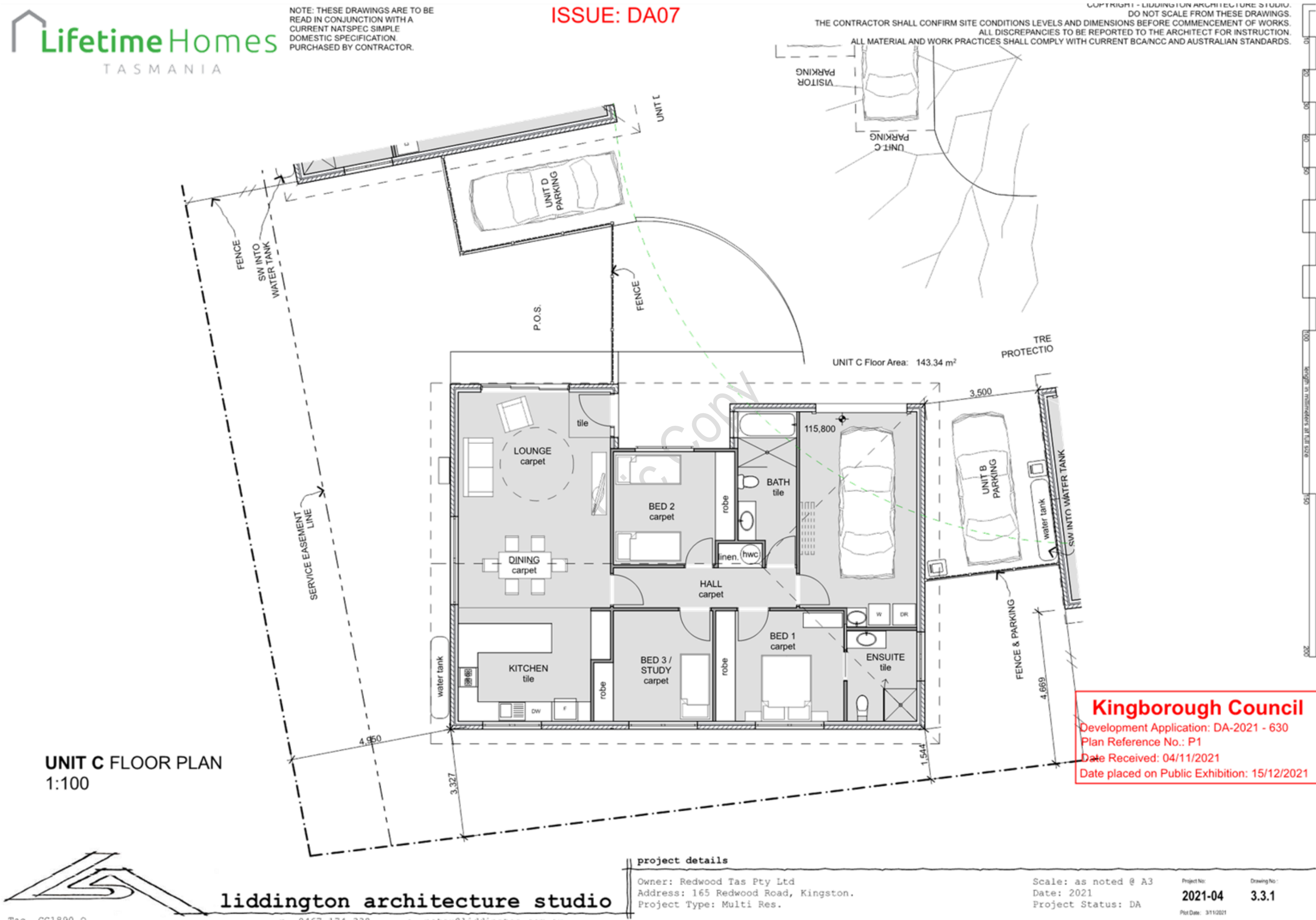


Owner: Redwood Tas Pty Ltd  
Address: 165 Redwood Road, Kingston.  
Project Type: Multi Res.

Scale: as noted @ A3  
Date: 2021  
Project Status: DA

Project No: **2021-04** Drawing No: **3.2.3**  
Plot Date: 25/10/2021











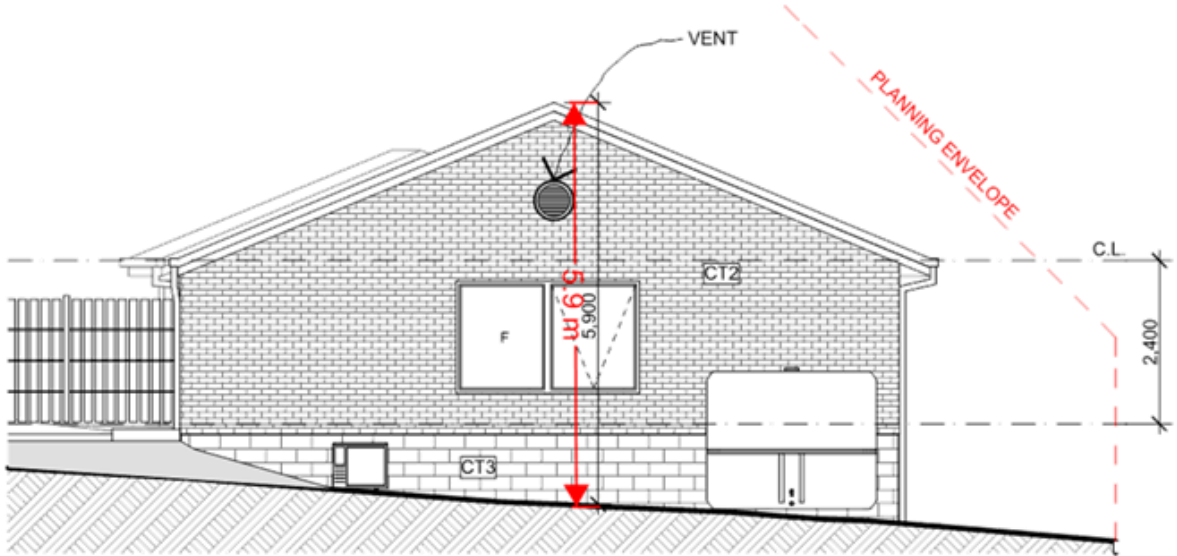
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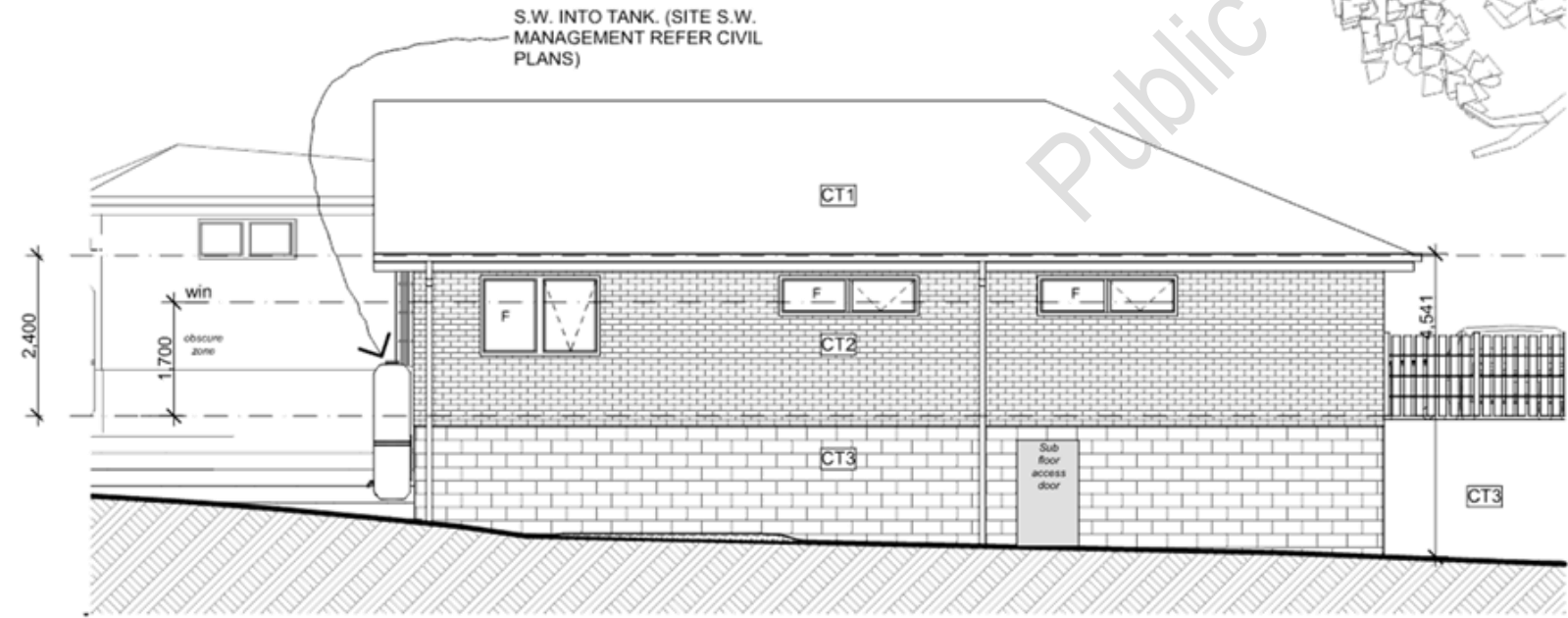
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1 UNIT C NORTHERN  
1:100



2 UNIT C WESTERN  
1:100

Kingborough Council

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liddington architecture studio

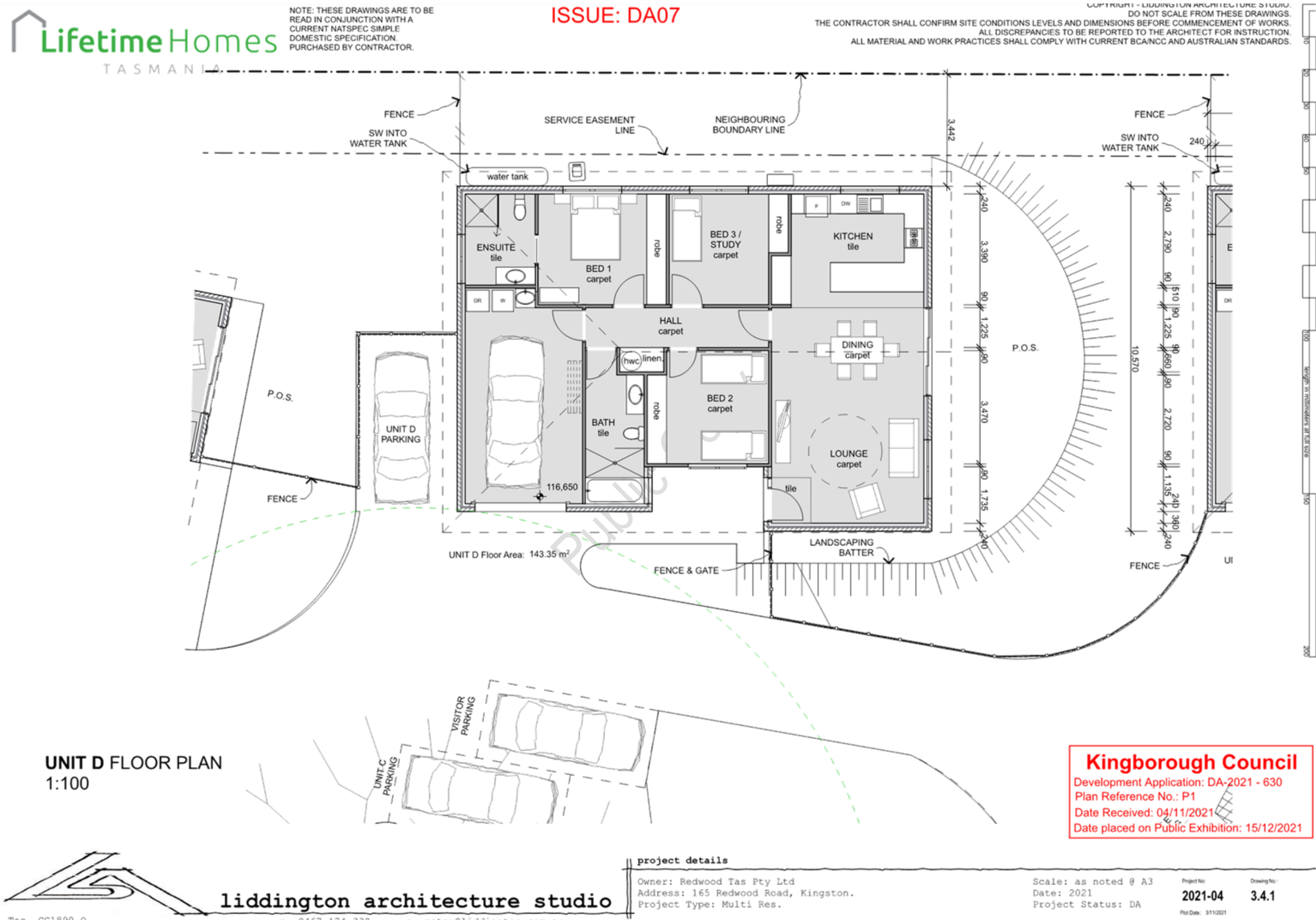
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Scale: as noted @ A3  
Date: 2021  
Project Status: DA

Project No: 2021-04  
Drawing No: 3.3.3  
Plot Date: 25/10/2021







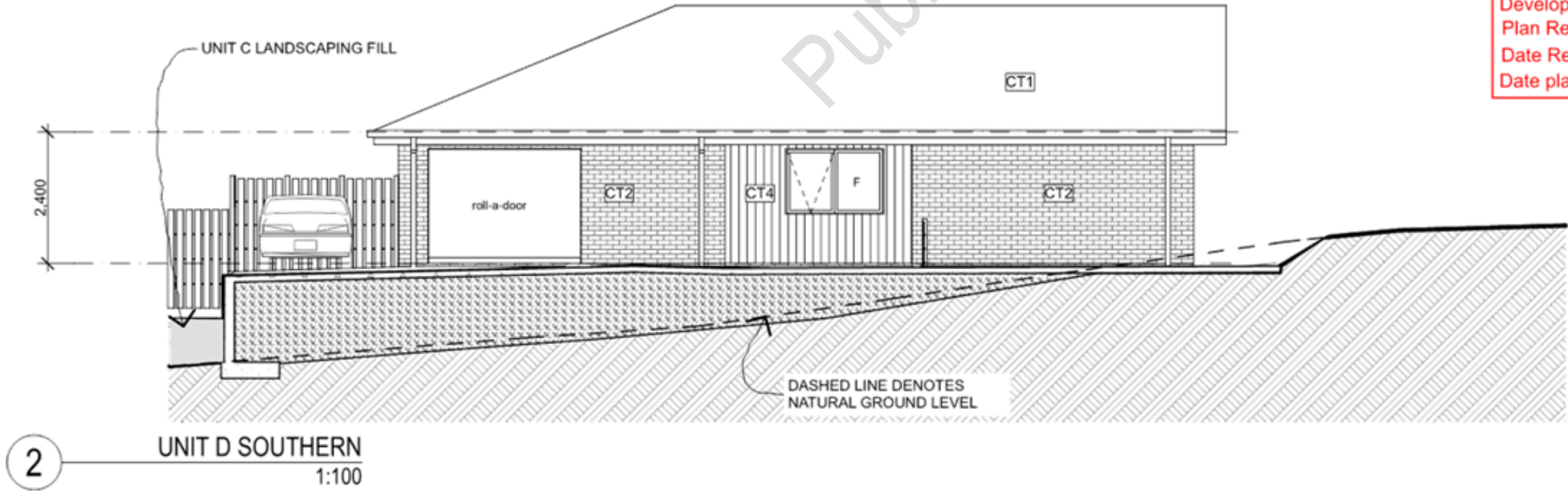
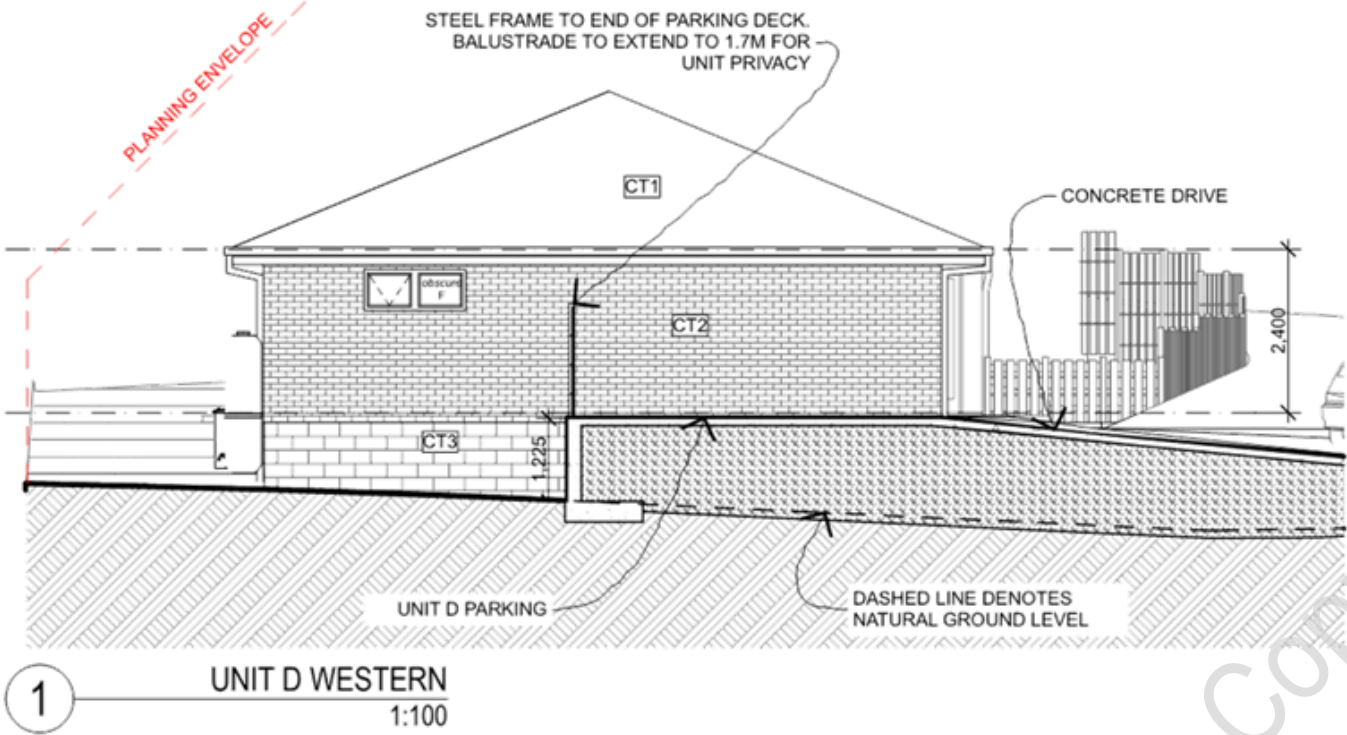
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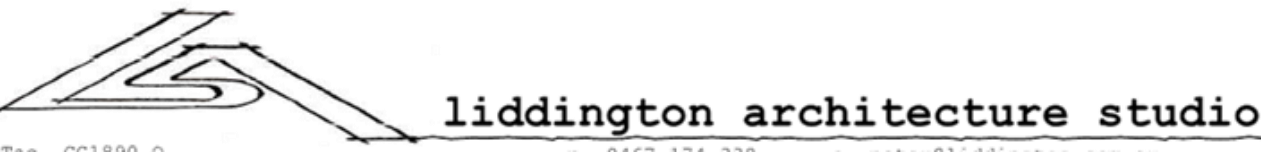
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Project Status: DA  
Project No: 2021-04  
Drawing No: 3.4.2  
Plot Date: 25/10/2021





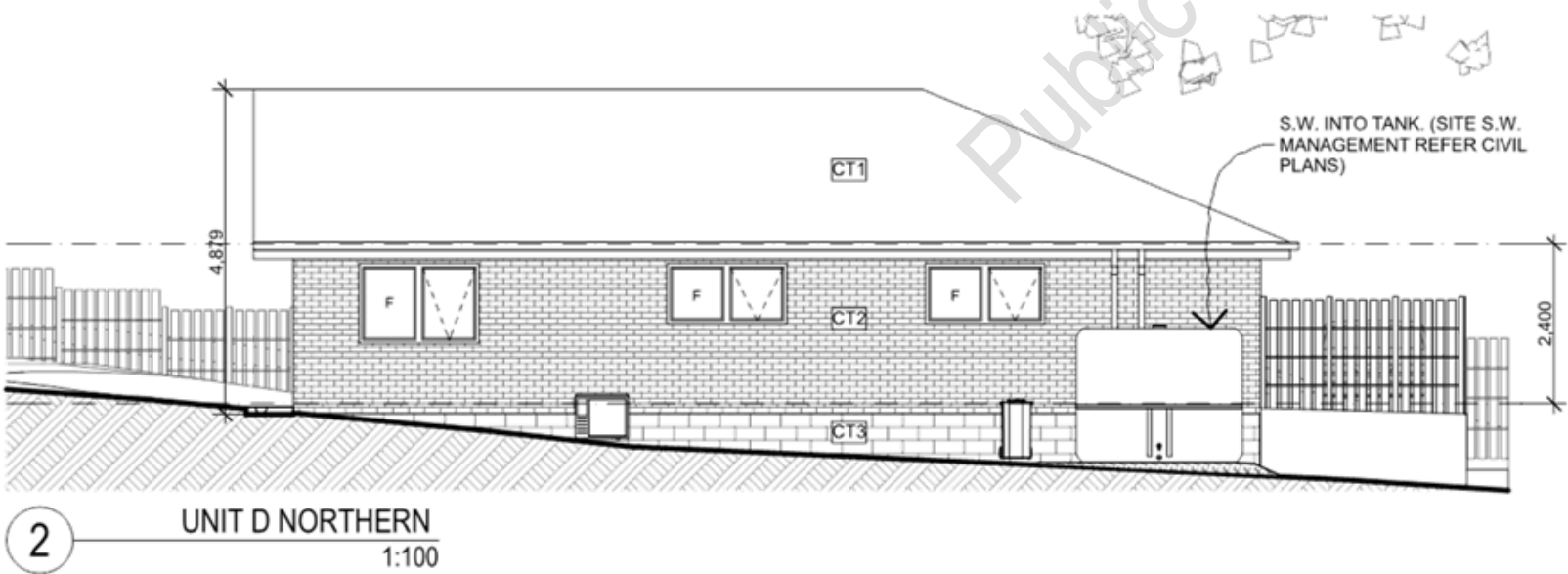
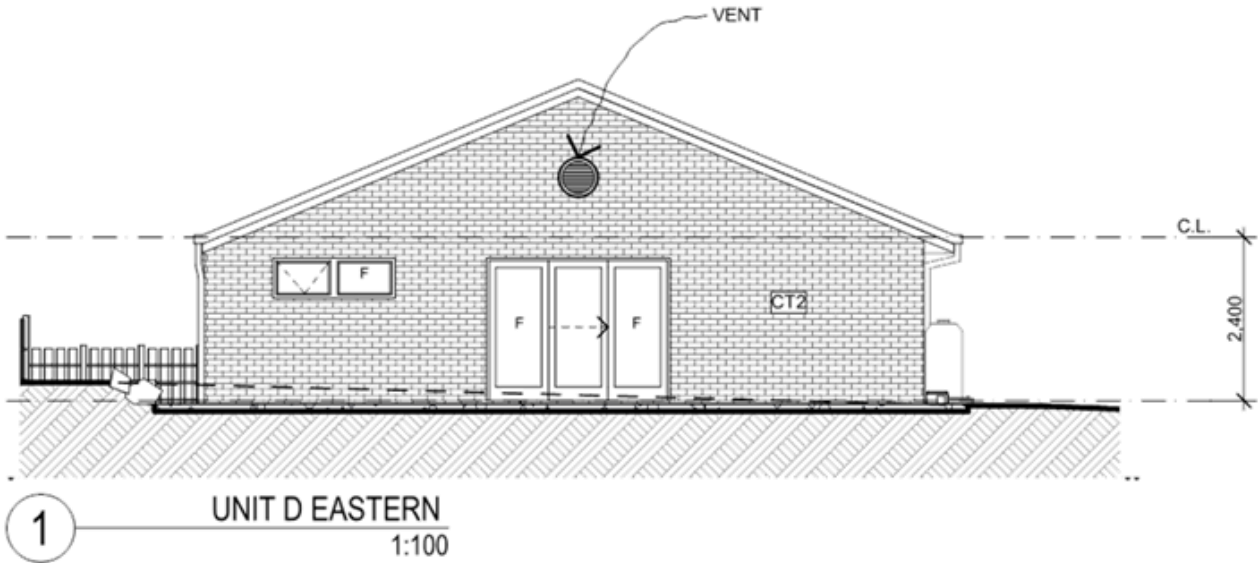
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COLOUR: SHALE GREY

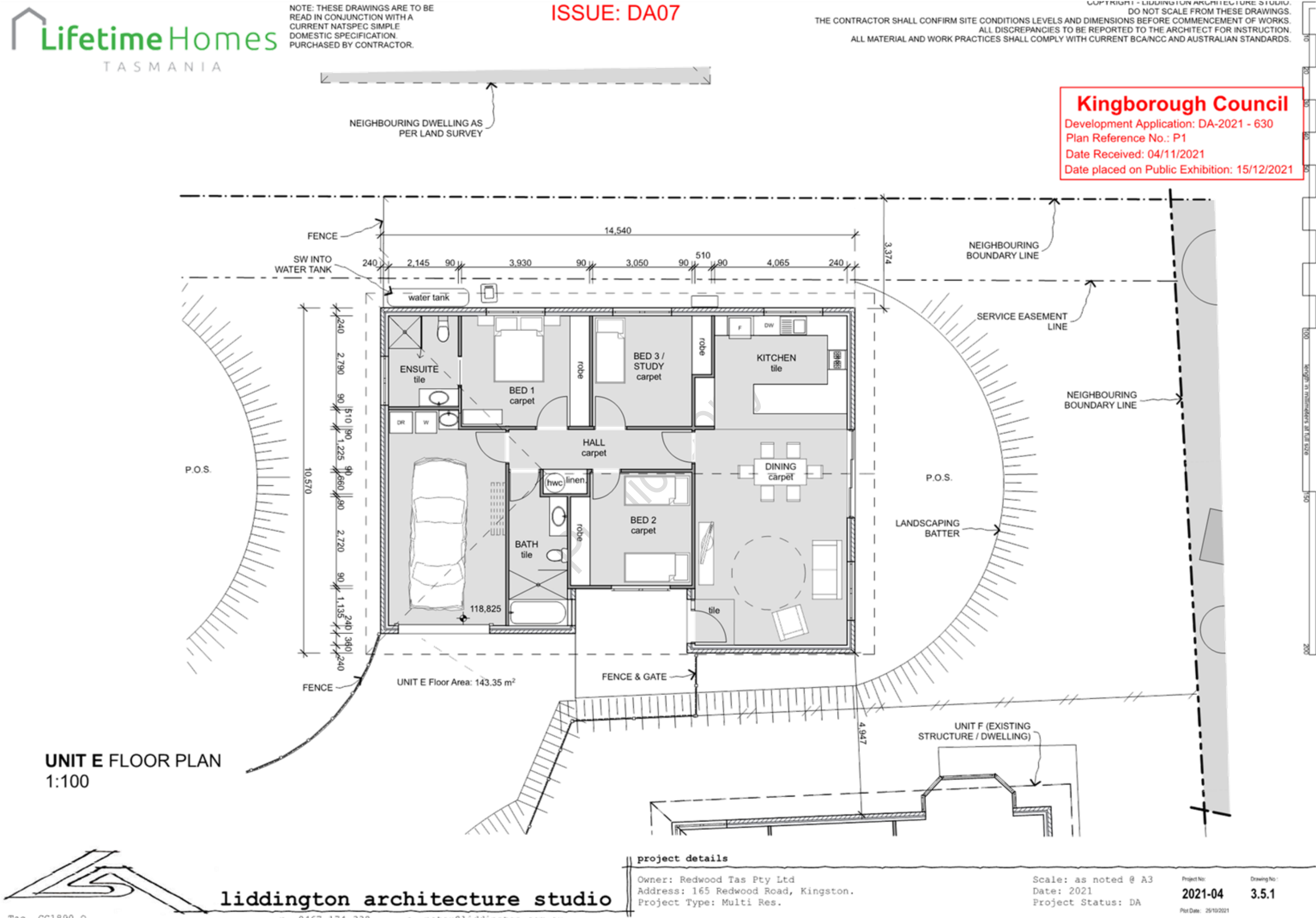


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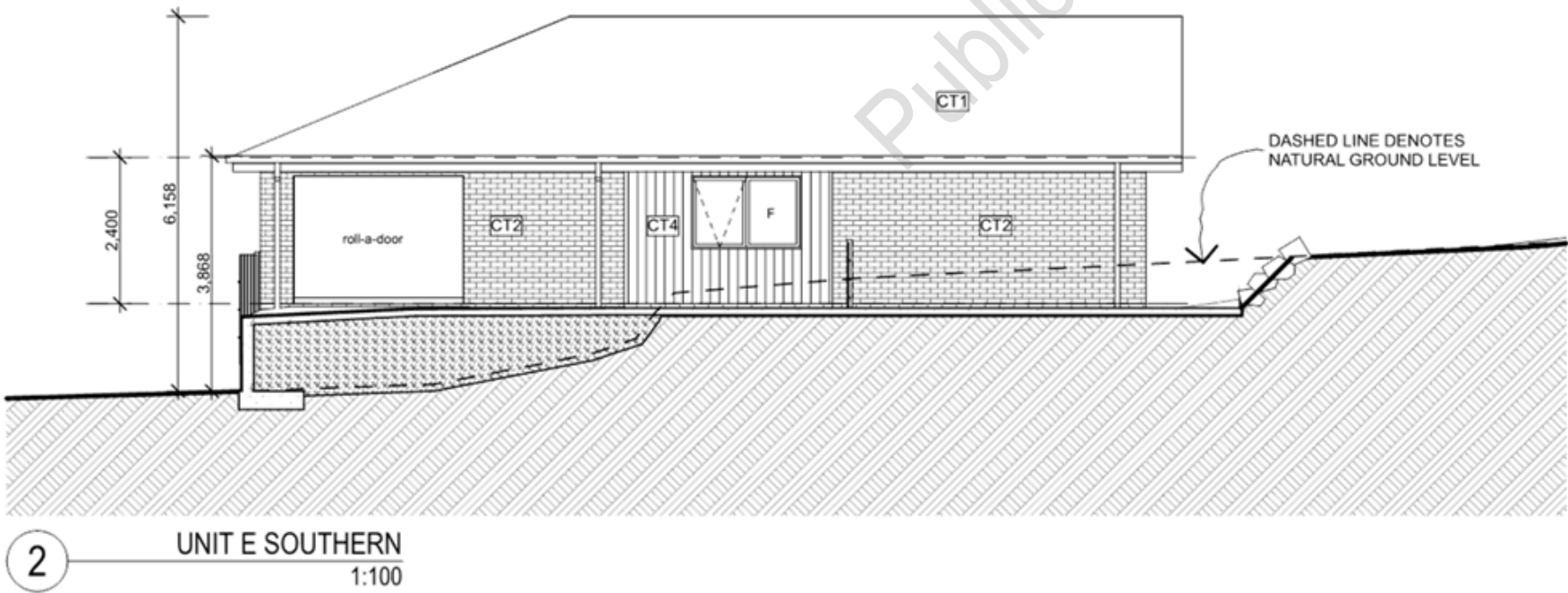
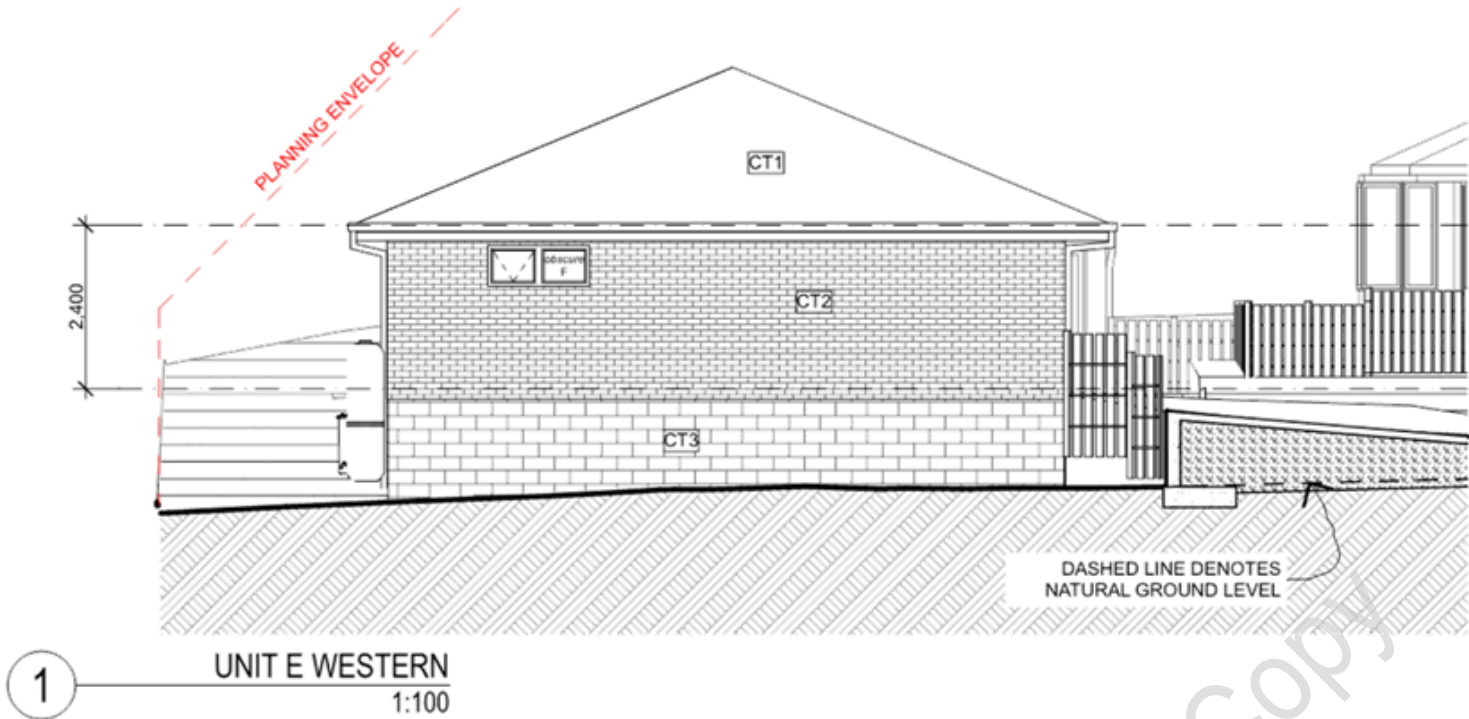
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project details			
Owner: Redwood Tas Pty Ltd	Scale: as noted @ A3	Project No:	Drawing No:
Address: 165 Redwood Road, Kingston.	Date: 2021	2021-04	3.5.2
Project Type: Multi Res.	Project Status: DA	PLOT Date: 25/10/2021	





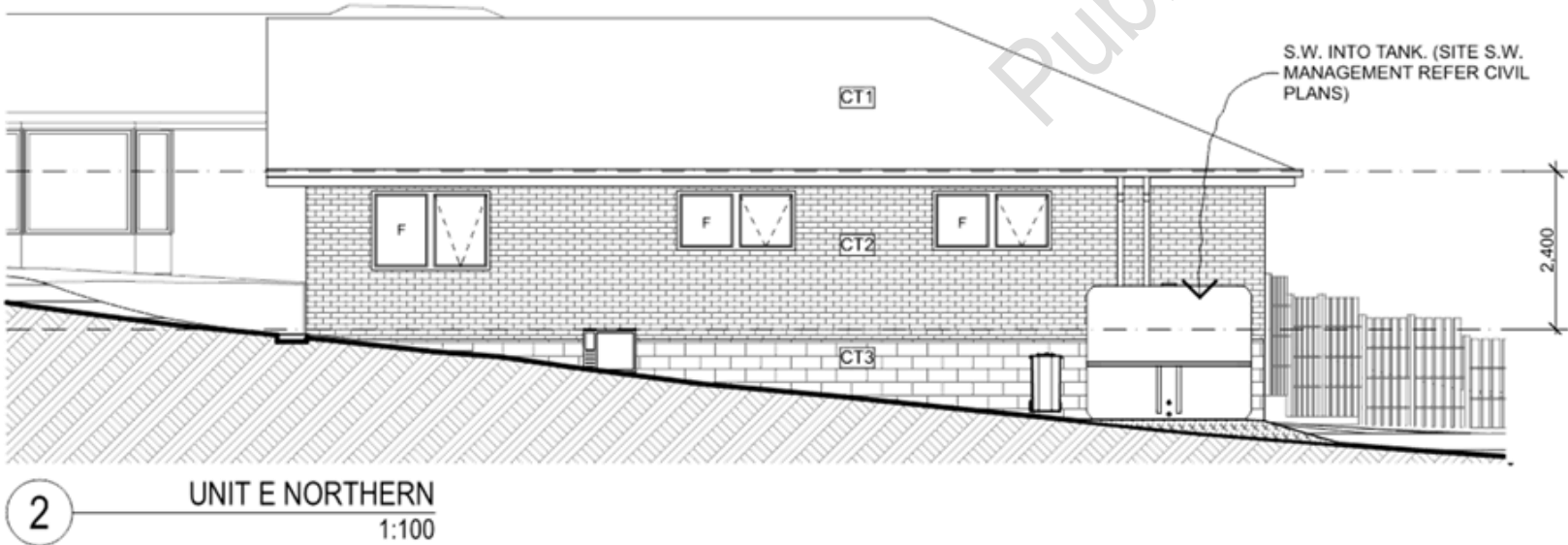
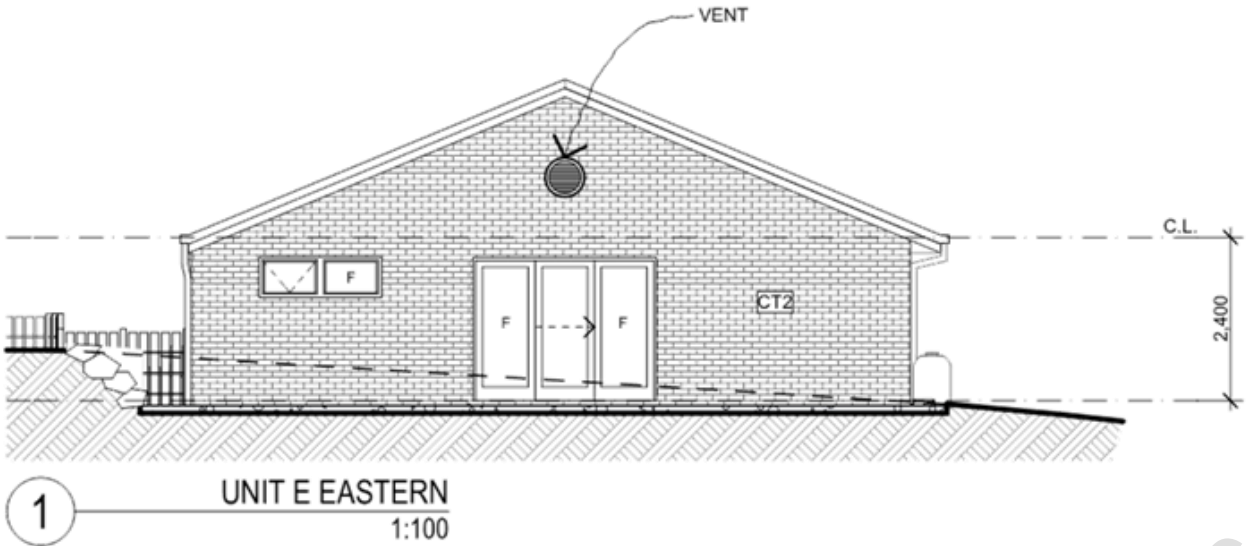
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**liddington architecture studio**

project details

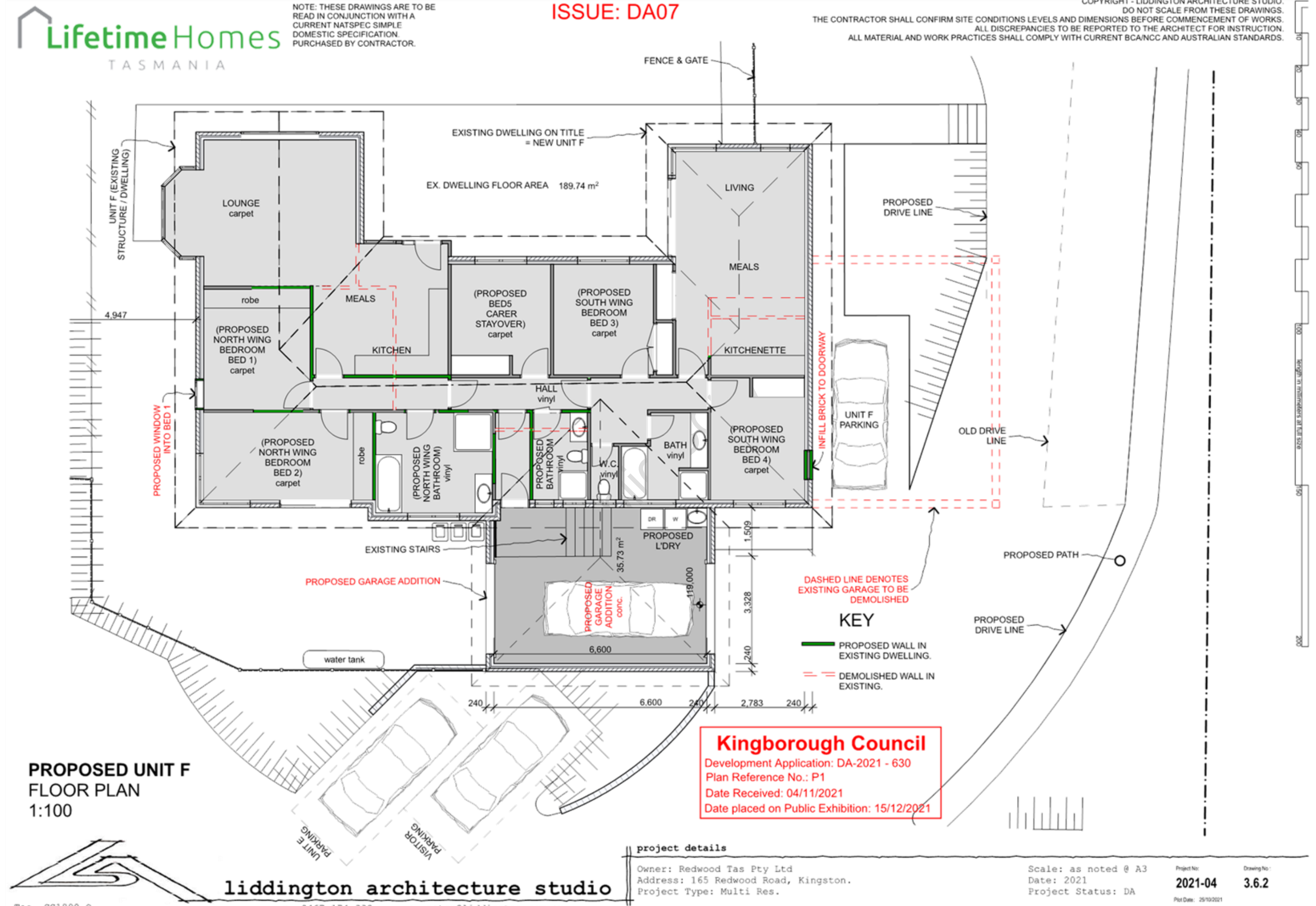
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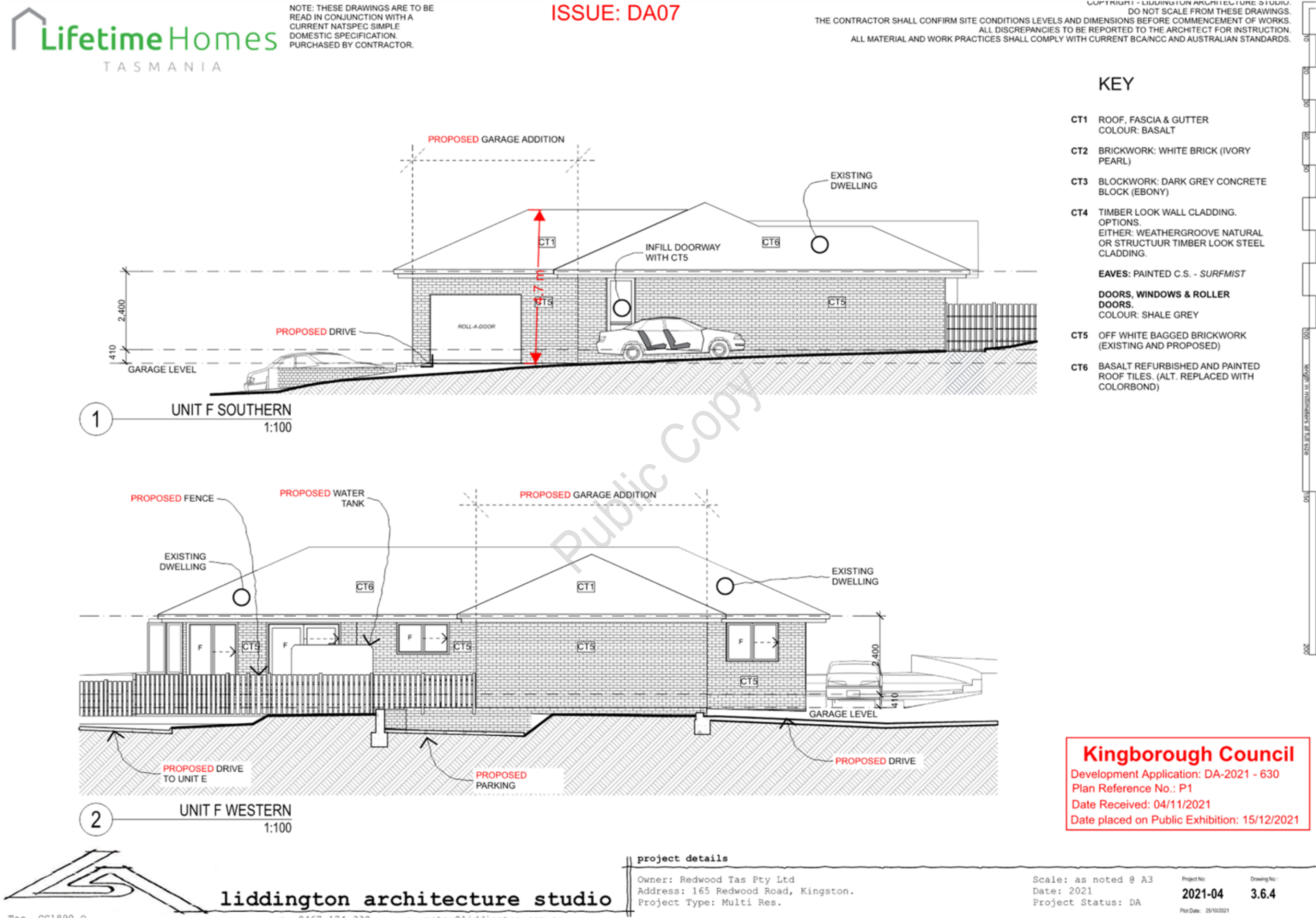


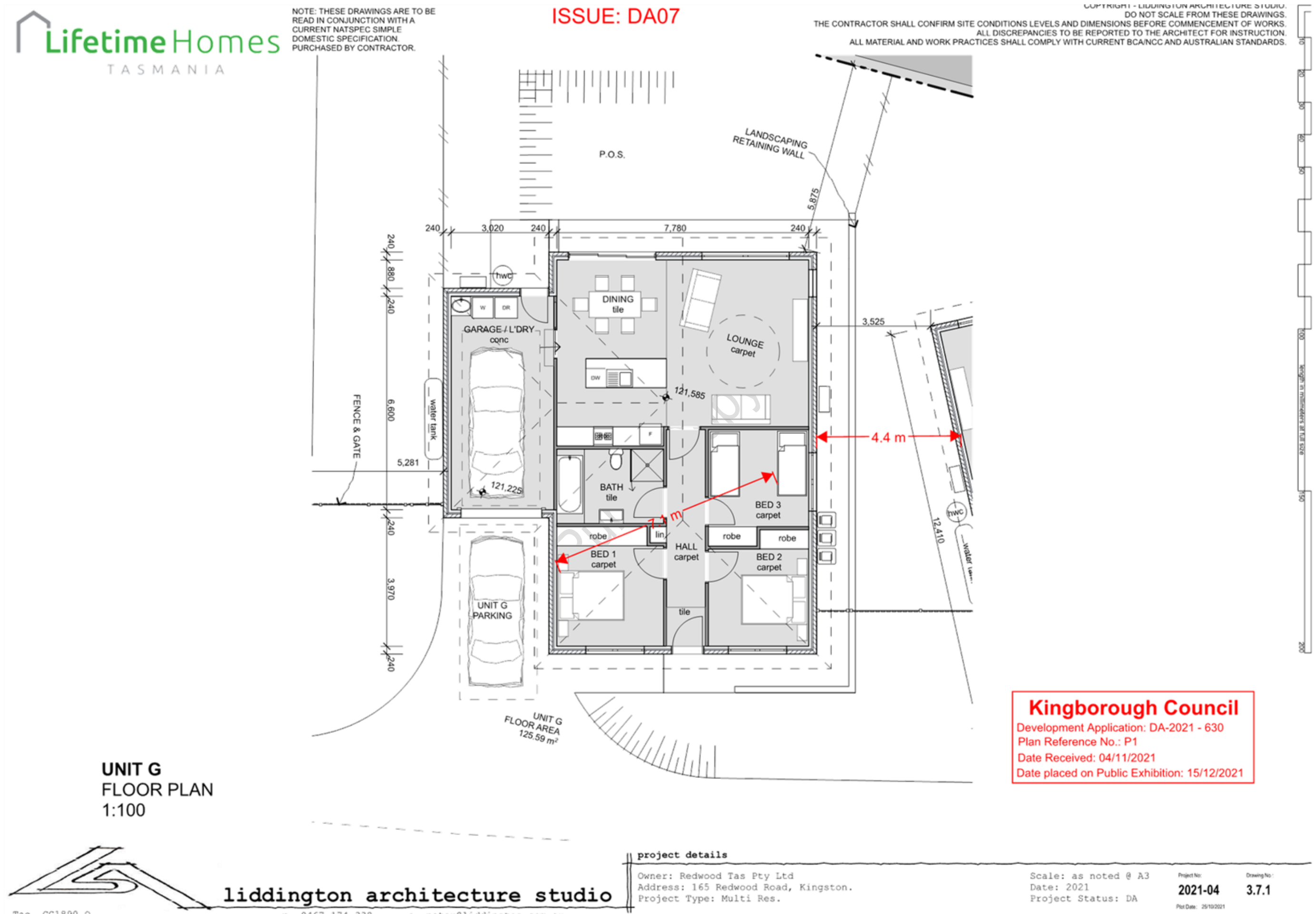
















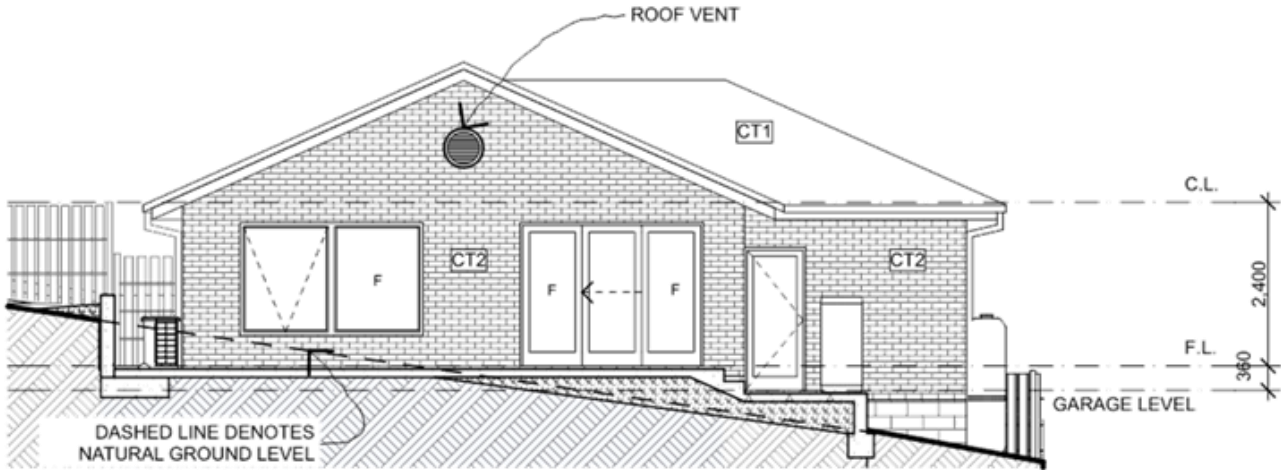
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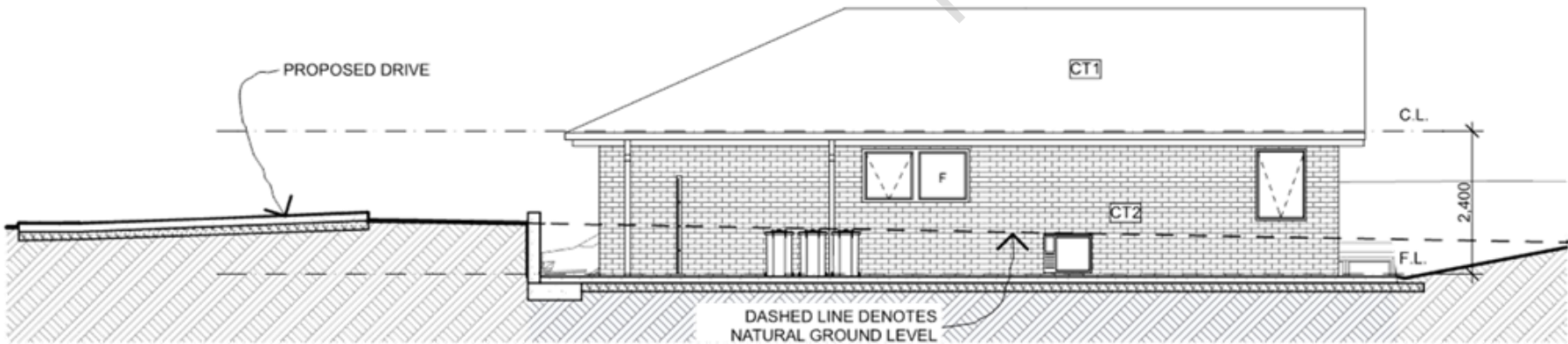
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CLADDING.
- EAVES: PAINTED C.S. - SURFMIST
- DOORS, WINDOWS & ROLLER  
DOORS.  
COLOUR: SHALE GREY



1 UNIT G NORTHERN  
1:100



2 UNIT G EASTERN  
1:100

**Kingborough Council**  
Development Application: DA-2021 - 630  
Plan Reference No.: P1  
Date Received: 04/11/2021  
Date placed on Public Exhibition: 15/12/2021



project details  
Owner: Redwood Tas Pty Ltd  
Address: 165 Redwood Road, Kingston.  
Project Type: Multi Res.

Scale: as noted @ A3  
Date: 2021  
Project Status: DA  
Project No: 2021-04  
Drawing No: 3.7.2  
Plot Date: 25/10/2021



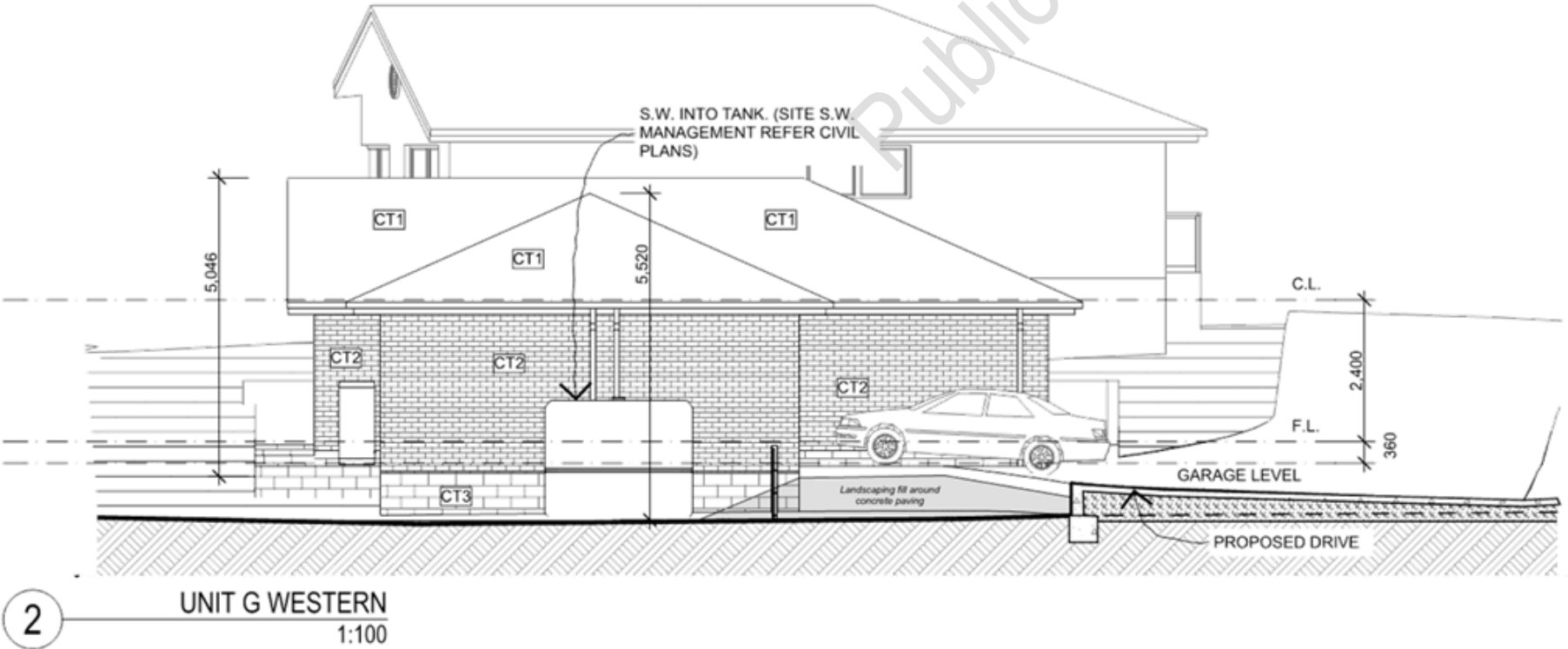
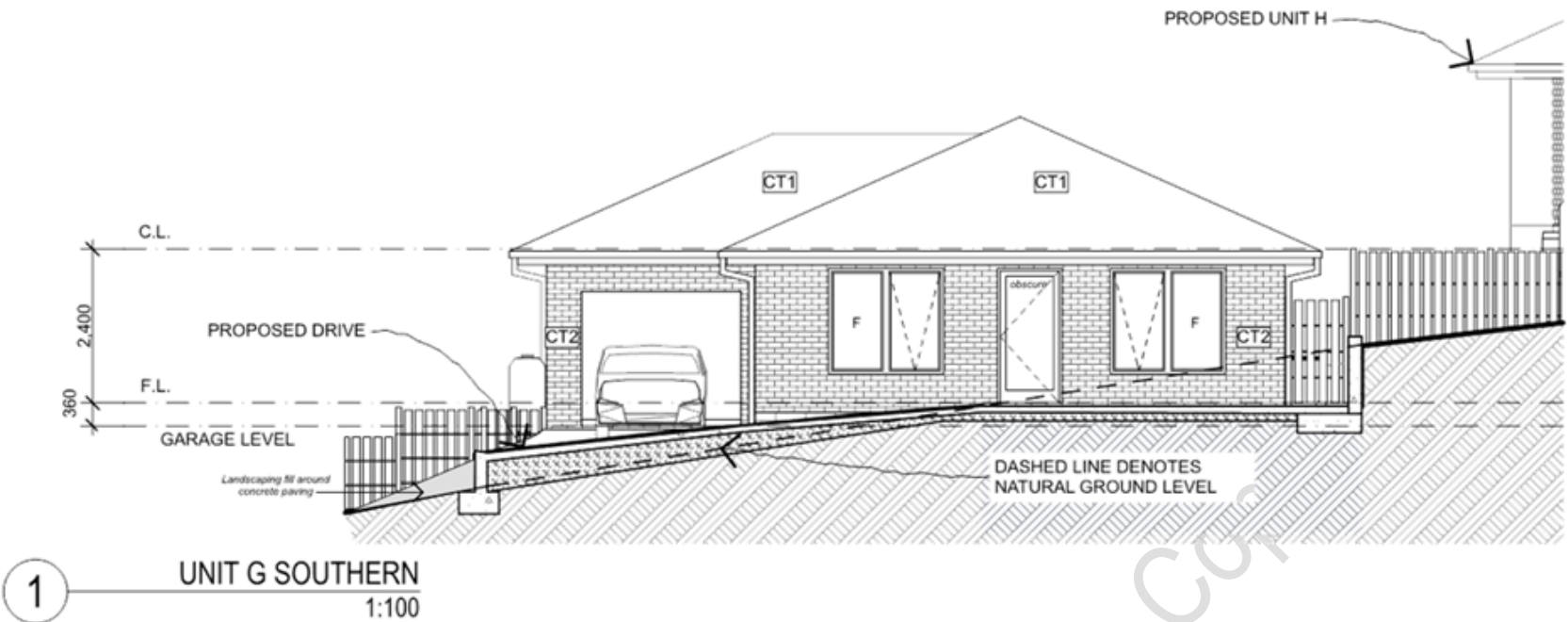
NOTE: THESE DRAWINGS ARE TO BE READ IN CONJUNCTION WITH A CURRENT NATSPEC SIMPLE DOMESTIC SPECIFICATION. PURCHASED BY CONTRACTOR.

ISSUE: DA07

THE CONTRACTOR SHALL CONFIRM SITE CONDITIONS LEVELS AND DIMENSIONS BEFORE COMMENCEMENT OF WORKS. ALL DISCREPANCIES TO BE REPORTED TO THE ARCHITECT FOR INSTRUCTION. ALL MATERIAL AND WORK PRACTICES SHALL COMPLY WITH CURRENT BCA/NCC AND AUSTRALIAN STANDARDS.

KEY

- CT1 ROOF, FASCIA & GUTTER  
COLOUR: BASALT
- CT2 BRICKWORK: WHITE BRICK (IVORY PEARL)
- CT3 BLOCKWORK: DARK GREY CONCRETE BLOCK (EBONY)
- CT4 TIMBER LOOK WALL CLADDING. OPTIONS. EITHER: WEATHERGROOVE NATURAL OR STRUCTUUR TIMBER LOOK STEEL CLADDING.
- EAVES: PAINTED C.S. - SURFMIST
- DOORS, WINDOWS & ROLLER DOORS.  
COLOUR: SHALE GREY



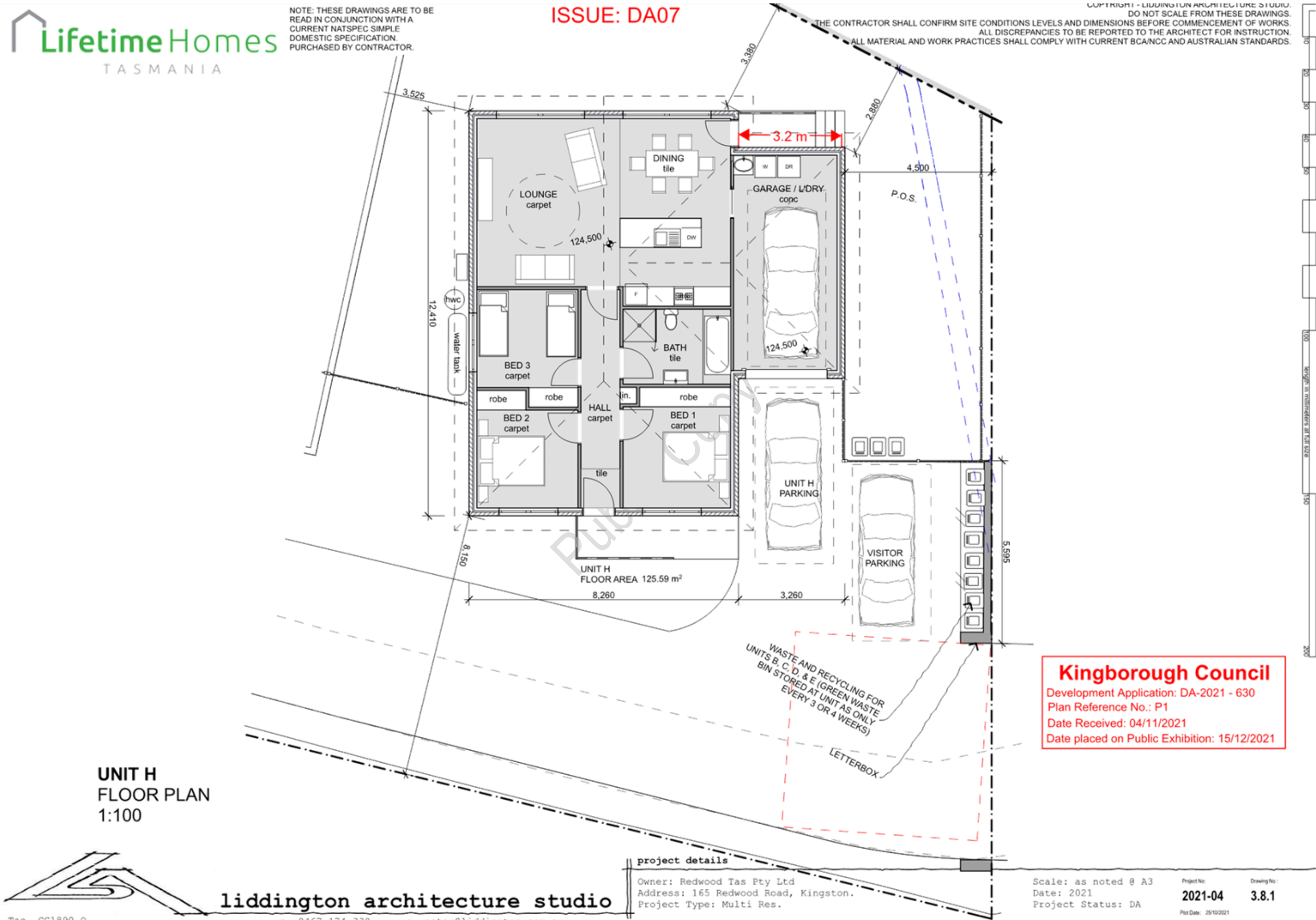
**Kingborough Council**  
Development Application: DA-2021 - 630  
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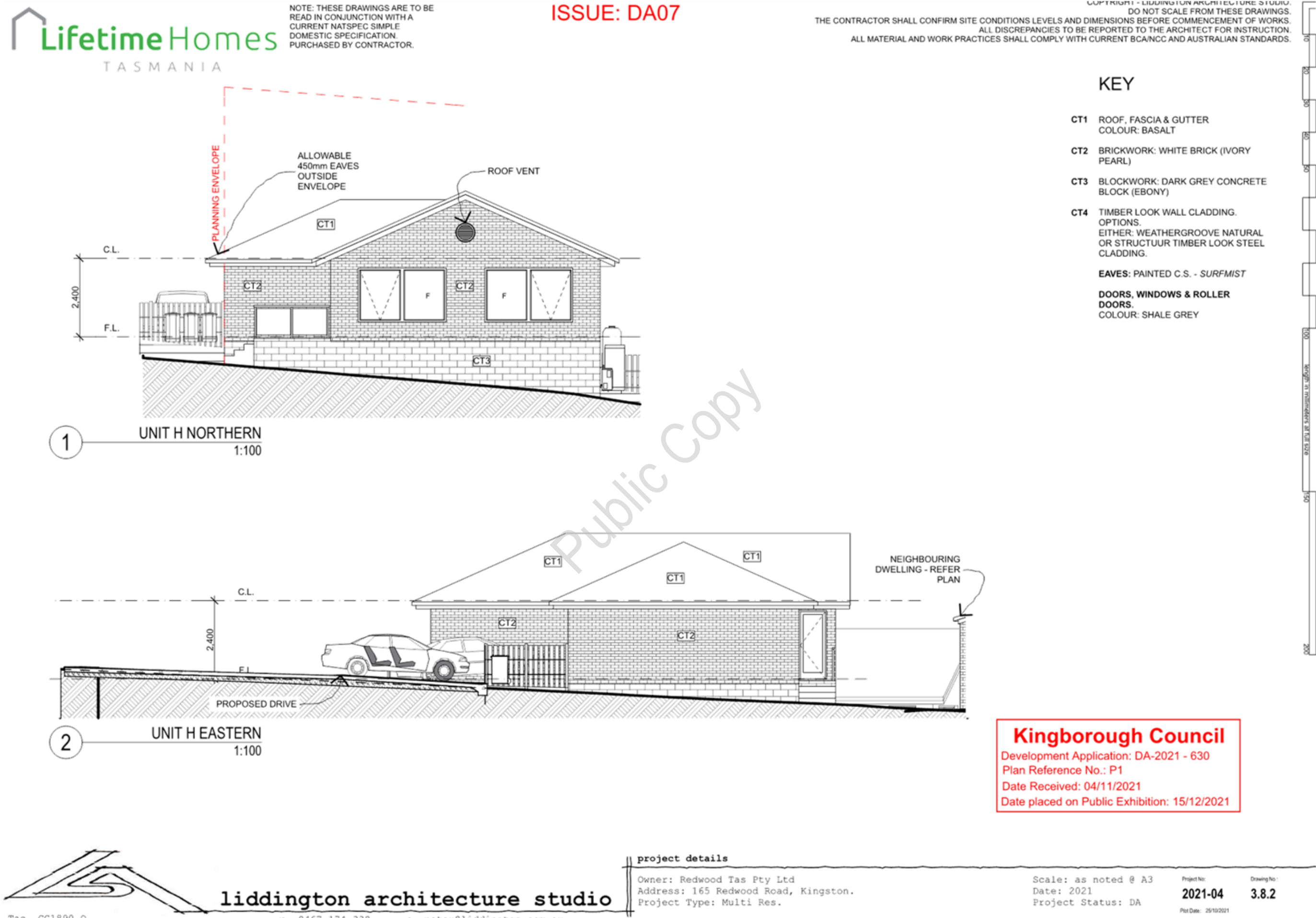


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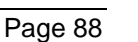
Scale: as noted @ A3  
Date: 2021  
Project Status: DA  
Project No: 2021-04  
Drawing No: 3.7.3  
Plot Date: 25/10/2021

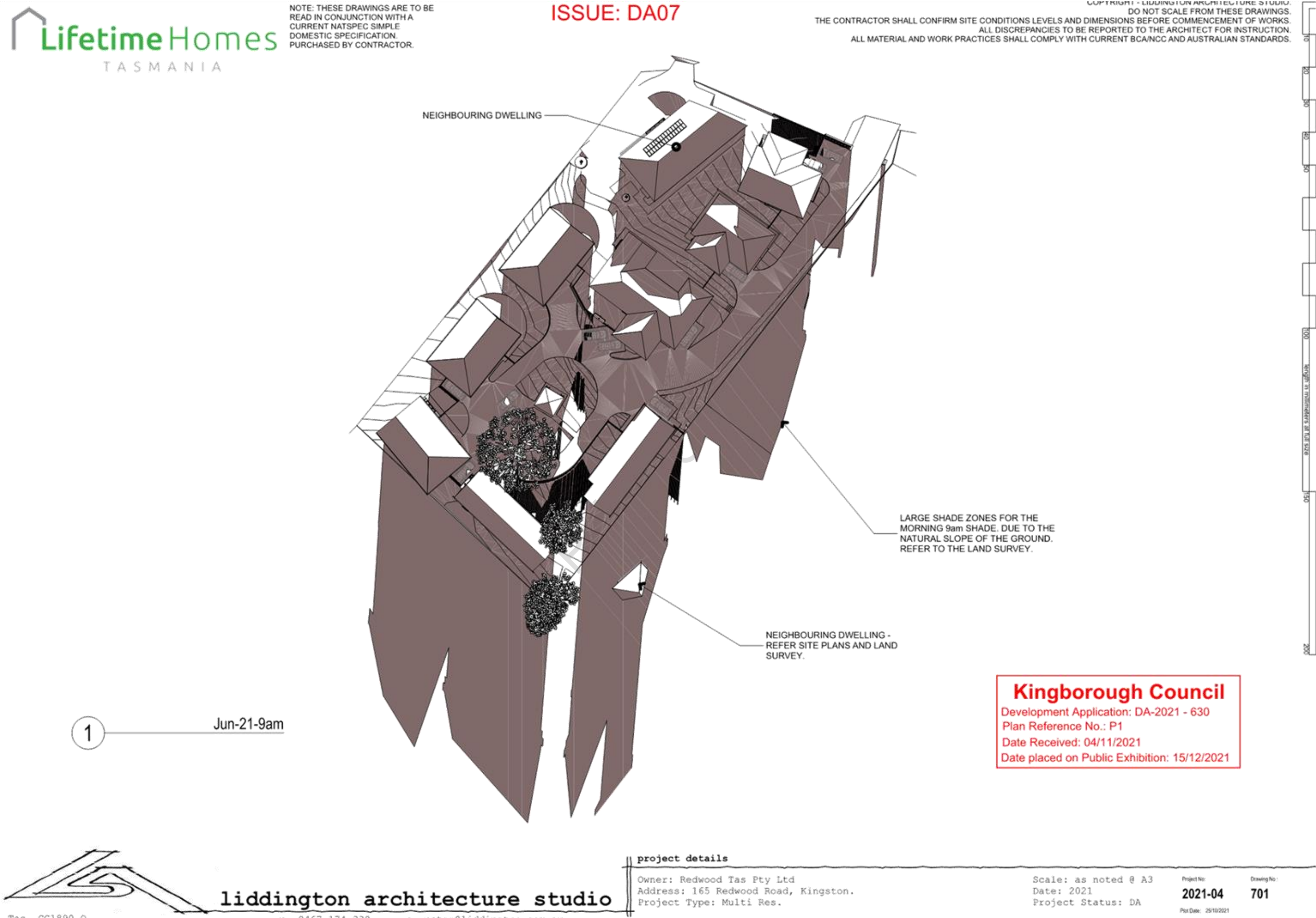




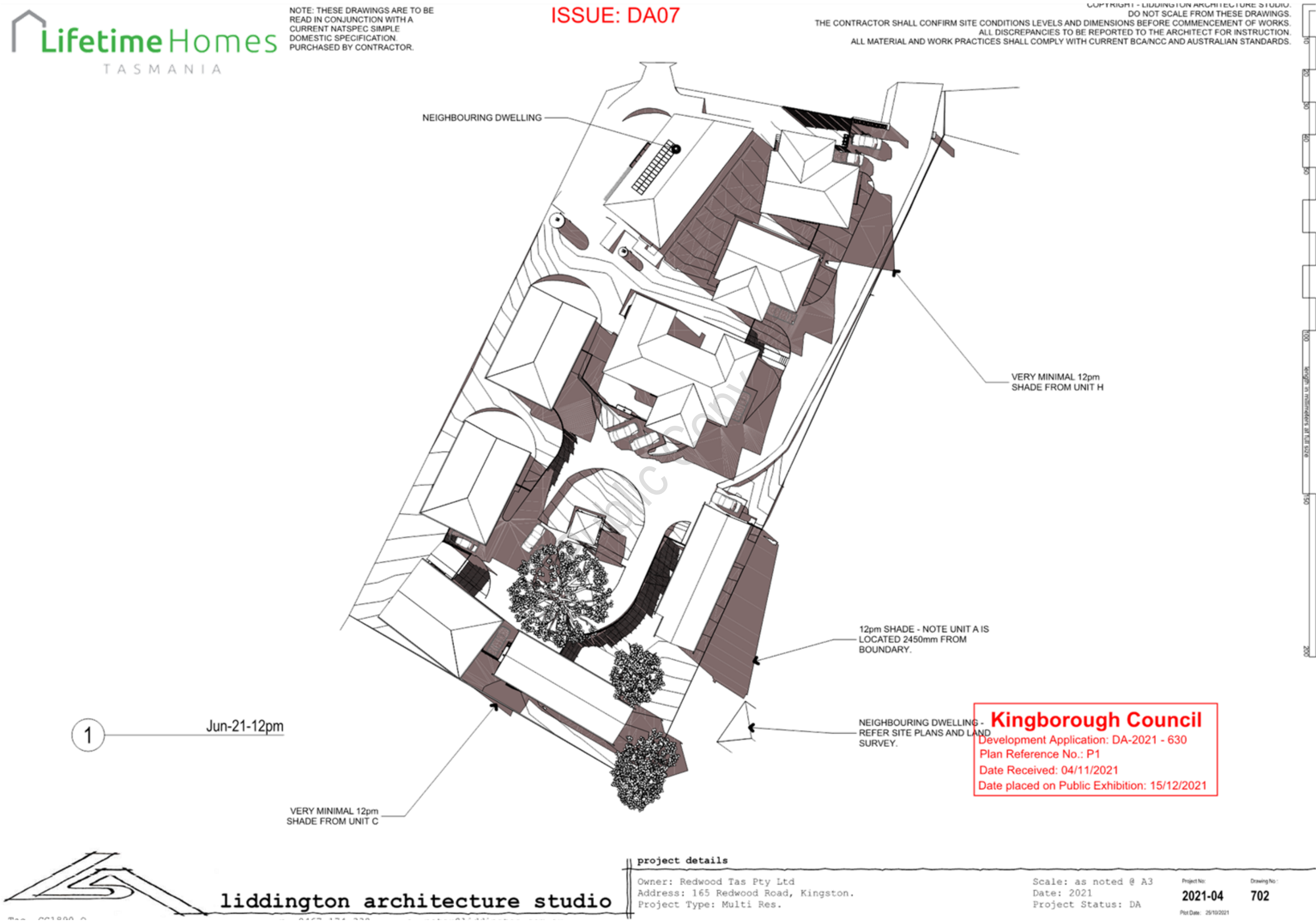




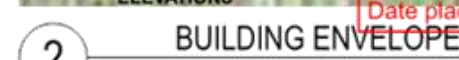
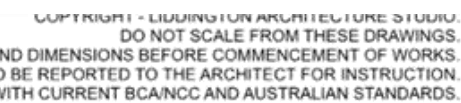




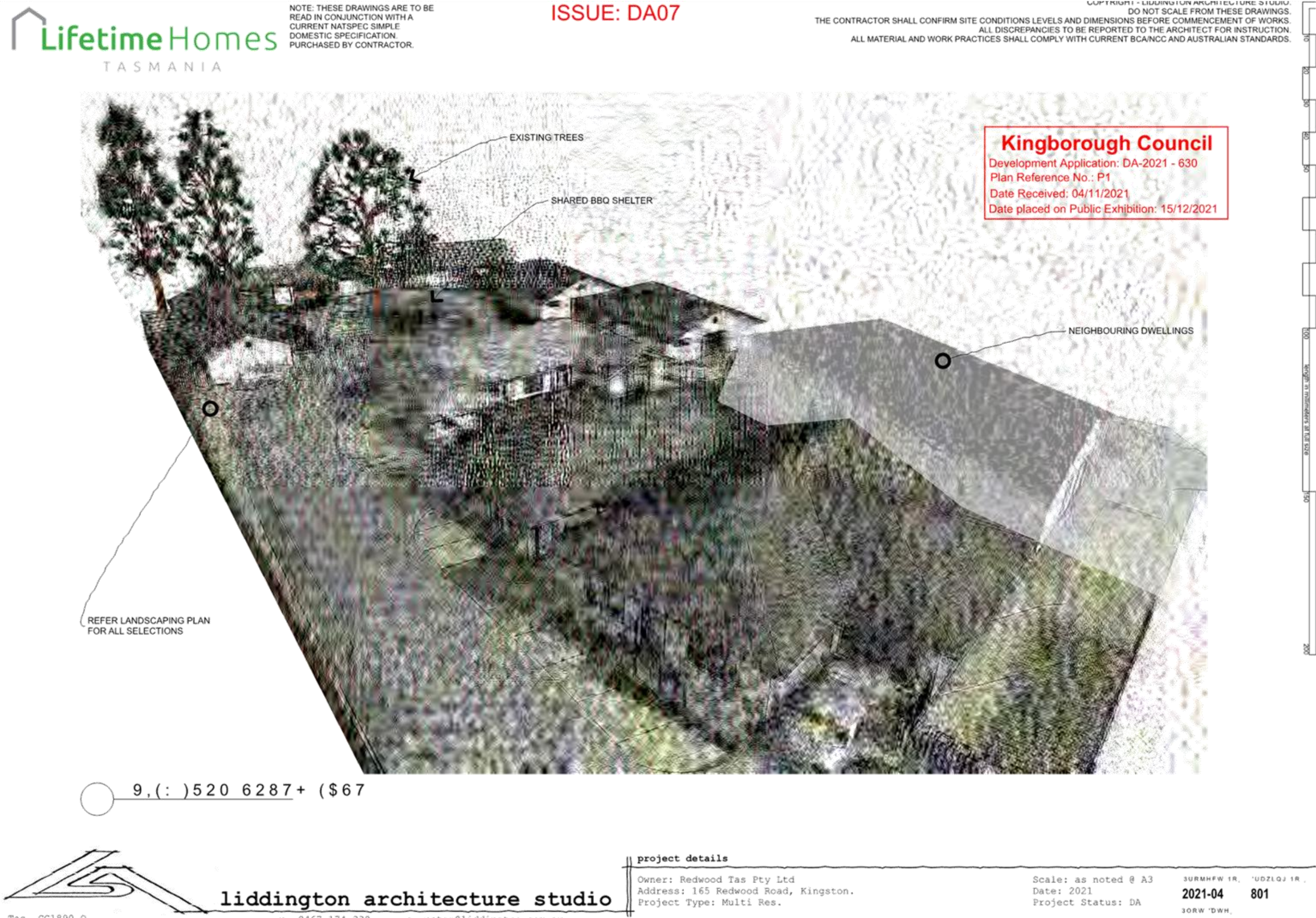




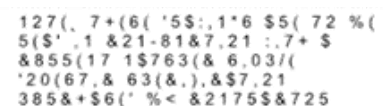












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liddington architecture studio

Owner: Redwood Tas Pty Ltd  
Address: 165 Redwood Road, Kingston.  
Project Type: Multi Res.

Scale: as noted @ A3  
Date: 2021  
Project Status: DA

3URMHFW 1R, 'UDZLQJ 1R  
2021-04 802  
3ORW 'DWH





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**liddington architecture studio**

**Kingborough Council**  
Development Application: DA-2021 - 630  
Plan Reference No.: P1  
Date Received: 04/11/2021  
Date placed on Public Exhibition: 15/12/2021

project details	
Owner: Redwood Tas Pty Ltd	Scale: as noted @ A3
Address: 165 Redwood Road, Kingston.	Date: 2021
Project Type: Multi Res.	Project Status: DA

3URMHFW 1R, 'UDZLQJ 1R  
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1 VIEW FROM NORTH EAST

**Kingborough Council**  
Development Application: DA-2021 - 630  
Plan Reference No.: P1  
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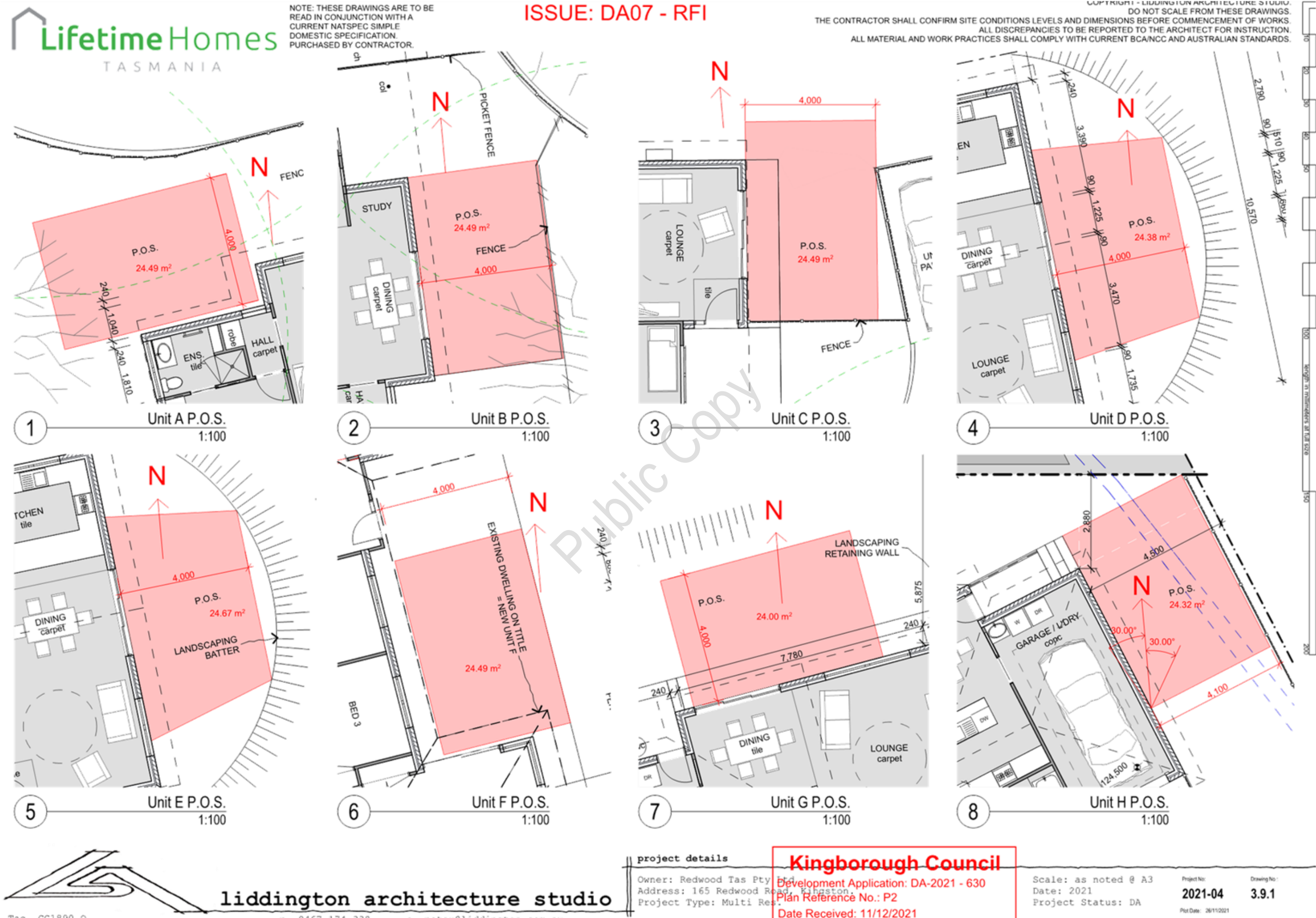
**liddington architecture studio**

project details  
Owner: Redwood Tas Pty Ltd  
Address: 165 Redwood Road, Kingston.  
Project Type: Multi Res.

Scale: as noted @ A3  
Date: 2021  
Project Status: DA

Project No: 2021-04  
Drawing No: 804  
Plot Date: 25/01/2021





CIVIL DRAWINGS  
PETER OVERTON  
165 REDWOOD ROAD

C001	COVER	C	30/11/2021
C002	ENGINEERING NOTES	C	30/11/2021
C101	LOCALITY PLAN	C	30/11/2021
C102	OVERALL SITE PLAN	C	30/11/2021
C103	LEVELS AND GRADING PLAN	C	30/11/2021
C104	LEVELS AND GRADING PLAN - SHEET 2	C	30/11/2021
C105	STORMWATER PLAN	C	30/11/2021
C106	SEWER & WATER PLAN	C	30/11/2021
C107	TURNPATH PLAN	C	30/11/2021
C108	TURNPATH PLAN - SHEET 2	C	30/11/2021
C301	SECTIONS	C	30/11/2021
C401	CONSTRUCTION DETAILS	C	30/11/2021
C501	100 YEAR ARI FLOW ROUTE PLAN	C	30/11/2021

Public Copy

Kingborough Council

Development Application: DA-2021 - 630  
Plan Reference No.: P2  
Date Received: 11/12/2021  
Date placed on Public Exhibition: 15/12/2021

		DRAWN:	DE			PROJECT: PETER OVERTON	ADDRESS: 165 REDWOOD ROAD KINGSTON TAS	SHEET: COVER
		CHECKED:	MW					
	DEVELOPMENT APPROVAL - KCC RFI RESPONSE	30/11/2021	DESIGN:	DE				
	DEVELOPMENT APPROVAL - AMENDED TP2'S	11/11/2021	CHECKED:	MW				
	DEVELOPMENT APPROVAL	19/10/2021	VERIFIED:	-			CLIENT: PETER OVERTON	SCALE: AS INDICATED
								TOTAL SHEETS: 13
								SIZE: A1



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199 Macquarie Street  
Hobart TAS 7000  
03 6234 8666  
mail@aldanmark.com.au



GENERAL NOTES:

1. THESE DRAWINGS ARE TO BE READ IN CONJUNCTION WITH THE ARCHITECTURAL, HYDRAULIC AND STRUCTURAL DRAWINGS AND SPECIFICATIONS. STANDARDS REFERENCED ARE TO BE THE MOST CURRENT VERSION.
2. THESE DRAWINGS SHALL NOT BE USED FOR CONSTRUCTION UNLESS ENDORSED FOR CONSTRUCTION AND AUTHORISED FOR ISSUE ACCORDINGLY.
3. ALL WORKS TO BE CARRIED OUT IN ACCORDANCE WITH IPWEA/AT STANDARD DRAWINGS AND SPECIFICATIONS, AUSTRALIAN STANDARDS, DRAINAGE CODE OF AUSTRALIA & WATER SUPPLY CODE OF AUSTRALIA AND TO THE SATISFACTION OF COUNCIL'S DEVELOPMENT ENGINEER.
4. IPWEA/AT STANDARD DRAWINGS TO BE READ IN CONJUNCTION WITH COUNCIL EXCLUSION SHEETS TSD421-v1 & TSD422-v1.
5. ALL WORKS ARE TO BE INSTALLED IN A SAFE CONDITION.
6. CONFIRM ALL LEVELS ON SITE PRIOR TO THE COMMENCEMENT OF WORKS.
7. CONTRACTOR TO OBTAIN APPROVALS, SERVICE CLEARANCES AND COORDINATE WORK WITH ALL RELEVANT AUTHORITIES PRIOR TO COMMENCEMENT.
8. A 'START OF WORKS NOTICE' MUST BE OBTAINED FROM COUNCIL PRIOR TO ANY WORKS COMMENCING.
9. SURVEY DATA UNDERTAKEN AND PROVIDED BY JAMES WELDON/MPV SURVEYING.
10. ARCHITECTURAL UNIT AND SITE LAYOUT UNDERTAKEN AND PROVIDED BY LIDGINGTON ARCHITECTURE STUDIO.

WORKPLACE HEALTH & SAFETY NOTES:

- BEFORE THE CONTRACTOR COMMENCES WORK THE CONTRACTOR SHALL UNDERTAKE A SITE SPECIFIC PROJECT PRE-START HAZARD ANALYSIS (JOB SAFETY ANALYSIS (JSA)) WHICH SHALL IDENTIFY IN DOCUMENTED FORM:
- THE TYPE OF WORK.
  - HAZARDS AND RISKS TO HEALTH AND SAFETY.
  - THE CONTROLS TO BE APPLIED IN ORDER TO ELIMINATE OR MINIMIZE THE RISK POSED BY THE IDENTIFIED HAZARDS.
  - THE MANNER IN WHICH THE RISK CONTROL MEASURES ARE TO BE IMPLEMENTED.

THESE ARE TO BE SUBMITTED TO THE SUPERINTENDENT AND/OR OTHER RELEVANT WORKPLACE SAFETY OFFICERS.

FOR THIS PROJECT POSSIBLE HAZARDS INCLUDE (BUT ARE NOT LIMITED TO):

- EXCAVATION OF ANY TYPE & DEPTHS
- CONTAMINATED SOILS
- CONSTRUCTION IN GROUND WITH HIGH WATER TABLE
- FELLING/CLIPPING & REMOVAL OF EXISTING TREES & VEGETATION
- UNDERGROUND STRUCTURES/MANHOLES (SUMPS) ETC)
- CONFINED SPACES
- OVERHEAD POWER LINES
- UNDERGROUND STORMWATER, WATER AND SEWER PIPES
- TELECOMMUNICATION CABLES - BOTH UNDERGROUND & OVERHEAD
- ELECTRICAL POWER CABLES - BOTH UNDERGROUND & OVERHEAD
- WORKING AT HEIGHTS
- WORKING WITH ASBESTOS CONTAINING MATERIALS
- TRAFFIC MANAGEMENT

EARTHWORKS & DRIVEWAY NOTES:

1. ALL EARTHWORKS SHALL BE IN ACCORDANCE WITH AS3799 'GUIDELINES ON EARTHWORKS FOR COMMERCIAL AND RESIDENTIAL DEVELOPMENTS'.
2. ALL VEGETATION AND TOPSOIL SHALL BE STRIPPED AND GRUBBED IN THE AREA OF PROPOSED WORKS.
3. NEW OR MODIFIED DRIVEWAY CROSSINGS SHALL BE IN ACCORDANCE WITH IPWEA STANDARD DRAWING TSD 404-v2 AND MUST BE INSPECTED AND APPROVED BY COUNCIL.
4. EXCAVATED AND IMPORTED MATERIAL, USED AS FILL IS TO BE APPROVED BY THE ENGINEER PRIOR TO INSTALLATION.
5. FILL MATERIAL SHALL BE WELL GRADED AND FREE OF Boulders OR CORNERS EXCEEDING 150mm IN DIAMETER UNLESS APPROVED OTHERWISE.
6. FILL REQUIRED TO SUPPORT DRIVEWAYS INCLUDING FILL IN EMBANKMENTS THAT SUPPORT DRIVEWAYS SHALL BE INSTALLED IN ACCORDANCE WITH THE FOLLOWING REQUIREMENTS:
  - TOP SOIL AND GRADING BATTER SHALL BE STRIPPED TO A MINIMUM OF 150mm.
  - THE SUB GRADE SHALL HAVE A MINIMUM BEARING CAPACITY OF 100 kPa.
  - FILL IN EMBANKMENTS SHALL BE KEYED 150mm INTO NATURAL GROUND.
  - THE FILL SHALL BE COMPACTED IN HORIZONTAL LAYERS OF NOT MORE THAN 200mm.
  - EACH LAYER SHALL BE COMPACTED TO A MINIMUM DENSITY RATIO OF 95% STD. IT IS THE BUILDERS RESPONSIBILITY TO ENSURE THAT THIS IS ACHIEVED.
7. WHERE THE ABOVE REQUIREMENTS CANNOT BE ACHIEVED THE ENGINEER SHALL BE CONSULTED AND THE FORMATION SHALL BE PROOF ROLLED (UNDER SUPERVISION OF THE ENGINEER) TO CONFIRM AN APPROVED BASE.
8. CONCRETE PAVEMENTS SHALL BE CURED FOR A MINIMUM OF 3 DAYS USING A CURRENT BEST PRACTICE METHOD.
9. SAWN CONTROL JOINTS SHALL BE CONSTRUCTED AS SOON AS POSSIBLE WITHOUT TRAVELLING THE JOINT, GENERALLY THIS SHALL BE WITHIN 24 HOURS.
10. BATTERS SHALL BE SET TO A SAFE ANGLE OF REPOSE IN ACCORDANCE WITH THE BCA VOL 2 AS INDICATED BELOW.

SOIL TYPE (* REFER BCA 3.2.4)	EMBANKMENT SLOPES H:L	
	COMPACTED FILL	CUT
STABLE ROCK (R)	2:3	8:1
SAND (R)	1:2	1:2
SILT (P)	1:4	1:4
CLAY	FIRM CLAY	1:2
	SOFT CLAY	NOT SUITABLE
SOFT SOILS (P)	NOT SUITABLE	NOT SUITABLE

NOTE: WHERE SITE CONDITIONS ARE UNSUITABLE FOR A BATTERED BANK CONSULT THE ENGINEER FOR A SUITABLE RETAINING WALL DESIGN. EMBANKMENTS THAT ARE TO BE LEFT EXPOSED MUST BE STABILISED BY VEGETATION OR SIMILAR WORKS TO PREVENT SOIL EROSION.

DRAINAGE AND SERVICES NOTES:

1. ALL WORKS ASSOCIATED WITH PUBLIC STORMWATER INFRASTRUCTURE IS TO BE CARRIED OUT IN ACCORDANCE WITH IPWEA (TAS) /AT STANDARD DRAWINGS AND SPECIFICATION AND TO THE SATISFACTION OF COUNCIL.
2. ALL WORKS ASSOCIATED WITH PUBLIC SEWER AND WATER IS TO BE CARRIED OUT IN ACCORDANCE WITH THE WSA PARTS 02 & 03 (WATER AND SEWERAGE CODES OF AUSTRALIA), TABSWATER SUPPLEMENTS TO THE SAME, AND TO THE SATISFACTION OF TABSWATER.
3. ALL CONNECTIONS TO EXISTING MAINS TO BE CARRIED OUT BY THE REGULATING AUTHORITY AT COST TO BUILDER UNLESS APPROVED OTHERWISE.
4. HYDRAULIC LAYOUT TO BE COORDINATED WITH OTHER SERVICES. HYDRAULIC LAYOUT AS SHOWN IS NOTIONAL. LAYOUT TO BE CONFIRMED ON SITE.
5. ALL EXISTING SERVICES TO BE LOCATED ON SITE PRIOR TO THE COMMENCEMENT OF WORKS.
6. GENERAL MATERIALS, INSTALLATION & TESTING SHALL COMPLY WITH AS3500 AND THE MCC VOLUME 3 (PCA).
7. INSTALL ALL SUB-SOIL DRAINS TO THE REQUIREMENTS OF AS3500 PART 3.1.3 OF THE MCC 2019 - VOLUME 2 AND PART FFD OF THE MCC 2019 - VOLUME 3.
8. PAVEMENT AND HARDSTAND AREAS SHALL FALL AT A MINIMUM OF 1% (1:100) TOWARD AN APPROVED DISCHARGE POINT.
9. ALL PIPE WORK UNDER TRAFFICABLE AREAS, INCLUDING DRIVEWAYS, IS TO BE BACKFILLED WITH COMPACTED FILL.
10. DRAINAGE PIPES TO BE MIN. 400mm CLASS 500 PIPES UNDER TRAFFICABLE AREAS TO BE 500mm U/D.
11. MINIMUM GRADES FOR PRIVATE DRAINAGE PIPES SHALL BE 1% FOR STORMWATER AND 1.6% FOR SEWER U/D.
12. MINIMUM COVER FOR PRIVATE DRAINAGE PIPES SHALL BE 300mm FOR STORMWATER AND 500mm FOR SEWER U/D.
13. TABSWATER SEWER MAINS TO BE MINIMUM 400mm CLASS 500 PIPES WITH MINIMUM CLASS 500mm U/D TO PROPERTY CONNECTIONS.
14. STORMWATER MAINS TO BE MINIMUM 400mm CLASS 500 PIPES WITH U/D OR APPROVED EQUIVALENT UNLESS NOTED OTHERWISE.
15. WATER PIPES TO BE MIN. 400mm POLYPROPYLENE AND FITTINGS TO BE MIN. CLASS 15 U/D.
16. WATER CONNECTIONS SHALL BE PROVIDED WITH METERAGE AND BACKFLOW PREVENTION AS PER TABSWATER STANDARD DRAWING TWS-V-0002.
17. ALL PIPERWORK TO BE INSPECTED BY COUNCIL PRIOR TO BACKFILL.
18. PIT DIMENSIONS SHOWN HAVE BEEN DESIGNED BY PIT CAPACITY TABLES. THESE PITS MAY NEED TO BE INCREASED IN MINIMUM INTERNAL SIZE DUE TO THE DEPTH AS PER AS3500.3 AS PER TABLE BELOW WHICH IS THE CONTRACTORS RESPONSIBILITY TO ENSURE COMPLIANCE TO AS3500.3.

DEPTH TO INVERT OF OUTLET	MINIMUM INTERNAL DIMENSIONS mm	
	WIDTH	LENGTH
400	400	400
400 450	500	500
400 500	600	500
450	500	500

Kingborough Council

Development Application: DA-2021 - 630

Plan Reference No.: P2

Date Received: 11/12/2021

Date placed on Public Exhibition: 15/12/2021

		DRAWN:	DE
		CHECKED:	MW
DEVELOPMENT APPROVAL - KCC RFI RESPONSE	30/11/2021	DESIGN:	DE
DEVELOPMENT APPROVAL - AMENDED TP2'S	1/11/2021	CHECKED:	MW
DEVELOPMENT APPROVAL	19/10/2021	VERIFIED:	-



Lower Ground  
199 Macquarie Street  
Hobart TAS 7000  
03 6234 8666  
mail@aldanmark.com.au

PROJECT: PETER OVERTON

ADDRESS: 165 REDWOOD ROAD  
KINGSTON  
TAS

CLIENT: PETER OVERTON

SHEET: ENGINEERING NOTES

SCALE: AS INDICATED

TOTAL SHEETS: 13

SHEET: A1



THESE DRAWINGS SHALL BE APPROVED BY  
RELEVANT AUTHORITIES (INCL. COUNCIL &  
TABSWATER) PRIOR TO CONSTRUCTION.

THIS DRAWING MUST ONLY BE DISTRIBUTED IN FULL  
COLOUR. ALDANMARK CONSULTING ENGINEER  
ACCEPTS NO LIABILITY ARISING FROM FAILURE  
TO COMPLY WITH THIS REQUIREMENT.

REMARKS OF UNDERGROUND SERVICES:

THE LOCATION OF UNDERGROUND SERVICES ARE  
APPROXIMATE ONLY AND THEIR EXACT LOCATION SHOULD BE  
PROVEN ON SITE BY THE RELEVANT AUTHORITIES. NO  
GUARANTEE IS GIVEN THAT ALL SERVICES ARE SHOWN.





LOCALITY PLAN  
SCALE 1:1000 (A1)

		DRAWN	DE
		CHECKED	MW
DEVELOPMENT APPROVAL - KCC RFI RESPONSE	30/11/2021	DESIGN	DE
DEVELOPMENT APPROVAL - AMENDED TP2'S	1/11/2021	CHECKED	MW
DEVELOPMENT APPROVAL	19/10/2021	VERIFIED	-



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ADDRESS: 165 REDWOOD ROAD  
KINGSTON  
TAS

CLIENT: PETER OVERTON

SHEET: LOCALITY PLAN

SCALE: AS INDICATED

TOTAL SHEETS 13

SIZE: A1

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Development Application: DA-2021 - 630  
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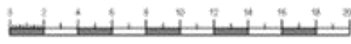
**SITE PLAN**  
SCALE 1:200 (A1)

		DRAWN	DE
		CHECKED	MW
DEVELOPMENT APPROVAL - KCC RFI RESPONSE	30/11/2021	DESIGN	DE
DEVELOPMENT APPROVAL - AMENDED TP2'S	1/11/2021	CHECKED	MW
DEVELOPMENT APPROVAL	19/10/2021	VERIFIED	-



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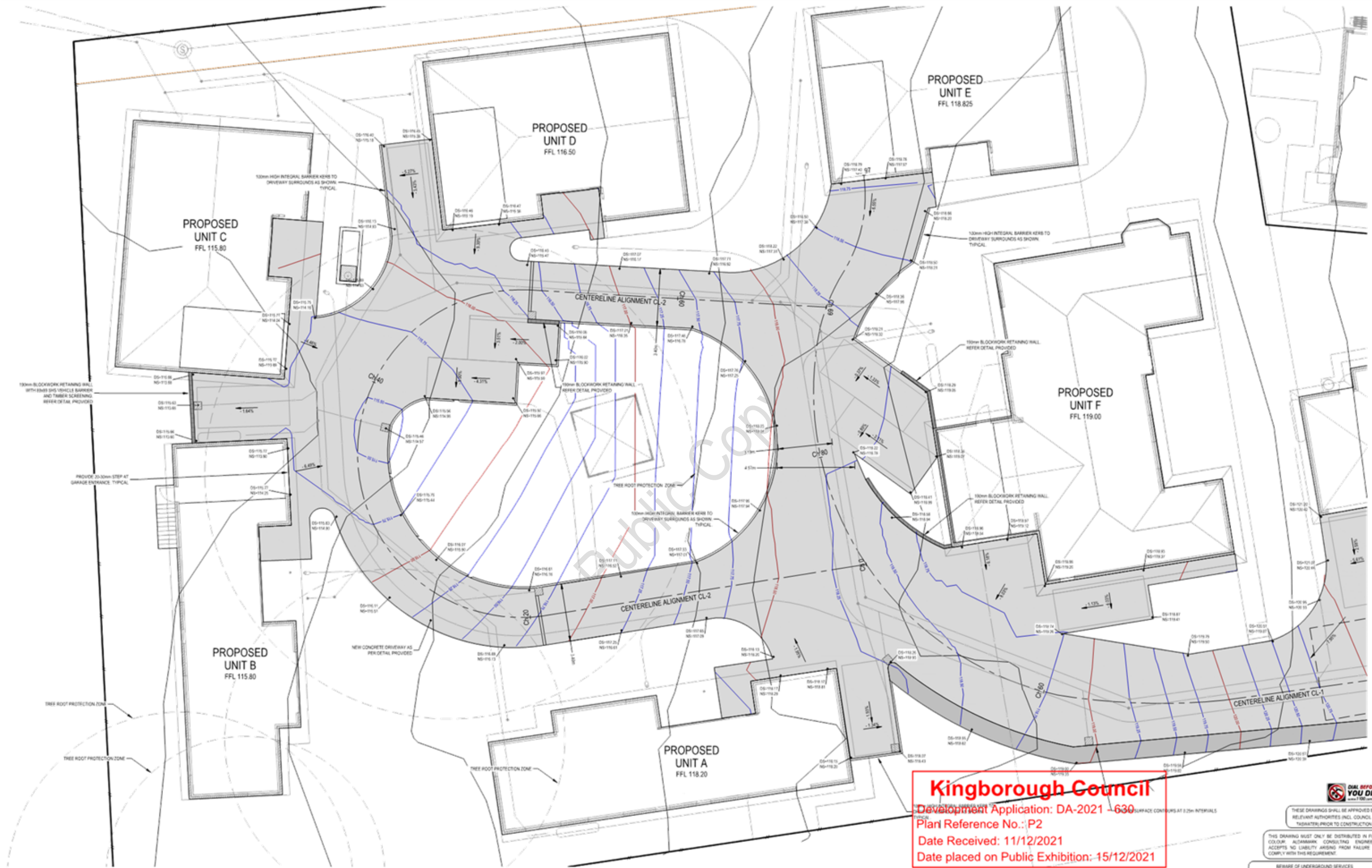
SHEET: SITE PLAN

SCALE: AS INDICATED

TOTAL SHEETS 13

SHEET: A1





LEVELS AND GRADING PLAN  
SCALE 1:100 (A1)

		DRAWN:	DE
		CHECKED:	MW
DEVELOPMENT APPROVAL - KCC RFI RESPONSE	30/11/2021	DESIGN:	DE
DEVELOPMENT APPROVAL - AMENDED TP2'S	1/11/2021	CHECKED:	MW
DEVELOPMENT APPROVAL	19/10/2021	VERIFIED:	-



Lower Ground  
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03 6234 8666  
mail@aldanmark.com.au

PROJECT: PETER OVERTON



ADDRESS: 165 REDWOOD ROAD  
KINGSTON  
TAS  
CLIENT: PETER OVERTON

SHEET: LEVELS AND GRADING PLAN

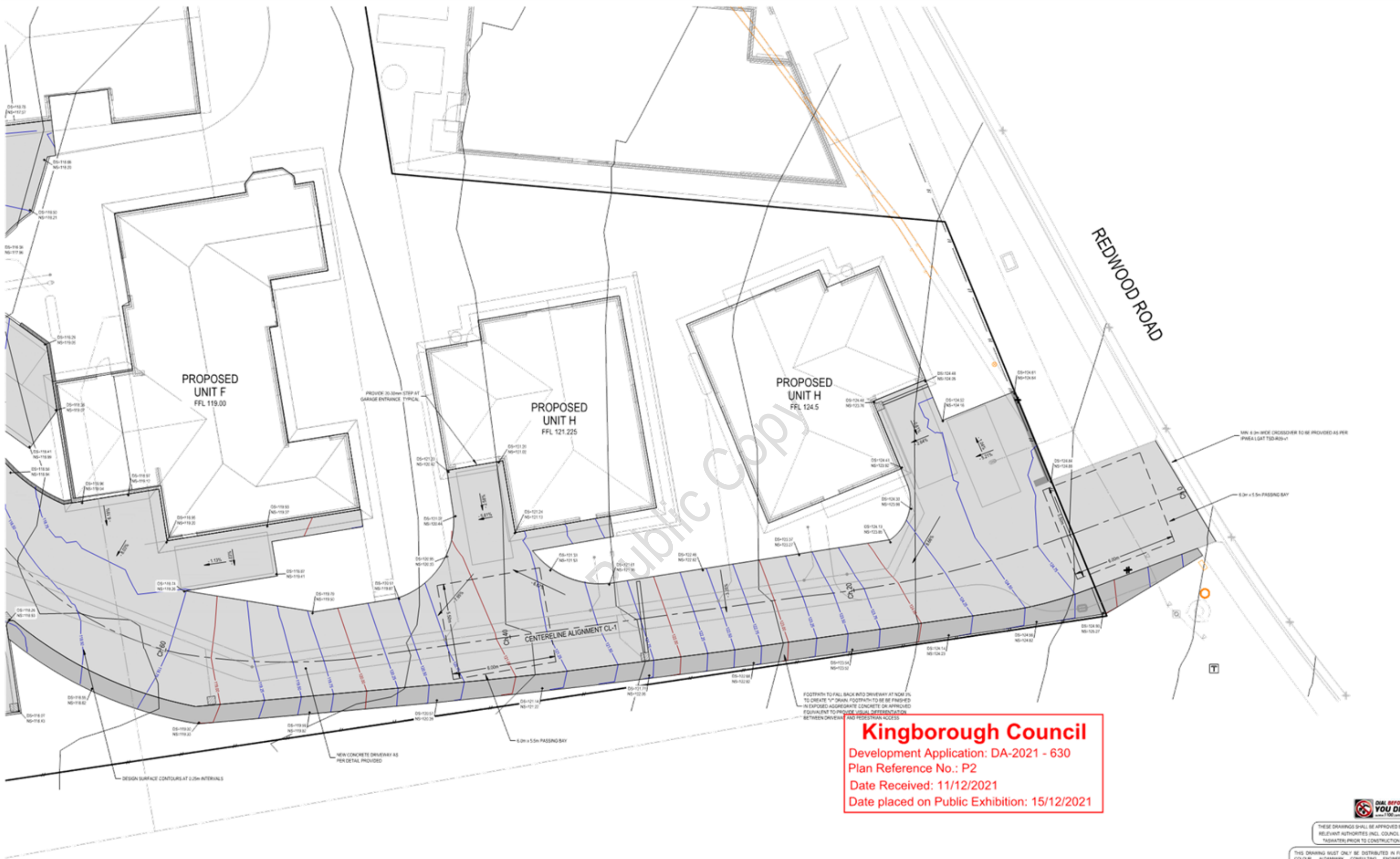
SCALE: AS INDICATED  
TOTAL SHEETS: 13  
SIZE: A1

**Kingborough Council**  
Development Application: DA-2021-630  
Plan Reference No.: P2  
Date Received: 11/12/2021  
Date placed on Public Exhibition: 15/12/2021

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**BREAKE OF UNDERGROUND SERVICES**  
THE LOCATION OF UNDERGROUND SERVICES IS APPROXIMATE ONLY AND THEIR EXACT LOCATION SHOULD BE PROVEN ON SITE BY THE RELEVANT AUTHORITIES. A GUARANTEE IS GIVEN THAT ALL SERVICES ARE SHOWN.



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LEVELS AND GRADING PLAN - SHEET 2  
SCALE 1:100 (A1)

		DRAWN:	DE
		CHECKED:	MW
DEVELOPMENT APPROVAL - KCC RFI RESPONSE	30/11/2021	DESIGN:	DE
DEVELOPMENT APPROVAL - AMENDED TP2'S	1/11/2021	CHECKED:	MW
DEVELOPMENT APPROVAL	19/10/2021	VERIFIED:	-



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KINGSTON  
TAS

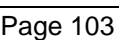
CLIENT: PETER OVERTON

SHEET: LEVEL AND GRADING PLAN - SHEET 2

SCALE: AS INDICATED	TOTAL SHEETS: 12	SHEET: A1
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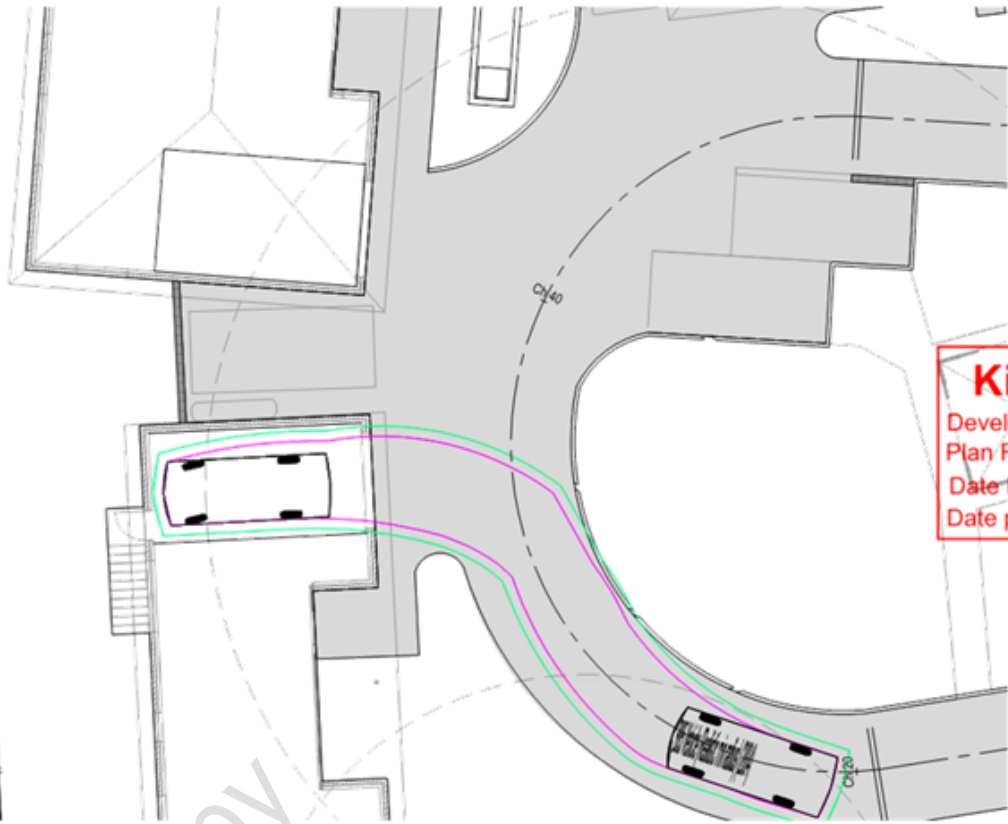
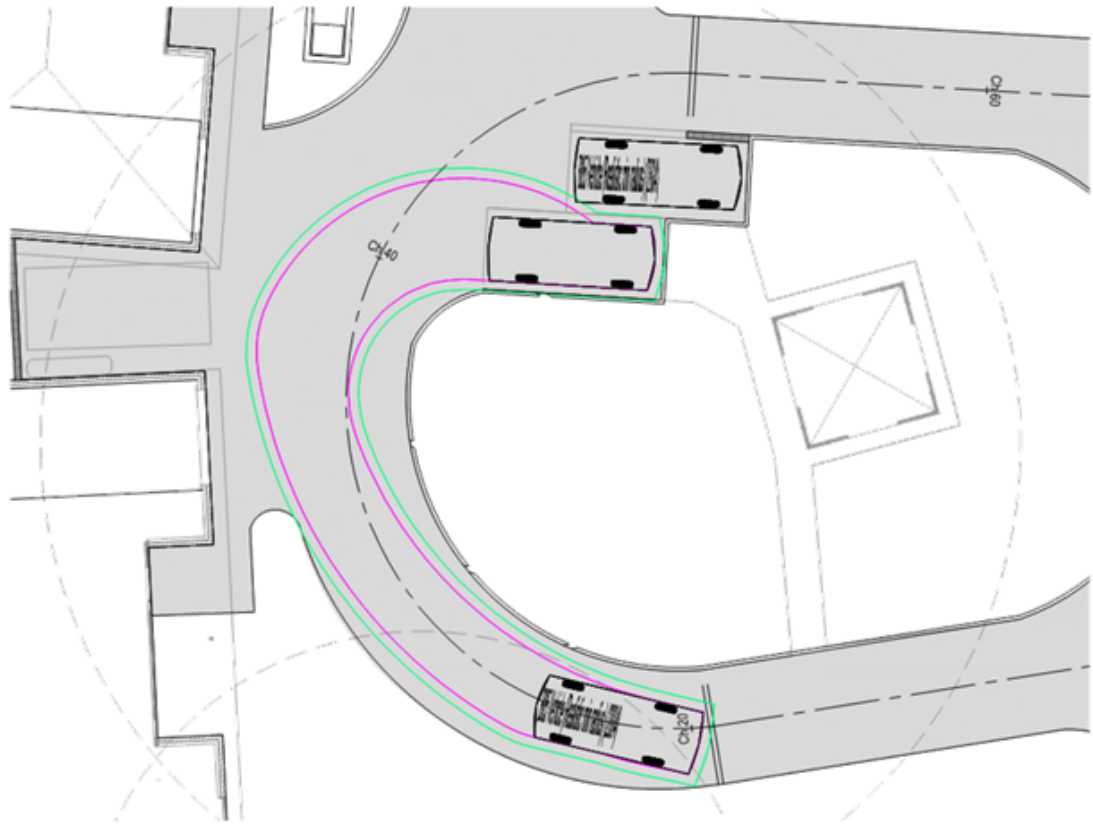
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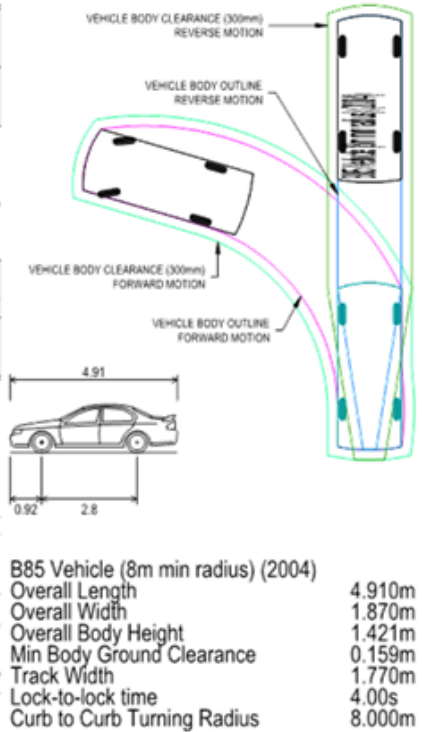
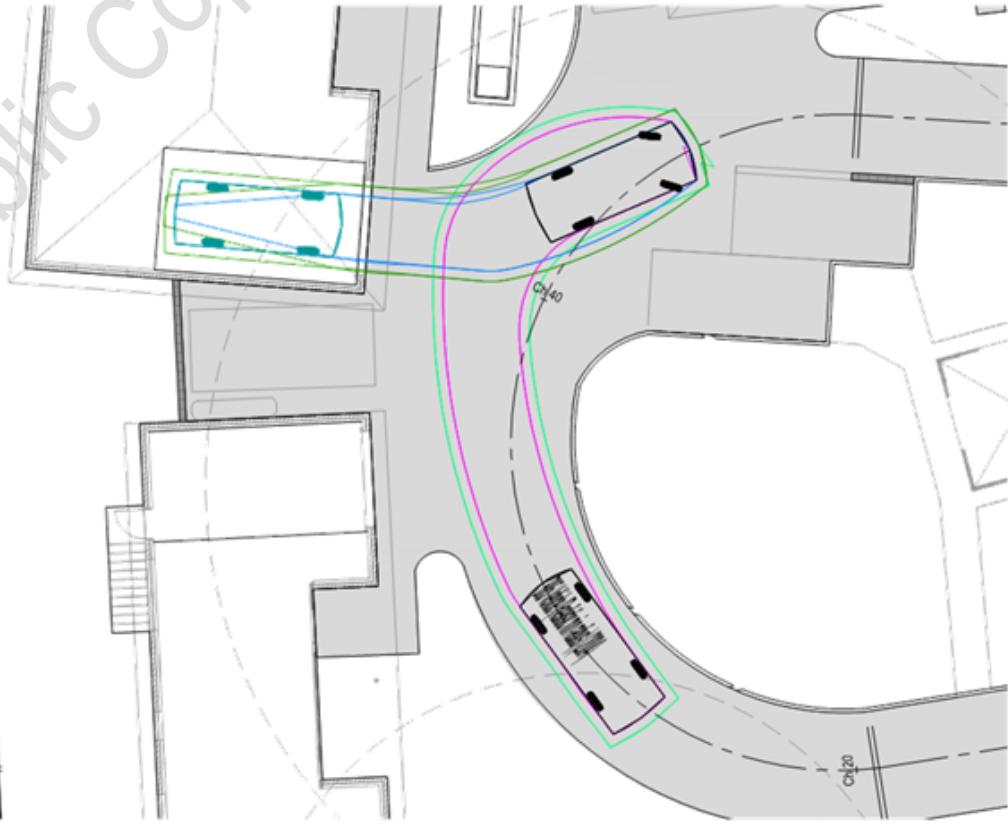
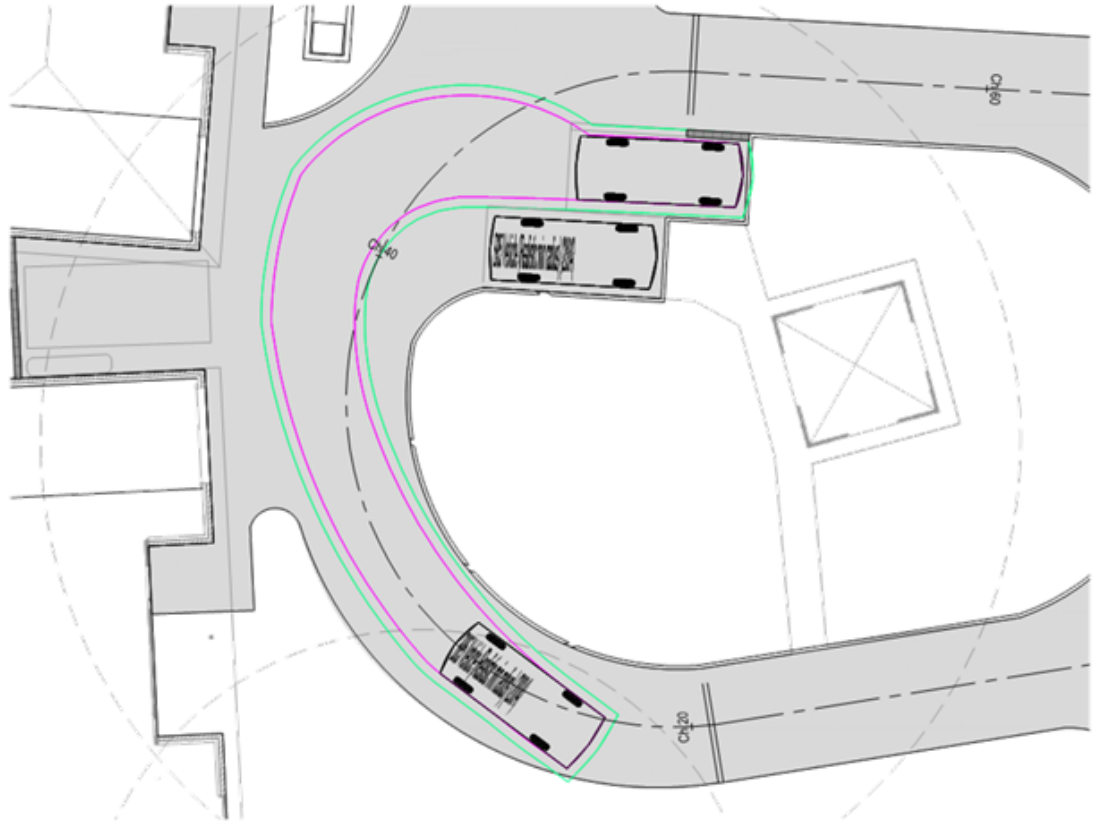








**Kingborough Council**  
Development Application: DA-2021 - 630  
Plan Reference No.: P2  
Date Received: 11/12/2021  
Date placed on Public Exhibition: 15/12/2021



TURNPATH PLAN  
SCALE 1:100 (A1)

		DRAWN:	DE
		CHECKED:	MW
DEVELOPMENT APPROVAL - KCC RFI RESPONSE	30/11/2021	DESIGN:	DE
DEVELOPMENT APPROVAL - AMENDED TP2'S	1/11/2021	CHECKED:	MW
DEVELOPMENT APPROVAL	19/10/2021	VERIFIED:	-



Lower Ground  
199 Macquarie Street  
Hobart TAS 7000  
03 6234 8666  
mail@aldanmark.com.au

PROJECT: PETER OVERTON



ADDRESS: 165 REDWOOD ROAD  
KINGSTON  
TAS

CLIENT: PETER OVERTON

SHEET: TURNPATH PLAN

SCALE: AS INDICATED	TOTAL SHEETS: 13	SHEET: A1
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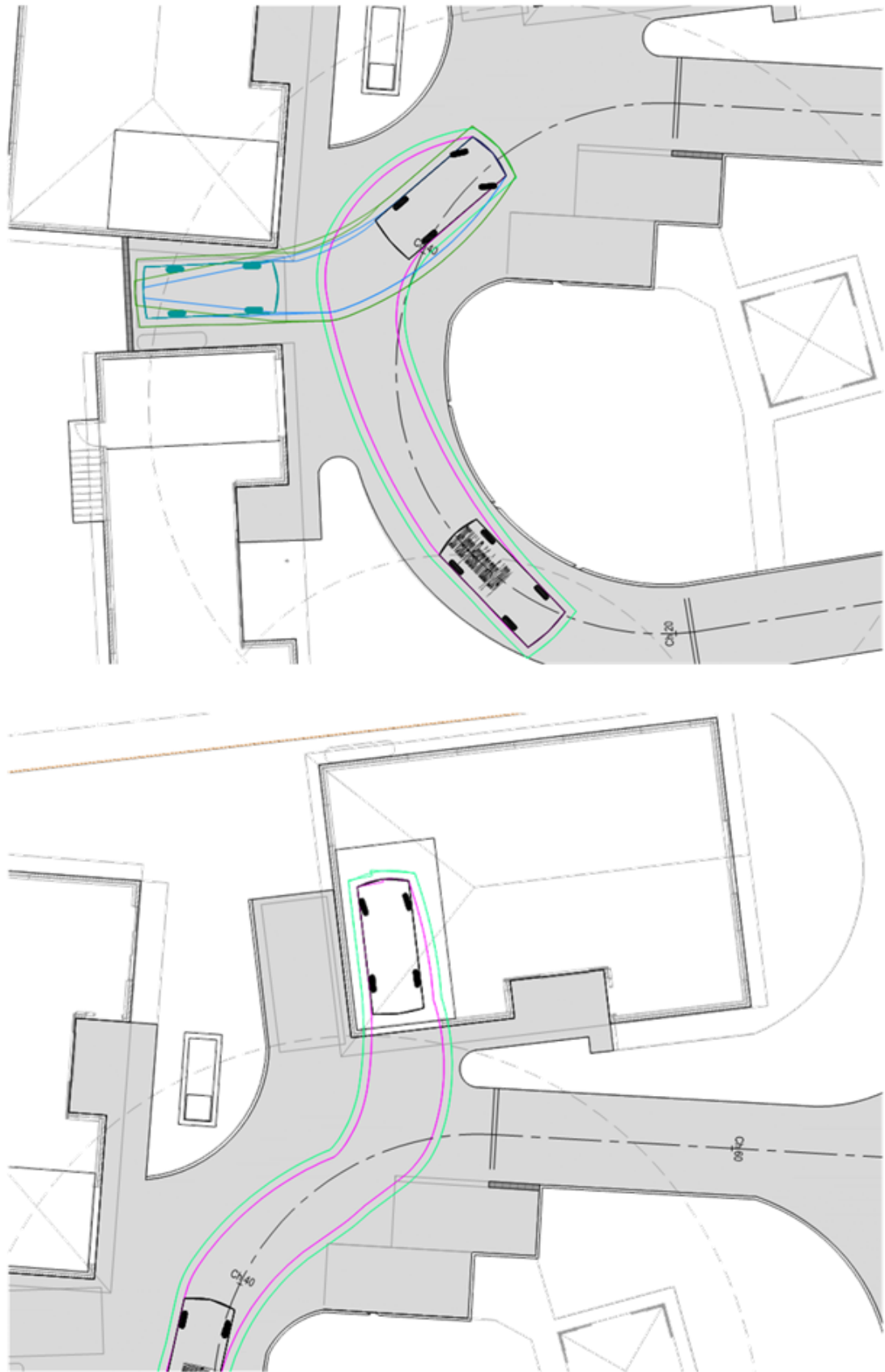
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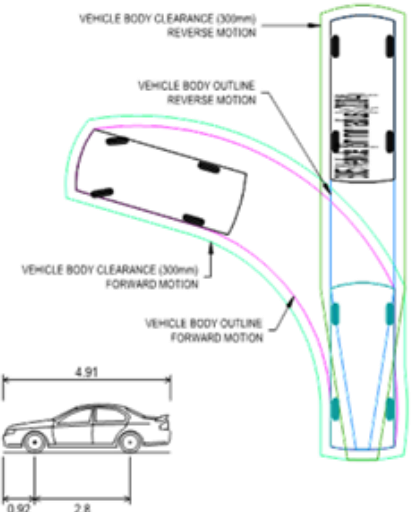
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B85 Vehicle (8m min radius) (2004)  
Overall Length 4.910m  
Overall Width 1.870m  
Overall Body Height 1.421m  
Min Body Ground Clearance 0.159m  
Track Width 1.770m  
Lock-to-lock time 4.00s  
Curb to Curb Turning Radius 8.000m

**VEHICLE TURNPATH - LEGEND**  
SCALE 1:100 (A1)  
FROM AUTOCAD CIVIL 3D VEHICLE TRACKING SOFTWARE

TURNPATH PLAN - SHEET 2  
SCALE 1:100 (A1)

		DRAWN	DE
		CHECKED	MW
DEVELOPMENT APPROVAL - KCC RFI RESPONSE	30/11/2021	DESIGN	DE
DEVELOPMENT APPROVAL - AMENDED TP2'S	11/12/2021	CHECKED	MW
DEVELOPMENT APPROVAL	19/10/2021	VERIFIED	-



Lower Ground  
199 Macquarie Street  
Hobart TAS 7000  
03 6234 8666  
mail@aldanmark.com.au

PROJECT: PETER OVERTON



ADDRESS: 165 REDWOOD ROAD  
KINGSTON  
TAS

CLIENT: PETER OVERTON

SHEET: TURNPATH PLAN - SHEET 2

SCALE: AS INDICATED	TOTAL SHEETS: 12	SHEET: A1
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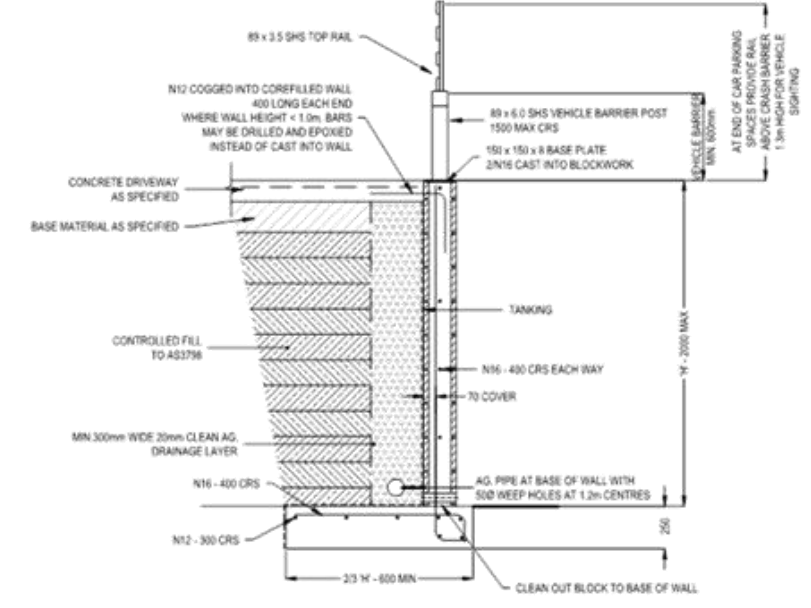
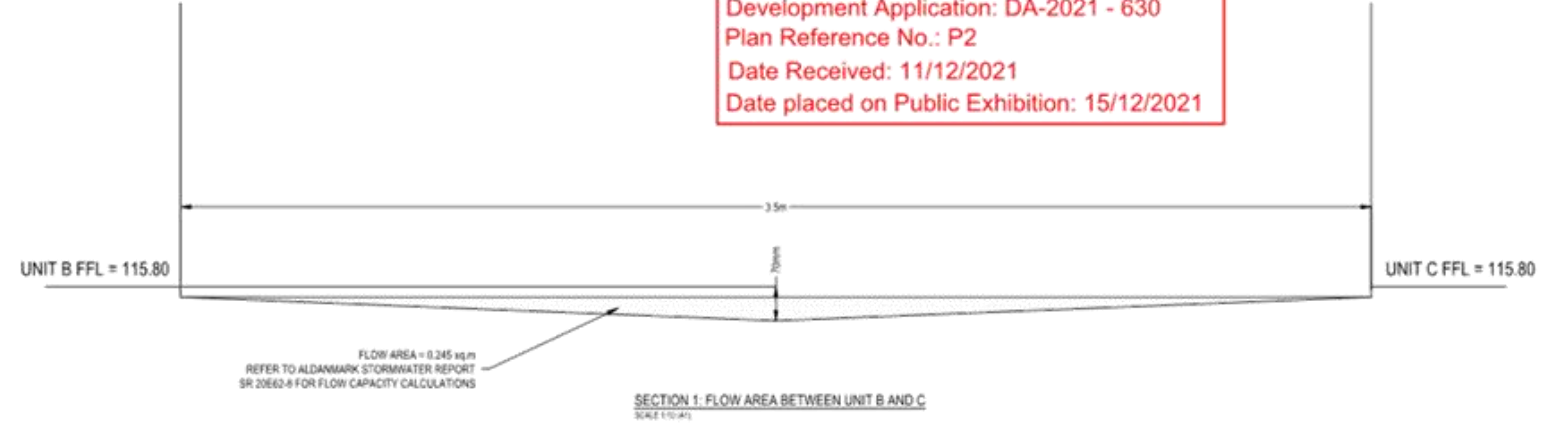






100 ARI FLOW ROUTE PLAN  
SCALE 1:200 (A1)

**Kingborough Council**  
Development Application: DA-2021 - 630  
Plan Reference No.: P2  
Date Received: 11/12/2021  
Date placed on Public Exhibition: 15/12/2021



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		DRAWN: DE	CHECKED: MW	PROJECT: PETER OVERTON	ADDRESS: 165 REDWOOD ROAD KINGSTON TAS	SHEET: 100 YEAR ARI FLOW ROUTE PLAN
DEVELOPMENT APPROVAL - KCC RFI RESPONSE	30/11/2021	DESIGN: DE		AS INDICATED	CLIENT: PETER OVERTON	SCALE: AS INDICATED
DEVELOPMENT APPROVAL - AMENDED TP2'S	11/11/2021	CHECKED: MW				TOTAL SHEETS 13
DEVELOPMENT APPROVAL	19/10/2021	VERIFIED: -				SIZE: A1



Lower Ground  
199 Macquarie Street  
Hobart TAS 7000  
03 6234 8666  
mail@aldanmark.com.au

DEVELOPMENT APPLICATION NUMBER: DA-2021-630

### **Assessment Checklist for Development Applications for Multiple Dwellings within the General Residential Zone**

<b>Application No:</b> DA-2021-630	<b>Description:</b> Eight multiple dwellings (one existing)
<b>Applicant:</b> Lifetime Homes	<b>Owner:</b> Redwood Tas Pty Ltd
<b>Location:</b> 165 Redwood Road, Kingston	

### **General Residential Zone Provisions (multiple dwellings)**

*Checklist is based on KIPS2015 and provisions of IPD4 (which commenced 22 Feb 2021)*

Clause	Compliance/Comments
<b>10.4.1 - Residential Density for multiple dwellings</b>  <b>A1</b> - Multiple dwellings must have a site area per dwelling of not less than 325m <sup>2</sup> .	<b>A1</b> – Complies – 566m <sup>2</sup> per dwelling. Site area is 4528m <sup>2</sup> .  The area of the lot is capable of accommodating 13 units under the Development Standard A1 with a density of 348m <sup>2</sup> /dwelling.
<b>10.4.2 - Setbacks and building envelopes for all dwellings</b>  <b>A1</b> - Unless within a building area on a sealed plan, a dwelling, excluding garages, carports and protrusions that extend not more than 0.9m into the frontage setback, must have a setback from a frontage that is: <ul style="list-style-type: none"> <li>(a) if the frontage is a primary frontage, not less than 4.5m, or, if the setback from the primary frontage is less than 4.5m, not less than the setback, from the primary frontage, of any existing dwelling on the site;</li> <li>(b) if the frontage is not a primary frontage, not less than 3m, or, if the setback from the frontage is less than 3m, not less than the setback, from a frontage that is not a primary frontage, of any existing dwelling on the site;</li> <li>(c) if for a vacant site and there are existing dwellings on adjoining properties on the same street, not more than the greater, or less than the lesser, setback for the equivalent frontage of the dwellings on the adjoining sites on the same street;</li> <li>(d) if located above a non-residential use at ground floor level, not less than the setback from the frontage of the ground floor level; or</li> </ul>	<b>A1(a-e)</b> – Complies – Unit H is 4.5m setback from street.

## DEVELOPMENT APPLICATION NUMBER: DA-2021-630

(e) if the development is on land that abuts a road specified in Table 10.4.2, at least that specified for the road.	
<p><b>A2</b> - A garage or carport for a dwelling must have a setback from a primary frontage of not less than:</p> <ul style="list-style-type: none"> <li>(a) 5.5m, or alternatively 1m behind the building line;</li> <li>(b) the same as the building line, if a portion of the dwelling gross floor area is located above the garage or carport; or</li> <li>(c) 1m, if the existing ground level slopes up or down at a gradient steeper than 1 in 5 for a distance of 10m from the frontage.</li> </ul>	<p><b>A2(a-c)</b> – <b>Not Complying</b> – Unit H garage is 4.5m from the street and located at the front of the Unit.</p>
<p><b>A3</b> - A dwelling, excluding outbuildings with a building height of not more than 2.4m and protrusions that extend not more than 0.9m horizontally beyond the building envelope, must:</p> <ul style="list-style-type: none"> <li>(a) be contained within a building envelope (refer to Figures 10.1, 10.2 and 10.3) determined by: <ul style="list-style-type: none"> <li>(i) a distance equal to the frontage setback or, for an internal lot, a distance of 4.5m from the rear boundary of a property with an adjoining frontage; and</li> <li>(ii) projecting a line at an angle of 45 degrees from the horizontal at a height of 3m above existing ground level at the side and rear boundaries to a building height of not more than 8.5m above existing ground level; and</li> </ul> </li> <li>(b) only have a setback of less than 1.5m from a side or rear boundary if the dwelling: <ul style="list-style-type: none"> <li>(i) does not extend beyond an existing building built on or within 0.2m of the boundary of the adjoining property; or</li> <li>(ii) does not exceed a total length of 9m or one third the length of the side boundary (whichever is the lesser).</li> </ul> </li> </ul>	<p><b>A3(a)</b> – <b>Not Complying</b> – Unit C is outside the building envelope adjacent to rear boundary</p> <p>All other Units comply with the building envelope requirements</p> <p><b>A3(b)</b> – NA.</p>
<p><b>A4</b> - No trees of high conservation value will be impacted.</p>	<p><b>A4</b> – <b>Not Complying</b> –</p> <p>As the works involve the removal of one (1), and impact on another four (4), high-very high conservation value trees, the proposal must be assessed against the performance criteria.</p>



## DEVELOPMENT APPLICATION NUMBER: DA-2021-630

<p><b>10.4.3 - Site coverage and private open space for all dwellings</b></p> <p><b>A1</b> - Dwellings must have:</p> <ul style="list-style-type: none"> <li>(a) a site coverage of not more than 50% (excluding eaves up to 0.6m wide); and</li> <li>(b) for multiple dwellings, a total area of private open space of not less than 60m<sup>2</sup> associated with each dwelling, unless the dwelling has a finished floor level that is entirely more than 1.8m above the finished ground level (excluding a garage, carport or entry foyer).</li> </ul> <p><b>A2</b> - A dwelling must have private open space that:</p> <ul style="list-style-type: none"> <li>(a) is in one location and is not less than: <ul style="list-style-type: none"> <li>(i) 24m<sup>2</sup>; or</li> <li>(ii) 12m<sup>2</sup>, if the dwelling is a multiple dwelling with a finished floor level that is entirely more than 1.8m above the finished ground level (excluding a garage, carport or entry foyer);</li> </ul> </li> <li>(b) has a minimum horizontal dimension of not less than: <ul style="list-style-type: none"> <li>(i) 4m; or</li> <li>(ii) 2m, if the dwelling is a multiple dwelling with a finished floor level that is entirely more than 1.8m above the finished ground level (excluding a garage, carport or entry foyer);</li> </ul> </li> <li>(c) is located between the dwelling and the frontage only if the frontage is orientated between 30 degrees west of true north and 30 degrees east of true north; and</li> <li>(d) has a gradient not steeper than 1 in 10.</li> </ul>	<p><b>A1(a)</b> – total gfa = 1188m<sup>2</sup> and site coverage is 26%</p> <p>A 125.67m<sup>2</sup>  B 125.67m<sup>2</sup>  C 143.34m<sup>2</sup>  D 143.35m<sup>2</sup>  E 143.35m<sup>2</sup>  F 255.44m<sup>2</sup>  G 125.59m<sup>2</sup>  H 125.59m<sup>2</sup></p> <p><b>A1(b)</b> – All Units have a total area of private open space of not less than 60m<sup>2</sup> associated with each dwelling.</p> <p>Note is made that the site coverage is only 26% (maximum standard is 50%) and based on site area there could be up to 13 units on the site whereas there are 8 units proposed. There is ample opportunity for private open space.</p> <p><b>A2(a)(i)</b> – Complies - All units have the required private open space area of 24 m<sup>2</sup>.</p> <p><b>A2(b)</b> – Complies - All units have a private open space area that complies with the required dimensions.</p> <p><b>A2(c)</b> – <b>Not Complying</b> - Unit H private open space is in the front yard and the frontage is orientated approximately 70 degrees west of true north.</p> <p><b>A2(d)</b> Complies – all units have open space with a gradient less than 1 in 10.</p>
<p><b>10.4.4 - Sunlight to private open space of multiple dwellings</b></p> <p><b>A1</b> - A multiple dwelling, that is to the north of the private open space of another dwelling on the same site, required to satisfy A2 or P2 of clause 10.4.3, must satisfy (a) or (b), unless excluded by (c):</p>	<p><b>A1(a)</b> – All Units comply with setbacks from other units.</p> <p><b>A1(b)</b> – NA</p> <p><b>A1(c)</b> – NA</p>

**DEVELOPMENT APPLICATION NUMBER: DA-2021-630**

<p>(a) the multiple dwelling is contained within a line projecting (see Figure 10.4):</p> <ul style="list-style-type: none"> <li>(i) at a distance of 3m from the northern edge of the private open space; and</li> <li>(ii) vertically to a height of 3m above existing ground level and then at an angle of 45 degrees from the horizontal;</li> </ul> <p>(b) the multiple dwelling does not cause 50% of the private open space to receive less than 3 hours of sunlight between 9.00am and 3.00pm on 21st June; and</p> <p>(c) this Acceptable Solution excludes that part of a multiple dwelling consisting of:</p> <ul style="list-style-type: none"> <li>(i) an outbuilding with a building height not more than 2.4m; or</li> <li>(ii) protrusions that extend not more than 0.9m horizontally from the multiple dwelling.</li> </ul>	
<p><b>10.4.5 - Width of openings for garages and carports for all dwellings</b></p> <p><b>A1</b> - A garage or carport for a dwelling within 12m of a primary frontage, whether the garage or carport is free-standing or part of the dwelling, must have a total width of openings facing the primary frontage of not more than 6m or half the width of the frontage (whichever is the lesser).</p>	<p><b>A1</b> – Complies – all carports are less than 6m in width.</p>
<p><b>10.4.6 - Privacy for all dwellings</b></p> <p><b>A1</b> - A balcony, deck, roof terrace, parking space, or carport for a dwelling (whether freestanding or part of the dwelling), that has a finished surface or floor level more than 1m above existing ground level must have a permanently fixed screen to a height of not less than 1.7m above the finished surface or floor level, with a uniform transparency of not more than 25%, along the sides facing a:</p> <ul style="list-style-type: none"> <li>(a) side boundary, unless the balcony, deck, roof terrace, parking space, or carport has a setback of not less than 3m from the side boundary;</li> <li>(b) rear boundary, unless the balcony, deck, roof terrace, parking space, or carport has a setback of not less than 4m from the rear boundary; and</li> <li>(c) dwelling on the same site, unless the balcony, deck, roof terrace, parking space, or carport is not less than 6m: <ul style="list-style-type: none"> <li>(i) from a window or glazed door, to a habitable room of the other dwelling on the same site; or</li> <li>(ii) from a balcony, deck, roof terrace or the private open space of the other dwelling on the same site.</li> </ul> </li> </ul>	<p><b>A1(a)</b> – Complies</p> <p><b>A1(b)</b> – Complies</p> <p><b>A1(c)</b> – Complies</p>

DEVELOPMENT APPLICATION NUMBER: DA-2021-630

<p><b>A2</b> - A window or glazed door to a habitable room of a dwelling, that has a floor level more than 1m above existing ground level, must satisfy (a), unless it satisfies (b):</p> <p>(a) the window or glazed door:</p> <ul style="list-style-type: none"> <li>(i) is to have a setback of not less than 3m from a side boundary;</li> <li>(ii) is to have a setback of not less than 4m from a rear boundary;</li> <li>(iii) if the dwelling is a multiple dwelling, is to be not less than 6m from a window or glazed door, to a habitable room, of another dwelling on the same site; and</li> <li>(iv) if the dwelling is a multiple dwelling, is to be not less than 6m from the private open space of another dwelling on the same site.</li> </ul> <p>(b) the window or glazed door:</p> <ul style="list-style-type: none"> <li>(i) is to be offset, in the horizontal plane, not less than 1.5m from the edge of a window or glazed door, to a habitable room of another dwelling;</li> <li>(ii) is to have a sill height of not less than 1.7m above the floor level or have fixed obscure glazing extending to a height of not less than 1.7m above the floor level; or</li> <li>(iii) is to have a permanently fixed external screen for the full length of the window or glazed door, to a height of not less than 1.7m above floor level, with a uniform transparency of not more than 25%.</li> </ul>	<p><b>A2</b> - Complies – All units comply in that any windows or glazed doors that have a floor level more than 1m above existing ground level, are setback the required distance, or have obscure glass.</p>
<p><b>A3</b> - A shared driveway or parking space (excluding a parking space allocated to that dwelling) must be separated from a window, or glazed door, to a habitable room of a multiple dwelling by a horizontal distance of not less than:</p> <p>(a) 2.5m; or</p> <p>(b) 1m if:</p> <ul style="list-style-type: none"> <li>(i) it is separated by a screen of not less than 1.7m in height; or</li> <li>(ii) the window, or glazed door, to a habitable room has a sill height of not less than 1.7m above the shared driveway or parking space, or has fixed obscure glazing extending to a height of not less than 1.7m above the floor level.</li> </ul>	<p><b>A3(a-b)</b> – Complies – All windows or glazed doors to habitable rooms are separated by more than 2.5m from shared driveways.</p>
<p><b>10.4.7 - Frontage fences for all dwellings</b></p> <p><b>A1</b> - No Acceptable solution (when not exempt)</p>	<p><b>A1</b> – <b>Not Complying</b> – A 1.8m high wall of 5.8m width is proposed along the front boundary to screen the rubbish bin storage area. The</p>



## DEVELOPMENT APPLICATION NUMBER: DA-2021-630

<p>[The Exceptions; 5.6 Miscellaneous exemptions, cl Table 5.6.2 exempts fences within 4.5m of a frontage in the General Residential Zone or Inner Residential Zone if not more than a height of:</p> <p>(a) 1.2m above existing ground level if the fence is solid; or</p> <p>(b) 1.8m above existing ground level, if the fence has openings above the height of 1.2m which provide a uniform transparency of at least 30% (excluding any posts or uprights), unless a code relating to historic heritage values or significant trees applies and requires a permit for the use or development.]</p>	<p>remainder of the front boundary will contain a 1.8m high fence with 30% transparency.</p>
<p><b>10.4.8 - Waste storage for multiple dwellings</b></p> <p><b>A1</b> - A multiple dwelling must have a storage area, for waste and recycling bins, that is not less than 1.5m<sup>2</sup> per dwelling and is within one of the following locations:</p> <p>(a) an area for the exclusive use of each dwelling, excluding the area in front of the dwelling; or</p> <p>(b) a common storage area with an impervious surface that:</p> <p>(i) has a setback of not less than 4.5m from a frontage;</p> <p>(ii) is not less than 5.5m from any dwelling; and</p> <p>(iii) is screened from the frontage and any dwelling by a wall to a height not less than 1.2m above the finished surface level of the storage area.</p>	<p><b>A1(a-b)</b> – Complies – all Units have a dedicated area for bins.</p>

## Code Provisions

Clause	Compliance/Comments
<b>E5.0 Road and Railway Assets Code</b>	
<p>Existing road accesses and junctions (CL. E5.5.1)</p> <ul style="list-style-type: none"> <li>A3 - The annual average daily traffic (AADT) of vehicle movements, to and from a site, using an existing access or junction, in an area subject to a speed limit of 60km/h or less, must not increase by more than 20% or 40 vehicle movements per day, whichever is the greater.</li> </ul>	<p>A1 – <b>Not Complying</b> – The site has access to Redwood Road which is a collector road. Increase in traffic exceeds the A3 Acceptable Solution.</p>
<p>Road accesses and junctions (CL. E5.6.2)</p> <ul style="list-style-type: none"> <li>A1 - No new access or junction to roads in an area subject to speed limits.</li> </ul>	<p>A1 – Complies - The site has an existing vehicle access crossover</p>

## DEVELOPMENT APPLICATION NUMBER: DA-2021-630

<b>E6.0 Parking and Access Code</b>	
Use standards – number of car parking spaces (Cl.E6.6.1) <ul style="list-style-type: none"> <li>A1 - Number of on-site car parking spaces complies with table</li> </ul>	A1 – Complies – Number of spaces is in accordance with the Code. Each unit has 2 spaces and there are 3 visitor parking spaces.
Number of vehicular accesses (Cl.E6.7.1) <ul style="list-style-type: none"> <li>A1 – Number of vehicle access points complies</li> </ul>	A1 – Complies – there is a single vehicular access point to Redwood Road.
Design of vehicular accesses (Cl.E6.7.2) <ul style="list-style-type: none"> <li>A1 – Design of vehicle access points complies</li> </ul>	A1 – Complies – Australian Standards in accordance with the Code.
Vehicular passing areas along an access (Cl.E6.7.3) <ul style="list-style-type: none"> <li>A1 – Vehicular passing areas comply</li> </ul>	A1 – Complies – internal driveway and access is designed for two way traffic and passing.
On-site turning (Cl.E6.7.4) <ul style="list-style-type: none"> <li>A1 – on-site turning provides for vehicles to exit property in forward direction</li> </ul>	A1 – Complies – all vehicles can turn on site and exit property in forward direction.
Layout of parking areas (Cl.E6.7.5) <ul style="list-style-type: none"> <li>A1 – Layout and compliance with Australian Standard</li> </ul>	A1 – Complies – Australian Standards in accordance with the Code.
Surface treatment of parking areas (Cl.E6.7.6) <ul style="list-style-type: none"> <li>A1 – Parking spaces and vehicular circulation surfaces provided</li> </ul>	A1 – Complies – Australian Standards in accordance with the Code.
Lighting of parking areas (Cl.E6.7.7) <ul style="list-style-type: none"> <li>A1 – Parking and vehicle circulation roadways are provided with lighting</li> </ul>	A1 – Complies - Condition included in Permit.
Landscaping of parking areas (Cl.E6.7.8) <ul style="list-style-type: none"> <li>A1 – Landscaping of parking and circulation areas complies</li> </ul>	A1 – Complies – Australian Standards in accordance with the Code.
Access to a road (Cl.E6.7.14) <ul style="list-style-type: none"> <li>A1 – Access to road complies with road authority requirements</li> </ul>	A1 – Complies – Australian Standards in accordance with the Code.

## DEVELOPMENT APPLICATION NUMBER: DA-2021-630

<b>E7.0 Stormwater Management Code</b>	
<p>Stormwater drainage and disposal (Cl.E7.7.1)</p> <ul style="list-style-type: none"> <li>• A1 – Disposal of stormwater to public infrastructure</li> <li>• A2 – Sensitive design of stormwater system incorporates water sensitive urban design principles</li> <li>• A3 – Design of minor stormwater drainage system</li> <li>• A4 – Design of major stormwater drainage system</li> </ul>	<p>A1 – Complies - Disposal of stormwater to public infrastructure.</p> <p>A2 – Complies - Sensitive design of stormwater system incorporates water sensitive urban design principles.</p> <p>A3 – NA</p> <p>A4 – NA</p>
<b>E14.0 Scenic Landscapes Code</b>	
<p>Removal of bushland within scenic landscape areas (Cl.E14.7.1)</p> <ul style="list-style-type: none"> <li>• A1 – Removal or disturbance of bushland must comply with both of the following: <ul style="list-style-type: none"> <li>(a) be on land no less than 50 m (in elevation) from a skyline;</li> <li>(b) be no more than 500 m<sup>2</sup> in extent.</li> </ul> </li> </ul>	<p>A1 – Complies - The proposal complies with (A1) as there is no impact on bushland and is on land no less than 50m in elevation from a skyline.</p>
<p>Appearance of buildings and works within scenic landscape areas (Cl.E14.7.2)</p> <ul style="list-style-type: none"> <li>• A1 - Buildings must comply with one of the following: <ul style="list-style-type: none"> <li>(a) not be visible from public spaces;</li> <li>(b) be an addition or alteration to an existing building that: <ul style="list-style-type: none"> <li>(i) increases the gross floor area by no more than 25%;</li> <li>(ii) does not increase the building height;</li> <li>(iv) provides external finishes the same or similar to existing.</li> </ul> </li> </ul> </li> <li>• A2 Works must not be visible from public spaces.</li> </ul>	<p>A1 – <b>Not Complying</b> – the Units are visible from public spaces.</p> <p>A2 – <b>Not Complying</b> – the Works are visible from public spaces.</p>
<b>E15.0 Inundation Prone Areas Code</b>	
<p>While the site is identified as being subject to riverine inundation from overland flows in Council's mapping, existing stormwater infrastructure intercepts any overland flows and the site is not considered to be subject to Riverine inundation. Therefore, Code E15.0 is not applicable.</p>	





## Submission to Planning Authority Notice

<b>Council Planning Permit No.</b>	DA-2021-630	<b>Council notice date</b>	11/11/2021
<b>TasWater details</b>			
<b>TasWater Reference No.</b>	TWDA 2021/01960-KIN	<b>Date of response</b>	22/11/2021
<b>TasWater Contact</b>	Anthony Cengia	<b>Phone No.</b>	0474 933 293
<b>Response issued to</b>			
<b>Council name</b>	KINGBOROUGH COUNCIL		
<b>Contact details</b>	kc@kingborough.tas.gov.au		
<b>Development details</b>			
<b>Address</b>	165 REDWOOD RD, KINGSTON	<b>Property ID (PID)</b>	9561353
<b>Description of development</b>	Multiple Dwellings x 8		
<b>Schedule of drawings/documents</b>			
<b>Prepared by</b>	<b>Drawing/document No.</b>	<b>Revision No.</b>	<b>Date of Issue</b>
liddington architecture studio	2021-04 Sheets 101 to 3.8.3		25/10/2021
Aldanmark	20E62-8 Sheet C106	B	01/11/2021
<b>Conditions</b>			
<p><b>SUBMISSION TO PLANNING AUTHORITY NOTICE OF PLANNING APPLICATION REFERRAL</b></p> <p>Pursuant to the <i>Water and Sewerage Industry Act 2008</i> (TAS) Section 56P(1) TasWater imposes the following conditions on the permit for this application:</p> <p><b>CONNECTIONS, METERING &amp; BACKFLOW</b></p> <ol style="list-style-type: none"> <li>1. A suitably sized water supply with metered connections and sewerage system and connection to the development must be designed and constructed to TasWater's satisfaction and be in accordance with any other conditions in this permit.</li> <li>2. Any removal/supply and installation of water meters and/or the removal of redundant and/or installation of new and modified property service connections must be carried out by TasWater at the developer's cost.</li> <li>3. Prior to commencing construction/use of the development, any water connection utilised for construction/the development must have a backflow prevention device and water meter installed, to the satisfaction of TasWater.</li> </ol> <p><b>INFRASTRUCTURE WORKS</b></p> <ol style="list-style-type: none"> <li>4. The developer must take all precautions to protect existing TasWater infrastructure. Any damage caused to existing TasWater infrastructure during the construction period must be promptly reported to TasWater and repaired by TasWater at the developer's cost.</li> <li>5. Ground levels over the TasWater assets and/or easements must not be altered without the written approval of TasWater.</li> </ol> <p><b>56W CONSENT</b></p> <ol style="list-style-type: none"> <li>6. Prior to the issue of the Certificate for Certifiable Work (Building) and/or (Plumbing) by TasWater the applicant or landowner as the case may be must make application to TasWater pursuant to section 56W of the <i>Water and Sewerage Industry Act 2008</i> for its consent in respect of that part of the development which is built within two metres of TasWater infrastructure.</li> </ol>			



#### DEVELOPMENT ASSESSMENT FEES

7. The applicant or landowner as the case may be, must pay a development assessment fee of \$363.57 to TasWater, as approved by the Economic Regulator and the fee will be indexed, until the date paid to TasWater.

The payment is required within 30 days of the issue of an invoice by TasWater.

#### Advice

##### General

For information on TasWater development standards, please visit <https://www.taswater.com.au/building-and-development/technical-standards>

For application forms please visit <https://www.taswater.com.au/building-and-development/development-application-form>

##### Service Locations

Please note that the developer is responsible for arranging to locate the existing TasWater infrastructure and clearly showing it on the drawings. Existing TasWater infrastructure may be located by a surveyor and/or a private contractor engaged at the developers cost to locate the infrastructure.

- (a) A permit is required to work within TasWater's easements or in the vicinity of its infrastructure.  
Further information can be obtained from TasWater
- (b) TasWater has listed a number of service providers who can provide asset detection and location services should you require it. Visit [www.taswater.com.au/Development/Service-location](http://www.taswater.com.au/Development/Service-location) for a list of companies
- (c) TasWater will locate residential water stop taps free of charge
- (d) Sewer drainage plans or Inspection Openings (IO) for residential properties are available from your local council.

##### 56W Consent

The plans submitted with the application for the Certificate for Certifiable Work (Building) and/or (Plumbing) will need to show footings of proposed buildings located over or within 2.0m from TasWater pipes and will need to be designed by a suitably qualified person to adequately protect the integrity of TasWater's infrastructure, and to TasWater's satisfaction, be in accordance with AS3500 Part 2.2 Section 3.8 to ensure that no loads are transferred to TasWater's pipes. These plans will need to also include a cross sectional view through the footings which clearly shows;

- (a) Existing pipe depth and proposed finished surface levels over the pipe;
- (b) The line of influence from the base of the footing must pass below the invert of the pipe and be clear of the pipe trench and;
- (c) A note on the plan indicating how the pipe location and depth were ascertained.
- (d) The location of the property service connection and sewer inspection opening (IO).

#### Declaration

The drawings/documents and conditions stated above constitute TasWater's Submission to Planning Authority Notice.

#### Authorised by



**Jason Taylor**  
Development Assessment Manager

**TasWater Contact Details**

Phone	13 6992	Email	development@taswater.com.au
Mail	GPO Box 1393 Hobart TAS 7001	Web	www.taswater.com.au

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## OPEN SESSION RESUMES

### 14 PETITIONS STILL BEING ACTIONED

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There are no petitions still being actioned.

### 15 PETITIONS RECEIVED IN LAST PERIOD

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

### 16 OFFICERS REPORTS TO COUNCIL

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#### 16.1 ANNUAL BUDGET MID-YEAR REVIEW

**File Number:** 5.95  
**Author:** John Breen, Chief Financial Officer  
**Authoriser:** Gary Arnold, General Manager

#### Strategic Plan Reference

Key Priority Area: 2 Deliver quality infrastructure and services.  
Strategic Outcome: 2.4 The organisation has a corporate culture that delivers quality customer service, encourages innovation and has high standards of accountability.

#### 1. PURPOSE

- 1.1 The purpose of this report is to review the budget forecast after six months of actual operational expenditure and consider the progress in delivering the Capital Works program and to seek adjustments to individual budget items.

#### 2. BACKGROUND

- 2.1 Budgets are a forecast of likely income and expenditure at a point in time. After six months of actual expenditure, several budget assumptions have changed resulting in variations to forecast figures.
- 2.2 The attached summary operating statement shows the December operational results against the year-to-date budget, the annual budget the revised forecast budget and the forecast variance.
- 2.3 For various reasons, capital budgets will vary throughout any financial year with some projects realising savings, others being over expended, and, in some cases, projects being deferred. Generally, the overs and unders are managed within the overall budget, however it is prudent that at this stage of the year, Council considers the current situation and makes some decisions accordingly.

- 2.4 The status of the current capital program is attached. This provides an estimate as to the completion of each project, while noting that the actual expenditures may not accurately reflect this due to lags in receiving final invoices.

### 3. STATUTORY REQUIREMENTS

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

### 4. DISCUSSION

#### Operational Expenditure

- 4.1 The operational budget for 2021/22 was approved by Council in June 2021.
- 4.2 The forecast Underlying Operational Result is a deficit of \$496k against the budget figure of \$546k. At a high level, recurrent income is expected to be \$950k over budget, while expenditure is forecast at \$900k over budget leaving a \$50k improvement in the Underlying Deficit for 2021/22.
- 4.3 The following is the analysis of forecast movements on each income and expenditure item as reported in the Summary Operating Statement based on December 2021 figures:
- 4.3.1 **User Fees +\$150k:** User fees are currently \$96k over budget due primarily to the Kingston Sports Centre (KSC) which is \$32k over budget and Community Hub fees of \$39k over budget. The trend in KSC fees being over budget should continue to the end of the year as it results from the increased activity at the centre. The Community Hub has benefited from the vaccination program that the State Government has been operating from the Hub and it is expected to continue offering booster shots in early 2022.
- 4.3.2 **Grants Recurrent +\$500k:** Grants recurrent are \$472k over budget due primarily to a change in accounting standards which allows revenue received in 2019/20 to be carried forward to this financial year and matched with the expenditure associated with the grant. In addition, grants for the netball feasibility study and the Bruny Island boat shed have been received. There is also an additional \$150k in financial assistance grants expected to be received due to change in the grant methodology.
- 4.3.3 **Contributions – Cash +\$200k** Cash contributions are \$208k over budget due to the receipt of \$207k into the public open space account from the developer of the Spring Farm subdivision.
- 4.3.4 **Employee Costs -\$200k:** Due to the loss of experienced staff in the Planning area, additional qualified resources are required for an eighteen-month period to support the new staff that have limited experience. Also, funds are required to provide an increased offer to employees as part of the enterprise agreement negotiations.
- 4.3.5 **Materials and Services -\$400k:** Materials and services budget has been increased by \$400k to match the likely costs associated with grant funds being expended in 2021/22 in line with the allocation of recurrent grant revenue.
- 4.3.6 **Other Expenses -\$300k:** Council has committed to a cash contribution of \$200k to the development of change rooms at Lightwood Park and the cost of the Council by-election of \$87k.

- 4.4 Council is forecast to deliver an underlying result that is \$50k better than in the budget for 2021/22. Two areas where expenditure is required is a \$30k contribution to the electric charging station that is to be built at the Civic Centre and \$20k to a remote working program for employees to enable a more flexible workforce to be achieved.

### **Capital Expenditure**

- 4.5 Overall the capital program as at December 2021 is not predicting any large savings or over expenditure. However, there is predicted to be delays to delivery of the program with some minor savings and opportunity for bringing a project forward.
- 4.6 The delivery of the capital program has been affected by a number of issues this year that has delayed the start of many projects including:
- Availability of contractors;
  - Delays in receiving approvals;
  - Delays associated with wetter than normal weather conditions; and
  - Availability of staff to drive some projects.
- 4.7 As such, though most projects will be progressed it is expected that some of the larger projects will carry forward into next financial year.
- 4.8 Three stormwater catchment investigations (Roslyn Avenue, Blackmans Bay, \$38K and Victoria Avenue, Bruny Island, \$36K, Van Morey-Frost Road, Margate, \$16K) have been identified as not being able to be progressed this financial year due to staffing constraints and will be put forward for consideration in the 2022/23 financial year. Although not ideal this is not expected to adversely affect the pipeline of future stormwater works.
- 4.9 There is an opportunity for Council to use the above savings to bring forward a project to improve the rock breakwater at Kingston Beach, including improving the structural stability and providing for an accessible path for people to use for recreational fishing. This project is estimated to cost \$300K, however MAST funding of \$175K has been provided as such Council would need to support this with \$125K of funding.
- 4.10 The identified deferrals will release \$90K of savings to assist with Council funding this project and the balance will be sought through other savings that may be identified over the next six months or if these do not come to fruition a deferral/part deferral of a project to cover the balance of \$35K.

## **5. FINANCE**

- 5.1 The operational expenditure forecast is for a result slightly better than what was predicted in the budget for 2021/22. This has allowed some expenditure to be allocated to two projects.
- 5.2 The Capital Program is currently under budget for the year to date, this is mainly due to delays in commencing some projects. The total capital budget as of 31 December 2021 was \$17.10M and expenditure and commitments at this date was \$6.18M.
- 5.3 At this stage, we are expecting the majority of the Capital Program to be commenced but will continue to closely monitor in the next 2-3 months. Delays are expected in some larger projects primarily due to contractor availability.
- 5.4 Any other overs and unders within the Capital Program over the next six months will be managed within the program.



**6. COMMUNICATION AND CONSULTATION**

- 6.1 Consultation has been undertaken internally to ensure the adjustments to the program can be achieved.

**7. RISK**

- 7.1 There are no particular risks associated with this report. Capital projects that have been suggested for a 12-month deferral are stormwater modelling projects, it is not envisaged that this will have a detrimental effect on future projects.

**8. CONCLUSION**

- 8.1 The underlying operating deficit for 2020/21 is forecast to be \$50k less than in the original budget.
- 8.2 It is recommended that \$30k be allocated to the electric vehicle charging station and \$20k to a remote working program.
- 8.3 The Capital Program delivery has been delayed primarily due to other work commitments for available contractors, however most projects are still expected to be commenced by the end of the financial year.
- 8.4 There is an option for Council to consider the bringing forward the improvement to the Kingston Beach breakwater to take advantage of available grant funding.
- 8.5 The Capital Program is still expected to be substantially delivered but it is expected that some projects will carry forward into the 2022/23 financial year.

**9. RECOMMENDATION**

That Council:

- (a) Notes the progress on the operational budget for 2021/22;
- (b) Allocate the \$50k forecast savings in the underlying result to \$30k contribution towards the electric vehicle charging station and \$20k to the remote working program.
- (c) Notes the progress made with the delivery of the Capital Program; and
- (d) Endorse the reallocation of \$125K from deferrals and savings to support grant funding for improvements to the Kingston Beach breakwater.

**ATTACHMENTS**

1. Mid Year Budget Review Financials
2. Capital Expenditure December 2021

## KINGBOROUGH COUNCIL - December 2021

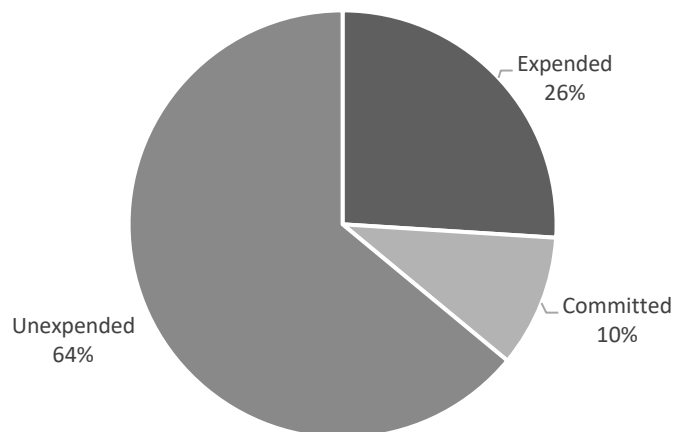
## Summary Operating Statement All

	YTD Actuals	YTD Budget	YTD Variance	Annual Budget	Forecast Budget	Forecast Variance
<b>Income</b>						
Rates	32,137,325	32,162,575	(25,250)	32,210,000	32,210,000	0
Income Levies	1,786,564	1,799,000	(12,436)	1,799,000	1,799,000	0
Statutory Fees & Fines	1,350,305	1,311,680	38,625	2,614,700	2,614,700	0
User Fees	754,418	649,790	104,628	1,299,550	1,449,550	150,000
Grants Recurrent	1,221,620	787,500	434,120	2,765,000	3,265,000	500,000
Contributions - Cash	303,135	103,560	199,575	207,000	407,000	200,000
Reimbursements	1,197,854	1,150,000	47,854	1,200,000	1,200,000	0
Other Income	592,794	473,320	119,474	1,203,600	1,303,600	100,000
Internal Charges Income	109,998	109,980	18	220,000	220,000	0
<b>Total Income</b>	<b>39,454,012</b>	<b>38,547,405</b>	<b>906,607</b>	<b>43,518,850</b>	<b>44,468,850</b>	<b>950,000</b>
<b>Expenses</b>						
Employee Costs	8,553,512	8,445,251	(108,261)	15,876,756	16,076,756	(200,000)
Expenses Levies	892,606	899,500	6,894	1,799,000	1,799,000	0
Loan Interest	48,979	49,020	41	98,000	98,000	0
Materials and Services	6,191,466	5,494,550	(696,916)	10,327,443	10,727,443	(400,000)
Other Expenses	2,968,339	2,854,360	(113,979)	4,378,700	4,678,700	(300,000)
Internal Charges Expense	109,998	109,980	(18)	220,000	220,000	0
<b>Total Expenses</b>	<b>18,764,900</b>	<b>17,852,661</b>	<b>(912,239)</b>	<b>32,699,898</b>	<b>33,599,898</b>	<b>(900,000)</b>
<b>Net Operating Surplus/(Deficit) before:</b>	<b>20,689,113</b>	<b>20,694,744</b>	<b>(5,631)</b>	<b>10,818,952</b>	<b>10,868,952</b>	<b>50,000</b>
Depreciation	5,973,365	5,966,280	(7,085)	11,932,600	11,932,600	0
Loss/(Profit) on Disposal of Assets	(39,900)	0	39,900	400,000	400,000	0
<b>Net Operating Surplus/(Deficit) before:</b>	<b>14,755,648</b>	<b>14,728,464</b>	<b>27,184</b>	<b>(1,513,648)</b>	<b>(1,463,648)</b>	<b>50,000</b>
Interest	31,309	49,020	(17,711)	98,000	98,000	0
Dividends	616,000	620,000	(4,000)	620,000	620,000	0
Share of Profits/(Losses) of Invest. In Assoc	0	0	0	100,000	100,000	0
Investment Copping	0	0	0	150,000	150,000	0
<b>NET OPERATING SURPLUS/(DEFICIT)</b>	<b>15,402,957</b>	<b>15,397,484</b>	<b>5,473</b>	<b>(545,648)</b>	<b>(495,648)</b>	<b>50,000</b>
Grants Capital	1,858,867	2,400,000	(541,133)	3,000,000	4,500,000	1,500,000
Contributions - Non Monetary Assets	0	0	0	1,000,000	1,000,000	0
<b>NET SURPLUS/(DEFICIT)</b>	<b>17,261,824</b>	<b>17,797,484</b>	<b>(535,660)</b>	<b>3,454,352</b>	<b>5,004,352</b>	<b>1,550,000</b>
<b>Underlying Result</b>						
Grant Received in Advance	0	0	0	0	0	0
<b>UNDERLYING RESULT</b>	<b>15,402,957</b>	<b>15,397,484</b>	<b>5,473</b>	<b>(545,648)</b>	<b>(495,648)</b>	<b>50,000</b>
<b>TOTAL CASH GENERATED</b>	<b>9,429,592</b>	<b>9,431,204</b>	<b>(1,612)</b>	<b>11,386,952</b>	<b>11,436,952</b>	<b>50,000</b>

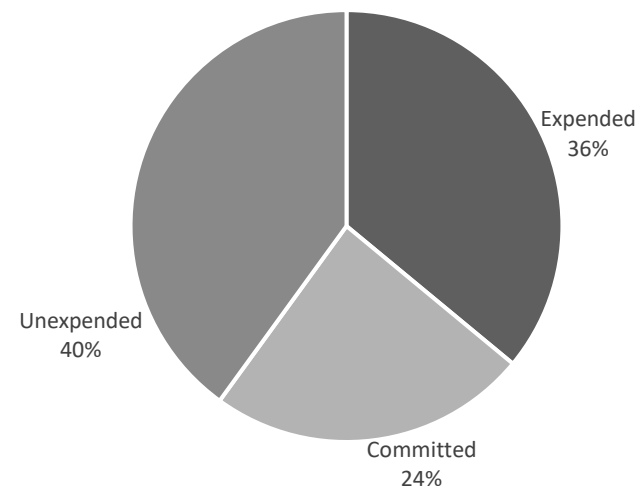
**KINGBOROUGH COUNCIL**  
**CAPITAL EXPENDITURE TO 31/12/2021**

	Budget					Actual			Remaining
	Carry Forward	2020/21	Grants Received	IMG Adjustments	Total	Actual	Commitments	Total	
EXPENDITURE BY ASSET TYPE	2,501,057	6,981,000	510,000	90,000	10,082,057	2,896,804	754,801	3,651,605	6,430,452
Roads Stormwater	1,040,360	1,720,710	-	211,800	2,972,870	908,291	584,961	1,493,252	1,479,618
Property Other	661,905	3,085,500	912,539	116,000	4,775,944	688,383	386,613	1,074,996	3,700,948
Sub total	547,571	-	-	(425,950)	121,621	173,468	41,708	215,176	(93,555)
	4,750,893	11,787,210	1,422,539	(8,150)	17,952,492	4,666,946	1,768,083	6,435,029	11,517,463
Kingston Park	5,396,437	-	-	-	5,396,437	1,926,254	1,309,281	3,235,535	2,160,902
Bruny Island Tourism	1,256,220	-	-	-	1,256,220	783,197	44,942	828,139	428,081
City Deal Funding	1,495,618	-	-	0	1,495,618	-	-	-	1,495,618
Local Roads and Community Infrastruct	(296,606)	-	203,197	8,150	(85,259)	78,938	-	78,938	(164,197)
to Operational Expenditure				(0)	(0)				
Grand Total	12,602,562	11,787,210	1,625,736	-	26,015,508	7,455,334	3,122,306	10,577,640	15,437,868

**Infrastructure Assets**



**Kingston Park**





KINGBOROUGH COUNCIL  
CAPITAL EXPENDITURE TO 31/12/2021

Closed	Capital Project No.	Description	Department	Renewal,Upgrade,or New	Budget						Actual			Remaining
					Carry Forward	2021/22	Grants Rec., POS Funding Council decision	On costs allocated	IMG Adjustments	Total	Actual	Commit-ments	Total	
KINGSTON PARK														
1	KP	Overall Project budget	Kingston Park	New	2,000,000					2,000,000	-	-	-	2,000,000
2	TRUE C00688	KP Boulevard Construction	Kingston Park	New	-	-		-		-	-	-	-	-
3	FALSE C00689	KP Pardalote Parade Design & Construction	Kingston Park	New	46,122	-		-		46,122	-	-	-	46,122
4	TRUE C00690	KP Community Hub Design	Kingston Park	New	52,343	-		-		52,343	-	-	-	52,343
5	FALSE C00691	KP Open Space Design (Playstreet)	Kingston Park	New	41,311	-		-		41,311	2,500	49,840	52,340	(11,029)
6	TRUE C01606	KP Parking Strategy	Kingston Park	New	(2,000)	-		-		(2,000)	-	-	-	(2,000)
7	FALSE C03179	KP Temporary Car Park	Kingston Park	New	108,556	-		-		108,556	-	86,172	86,172	22,384
8	TRUE C01618	Boulevard Construction Stage 1A	Kingston Park	New	318,096	-		-		318,096	322,489	-	322,489	(4,393)
9	FALSE C01627	KP Site - Land Release Strategy	Kingston Park	New	(51,227)	-		-		(51,227)	20,446	-	20,446	(71,673)
10	FALSE C01628	KP Site - General Expenditure	Kingston Park	New	32,863	-		-		32,863	68,622	9,240	77,862	(44,999)
11	TRUE C03068	Operational Expenditure	Kingston Park	New	6,489	-		-		6,489	-	-	-	6,489
12	FALSE C03069	KP Community Hub Construction	Kingston Park	New	63,324	-		-		63,324	5,065	142,973	148,039	(84,715)
13	TRUE C03175	KP Community Hub Plant & Equipment	Kingston Park	New	(1,824)	-		-		(1,824)	-	3,837	3,837	(5,661)
14	FALSE C03173	KP Public Open Space - Playground	Kingston Park	New	331,286	-		-		331,286	347,575	353,584	701,160	(369,874)
15	FALSE C03277	KP Public Open Space - Stage 2	Kingston Park	New	2,522,815	-		-		2,522,815	327,489	633,632	961,121	1,561,694
16		KP Public Open Space - Stage 2 LRCI2	Kingston Park	New	-	-		-		-	-	-	-	-
17		KP Public Open Space - Stage 3 LRCI3	Kingston Park	New	-	-		-		-	-	-	-	-
16	FALSE C03293	Pardalote Parade Northern Section (TIP)	Kingston Park	New	340,200	-		-		340,200	399,986	-	399,986	(59,786)
17	FALSE C03278	KP Perimeter shared footpath	Kingston Park	New	-	-		-		-	-	-	-	-
18	FALSE C03174	KP Public Open Space - Hub link to Playground	Kingston Park	New	(446)	-		-		(446)	4,134	-	4,134	(4,580)
19	FALSE C03279	KP Boulevard Construction Stage 1B	Kingston Park	New	(5,354)	-		-		(5,354)	56,847	-	56,847	(62,201)
20	FALSE C03306	KP Road F design and construct		New	(362,183)	-		-		(362,183)	346,492	30,003	376,495	(738,678)
21	FALSE C03280	KP Stormwater wetlands		New	(43,934)	-		-		(43,934)	24,610	-	24,610	(68,544)
22										-	-	-	-	-
23					5,396,437	-	-	-	-	5,396,437	1,926,254	1,309,281	3,235,535	2,160,902
24														
25	BRUNY ISLAND TOURISM GRANT													
26														
27	FALSE BI	Bruny Island Tourism Grant	Bruny Tourism	New	150,000			-		150,000	-	-	-	150,000
28	FALSE C03282	Alonnah footpath - BI Tourism Grant	Bruny Tourism	New	388,923			-		388,923	467,731	41,528	509,258	(120,335)
29	FALSE C03283	Dennes Point public toilets - BI Tourism Grant	Bruny Tourism	Upgrade	94,012			-		94,012	140,427	3,415	143,841	(49,829)
30	FALSE C03284	Adventure Bay Road road safety measures - BI Touris	Bruny Tourism	New	113,623			-		113,623	6,598	-	6,598	107,025
31	FALSE C03285	Waste disposal sites - BI Tourism Grant	Bruny Tourism	New	43,676			-		43,676	3,262	-	3,262	40,414
32	FALSE C03286	Visitor information - BI Tourism Grant	Bruny Tourism	New	105,830			-		105,830	92,363	-	92,363	13,468
33	TRUE C03287	Mavista Falls Track and picnic area - BI Tourism Gran	Bruny Tourism	New	290,520			-		290,520	-	-	-	290,520
34	FALSE C03288	Nebraska Road road safety measures - BI Tourism Gr	Bruny Tourism	New	69,636			-		69,636	72,817	-	72,817	(3,181)
35														
36					1,256,220	-	-	-	-	1,256,220	783,197	44,942	828,139	428,081
37														

Closed	Capital Project No.	Description	Department	Renewal,Upgrade,or New	Budget						Actual			Remaining
					Carry Forward	2021/22	Grants Rec., POS Funding Council decision	On costs allocated	IMG Adjustments	Total	Actual	Commit-ments	Total	
38	CITY DEAL FUNDING													
39														
40	G10034	City Deal Funding (Funding \$7,900,000 to come \$5.9m - paid 2020/21 \$2.0m, 2021/22 \$2m, 2022/23			954,322			-	(3,058,703)	(2,104,381)				(2,104,381)
41	Place	Place Strategy development		Expenditure in C03107 Channel Hwy 2019/20	-			-		-				-
42	CD1	Kingston Interchange Improvements			800,000			-		800,000				800,000
43	CD2	Other initiatives to be determined			-			-		-				-
44		Whitewater Creek Track - construct			-			-	250,000	250,000				250,000
45		Channel Highway - Design			-			-	50,000	50,000				50,000
46		Channel Highway - Construct			-			-	600,000	600,000				600,000
47		Pardalote Parade Walkway - design			-			-	50,000	50,000				50,000
48		Bus interchange - design			-			-	250,000	250,000				250,000
49		John Street Roundabout			-			-	600,000	600,000				600,000
50		Property Purchase			-			-	1,000,000	1,000,000				1,000,000
51	G80001	Transform Kingston Program		in Operational expenditure	(253,715)			-	253,715	(0)				
52	G80002	Kingborough Bicycle Plan		in Operational expenditure	(4,989)			-	4,989	(0)				
53					-			-		-				-
54					1,495,618	-	-	-	0	1,495,618	-	-	-	1,495,619
55	LOCAL ROADS & COMMUNITY INFRASTRUCTURE Phase 1													
56														
57														
58	G10036	Total grant \$598,102, \$80,420 funds still to come			(283,617)		203,197	-		(80,420)	-	-	-	(80,420)
59	OpExp	Kingborough Community Facility maintenance (Act 5030)			(125,272)			-		(125,272)	-	-	-	(125,272)
60	FALSE	C03409	Jenkins St, pedestrian refuge		62,722			-		62,722	56,896	-	56,896	5,826
61	TRUE	C03410	Morris Ave pedestrian crossing and refuge		(1,045)			-		(1,045)	-	-	-	(1,045)
62	FALSE	C03412	Tower Court reconstruction		51,699			-		51,699	13,891-		13,891	37,808
63	TRUE	C03413	Woodbridge Hall, replace roof and front porch		(1,093)			-	8,150	7,057	8,150-		8,150	(1,093)
64														
65					(296,606)	-	203,197	-	8,150	(85,259)	78,938-		78,938	(164,197)
66	LOCAL ROADS & COMMUNITY INFRASTRUCTURE Phase 2													
67														
68														
69		G10044	Grant for \$1,404,450		-			-	-	-	-	-	-	-
70		LRCI2	Expenditure in C03277 in Kingston Park above		-			-	-	-	-	-	-	-
71														
72					-	-	-	-	-	-	-	-	-	-
73														
74	FALSE	C03222	Wash down facility for twin ovals workshop	Property	New	43,276	-	-	-	43,276	67,926	922	68,848	(25,572)
75	FALSE	C03265	Cat holding facility Bruny Island fit out	Property	Renewal	6,466	-	-	-	6,466	-	-	-	6,466
76	FALSE	C02373	Kettering Hall Disability Access	Property	Upgrade	7,000	-	-	(7,000)	-	-	-	-	-
77	FALSE	C03335	Public Recycling & Waste Enclosures	Property	New	-	-	-	-	-	6,841	-	6,841	(6,841)
77	FALSE	C03429	Dru Point slide renewal	Property	Renewal	34,230	-	-	-	34,230	36,985	-	36,985	(2,755)
78	FALSE	C03324	Civic Centre - Office Accommodation Design	Property	Upgrade	7,699	110,000	-	-	117,699	17,028	43,555	60,582	57,117
79	FALSE	C03325	Kettering Community Hall Public Toilets Upgrade	Property	Upgrade	45,000	160,000	-	7,000	212,000	3,344	2,500	5,844	206,156
80	TRUE	C03326	Kingston Beach Oval Changerooms Upgrade	Property	Upgrade	98,999	-	360,000	-	458,999	-	-	-	458,999
81	FALSE	C03329	Light Wood Park 2 Female Changerooms	Property	Upgrade	200,000	-	-	-	200,000	200,212	-	200,212	(212)
82	FALSE	C03331	Light Wood Park 3 training lights	Property	Renewal	25,268	-	-	-	25,268	10,353	-	10,353	14,915
83	FALSE	C03332	Light Wood Park 3 Fencing	Property	New	10,000	-	-	-	10,000	14,022	-	14,022	(4,022)
84	FALSE	C03314	Silverwater Park Upgrade	Property	Upgrade	-	-	-	-	-	13,008	-	13,008	(13,008)
85	TRUE	C03330	Light Wood Park 2 cricket nets	Property	Upgrade	-	-	34,639	-	34,639	31,833	-	31,833	2,806
85	FALSE	C03340	Christopher Johnson Park Toilet Upgrade	Property	Upgrade	10,000	200,000	-	-	210,000	2,547	-	2,547	207,453

Closed		Capital Project No.	Description	Department	Renewal, Upgrade, or New	Budget					Actual			Remaining	
						Carry Forward	2021/22	Grants Rec., POS Funding Council decision	On costs allocated	IMG Adjustments	Total	Actual	Commit- ments		Total
86	FALSE	C03341	Woodbridge Hall Toilet Upgrade	Property	Renewal	110,000	-		-	-	110,000	1,778	118,182	119,960	(9,960)
87	FALSE	C03420	Suncoast track protection works investigation	Property	New	6,107	20,000		-	-	26,107	1,328	-	1,328	24,779
88	FALSE	C03421	Conningham to Snug Shared path feasibility	Property	New	29,860	-		-	-	29,860	14,077	5,043	19,120	10,740
89	FALSE	C03422	Park Furniture upgrade	Property	Renewal	-	-		-	-	-	343	-	343	(343)
90	FALSE	C03430	Demolition of old Conningham Beach Toilet Block	Property	Renewal	28,000	-		-	-	28,000	2,124	24,712	26,836	1,164
91	FALSE	C03432	Kingston Beach Oval Lighting major repair	Property	Renewal	-	-	42,500	-	-	42,500	47,500	-	47,500	(5,000)
92	FALSE	C03454	Adventure Bay Hall Electrical Upgrade	Property	Upgrade	-	11,000		-	-	11,000	-	-	-	11,000
93	TRUE	C03455	Alamo Close Play Space and Parkland Works	Property	New	-	220,000		-	-	220,000	-	-	-	220,000
94	FALSE	C03456	Boronia Beach Track Refurbishment	Property	Renewal	-	116,000		-	-	116,000	12,804	-	12,804	103,196
95	FALSE	C03457	Kingston Hub Auditorium Mechanical Curtian	Property	New	-	40,000		-	26,000	66,000	-	-	-	66,000
96	FALSE	C03458	Works Depot Toilet & Washroom Facilities	Property	Renewal	-	10,000		-	-	10,000	570	-	570	9,430
97	TRUE	C03459	Donohoe Gardens Playground Upgrade	Property	Upgrade	-	275,000		-	-	275,000	-	-	-	275,000
98	FALSE	C03460	Dru Point Playground Upgrade	Property	Upgrade	-	495,000		-	-	495,000	-	-	-	495,000
99	FALSE	C03461	Kelvedon Oval Fencing	Property	New	-	27,500		-	-	27,500	-	-	-	27,500
100	FALSE	C03462	Kingston to Margate Shared Path Feasibility Study	Property	New	-	40,000		-	-	40,000	-	-	-	40,000
101	FALSE	C03463	KSC Solar PhotoVoltaic and Battery System	Property	New	-	232,000		-	-	232,000	108,902	124,947	233,850	(1,850)
102	FALSE	C03464	Leslie Vale Oval Clubroom Demolition	Property	New	-	20,000		-	-	20,000	2,064	12,752	14,816	5,184
103	FALSE	C03465	Longley Hall Upgrade	Property	Upgrade	-	20,000		-	-	20,000	-	-	-	20,000
104	FALSE	C03466	Louise Hinsby Park Playground Upgrade	Property	Upgrade	-	125,000		-	-	125,000	1,834	18,260	20,094	104,906
105	FALSE	C03467	Margate Clubrooms Plumbing	Property	Renewal	-	60,000		-	(52,000)	8,000	2,518	-	2,518	5,483
106	FALSE	C03468	Margate Hall Disability Toilet	Property	Upgrade	-	110,000		-	-	110,000	-	-	-	110,000
107	FALSE	C03469	Margate Hall Access Ramp	Property	New	-	16,000		-	-	16,000	-	-	-	16,000
108	FALSE	C03470	North West Bay River Multi-Use Trail - Stage 1	Property	New	-	188,000		-	-	188,000	-	-	-	188,000
109	FALSE	C03471	Reserves furniture up cycling project	Property	Upgrade	-	45,000		-	-	45,000	5,930	111	6,041	38,959
110	FALSE	C03472	Taroona Hall Upgrade	Property	Upgrade	-	110,000		-	-	110,000	5,750	-	5,750	104,250
111	FALSE	C03473	Taroona Foreshore Toilet Upgrade - Design Only	Property	Upgrade	-	25,000		-	-	25,000	3,000	-	3,000	22,000
112	FALSE	C03474	Twin Ovals Carpet Replacement	Property	Renewal	-	67,500		-	-	67,500	28,909	-	28,909	38,591
113	FALSE	C03475	Willowbend Park Playground Upgrade	Property	Upgrade	-	137,500		-	-	137,500	-	-	-	137,500
114	FALSE	C03476	Public Place Recycling - Blackmans Bay Beach	Property	Upgrade	-	45,000		-	-	45,000	-	35,630	35,630	9,370
115	FALSE	C03425	Whitewater Creek Track Rehabilitation - Stage 1	Property	Renewal	-	150,000	455,400	-	-	605,400	10,515	-	10,515	594,885
116	FALSE	C03477	Margate Oval Fence Extension	Property	New	-	10,000		-	-	10,000	-	-	-	10,000
117	FALSE	C03506	Middleton Hall Upgrade	Property	Renewal	-	-	20,000	-	-	20,000	34,338	-	34,338	(14,338)
115	FALSE	C03514	Sandfly Hall Roof Renewal	Property	Renewal	-	-		-	52,000	52,000	-	-	-	52,000
116	FALSE	C03515	Kettering Hall - Floor Renewal	Property	Renewal	-	-		-	45,000	45,000	-	-	-	45,000
117	FALSE	C03516	Kettering Hall - Lower Level Roof Renewal	Property	Renewal	-	-		-	45,000	45,000	-	-	-	45,000
118											-	-	-	-	-
119															
120						661,905	3,085,500	912,539	-	116,000	4,775,944	688,383	386,613	1,074,996	3,700,948
121															
122	FALSE	C03130	Multi-function devices - CC, Depot, KSC etc	IT	New	66,720	-		-	-	66,720	-	-	-	66,720
123	FALSE	C00613	Purchase IT Equipment	IT	New	-	-		-	-	-	31,621	30,635	62,256	(62,256)
124	FALSE	C00672	Digital Local Government Program	IT	New	60,406	-		-	-	60,406	-	-	-	60,406
125	FALSE	C01602	Financial Systems Replacement	IT	Renewal	163,962	-		-	-	163,962	-	-	-	163,962
126	FALSE	C03070	Desktop PC Replacement	IT	Renewal	-	-		-	-	-	-	1,273	1,273	(1,273)
127	FALSE	C03403	Replace two way system in vehicles	IT	Renewal	130,000	-		-	-	130,000	-	-	-	130,000
128	FALSE	C03404	Core Server replacement	IT	Renewal	68,000	-		-	-	68,000	96,448	-	96,448	(28,448)
129	FALSE	C03405	Wireless networking	IT	Renewal	26,763	-		-	-	26,763	7,415	9,800	17,215	9,548
130											-	-	-	-	-
131						515,851	-	-	-	-	515,851	135,484	41,708	177,192	338,659
132															



Closed	Capital Project No.	Description	Department	Renewal, Upgrade, or New	Budget						Actual			Remaining
					Carry Forward	2021/22	Grants Rec., POS Funding Council decision	On costs allocated	IMG Adjustments	Total	Actual	Commitments	Total	
133	TRUE	C90003	Design/survey for future works	Design	-	100,000		-	-	100,000	-	-	-	100,000
134			Design								-	-	-	-
135					-	100,000	-	-	-	100,000	-	-	-	100,000
136														
137	FALSE	C03453	Taroona Park 12 new seats	Reserves	New	31,720	-	-	-	31,720	32,580	-	32,580	(860)
138											-	-	-	-
139						31,720	-	-	-	31,720	32,580	-	32,580	(860)
140														
141	FALSE	C03107	Channel Highway John St to Hutchins St	Roads	Upgrade	-	-	-	-	-	10,388	-	10,388	(10,388)
142	TRUE	C03205	Leslie Road widening	Roads	Renewal	-	-	-	-	-	14,444	-	14,444	(14,444)
143	FALSE	C03276	Upgrade Street Lighting to LED	Roads	Upgrade	-	-	-	-	-	37,714	4,826	42,540	(42,540)
144	FALSE	C03342	Pelverata Road (vic 609) Reconstruction - Design	Roads	Upgrade	-	-	-	-	-	1,580	-	1,580	(1,580)
145	FALSE	C03096	Adventure Bay Road (vic 334) Realignment	Roads	Upgrade	132,617	-	-	-	132,617	86,807	3,885	90,692	41,925
146	TRUE	C03193	Barnes Bay Jetty Replacement	Roads	50% R / 50% N	-	-	-	-	-	504	-	504	(504)
147	FALSE	C01183	Beach Road (vic 2-14)Footpath	Roads	Renewal	51,284	-	-	-	51,284	28,679	6,720	35,399	15,885
148	TRUE	C03344	Browns-Proctors Road Sealing of Approaches to Bro	Roads	New	2,823	-	-	-	2,823	-	-	-	2,823
149	FALSE	C03311	Browns Road (vic 1 -51) Rehabilitation - Stage 1 Desi	Roads	New	84,740	710,000	-	-	794,740	19,653	13,835	33,488	761,252
150	FALSE	C03312	Groombridges Road (vic Oxleys Rd--99) Sealing	Roads	Renewal	981,145	-	-	-	981,145	895,775	92,052	987,827	(6,682)
151	FALSE	C03315	Kingston Beach Sailing Club Carpark Upgrade	Roads	new	241,583	-	-	-	241,583	161,208	47,593	208,801	32,782
152	FALSE	C03313	Margate Oval Carpark Upgrade	Roads	New	65,096	-	-	60,000	125,096	93,986	11,360	105,347	19,749
153	FALSE	C03349	Nubeena Crescent Pedestrian Refuge	Roads	New	60,953	-	-	-	60,953	59,002	-	59,002	1,951
154	FALSE	C03316	Osborne Esplanade (vic 25a) Pedestrian Crossing	Roads	Renewal	260,635	-	-	-	260,635	238,916	14,003	252,919	7,716
155	TRUE	C03416	Kaoota Tramway Track Parking	Roads	New	14,354	-	-	-	14,354	-	-	-	14,354
156	FALSE	C03418	Missionary Road coastal works	Property	New	297,209	-	-	-	297,209	212,182	52,586	264,768	32,441
157	FALSE	C03427	Beach Road Footpath - Church St to Roslyn Ave	Roads	New	62,280	-	340,000	-	402,280	403,345	1,079	404,423	(2,143)
158	FALSE	C03489	Adventure Bay Road Upgrade vicinity No. 290	Roads	Upgrade	-	535,000	-	-	535,000	2,505	-	2,505	532,495
159	FALSE	C03490	Allens Rivulet Road Sealing of Approaches to Platypu	Roads	New	-	30,000	-	-	30,000	-	-	-	30,000
160	FALSE	C03491	Burwood Drive Gravel Footpath	Roads	Upgrade	-	180,000	-	-	180,000	3,427	-	3,427	176,573
161	FALSE	C03492	Cades Drive Rehabilitation	Roads	Upgrade	-	165,000	-	-	165,000	2,993	6,457	9,450	155,550
162	FALSE	C03493	Endeavour Place Junction Sealing	Roads	New	-	62,000	-	-	62,000	32	-	32	61,968
163	FALSE	C03494	Harvey Road Sealing	Roads	New	-	280,000	-	-	280,000	5,517	-	5,517	274,483
164	FALSE	C03495	Lockleys Road Junction Resealing	Roads	Renewal	-	62,000	-	-	62,000	-	-	-	62,000
165	FALSE	C03417	Snug River Pedestrian Bridge Replacement	Roads	Renewal	-	227,000	-	-	227,000	10,536	169,034	179,570	47,430
166	FALSE	C03199	Snug Tiers Road Reconstruction vic 42-120	Roads	Renewal	-	1,100,000	-	-	1,100,000	40,517	10,746	51,264	1,048,736
167	FALSE	C03496	Taroona Crescent Footpath Replacement No. 1 to 58	Roads	Renewal	-	160,000	-	-	160,000	3,916	115,160	119,076	40,924
168	FALSE	C03497	Village Drive Entrance Reconstruction	Roads	Renewal	-	100,000	-	-	100,000	2,122	-	2,122	97,878
169	FALSE	C03498	Wells Parade Reconstruction between Carinya Stree	Roads	Renewal	-	370,000	-	-	370,000	13,483	8,917	22,400	347,600
170	FALSE	C03499	Wyburton Place and Clare Street Reconstruction	Roads	Renewal	-	35,000	-	-	35,000	170	-	170	34,830
171	FALSE	C03431	Gemalla Road Reconstruction	Roads	Renewal	-	1,230,000	-	-	1,230,000	62,132	41,710	103,843	1,126,157
172	FALSE	C03501	Van Morey Road Safety Improvements	Roads	New	-	-	170,000	-	170,000	171,393	6,742	178,134	(8,134)
172	FALSE	C03508	Pelverata Road Slope Failure Repair	Roads	New	-	-	-	30,000	30,000	-	-	-	30,000
173				Roads		-	-	-	-	-	-	-	-	-
174	TRUE	C90006	Access ramps	Roads	New	-	20,000		-	20,000	-	-	-	20,000
175											-	-	-	-
176	TRUE	C90002	2020/21 Resheeting Program	Roads	Renewal	-	615,000		(615,000)	-	-	-	-	-
177	FALSE	C03398	Old Bernies Road - Resheet	Roads	Renewal	70,028	-	-	-	70,028	3,105	-	3,105	66,923
178	TRUE	C03399	Snug Falls Road -- Resheet	Roads	Renewal	-	-	-	-	-	1,841	-	1,841	(1,841)
179	TRUE	C03400	Dulcia Road - Resheet	Roads	Renewal	22,696	-	-	-	22,696	-	-	-	22,696
180	FALSE	C03484	Lawless Road - resheet	Roads	Renewal	-	-	-	107,000	107,000	6,217	34,434	40,651	66,349
181	FALSE	C03485	Moodys Road - resheet	Roads	Renewal	-	-	-	74,000	74,000	6,918	22,956	29,874	44,126
182	FALSE	C03486	Thompsons Road - resheet	Roads	Renewal	-	-	-	76,000	76,000	1,425	22,956	24,381	51,619

						Budget					Actual			Remaining
						Carry Forward	2021/22	Grants Rec., POS Funding Council decision	On costs allocated	IMG Adjustments	Total	Actual	Commit- ments	
Closed		Capital Project No.	Description	Department	Renewal, Upgrade, or New									
183	FALSE	C03487	Cox Road - resheet	Roads	Renewal	-	-	-	125,000	125,000	15,828	40,173	56,001	68,999
184	FALSE	C03488	Whittons Road - resheet	Roads	Renewal	-	-	-	233,000	233,000	88,778	3,945	92,723	140,277
185				Roads	Renewal	-	-	-	-	-	-	-	-	-
186														
187	TRUE	C90001	2020/21 Resealing Program	Roads	Renewal	-	1,000,000	-	(1,000,000)	-	-	-	-	-
188	TRUE	C03392	Sandfly Road - Huon Hwy to Allens Rivulet Rd	Roads	Renewal	-	-	-	-	-	811	-	811	(811)
189	FALSE	C03478	Channel Hwy - Orana Place to HN 227 - reseal	Roads	Renewal	-	-	-	32,000	32,000	2,516	-	2,516	29,484
190	FALSE	C03434	Kunama Drive - Jindabyne Rd to Dorset Drive	Roads	Renewal	16,206	-	-	33,508	49,714	63,285	4,012	67,297	(17,583)
191	FALSE	C03433	Nolan Cres - Freesia Crt to Willow Bend Rd	Roads	Renewal	15,217	-	-	99,783	115,000	20,300	-	20,300	94,700
192	FALSE	C03479	Willowbend Rd - Summerleas Rd to Olivia Crt - re	Roads	Renewal	-	-	-	200,000	200,000	-	-	-	200,000
193	FALSE	C03480	Foley Road - reseal	Roads	Renewal	-	-	-	51,000	51,000	-	-	-	51,000
194	FALSE	C03435	Hutchins St - Auburn Rd to Dorset Drive	Roads	Renewal	5,000	-	-	85,000	90,000	11,124	-	11,124	78,876
195	FALSE	C03481	Wells Parade - Roslyn Ave to Derwent Ave - rese	Roads	Renewal	-	-	-	96,000	96,000	-	-	-	96,000
196	FALSE	C03482	Wells Parade - Persall Ave to Nyuna Rd - reseal	Roads	Renewal	-	-	-	122,000	122,000	-	17,630	17,630	104,370
197	FALSE	C03509	Welbor Road junction sealing - reseal	Roads	Renewal	-	-	-	10,000	10,000	9,584	-	9,584	416
198	FALSE	C03436	Dayspring Drive - Van Morey to No. 19	Roads	Renewal	(388)	-	-	42,388	42,000	46,599	-	46,599	(4,599)
198	FALSE	C03502	Parkdale Drive - Leslie Rd to HN 49 - reseal	Roads	Renewal	-	-	-	58,000	58,000	-	-	-	58,000
199	TRUE	C03437	Culbara Rd	Roads	Renewal	(4,921)	-	-	37,921	33,000	-	-	-	33,000
200	FALSE	C03438	Slatterys Rd Junction	Roads	Renewal	9,000	-	-	14,000	23,000	10,036	100	10,136	12,865
201	FALSE	C03483	Manuka Road - reseal	Roads	Renewal	-	-	-	64,000	64,000	14,779	-	14,779	49,221
202	FALSE	C03439	Dulcia Road	Roads	Renewal	33,000	-	-	13,000	46,000	10,730	1,890	12,620	33,380
203	FALSE	C03510	Honeys Road junction sealing - reseal	Roads	Renewal	-	-	-	2,400	2,400	-	-	-	2,400
204	FALSE	C03511	Rainbirds Road junction sealing - reseal	Roads	Renewal	-	-	-	2,600	2,600	-	-	-	2,600
205	FALSE	C03512	Risby Road junction sealing - reseal	Roads	Renewal	-	-	-	3,400	3,400	-	-	-	3,400
206				Roads	Renewal	-	-	-	-	-	-	-	-	-
207	FALSE	C03395	Prep works 2021/22	Roads	Renewal	80,500	-	-	-	80,500	-	-	-	80,500
208	TRUE	C90015	Various heavy patching and junction sealing - res	Roads	Renewal	-	-	-	33,000	33,000	-	-	-	33,000
209														
210						2,501,057	6,881,000	510,000	-	90,000	9,982,057	2,896,804	754,801	3,651,605
211														
212	FALSE	C03161	Community Road Safety Grant - Driving Simulator	Other	Renewal	-	-	-	-	-	5,404	-	5,404	(5,404)
213											-	-	-	-
214						-	-	-	-	-	5,404	-	5,404	(5,404)
215														
216	TRUE	C03026	Algona Road Stage 1 SW Upgrade	Stormwater	50% R / 50% U	-	-	-	-	-	145	-	145	(145)
217	TRUE	C03163	Stormwater Regional Flood Gauge Network	Stormwater	New	-	-	Funding to come from GCC		-	21,847	-	21,847	(21,847)
218	FALSE	C03241	Burwood Drive stormwater upgrade	Stormwater	50% N / 50% R	38,786	-	-	-	38,786	182	-	182	38,604
219	FALSE	C03242	Leslie Road Stormwater Upgrade	Stormwater	New	79,801	-	-	-	79,801	2,753	-	2,753	77,048
220	TRUE	C03250	Algona Road Stage 2 SW Upgrade-design only	Stormwater	50% N / 50% R	12,842	-	-	-	12,842	-	-	-	12,842
221	FALSE	C03251	Hillside Drive Stormwater Upgrade	Stormwater	50% N / 50% R	15,562	235,000	-	-	250,562	9,430	-	9,430	241,132
222	TRUE	C03354	Pit replacement & upgrade 2020/21	Stormwater	50% N / 50% R	-	-	-	-	-	1,163	-	1,163	(1,163)
223	FALSE	C03513	Pit replacement & upgrade 2021/22	Stormwater	50% N / 50% R	-	50,000	-	-	50,000	2,668	1,685	4,354	45,646
224	FALSE	C03355	Algona Road Stage 2 Stormwater Upgrade - Reline	Stormwater	Renewal	378,411	-	-	-	378,411	223,045	64,853	287,899	90,512
225	FALSE	C03357	Boronia-Sherburd-CBD Stormwater Survey	Stormwater	New	54,416	-	-	5,800	60,216	43,929	2,620	46,549	13,667
226	FALSE	C03361	Flinders Esp Stormwater EXTENSION	Stormwater	New	21,903	-	-	-	21,903	607	15,510	16,117	5,786
227	FALSE	C03362	Flowerpot Outlet Improvements	Stormwater	New	-	26,000	-	-	26,000	-	-	-	26,000
228	FALSE	C03363	Harpers Road Stormwater Upgrade - ROAD ONLY	Stormwater	New	146,362	-	-	-	146,362	135,376	2,228	137,605	8,757
229	FALSE	C03364	Leslie Road (viz 48) Stormwater Upgrade	Stormwater	50% R / 50% U	61,029	-	-	-	61,029	62,892	4,650	67,542	(6,513)
230	FALSE	C03365	Margate Rivulet Hydraulic Assessment	Stormwater	New	37,017	-	-	-	37,017	15,303	-	15,303	21,714
231	FALSE	C03367	Pear Ridge, Margate Stormwater Upgrade	Stormwater	New	21,947	-	-	-	21,947	9,813	-	9,813	12,134
232	FALSE	C03374	Timbertop Drive Stormwater Upgrade	Stormwater	New	47,871	-	-	-	47,871	3,780	53,908	57,688	(9,817)

						Budget					Actual				
						Carry Forward	2021/22	Grants Rec., POS Funding Council decision	On costs allocated	IMG Adjustments	Total	Actual	Commitments		Total
Closed	Capital Project No.	Description	Department	Renewal,Upgrade,or New											
233	FALSE	C03419	Bishop Davies to Kingston Green Stormwater link	Stormwater	New	115,677	-	-	-	115,677	116,180	8,500	124,680	(9,003)	
234	FALSE	C03451	Andersons Rd Culvert Upgrade (intersect with Huon	Stormwater	New	-	-	-	-	-	5,317	2,600	7,917	(7,917)	
235	TRUE	C03452	Andersons Rd (vic 127) Culvert Upgrade	Stormwater	New	-	-	-	-	-	954	-	954	(954)	
236	FALSE	C03442	Flinders Esplanade - vic 35_35A - Construct Only	Stormwater	New	1,000	51,000	-	-	52,000	17,146	-	17,146	34,854	
237	FALSE	C03443	Bundalla Catchment Investigation	Stormwater	New	1,000	38,000	-	-	39,000	17,532	3,500	21,032	17,968	
238	FALSE	C03450	Denison Street Wetlands Upgrade	Stormwater	Upgrade	736	30,000	-	-	30,736	722	-	722	30,014	
239	FALSE	C03093	Garnett St Stg 1 SW Upgrade	Stormwater	Upgrade	-	374,000	-	206,000	580,000	169,424	397,072	566,496	13,504	
240	FALSE	C03449	Kingston Depot Wash Down Bay	Stormwater	New	1,000	40,000	-	-	41,000	622	12,290	12,912	28,088	
241	FALSE	C03448	Kingston Wetlands Upgrade	Stormwater	Upgrade	1,000	200,000	-	-	201,000	-	-	-	201,000	
242	FALSE	C03424	Meath Avenue, Taroona SW Upgrade	Stormwater	Upgrade	-	468,000	-	-	468,000	31,714	15,544	47,258	420,742	
243	FALSE	C03444	Roslyn-Pearsall-Wells Catchment Investigation	Stormwater	New	1,000	37,040	-	-	38,040	-	-	-	38,040	
244	FALSE	C03445	Van Morey-Frosts Road	Stormwater	New	1,000	15,000	-	-	16,000	-	-	-	16,000	
245	FALSE	C03446	Victoria Avenue Erosion Risk Assessment	Stormwater	New	1,000	35,000	-	-	36,000	149	-	149	35,851	
246	FALSE	C03447	Woodlands-View-Hazell Catchment Invest incl Surve	Stormwater	New	1,000	76,670	-	-	77,670	14,910	-	14,910	62,760	
247	FALSE	C03500	Allens Rivulet Road Footway Improvements	Stormwater	Upgrade	-	45,000	-	-	45,000	686	-	686	44,314	
248			Stormwater			-	-	-	-	-	-	-	-	-	
249										-	-	-	-	-	
250						1,040,360	1,720,710	-	-	211,800	2,972,870	908,291	584,961	1,493,252	1,479,618
251	B00000	Capital Balancing Account	Other							(425,950)	(425,950)	-	-	-	(425,950)
252	OC	On costs on capital project						-		-					-
TOTAL CAPITAL EXPENDITURE						12,602,562	11,787,210	1,625,736	-	0	26,015,508	7,455,334	3,122,306	10,577,640	15,437,869

Transferred to Operational expenditure 383,976

	Budget	Actual incl Commitments
Renewal	8,536,948	3,012,536
Upgrade	4,859,141	1,194,129
New	4,556,403	2,228,364
	17,952,492	6,435,029
Kingston Park New	5,396,437	3,235,538
Bruny Island Tourism grant New	1,256,220	828,139
City Deal funding	1,495,618	-
Local Roads and Community Infrastructure	(85,259)	78,938
	26,015,508	10,577,644
NOTE: Classification is an estimate at the start of a project and may change on completion of job.		



**KINGSTON PARK****CAPITAL EXPENDITURE TO 31/12/2021**

	Budget & Carried Forward Expenditure		Actual	Commit- ments	Total	Variance
Overall Project budget (yet to be allocated)	2,000,000					2,000,000
C00688 KP Boulevard Construction	0		0	0	0	0
C00689 KP Pardalote Parade Design & Construction	46,122		0	0	0	46,122
C00690 KP Community Hub Design	52,343		0	0	0	52,343
C00691 KP Open Space Design (Playstreet)	41,311		2,500	49,840	52,340	(11,029)
C01606 KP Parking Strategy	(2,000)		0	0	0	(2,000)
C03179 KP Temporary Car Park	108,556		0	86,172	86,172	22,384
C01618 Boulevard Construction Stage 1A	318,096		322,489	0	322,489	(4,393)
C01627 KP Site - Land Release Strategy	(51,227)		20,446	0	20,446	(71,673)
C01628 KP Site - General Expenditure	39,352		68,622	9,240	77,862	(38,510)
C03069 KP Community Hub Construction	63,324		5,065	142,973	148,039	(84,715)
C03175 KP Community Hub Plant & Equipment	(1,824)		0	3,837	3,837	(5,661)
C03173 KP Public Open Space - Playground	331,286		347,575	353,584	701,160	(369,874)
C03277 KP Public Open Space - Stage 2	2,522,815		327,489	633,632	961,121	1,561,694
C03293 Pardalote Parade Northern Section (TIP)	340,200		399,986	0	399,986	(59,786)
C03278 KP Perimeter shared footpath	0		0	0	0	0
C03174 KP Public Open Space - Hub link to Playground	(446)		4,134	0	4,134	(4,580)
C03279 KP Boulevard Construction Stage 1B	(5,354)		56,847	0	56,847	(62,201)
C03306 KP Road F design and construct	(362,183)		346,492	30,003	376,495	(738,678)
C03280 KP Stormwater wetlands	(43,934)		24,610	0	24,610	(68,544)
<b>Total</b>	<b>5,396,437</b>		<b>1,926,254</b>	<b>1,309,281</b>	<b>3,235,535</b>	<b>2,160,902</b>

## 16.2 COMPLAINTS MANAGEMENT POLICY

**File Number:** 12.144

**Author:** Fred Moul, Chief Information Officer

**Authoriser:** Gary Arnold, General Manager

### Strategic Plan Reference

Key Priority Area: 2 Deliver quality infrastructure and services.

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

## 1. PURPOSE

- 1.1 The purpose of this report is to recommend the adoption of a new policy, *Policy 1.20 – Complaints Management Policy*, following its consideration at a Councillor workshop and feedback received from public consultation.

## 2. BACKGROUND

- 2.1 All Councils are required by the *Local Government Act 1993* to specify a procedure for dealing with complaints relating to the services they provide. Council's current complaint management process is outlined in broad terms within its Customer Service Charter and meets the requirements of the *Local Government Regulations 2015*, section 3.1 refers.
- 2.2 In October of 2020 Council supported a motion by Councillor Wriedt to develop a new complaints handling framework based on the 2015 document produced by the Victorian Ombudsman titled "Councils and complaints: A Good Practice Guide", and to make available a draft document to the community for comment.
- 2.3 The motion also called for the training of staff to deal with complaints in line with the new framework, and for the framework to be implemented from July 2021. However, the implementation of the framework was delayed due to a Council by-election being held earlier in the year and the release of an updated framework by the Victorian Ombudsman in July 2021.
- 2.4 The Victorian Ombudsman identified that a major source of complaints about councils related to how they dealt with complaints. Councillor Wriedt noted a correlation between this finding and the type of correspondence that Kingborough Councillors receive from residents and key stakeholders.
- 2.5 Councillor Wriedt noted that "by implementing such a system, Kingborough Council can ensure its complaints mechanisms are integrated throughout Kingborough's operational activities and are effective, efficient and promote fairness, integrity, and administrative excellence."
- 2.6 Following review of the Victorian Ombudsman's updated framework a draft policy was developed, workshopped with Council, and released for public comment.
- 2.7 The proposed policy incorporates most of the changes/additions suggested by respondents who provided submissions and includes clarifications of some elements of the policy identified by staff as a result of public feedback. Section 7.3 of this report refers.

### 3. STATUTORY REQUIREMENTS

- 3.1 The [Local Government Act 1993S.339F \(2\)\(b\)](#) requires that a customer service charter “specify a procedure for dealing with complaints relating to services provided by the council”
- 3.2 The [Local Government \(General\) Regulations 2015 S.31](#) defines the matters to be included in a customer service charter:

*For the purposes of [section 339F](#) of the Act, a customer service charter adopted under that section is to include the following matters:*

- (a) the manner in which a complaint referred to in [section 339E](#) of the Act may be made;*
- (b) the manner in which a response to a complaint is to be made;*
- (c) opportunities for a review of a response by the general manager;*
- (d) the periods within which complaints are to be dealt with;*
- (e) other actions that may be taken if a complainant is dissatisfied by the response;*
- (f) reporting of the complaints received.*

### 4. DISCUSSION

- 4.1 The proposed policy is based on a good practice model procedure developed for councils by the Victorian Ombudsman.
- 4.2 This policy builds on the current procedures contained within the Customer Service Charter Policy by providing a more structured and transparent framework for the consistent management of complaints across Council.
- 4.3 The policy is structured around three key concepts of good complaint handling which are recognised under the Australian and New Zealand standards - *Guidelines for complaint management in organizations* (AS/NZS 10002:2014):
- Enabling Complaints – Making it easy to make a complaint (Policy s 6.1)
  - Responding to complaints – Taking action to resolve a complaint (Policy s 6.2 – 6.7)
  - Learning and Improving – Using complaint data to improve service delivery (Policy s 6.8)
- 4.4 The main improvements to the existing complaints process and procedures are the inclusion of:
- underpinning principles
  - greater emphasis on the value of complaints as an opportunity to improve service delivery
  - updated definition of a complaint in line with Australian Standards
  - standardised complaint management process
  - more detail about how complaints are to be managed and investigated, including independent internal and external review trigger points



- integration of Public Interest Disclosures assessment into the complaints management workflow
  - complaints management workflow
  - standardised response template
  - Mayor to deal with complaints made about the General Manager that do not meet the criteria for referral to the Director of Local Government.
- 4.5 The aim of the proposed policy is to promote the value and use of complaints to improve internal processes and service delivery across the organisation, rather than be seen as an entirely negative aspect of service delivery. As a result, good complaint handling can increase public confidence and contribute to maintaining a positive reputation.
- 4.6 Under the new framework, complaints are dealt with in the following way:
- In the first instance, members of the community are encouraged to raise their concerns directly with the staff member or contractor involved before making a complaint.
  - Tier 1 – resolved by the receiving officer without escalation. Eg missed bin collection, providing status update on delayed response, or redirected to a statutory review/appeal process e.g application for withdrawal of a parking infringement.
- If a complaint involves claims of serious misconduct, then it is referred to the Public Interest Disclosure Officer for assessment and action or referral back to Tier 2.
- Tier 2 – involves dealing with more complex complaints and are referred to the responsible department for investigation and resolution.
  - Tier 3 – involves the internal review of a complaint outcome by the General Manager or independent delegated officer where a complainant remains dissatisfied with the outcome of a Tier 2 investigation.
  - Tier 4 – involves the external review of a complaint investigation by the Ombudsman, Anti-discrimination Commissioner or Director of Local Government where a complainant remains dissatisfied with the outcome of the Tier 3 review.
- 4.7 The independent internal review process has now been formalised together with guidance about how a complaint should be investigated and communication undertaken with affected parties. These processes aim to increase fairness, improve consistency and promote a culture of accountability. The internal review process also provides an avenue to continuously improve the complaint handling system.
- 4.8 An option also exists for the General Manager to initiate mediation should the substance of a complaint remain in dispute and the investigating officer is unable to reach a decision after considering all available information. The independent mediator will attempt to assist the parties to the complaint to achieve a resolution.
- 4.9 The option for a complainant to seek external review of the outcome of a complaint or to lodge a complaint with an external review body at any time, remains unchanged.

### **Statutory Complaints**

- 4.10 Complaints received for which review or appeal rights exist under a regulatory framework are recorded as part of the Tier 1 triage process and the complainant assisted with

redirecting their complaint/request. Examples include the option to apply for withdrawal of a parking infringement where the complainant does not agree with the infringement, or right to appeal a planning decision made by Council's Planning Authority.

- 4.11 It is important that these types of complaints are referred to the relevant statutory body and dealt with consistently in accordance with Council's Enforcement Policy. Doing otherwise creates the potential for the procedural steps set out within the statutory enforcement framework to be ignored and for Council to be in breach of its statutory obligations.
- 4.12 Whilst mediation is included in the Complaints Management Policy as an option to resolve an impasse in the investigation of a complaint, it was suggested by respondents to the public consultation process that external mediation be considered as an option to resolve complaints related to regulatory compliance breaches/enforcement matters, or where a breach of natural justice in common law occurs.
- 4.13 Council's Enforcement Policy 4.16 "...defines the standards and expectations set by Council, for the exercise of duties, functions and responsibilities involved in carrying out enforcement activities...". A key objective, and one of the six key enforcement principles of the Enforcement Policy, is "To ensure transparency, procedural fairness and natural justice principles are applied."
- 4.14 Any enforcement action initiated by Council is determined using an evidence and/or risk based assessment framework to ensure that regulatory compliance and enforcement matters are dealt with consistently.
- 4.15 Inserting an arbitrary process that seeks to independently mediate the decision making of Council Officers as to whether enforcement action should be taken for compliance breaches is inappropriate and in conflict with Council's Enforcement Policy. Furthermore, complaints relating to alleged breaches of natural justice should remain the subject of external review associated with the relevant statutory framework.
- 4.16 It is appropriate however, that complaints relating to breaches of the Enforcement Policy including the behaviour of staff in the conduct of their enforcement duties, are dealt with consistently and investigated in accordance with the proposed Complaints Management Policy.

## **5. FINANCE**

- 5.1 It is likely that additional administrative effort will be required in the analysis and reporting of complaints and in the internal review of complaint investigations as a result of the implementation of this policy. However, an accurate assessment of the additional effort required will not be known until the policy has been in place for 12 months.

## **6. ENVIRONMENT**

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

## **7. COMMUNICATION AND CONSULTATION**

- 7.1 A councillor workshop was held on 11 October 2021 to discuss and provide input into the development of the draft policy.
- 7.2 The community was invited to provide feedback on the draft Complaints Management Policy during a period of two weeks concluding on the 23 November 2021 with two submissions received.

7.3 The key comments/feedback are summarised in italics along with Council comments:  
Submission 1

- *Mediation improperly left out of all stages of policy.*

Conditions under which mediation may be invoked are clarified in the complaint investigation process.

- *Capacity for Minister and DPAC Local Government Unit to intervene as independent process.*

The Director of Local Government and Ombudsman can investigate complaints on their own initiative without receiving a complaint.

- *Review of Code of Conduct findings to be included.*

The Code of Conduct review is still in progress. There are calls from stakeholders for its scope to be broadened.

- *Ratepayers should be protected from legal action by staff and Councillors. Should require mediation instead.*

Council does not have the power, nor does it seek, to prevent individuals from exercising their right to access legal advice or take legal action.

Submission 2

- *Section 1 Additional introductory comments.* – included but reworded.
- *Section 2 Addition of Mediator definition.* – included as Mediation definition.
- *Section 3 Inclusion of the words “review, mediation”* – included.

Section 6

- *Include references to mediation to resolve disputes.* - Conditions under which mediation may be invoked clarified in the complaint investigation process.
- *Include references to third party and/or witness details and advice that third parties included in process.* – Included.
- *Written outcome to include any mediation outcome where undertaken.* – Included.
- *Include the word “serious” in the definition of a complaint made to the Director of Local Government (S 6.6.3) of the proposed policy* – Inclusion of the word “serious” is not supported because no such distinction is required by the Director of Local Government. Complainants are required only to “genuinely believe” that a breach “may” have occurred.
- *Include section on referring complaints about General Manager not involving claims of serious misconduct to the Mayor.* – Included but reworded as a new paragraph (s 6.6.4) to enable the Mayor to deal with complaints about the General Manager that are not related to complaints that would otherwise be referred to the Director of Local Government.
- *Include Complaints relating to compliance breaches, or breaches of natural justice in common law may be directed to an independent mediator for resolution, Mediation will not be limited to options for complaint escalation.*



The conditions under which mediation may be invoked are clarified in the complaint investigation process (6.3.1 of the proposed policy) and discussed in more detail in section 4.8 – 4.13 of this report.

- *Reference to vexation or misconceived complaints only considered when health and safety issues raised.* – Included.
- *Include details on what data is captured and publicly reported including any remedial action.* – Included.

*Inclusion of KPI measures and what will be made publicly available.* – Included.

- *Inclusion of continual improvement statement.* – Included.
- *Include appointing of mediator to resolve disputes.* – Clarified.
- *Responsibility section to include reference to providing staff training to use the complaints management system.* – Included.
- *Include Implementing change to ensure complaint matters do not reoccur, reporting and system improvement.* – Existing using other terminology.
- *Councillors to monitor performance of complaints management and reporting.* – Included.
- *Flowchart to reflect any changes from above* – Included.

## **8. RISK**

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

## **9. CONCLUSION**

- 9.1 Implementing the proposed Complaints Management Policy provides Council with a valuable tool to assist in improving internal processes and service delivery to the community.
- 9.2 The proposed policy builds on current complaint management procedures by providing a more structured and transparent framework for the consistent management of complaints across Council.
- 9.3 Should the proposed policy be adopted then a period of approximately 6 weeks is required to transition from the current complaint management process, including staff training, system parameter changes and web site updates.

## **10. RECOMMENDATION**

That Council adopt the Complaints Management Policy 1.20, effective from 21 March 2022.

## **ATTACHMENTS**

### **1. Complaints Management Policy**



## Complaints Management Policy

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

## 1. POLICY STATEMENTS

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

## 2. DEFINITIONS

### 2.1 What is a ‘Complaint’?

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

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

Complaints regarding decisions made by the Council or Council staff in respect of an enforcement decision are not covered by this policy.

2.1.2 In this policy:

**‘the Council’** means the body of elected Councillors.

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

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

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

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

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

### 3. OBJECTIVE

3.1 The objective of this Policy is to:

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

### 4. SCOPE

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

### 5. PRINCIPLES

5.1 The following principles underpin this policy:

#### **Commitment**

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

#### **Accessibility**

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

#### **Transparency**

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

#### **Objectivity and fairness**

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

#### **Privacy**

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



**Accountability**

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

**Continuous improvement**

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

**Governance**

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

**6. COMPLAINT HANDLING PROCEDURE (POLICY DETAIL)****6.1 How to make a complaint**

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

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

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

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

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

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

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

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

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

- Name and contact details. You can complain anonymously, but this may limit Council's ability to fully investigate the matter and respond to you.
- Identify the action, decision, service, or policy you are complaining about, and why you are dissatisfied.
- The relevant details, such as dates, times, location or reference numbers, third party and/or witness/es contact details, and documents that support your complaint.
- The outcome you are seeking from making your complaint.
- Whether you have any communication needs.

## 6.2 Complaint management

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

6.2.2 After our initial assessment, we may:

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

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

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

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

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

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

We aim to complete investigations within 15 working days and will tell you if the investigation will take longer. We will update you every 10 working days about

progress until the investigation is completed. We will provide a written outcome of the investigation, and explain our reasons. Annexure 2 shows model response.

- **Tier 3** – Where a complainant believes the Council has made a wrong decision then they can request an internal review. This moves the complaint to tier 3. An independent internal review is undertaken by the General Manager or their delegate who will consider whether the complaint should have been dealt with differently. The review may find that the original decision should be upheld, varied, or overturned.
- **Tier 4** – Where a complainant still believes that the Council has made a wrong decision, they can request an external review by contacting: The Ombudsman, The Anti-Discrimination Commissioner, or the Director of Local Government. Council contributes to the tier 4 escalation by providing advice on how to seek an external review and by participating and cooperating in the external review process. See Section 6.7 for contact details

### 6.3 Investigation

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

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

### 6.4 Resolution

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

- An acknowledgement and apology for an error
- An explanation of a decision or action
- A change of decision
- A change to policy or procedure
- Repair / rework / replacement / refund

- Counselling or disciplining of staff
- Mediation to resolve disputes arising from a complaint investigated under this policy

#### 6.5 Internal Review

- 6.4.2 Where the complainant believes the Council has made a wrong decision in dealing with their complaint then they can request an internal review. The review will be undertaken independently of the person who took the action, the person who made the decision and the person who provided the action, decision or service. This will usually be a member of the Executive Management Team or the General Manager.
- 6.4.3 The internal review will evaluate the complaint process and associated evidence collected to date and determine whether the outcome of the initial investigation decision should be upheld, varied, or overturned.
- 6.4.4 We aim to complete a review of an internal complaint within 10 working days and will tell you if the review will take longer. We will provide a written outcome of the internal review and explain our reasons.
- 6.4.5 You can request a review of the complaint decision by replying to the officer who dealt with your complaint or by any of the methods listed in sections 6.1.1 and 6.1.2, quoting your complaint reference number and reasons why you believe the wrong decision was made.

#### 6.6 Complaints about specific matters – alternative procedures

- 6.6.1 Complaints relating to the conduct of a Councillor are handled in accordance with the Code of Conduct for Councillors. A complaint form is available on Council's web site at [www.kingborough.tas.gov.au/wp-content/uploads/2017/05/Local-Government-Code-of-conduct-Template-complaint-form.pdf](http://www.kingborough.tas.gov.au/wp-content/uploads/2017/05/Local-Government-Code-of-conduct-Template-complaint-form.pdf).
- 6.6.2 Complaints made by a Public Officer or Contractor relating to the conduct of a Council officer or Council are handled in accordance with the [Public Interest Disclosures Policy & Procedures](#).
- 6.6.3 A complaint regarding the failure of Council, a Councillor or the General Manager to comply with the requirements of the *Local Government Act 1993* or any other Act; or a complaint that a Councillor, the General Manager or an employee of Council may have committed an offence under the *Local Government Act 1993* may be made to the Director of Local Government under section 339E of the *Local Government Act 1993*. See section 6.7 for contact details.
- 6.6.4 A complaint made against the General Manager not relating to matters defined in 6.6.3 are to be directed to the Mayor. The Mayor may elect to refer the complaint to the Director of Local Government for investigation.
- 6.6.5 Complaints for which statutory review processes exist (including enforcement decisions), are dealt with in accordance with the relevant legislation, such as application for withdrawal, appeal or review provisions in the *Land Use Planning and Approvals Act 1993*; *Dog Control Act 2000*; *Building Act 2016*; *Monetary Penalties Enforcement Act 2005*, *Traffic Act 1925*, *TASCAT*, Magistrates Court of Appeals, or decisions made under the *Right to Information Act*. This list is not exhaustive.
- 6.6.6 A disagreement with a policy or the direction of the Council may also be directed to the Mayor and/or individual Councillors.



6.6.7 Vexatious or misconceived complaints will only be considered if issues relating to health or safety are raised.

**6.7 Contact for external review**

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

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

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

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

**6.8 Complaint analysis and reporting**

6.8.1 Complaints from people who use or who are affected by our administration or delivery of services provide us with valuable feedback about how we are performing.

6.8.2 We regularly analyse our complaint data to identify trends and potential issues that require further attention. We use this information to come up with solutions about how we can improve our administration and delivery of services.

6.8.3 Complaint information will be recorded using Councils Enterprise Content Management system and be uniquely categorised to enable retrieval, analysis and reporting of complaints.

- 6.8.4 Complaint details recorded include items listed in 6.1.5 and further categorised by Service Type, Issue Type, Department/Officer, How complaint was dealt with, Outcome, Remedy, Complaint Handling Officer, Review Outcome.
- 6.8.5 We are open and transparent about the complaints we have received, and what we have done to resolve them. We publish our complaint data quarterly, including in our annual report.
- 6.8.6 The number of complaints publicly reported will be summarised by: Service Type, Issue Type, Resolution/investigation Type, Outcome and any service improvements made.
- 6.8.7 The following Key Performance Indicators are used to measure our complaint management performance:
- Number of complaints upheld, partially upheld, not upheld
  - Number of changes made to services as a result of complaints
  - Customer satisfaction with the complaint handling system
  - Number of complaints referred for external review by Council or Complainant.

## 6.9 Your Privacy

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

## 6.10 Responsibilities

### 6.10.1 General Manager

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

### 6.10.2 Managers and Coordinators

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

### 6.10.3 All Council Staff

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

- Raising suggestions to continuously improve complaint systems and administration.

#### 6.10.4 Councillors

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

#### 6.10.5 Contractors

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

### 7. COMMUNICATION

#### 7.1 Internally:

- 7.1.1 Accessible by all staff via intranet.
- 7.1.2 Included in the staff induction procedure.

#### 7.2 Externally:

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

### 8. LEGISLATION

- 8.1 [Local Government Act 1993](#)
- 8.2 [Personal Information Protection Act 2004](#)
- 8.3 [Public Interest Disclosures Act 2002](#)

### 9. RELATED DOCUMENTS

- 9.1 Policy 9.14: Code of Conduct – Employees
- 9.2 Policy 1.8: Code of Conduct – Councillors
- 9.3 Policy 1.6: Customer Service Charter
- 9.4 Policy 9.20: Workplace Behaviour Administrative Policy
- 9.5 Policy 1.9: Privacy
- 9.6 Policy 9.12: Employee Disciplinary Administrative Policy
- 9.7 Policy 4.16 - Enforcement
- 9.8 Risk Management Framework
- 9.9 Kingborough Council Strategic Plan 2020-2025.

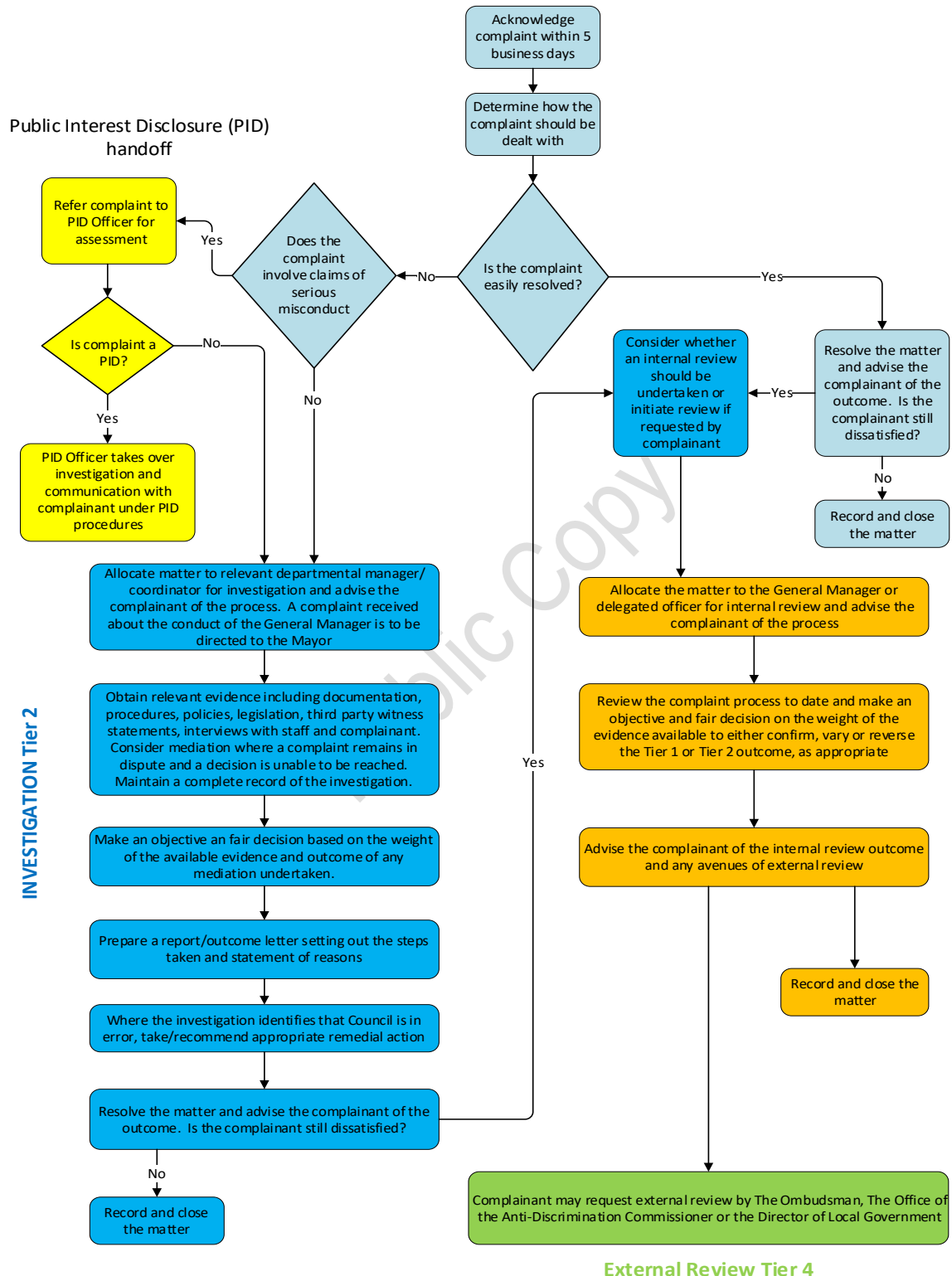
### 10. AUDIENCE

- 10.1 Public Document

## Annexure 1

## Kingborough Council Complaint Handling Flowchart

## Frontline Resolution Tier 1





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

Date:

Ref:

*Complainant*

*Address Block*

***[COMPLAINT ISSUE]***

Dear *[Complainant]*

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

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

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

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

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

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

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

Yours sincerely

*[Name of responsible officer and title]*

## 16.3 CUSTOMER SERVICE CHARTER

**File Number:** 12.127

**Author:** Fred Moulton, Chief Information Officer

**Authoriser:** Gary Arnold, General Manager

### Strategic Plan Reference

Key Priority Area: 2 Deliver quality infrastructure and services.

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

## 1. PURPOSE

- 1.1 This report is provided to assist Council in considering the renewal of Policy 1.6 - Customer Service Charter including amendments to the complaints management process following Council's resolution to adopt a separate Complaints Management Policy.

## 2. BACKGROUND

- 2.1 All councils are required to maintain a Customer Service Charter in accordance with the requirements of the *Local Government Act 1993*.
- 2.2 As a minimum the Customer Service Charter must specify the principles relating to the services provided by Council and the process for managing complaints.
- 2.3 The complaints management procedures require updating to align with the proposed Complaints Management Policy being considered separately at this meeting of Council.

## 3. STATUTORY REQUIREMENTS

- 3.1 Council is required to maintain a Customer Service Charter in accordance with [Section 339F](#) of the *Local Government Act 1993* and [Section 31](#) of the *Local Government (General) Regulations 2005*.
- 3.2 A council is to review its customer service charter within 12 months after a council election. A Council by-election was held in mid-2021.

## 4. DISCUSSION

- 4.1 While the legislative requirement of a Customer Service Charter places an emphasis on complaints management and reporting, there is also a requirement that the charter specifies the principles relating to service provision.
- 4.2 Council's Customer Service Charter details service delivery expectations associated time frame targets and service request processes. It also provides a statement of Council's commitment to quality customer service, and summarises what steps can be taken if a customer is dissatisfied with Council's service and wishes to make a complaint.

- 4.3 Regarding the complaints component of the Charter, Council has resolved to adopt a separate Complaints Management Policy which is included in this agenda for consideration and adoption.
- 4.4 Consequently, the existing details about complaint management procedures have been removed and replaced with a summary of how complaints will be managed and reference to the proposed Complaints Management Policy 1.20.
- 4.5 Other than the changes to the complaints management procedures, only minor amendments have been made to the target times for the processing of building and plumbing permits.

## **5. FINANCE**

- 5.1 There are no direct financial implications associated with the adoption of the Customer Service Charter.
- 5.2 However, any desire to achieve a reduction in existing target timeframes is likely to require the allocation of additional resources and an increase in expenditure where operational efficiencies can't otherwise be found.

## **6. ENVIRONMENT**

- 6.1 There are no direct environmental implications associated with the adoption of the Customer Service Charter

## **7. COMMUNICATION AND CONSULTATION**

- 7.1 Service requests and complaints are monitored and reported by the Customer Services Department.
- 7.2 The Charter is available in both hard copy and on Council's web site.
- 7.3 The numbers and nature of complaints are to be published quarterly and in the Annual Report.

## **8. RISK**

- 8.1 Failure of Council to meet the standards set out in the Customer Service Charter increases the likelihood customer dissatisfaction and harm Council's overall reputation.
- 8.2 In order to minimise these risks, complaints and systems are regularly reviewed with an aim to improve our service delivery and customer experience.
- 8.3 Adequate funding of infrastructure maintenance programs and operational activities is required to ensure that service standards can be maintained.

## **9. CONCLUSION**

- 9.1 Council has a statutory obligation to adopt and maintain a Customer Service Charter.
- 9.2 The Customer Service Charter together with the proposed Complaints Management Policy 1.20, complies with requirements of Section 339F of *Local Government Act 1993* and the prescribed matters as outlined in Regulation 31 of the *Local Government (General) Regulations 2005*.

- 9.3 The Charter states this Council's commitment to delivering a quality customer experience through a culture of continuous improvement and operational excellence

## **10. RECOMMENDATION**

That Council adopts the attached Customer Service Charter in conjunction with the adopted Complaints Management Policy 1.20, effective 21 March 2022,

## **ATTACHMENTS**

- 1. Customer Service Charter Updated**
- 2. Customer Service Charter Tracked Changes**

Public Copy



## EXISTING POLICY WITH TRACK CHANGES



Policy No: 1.6 Minute No: TBA  
 Approved by Council: December 2019 ECM File No: 12.127  
 Next Review Date: December 2021 Version:  
 Responsible Officer: Executive Manager Information Services

Customer Service Charter <del>Policy</del>	
POLICY STATEMENT	<p>1.1 We are committed to the timely, efficient, and consistent delivery of quality services which places <i>"Our community at the heart of everything we do"</i> and <i>"Makes Kingborough a great place to live"</i>.</p> <p>1.2 We will ensure that all customer contact is fair, friendly, informative and efficient. We are committed to driving a culture of continuous improvement and excellence in service delivery to meet the changing needs of our customers and the community.</p> <p>1.3 We strive to provide a positive customer experience, however in the instances where customers are dissatisfied, we <u>encourage their feedback and</u> will take all possible steps to achieve a resolution.</p>
DEFINITIONS	<p>2.1 Council – Kingborough Council</p> <p>2.2 Customer – Ratepayers, individuals, groups or businesses to whom Council provides services.</p> <p>2.3 Infrastructure – Council owned or leased assets including but not limited to: roads; footpaths; drains; signs; and public facilities.</p> <p>2.4 Service – systems provided, or work undertaken, by Council on behalf of its customers.</p>
OBJECTIVE	<p>3.1 The Customer Service Charter provides a framework for defining service delivery standards, the rights of our customers, and how complaints from customers will be handled.</p>
SCOPE	<p>4.1 This policy applies to all service requests, enquiries and complaints made by customers in relation to Council services.</p>
PROCEDURE (POLICY DETAIL)	<p>5.1 <u>Service Standards</u></p> <p>5.1.1 When you deal with Council, we will:</p> <ul style="list-style-type: none"> <li>• treat you politely and with respect,</li> <li>• provide prompt, relevant, accurate and- professional advice,</li> <li>• maintain your privacy,</li> <li>• keep you informed if the resolution to your enquiry is being delayed.</li> </ul> <p>5.1.2 Where an enquiry is of a complex nature, or a meeting with a specific officer is required, customers are requested to make a prior appointment.</p> <p>5.1.3 Response Times</p> <ul style="list-style-type: none"> <li>• Council undertakes a wide variety of activities which vary both in complexity and time taken to complete.</li> <li>• Council's schedule of processing/response times provides a guide to the most common service requests, with target times for completion or resolution. This schedule is included as Appendix A to this Policy.</li> </ul> <p>5.1.4 Accessibility</p> <ul style="list-style-type: none"> <li>• We will make our services accessible for our customers by supplementing <u>in-</u> <del>personal</del> contact options with a range of on-line and voice based payment, <u>service</u>-request, applications- and information services.</li> </ul> <p>5.2 <u>Our Expectations of our Customers</u></p>

	<p>5.2.1 To help us to help you, we ask that you:</p> <ul style="list-style-type: none"> <li>• Report any damage to, or failure of, Council's infrastructure or property.</li> <li>• Treat our staff with mutual respect.</li> <li>• Provide complete details of your service request or complaint.</li> <li>• Respect the privacy and rights of other people.</li> <li>• Make an appointment for a complex enquiry or need to see a specific Officer.</li> <li>• When necessary, contact the Officer nominated on any correspondence.</li> </ul> <p><b>5.3 Customer Service Process</b></p> <p>5.3.1 When a customer contacts Council by phone or in person we aim to resolve your query at the first point of contact.</p> <p>5.3.2 When a customer contacts Council about a failure of Council's infrastructure <u>such as potholes in a road, or an uneven footpath, or to lodge a request to investigate a barking dog or fire hazard, these</u> will be treated in the first instance as a Service Request.</p> <p>5.3.3 A Service Request may be lodged in person or by mail, telephone, fax, email, on-line and through the National Relay Service. See 5.6 How to Contact Council.</p> <p>5.3.4 The customer will receive confirmation that a Service Request has been lodged.</p> <p><u>5.3.5</u> The Customer Service Unit will allocate a Service Request to the appropriate department or Officer. The unit will monitor the request and strive to ensure that action is taken in accordance with the Service Standard (Appendix A), and this Charter.</p> <p><del>5.3.5</del> <b>5.4 Complaints</b></p> <p><u>5.4.1</u> If a customer <u>contacts Council and is not satisfied</u> <del>dissatisfied</del> with the outcome of a service request, or the <del>matter relates to unsatisfactory quality of an action, decision or policy made by the Council, Council staff or Council Contractor conduct of an Officer(s), or a failure to comply with the Service Standard,</del> the matter will be treated as a complaint, <u>and dealt with by the General Manager.</u></p> <p><u>5.4.2</u> <del>Complaints are to be lodged in writing (includes email). We will attempt to resolve simple complaints such as a missed bin collection or follow-up of an outstanding request at the time you contact us.</del></p> <p><u>5.4.3</u> <del>More complex complaints will be referred to the responsible department for action and a responded to within 15 working days.</del></p> <p><u>5.4.4</u> <del>If you remain dissatisfied with the outcome of a complaint, options are provided for your complaint independently reviewed.</del></p> <p><u>5.4.5</u> <del>Full details about how to make a complaint and how complaints are managed are contained within Council's Complaints Management Policy 1.20.</del></p> <p><del>5.3.6</del> <del>Complaints will be investigated and a response provided within 15 working days. Where a complaint involves complex issues, it may not be possible to meet this deadline. In these cases prior to the expiry of the timeframe we will inform the complainant of progress and when a response is likely to be given.</del></p> <p><del>5.3.7</del> <del>A disagreement with a policy or the direction of the Council may also be directed to the Mayor and/or individual Councillors.</del></p> <p><del>5.3.8</del> <del>We are accountable for our actions and commit to a range of options for addressing unfair and incorrect decisions, or any unreasonable policy or procedure, or any inappropriate response, action or treatment by an Officer. Appropriate remedies may include:</del></p> <ul style="list-style-type: none"> <li><del>• Admission of fault and apology</del></li> <li><del>• Explanation</del></li> <li><del>• Change of decision</del></li> </ul>
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	<ul style="list-style-type: none"> <li>• <del>Change to policy or procedure</del></li> <li>• <del>Repair / rework / replacement</del></li> <li>• <del>Counselling or disciplining of staff</del></li> </ul> <p>5.3.9 <del>All complaints received by us will be treated with the utmost seriousness, however if a complaint is found to be malicious or vexatious, or it is a repeated complaint to which a response has previously been given, no further action may be taken on the complaint. The customer will be informed of this decision in writing by the General Manager.</del></p> <p>5.3.10 <del>While we will accept anonymous complaints, we will generally only act if the matter is considered to be serious and there is sufficient information provided to enable an investigation to be undertaken.</del></p> <p>5.3.11 <del>Complaints relating to the conduct of a Councillor are handled in accordance with the Code of Conduct for Councillors. A complaint form is available in Council's web site.</del></p> <p>5.3.12 <del>Complaints made by a Public Officer or Contractor relating to the conduct of a Council officer or Council are handled in accordance with the Public Interest Disclosures Policy &amp; Procedures.</del></p> <p>5.3.13 <del>A complaint regarding the failure of Council, a Councillor or the General Manager to comply with the requirements of the Local Government Act 1993 or any other Act; or a complaint that a Councillor, the General Manager or an employee of Council may have committed an offence under the Local Government Act 1993 may be made to the Director of Local Government under section 339E of the Local Government Act 1993.</del></p> <p>5.3.14 <del>Complaints for which statutory review processes exist, such as an appeal against a planning decision for which there are appeal provisions in the Land Use Planning and Approvals Act 1993, or decisions made under the Right to Information Act 2009 are dealt with in accordance with the relevant legislation.</del></p> <p><b>5.4 <u>Customer Rights</u></b></p> <p>5.4.1 <del>While we encourage customers to allow us to investigate complaints in the first instance, a customer who remains dissatisfied with the outcome of a review is entitled to seek external review from:</del></p> <ul style="list-style-type: none"> <li>• <del>The Ombudsman:</del>  <del>NAB House, Level 6</del>  <del>86 Collins Street</del>  <del>Hobart</del></li> <li> </li> <li><del>GPO Box 960</del>  <del>Hobart Tas 7001</del>  <del>Ph 1800 001 170 (free call in Tasmania)</del>  <del>Email: <a href="mailto:ombudsman@ombudsman.tas.gov.au">ombudsman@ombudsman.tas.gov.au</a></del>  <del>www: <a href="https://www.ombudsman.tas.gov.au/home">https://www.ombudsman.tas.gov.au/home</a></del></li> <li>• <del>The Office of the Anti-Discrimination Commissioner:</del>  <del>Level 1</del>  <del>54 Victoria Street</del>  <del>Hobart</del></li> <li> </li> <li><del>GPO Box 197</del>  <del>Hobart Tas 7001</del>  <del>Ph 1300 305 062</del>  <del>Email: <a href="mailto:office@equalitytas.gov.au">office@equalitytas.gov.au</a></del></li> </ul>
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	<p><a href="https://equalitytas.gov.au/home">www: https://equalitytas.gov.au/home</a></p> <ul style="list-style-type: none"> <li>• The Director, Local Government Division: GPO Box 123 Hobart Tas 7001 Ph 03 6232 7022 Email: <a href="mailto:lgd@dpac.tas.gov.au">lgd@dpac.tas.gov.au</a> <a href="http://www.dpac.tas.gov.au/divisions/local_government">www: http://www.dpac.tas.gov.au/divisions/local_government</a></li> </ul> <p>A complaint made to the Director under section 339E of the Local Government Act 1993 must be:</p> <ul style="list-style-type: none"> <li>• in writing; and</li> <li>• identify the complainant and the person against whom the complaint is made; and</li> <li>• give particulars of the grounds of the complaint; and</li> <li>• be verified by statutory declaration.</li> </ul> <p><b>5.5 Reporting</b></p> <p>5.5.1 We are committed to using requests and complaints data to improve decision-making, business processes and customer service.</p> <p>5.5.2 The General Manager will ensure that appropriate request and complaint management systems are in place and utilised to enable this to occur.</p> <p>5.5.3 The number and nature of complaints received will be <a href="#">reported quarterly and</a> included in the Annual Report.</p> <p><b>5.6 How To Contact Council</b></p> <p>5.6.1 In person:</p> <ul style="list-style-type: none"> <li>• Civic Centre, 15 Channel Highway, Kingston Tasmania from 8.30am to 5pm Monday to Friday except public holidays.</li> <li>• Bruny Island Service Centre, Main Road, Alonnah from 8:30am to 5pm Monday to Friday except public holidays.</li> </ul> <p>5.6.2 Mail: Kingborough Council, Locked Bag 1, Kingston, Tasmania 7050</p> <p>5.6.3 Telephone: (03) 6211 8200 from 8:30am to 5:00pm Monday to Friday. Council provides an After-Hours Emergency Service on the same number.</p> <p>5.6.4 email to <a href="mailto:kc@kingborough.tas.gov.au">kc@kingborough.tas.gov.au</a></p> <p>5.6.5 Internet: <a href="http://www.kingborough.tas.gov.au">www.kingborough.tas.gov.au</a></p> <p>5.6.6 Facebook: <a href="https://www.facebook.com/KingboroughTas">https://www.facebook.com/KingboroughTas</a></p> <p>5.6.7 Twitter: <a href="https://twitter.com/KingboroughTas">https://twitter.com/KingboroughTas</a></p> <p>5.6.8 Instagram: <a href="http://www.instagram.com/kingboughtas/">http://www.instagram.com/kingboughtas/</a></p> <p>5.6.9 5.6.8 If you have specific communication needs or barriers, we can assist by using: If you are deaf or have a hearing or speech impairment you can call through to the National Relay Service (NRS):</p> <ul style="list-style-type: none"> <li>• TTY users can phone 13 36 77 then ask for (03) 6211 8200</li> <li>• Speak &amp; Listen (speech-to-speech) users can phone 1300 555 727 then ask for (03) 6211 8200</li> <li>• Internet relay users can connect to the National Relay Service website <a href="https://www.infrastructure.gov.au/media-technology-communications/phone/services-people-with-disability/accesshub/national-relay-service">https://www.infrastructure.gov.au/media-technology-communications/phone/services-people-with-disability/accesshub/national-relay-service</a> <a href="http://relayservice.gov.au/">http://relayservice.gov.au/</a> then ask for (03) 6211 8200. <a href="#">You may need to register for this service.</a></li> </ul> <p><b>5.7 Privacy Information Protection</b></p>
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	5.7.1 Personal Information provided by a customer to Council is protected in accordance with the requirements of the Personal Information Protection Act 2004 and the Right to Information Act 2009.
<b>GUIDELINES</b>	6 N/A
<b>COMMUNICATION</b>	7.1 All staff, Councillors and Customers, members of the public. Available free of charge at the Civic Centre and on Council's Web Site
<b>LEGISLATION</b>	8.1 <i>Local Government Act 1993</i> section 339 (F) – Customer Service Charter. 8.2 <i>Local Government (General Regulations) 2005</i> – Regulation 31 - Customer Service Charter. 8.3 <i>Personal Information Protection Act 2004</i> 8.4 <i>Right to Information Act 2009</i>
<b>RELATED DOCUMENTS</b>	9.1 Policy 9.14: <del>Employee</del> Code of Conduct <a href="#">for Employees</a> 9.2 <del>Policy 1.8:</del> Code of Conduct for Councillors 9.3 Policy <del>9.39.2: Bullying, Harassment and Discrimination</del> <a href="#">Workplace Behaviour Administrative</a> Policy <del>9.4</del> <del>9.4</del> Policy 1.4: Public Interest Disclosures Policy & Procedures <del>9.5</del> <a href="#">Policy 1.20 - Complaints Management Policy</a>
<b>AUDIENCE</b>	10 Public document

## Appendix A – Service Delivery Time Frames

Service	Response/Processing Time (working days)*
<b>Planning</b>	
Process Development and Subdivision Application Assessment	30
Process amendments to approved permit conditions	20
Process Adhesion order application assessment	15
Process Sealed Plan amendments	20
(with hearing)	40
Council sealing of final plans (Subdivision and Strata)	15
Lodge a Part 5 agreement	10
<b>Refunds</b>	
Bank & bond guarantees – (Includes inspection 10 days)	20
Hall booking deposit – (includes inspection)	10
<b>Building</b>	
Grant Building or Demolition Permit	<a href="#">Within 7 days or Agreed Time</a>
Issue Certificate of Completion for <a href="#">Permit</a> Building Work	5
Issue Certificate of Completion for <a href="#">Permit</a> Demolition Work	14
Amendments to approved building permit conditions	<a href="#">Within 7 days or Agreed Time</a>
<b>Plumbing</b>	
<del>Assess plumbing application and if</del> Issue Certificate of Likely Compliance – Notifiable Plumbing Work	14 <a href="#">or Agreed Time</a>
Assess plumbing application and issue Plumbing Permit	<a href="#">Within 7 days or Agreed Time</a> <del>21</del>
Assessment and issue of amendment to <a href="#">Certificate of Likely Compliance</a> - Notifiable Plumbing Work	14 <a href="#">or Agreed Time</a>
Assessment and issue of amendment to Plumbing Permit	<a href="#">Within 7 Days or Agreed Time</a> <del>21</del>
Issue Certificate of Completion (for notifiable or permit plumbing work)	5
Plumbing Inspection from time of request	<a href="#">12</a>
<b>Development Engineering</b>	
Perform Subdivision inspection	5
Process Works in Road Reserve application	3
<b>Health</b>	
Process Special Plumbing Permit application	10
Process Temporary food licence application	10
Process Food licence application	10
Investigate a noise complaint	5
Investigate other environmental complaints	5
Urgent environmental health issues are dealt with immediately upon receipt of complaint.	1

Service	Response/Processing Time (working days)*
<b>Natural Resource Management</b>	
Tree removal applications	10
Illegal tree removal	3
Removal of declared weeds - inspection	5
<b>Information Services</b>	
Process a Right to Information request (where external referral is not required)	10
Investigate and respond to a Complaint	15
Answer your phone call	1 Minute
Return Phone Calls within	2
Respond to general correspondence	10
Process 337 or 132 Certificates	10
<b>Compliance</b>	
Process Kennel licence application	30
Barking dog complaint (initial inspection)	5
Fire hazard (initial inspection)	5
Dogs at large	1
Dog attack	2
By-Law Exemption	10
<b>Works</b>	
Potholes in sealed and gravel roads - Inspect, assess and respond to customer. Add to a prioritised repair program based on risk assessment	15
Replace/repair damaged regulatory Street Signs – . e.g. Give-Way, Stop Signs, Keep Left	5
Replace/repair damaged Street/Place name Signs	30
Missed Bin pickup	Same day where possible.
* Processing times may increase where: <ul style="list-style-type: none"> <li>• Information provided by the customer or agent is incomplete and/or incorrect.</li> <li>• Inspections show non-compliance and/or the requirement of remedial works</li> </ul>	

## UPDATED POLICY FOR APPROVAL



## Customer Service Charter Policy

<b>Policy No:</b>	1.6
<b>Approved by Council:</b>	February 2022
<b>New Review Date:</b>	February 2024
<b>Minute No:</b>	TBA
<b>ECM File No:</b>	12.127
<b>Version:</b>	4.0
<b>Responsible Officer:</b>	Chief Information Officer
<b>Strategic Plan Reference:</b>	2.4 The organisation has a corporate culture that delivers quality customer service, encourages



## 1. POLICY STATEMENTS

- 1.1 We are committed to the timely, efficient, and consistent delivery of quality services which places *“Our community at the heart of everything we do”* and *“Makes Kingborough a great place to live”*.
- 1.2 We will ensure that all customer contact is fair, friendly, informative and efficient. We are committed to driving a culture of continuous improvement and excellence in service delivery to meet the changing needs of our customers and the community.
- 1.3 We strive to provide a positive customer experience, however in the instances where customers are dissatisfied, we encourage their feedback and will take all possible steps to achieve a resolution.

## 2. DEFINITIONS

- 2.1 **‘Council’** means Kingborough Council
- 2.2 **‘Customer’** means Ratepayers, individuals, groups or businesses to whom Council provides services.
- 2.3 **‘Infrastructure’** means Council owned or leased assets including but not limited to: roads; footpaths; drains; signs; and public facilities.
- 2.4 **‘Service’** means systems provided, or work undertaken, by Council on behalf of its customers.

## 3. OBJECTIVE

- 3.1 The Customer Service Charter provides a framework for defining service delivery standards, the rights of our customers, and how complaints from customers will be handled.

## 4. SCOPE

- 4.1 This policy applies to all service requests, enquiries and complaints made by customers in relation to Council services.

## 5. PROCEDURE (POLICY DETAIL)

### 5.1 Service Standards

#### 5.1.1 When you deal with Council, we will:

- i. treat you politely and with respect,
- ii. provide prompt, relevant, accurate and professional advice,
- iii. maintain your privacy,
- iv. keep you informed if the resolution to your enquiry is being delayed.

#### 5.1.2 Where an enquiry is of a complex nature, or a meeting with a specific officer is required, customers are requested to make a prior appointment.

#### 5.1.3 Response Times

- i. Council undertakes a wide variety of activities which vary both in complexity and time taken to complete.
- ii. Council’s schedule of processing/response times provides a guide to the most common service requests, with target times for completion or resolution. This schedule is included as Appendix A to this Policy.

5.1.4 Accessibility

- i. We will make our services accessible for our customers by supplementing in-person contact options with a range of on-line and voice based payment, request, applications and information services.

5.2 Our Expectations of our Customers

5.2.1 To help us to help you, we ask that you:

- i. Report any damage to, or failure of, Council's infrastructure or property.
- ii. Treat our staff with mutual respect.
- iii. Provide complete details of your service request or complaint.
- iv. Respect the privacy and rights of other people.
- v. Make an appointment for a complex enquiry or need to see a specific Officer.
- vi. When necessary, contact the Officer nominated on any correspondence.

5.3 Customer Service Process

- 5.3.1 When a customer contacts Council by phone or in person we aim to resolve your query at the first point of contact.
- 5.3.2 When a customer contacts Council about a failure of Council's infrastructure such as potholes in a road, or an uneven footpath, or to lodge a request to investigate a barking dog or fire hazard, these will be treated in the first instance as a Service Requests.
- 5.3.3 A Service Request may be lodged in person or by mail, telephone, fax, email, on-line and through the National Relay Service. See 5.6 How to Contact Council.
- 5.3.4 The customer will receive confirmation that a Service Request has been lodged.
- 5.3.5 The Customer Service Unit will allocate a Service Request to the appropriate department or Officer. The unit will monitor the request and strive to ensure that action is taken in accordance with the Service Standard (Appendix A), and this Charter.

5.4 Complaints

- 5.4.1 If a customer contacts Council and is dissatisfied with the outcome of a service request, or the quality of an action, decision or policy made by the Council, Council staff or Council Contractor, the matter will be treated as a complaint.
- 5.4.2 We will attempt to resolve simple complaints such as a missed bin collection or follow-up of an outstanding request at the time you contact us.
- 5.4.3 More complex complaints will be referred to the responsible department for action and a responded to within 15 working days.
- 5.4.4 If you remain dissatisfied with the outcome of a complaint, options are provided for your complaint to be independently reviewed.
- 5.4.5 Full details about how to make a complaint and how complaints are managed are contained within Council's Complaints Management Policy 1.20.

5.5 Reporting

- 5.5.1 We are committed to using requests and complaints data to improve decision-making, business processes and customer service.

- 5.5.2 The General Manager will ensure that appropriate request and complaint management systems are in place and utilised to enable this to occur.
- 5.5.3 The number and nature of complaints received will be reported quarterly and included in the Annual Report.
- 5.6 How To Contact Council
  - 5.6.1 In person:
    - i. Civic Centre, 15 Channel Highway, Kingston Tasmania from 8.30am to 5pm Monday to Friday except public holidays.
    - ii. Bruny Island Service Centre, Main Road, Alonnah from 8:30am to 5pm Monday to Friday except public holidays.
  - 5.6.2 Mail: Kingborough Council, Locked Bag 1, Kingston, Tasmania 7050
  - 5.6.3 Telephone: (03) 6211 8200 from 8:30am to 5:00pm Monday to Friday. Council provides an After-Hours Emergency Service on the same number.
  - 5.6.4 email to [kc@kingborough.tas.gov.au](mailto:kc@kingborough.tas.gov.au)
  - 5.6.5 Internet: [www.kingborough.tas.gov.au](http://www.kingborough.tas.gov.au)
  - 5.6.6 Facebook: [www.facebook.com/KingboroughTas](https://www.facebook.com/KingboroughTas)
  - 5.6.7 Instagram: [www.instagram.com/kingboroughtas/](https://www.instagram.com/kingboroughtas/)
  - 5.6.8 If you have specific communication needs or barriers, we can assist by using:
    - i. TTY users can phone 13 36 77 then ask for (03) 6211 8200
    - ii. Speak & Listen (speech-to-speech) users can phone 1300 555 727 then ask for (03) 6211 8200
    - iii. Internet relay users can connect to the National Relay Service website <https://www.infrastructure.gov.au/media-technology-communications/phone/services-people-with-disability/accesshub/national-relay-service> then ask for (03) 6211 8200. You may need to register for this service.
- 5.7 Privacy Information Protection
  - 5.7.1 Personal Information provided by a customer to Council is protected in accordance with the requirements of the Personal Information Protection Act 2004 and the Right to Information Act 2009.

## 6. COMMUNICATION

- 6.1 All staff, Councillors and Customers, members of the public. Available free of charge at the Civic Centre and on Council's [Web Site](#)

## 7. LEGISLATION

- 7.1 *Local Government Act 1993* section 339 (F) – Customer Service Charter.
- 7.2 *Local Government (General Regulations) 2005* – Regulation 31 - Customer Service Charter.
- 7.3 *Personal Information Protection Act 2004*
- 7.4 *Right to Information Act 2009*

**8. RELATED DOCUMENTS**

- 8.1 Policy 9.14: Code of Conduct for Employees
- 8.2 Code of Conduct for Councillors
- 8.3 Policy 9.2: Workplace Behaviour Administrative Policy
- 8.4 Policy 1.4: Public Interest Disclosures Policy & Procedures
- 8.5 Policy 1.20 - Complaints Management Policy

**9. AUDIENCE**

- 9.1 Public document

Public Copy





## Customer Service Charter Policy 1.6

## Appendix A – Service Delivery Time Frames

Service	Response/Processing Time (working days)*
<b>Planning</b>	
Process Development and Subdivision Application Assessment	30
Process amendments to approved permit conditions	20
Process Adhesion order application assessment	15
Process Sealed Plan amendments	20
(with hearing)	40
Council sealing of final plans (Subdivision and Strata)	15
Lodge a Part 5 agreement	10
<b>Refunds</b>	
Bank & bond guarantees – (Includes inspection 10 days)	20
Hall booking deposit – (includes inspection)	10
<b>Building</b>	
Grant Building or Demolition Permit	Within 7 days or Agreed Time
Issue Certificate of Completion for Permit Building Work	5
Issue Certificate of Completion for Permit Demolition Work	14
Amendments to approved building permit conditions	Within 7 days or Agreed Time
<b>Plumbing</b>	
Issue Certificate of Likely Compliance – Notifiable Plumbing Work	14 or Agreed Time
Assess plumbing application and issue Plumbing Permit	Within 7 days or Agreed Time
Assessment and issue of amendment to Certificate of Likely Compliance - Notifiable Plumbing Work	14 or Agreed Time
Assessment and issue of amendment to Plumbing Permit	Within 7 Days or Agreed Time
Issue Certificate of Completion (for notifiable or permit plumbing work)	5
Plumbing Inspection from time of request	1
<b>Development Engineering</b>	
Perform Subdivision inspection	5
Process Works in Road Reserve application	3
<b>Health</b>	
Process Special Plumbing Permit application	10
Process Temporary food licence application	10
Process Food licence application	10
Investigate a noise complaint	5
Investigate other environmental complaints	5
Urgent environmental health issues are dealt with immediately upon receipt of complaint.	1



## Customer Service Charter Policy 1.6

Service	Response/Processing Time (working days)*
<b>Natural Resource Management</b>	
Tree removal applications	10
Illegal tree removal	3
Removal of declared weeds - inspection	5
<b>Information Services</b>	
Process a Right to Information request (where external referral is not required)	10
Investigate and respond to a Complaint	15
Answer your phone call	1 Minute
Return Phone Calls within	2
Respond to general correspondence	10
Process 337 or 132 Certificates	10
<b>Compliance</b>	
Process Kennel licence application	30
Barking dog complaint (initial inspection)	5
Fire hazard (initial inspection)	5
Dogs at large	1
Dog attack	2
By-Law Exemption	10
<b>Works</b>	
Potholes in sealed and gravel roads - Inspect, assess and respond to customer. Add to a prioritised repair program based on risk assessment	15
Replace/repair damaged regulatory Street Signs – . e.g. Give-Way, Stop Signs, Keep Left	5
Replace/repair damaged Street/Place name Signs	30
Missed Bin pickup	Same day where possible.
* Processing times may increase where: <ul style="list-style-type: none"> <li>• Information provided by the customer or agent is incomplete and/or incorrect.</li> <li>• Inspections show non-compliance and/or the requirement of remedial works</li> </ul>	

## 16.4 GORMLEY PARK CHANGEROOMS LEASE

**File Number:** 3202222

**Author:** Sean Kerr, Property Officer

**Authoriser:** Daniel Smee, Director Governance, Recreation & Property Services

### Strategic Plan Reference

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

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

### 1. PURPOSE

- 1.1 The purpose of this report is to consider the approval of a lease to the Kingborough Little Athletics Centre (KLAC).

### 2. BACKGROUND

- 2.1 KLAC utilise Gormley Park for competition and training throughout the summer season (October to March).
- 2.2 They have previously utilised the clubrooms and changerooms under a seasonal tenancy agreement, with the Kingborough Lions Soccer Club having use over the winter period.
- 2.3 The KLAC is looking to undertake a \$500k upgrade of the facilities and in light of this proposed investment is seeking more formal tenure over the building.

### 3. STATUTORY REQUIREMENTS

- 3.1 The disposal of Council land (including leasing) is subject to the provisions of Section 177 and 178 of the *Local Government Act 1993*.

### 4. DISCUSSION

- 4.1 The KLAC is seeking a lease agreement over the facility for a period of five years, with a further five-year option.
- 4.2 In accordance with Council's Leasing and Licencing Policy the following items have been considered in determining the recommendation to Council.
- Nature of the Asset – The building consists of a small kiosk, store, common area and male and female toilets and changerooms.
  - Level of investment – KLAC have repainted internally and are prepared to cover all costs going forward for repairs and maintenance.
  - Proposed financial arrangements – It is proposed that the lessee has responsibility for all outgoings associated with their use of the premises, including maintenance and contents insurance. Council will insure the building structures and depreciate the assets.

- Income generating capacity – Funds are generated from a percentage of paid membership - split between club and governing body. The group only raises the funds required to meet the cost of its operations.
  - Level of Government support - Council provides ground facilities for club use. There is no other direct or regular government support.
  - Level of public access – visitors to the site are welcome and membership is open to all. Athlete membership is limited to those aged between 3-15.
  - Nature of organisation – the group is entirely not for profit and volunteer based.
  - Broader community benefit – The club exists to provide children with a pathway to access regular, structured track and field athletics-based competition and training. The club provides a direct benefit to the community by encouraging a healthy, family orientated lifestyle through a sporting club environment. Little Athletics is centred on personal improvement and increasing athlete capacity, regardless of background, belief, gender, disability or level of ability.
  - Consistency with other similar organisations – there are multiple peppercorn rentals for sporting clubs and associations within the Municipality.
- 4.3 It is proposed that KLAC will make the toilets and changerooms available to other organisations who may use the ground on a casual basis.
- 4.4 The proposed leasing arrangement is supported by the Kingborough Lions Soccer Club, with the latter utilising the facility during the winter months by agreement.



## 5. FINANCE

- 5.1 The Government valuation for the land area in question indicates an Assessed Annual Value of \$1,069. In effect, this would be the rental that would be applied if a commercial lease was being considered.
- 5.2 In light of the considerations listed above, it is proposed that a “peppercorn” rental would apply to the KLAC.



- 5.3 As the site is part of the larger title for the KSC Precinct, it is not separately rateable and being Council owned land, no rates are applied.

## **6. ENVIRONMENT**

- 6.1 No environmental issues have been identified in relation to this matter.

## **7. COMMUNICATION AND CONSULTATION**

- 7.1 In the preparation of this report, discussions have been held with representatives from the Kingborough Little Athletics Centre and the Kingborough Lions United Football Club.

## **8. RISK**

- 8.1 It is desirable from a risk management perspective to have a formal agreement in place to delineate the responsibilities of the Council and KLAC with respect to the use of the land and its structures.

## **9. CONCLUSION**

- 9.1 The KLAC has sought a lease agreement with Council over the clubrooms and changerooms at Gormley Park.
- 9.2 It is proposed that the KLAC is offered a five-year lease with a five-year option to renew the agreement.

## **10. RECOMMENDATION**

That the General Manager be authorised to negotiate a lease agreement with the Kingborough Little Athletics Centre over the clubrooms and changerooms at Gormley Park, Kingston on the following terms and conditions:

- a) A five-year lease with a further five-year option;
- b) A “peppercorn” rental to apply;
- c) The lessee to be responsible for all costs associated with the use of the facilities, including service charges, maintenance and contents insurance but excluding the hot water system.

## **ATTACHMENTS**

Nil

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## 17 NOTICES OF MOTION

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### 17.1 State Support to Improve Kingborough's Public Safety

The following Notice of Motion was submitted by **Cr Cordover**:

#### RECOMMENDATION

That Council resolves to lobby the State Government for:

- (a) construction of an Urgent Care Centre for the state's south and a new ambulance station for the Channel;
- (b) more funding for crisis accommodation and supports for women escaping domestic violence;
- (c) increased annual funding for the Women's Legal Service;
- (d) an independent inquiry to be immediately established into Mental Health Services to address the fundamental concerns surrounding timely access to appropriate mental health services in Tasmania and improve access to preventative and wraparound care;
- (e) improved access to drug and alcohol rehabilitation and diversion programs;
- (f) greater investment in emergency management preparedness to respond to the climate emergency, including enhanced State Emergency Service (SES) capability in Kingborough.
- (g) a meaningful response to the motion that successfully passed in the House of Assembly on 23 September 2020, *"calling on the Gutwein Government to investigate how a Jobs Guarantee program could be adopted in lutruwita/Tasmania to strengthen our COVID recovery and support economic transition to tackle the climate emergency."*

#### Background

The Kingborough Council Strategic Plan 2020-2025 commits the council to encourage and support a safe, healthy and connected community. Encouraging the Tasmanian Government to invest in state-funded services that enhance our community's access to local support can help achieve this outcome.

At the Council meeting on 17 January 2022, the Council resolved to lobby the State Government to construct a new Kingston Police Station to properly support potential future approval of 24-hour policing in Kingborough.

This motion is similar to that passed at the Council meeting on 17 January 2022. It seeks to broaden Council's advocacy to the State Government to encompass other evidence-based initiatives that improve community safety and resilience.

The purpose of this motion is to enhance Kingborough's public safety, further reduce crime, and improve capacity to prepare for and respond to emergencies. This motion seeks to achieve this outcome by encouraging the State Government to invest additional resources into key service delivery areas that will help people in Kingborough feel and be safer.

#### Officer's Response

The matters referenced in this Notice of Motion relate to service provision by the State Government. A decision of Council is required to support the proposal for lobbying for an increase in services.

*Daniel Smee, Director Governance, Recreation & Property Services*

## 17.2 Glyphosate

The following Notice of Motion was submitted by **Cr Glade-Wright**

### RECOMMENDATION

That Council prohibits the use of glyphosate in fenced children's playgrounds.

### Background

Glyphosate was declared by the World Health Organisation in 2015 as “probably carcinogenic to humans” meaning it has the potential to cause cancer. The use of glyphosate in playgrounds provides a potential risk of children being exposed to the substance which can be mitigated by its prohibition.

Alternative options available include using either an alternative substance which contains a dye so that it can be easily identified when it has been used, or an alternative method of weed control such as hand weeding or steam spraying.

### Officer's Response

Currently Council officers use an organic herbicide and undertake hand weeding for weed control in fenced children's playgrounds and as such if Council supported this motion, it can be implemented.

However, it is worth noting that while public concern about glyphosate continues – the formal and scientific advice from the Australian Pesticides and Veterinary Medicines Authority is that it is safe to use provided the directions for use are followed. Since 2018 there has been a range of formal advice provided to councils regarding glyphosate. In March 2021, the Local Government Association of Tasmania reviewed the available advice and concluded the following:

- Global regulatory bodies largely assert that glyphosate products are safe for human use provided the product is handled according to instructions.
- These regulatory bodies have assessed and evaluated various studies on human risk factors of non-Hodgkin's Lymphoma and Multiple Myeloma and have found that the causal link is not sufficient to establish.
- The European Food Safety Agency are conducting a comprehensive re-assessment of glyphosate over the next two years and are expected to deliver the results of this in May 2022.
- Scientific findings based on environmental, ecological, and biological aspects are contradictory due to the breadth and scope of research conducted. For instance, certain research investigations have negative impacts in certain species, whilst others have reported positive outcomes.
- Some councils in Tasmania are being urged by community members to apply the precautionary principle and commence a phase out of glyphosate usage.
- Alternatives to glyphosate are not necessarily cost-effective or effective tools for weed management and in some cases more directly toxic or unsafe.

In relation to Kingborough Council, the following should be noted:

- Council uses glyphosate products to control a range of weeds, including roadside.

- Environmental weeds are plants that invade native ecosystems and adversely affect the survival of indigenous flora and fauna and can reduce farm production, degrade the natural and physical resources of the State, degrade ecological processes or reduce the genetic diversity of plants.
- There are a range of limiting factors in determining the use of other non-selective herbicides, with some having been proven to be of a higher risk or have bigger environmental impacts or only able to be utilised under a trial permit in Tasmania. However, as part of a continuous improvement focus, Council is already trialling alternatives, such as imazpyr. Weeds officers have also been trialling organic herbicides which, ironically, are listed as not being allowed near drains or waterways. Just because something is registered as “organic” doesn’t mean risks are not associated with them.
- Council has been investigating other, non-chemical, treatment methods for some time now. Unfortunately, as other Councils have also discovered, depending on the location of and the type of weeds, such methods can be expensive, inefficient or have no effect on certain weeds.
- Council sprays in a professional and safe manner, staff use PPE and all application is in accordance with the label and legislative requirements. We do not spray in windy or unsafe conditions and staff and public safety is paramount.
- Like all Tasmanian councils, Kingborough Council refers to the Australian Pesticides and Veterinary Medicines Authority (APVMA) as the overarching agency and follows their advice regarding herbicide products.
- We stipulate that our contractors must use the products under the guidelines provided by the manufacturer.
- Councils’ *Glyphosate Statement* reads: “contractors are able to use glyphosate products provided they are registered with the APVMA and staff follow the label instructions”
- Council has recently updated our website with respect to the No Spray Register Application and Guidelines and there are allowances for applicants to have the opportunity to submit outside of the cut of periods or under circumstances beyond their control.
- Where Council approves a frontage for inclusion within the No Spray Register, it will be the applicant’s responsibility to manage the roadside vegetation within the No Spray Zone
- Council actively limits the use of glyphosate in playgrounds and limits the use of any chemicals in playgrounds to when children are not present.

The Tasmanian Local Government sector and Kingborough Council will continue to monitor scientific advice and legislative changes and will adjust our policies and practices accordingly. It is not currently possible for Council to simply stop using glyphosate although as outlined above we are continuing to trial other methods.

Ultimately what is needed is a methodical analysis of alternative approaches, including further trials to determine actual costs and effectiveness. A funded cost-benefit and risk analysis specific to Council would best position us to review, and if appropriate, change weed management practices. This may require a specific allocation in the budget.

In the first instance, the Natural Areas and Biodiversity team are developing a background paper to aid a discussion by Council. This paper will include learnings and feedback from other Councils.

*Dr Katrena Stephenson, Director Environment, Development & Community Services*



### 17.3 Fire Bunkers

The following Notice of Motion was submitted by **Cr Glade-Wright**

#### RECOMMENDATION

That Council take the following motion to the next General Meeting of LGAT :

*That LGAT lobby the State Government and Tasfire Service to investigate the accreditation of fire bunkers and other structures legalised in other Australian states for use in Tasmania.*

#### Background

Kingborough is considered one of the most bushfire prone municipalities in Tasmania and currently fire bunkers are not able to be legally accredited. Many members of the community reside along narrow, tree lined no- through roads. As fire events become more extreme, fire bunkers may be, in some instances, the only safe protection.

#### Officer's Response

Council decision required.

Gary Arnold, General Manager

## 18 CONFIRMATION OF ITEMS TO BE DEALT WITH IN CLOSED SESSION

#### RECOMMENDATION

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

#### Confirmation of Minutes

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

#### Applications for Leave of Absence

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

#### Processing of Recyclables-Establishment of a Joint Authority

Regulation 15(2)(g) *information of a personal and confidential nature or information provided to the council on the condition it is kept confidential.*

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

Open Session of Council adjourned at

**OPEN SESSION ADJOURNS**

## OPEN SESSION RESUMES

### RECOMMENDATION

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

Item	Decision
Confirmation of Minutes	
Applications for Leave of Absence	
Processing of Recyclables-Establishment of a Joint Authority	

### CLOSURE

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# APPENDIX

- A Environmental Services Quarterly Activities Report
- B Organisational Development Quarterly Report
- C General Manager's Diary 22 November 2021 - 21 January 2022
- D Current and Ongoing Minute Resolutions (Open Session)

**A ENVIRONMENTAL SERVICES QUARTERLY ACTIVITIES REPORT**

**Author:** Jon Doole, Manager Environmental Services

**Authoriser:** Dr Katrena Stephenson, Director Environment, Development & Community Services

**1 ENVIRONMENTAL HEALTH****1.1 Recreational Water Quality**

Recreational water quality monitoring continues to be a focus area for Environmental Health. The overall program remains the same and involves three separate sub-programs; the weekly Derwent Estuary Program (DEP) sampling, the monthly Channel sampling and bi-monthly Bruny Island program. Weekly DEP results are published on their Beach Watch website. A direct link is also provided from Council's website. Environmental Health Officers (EHOs) will be sampling weekly at the DEP sites until the end of March.

**1.2 Immunisations**

1.2.1 The final round of the School Based Immunisation Program was conducted in late October/November 2021. One of these rounds was completed immediately post-lockdown which required additional changes to service delivery. Program planning has commenced for the 2022 School Program with a regular schedule at this stage.

1.2.2 Baby clinics continue to be coordinated monthly at the Hub. This service is regularly reviewed and given the recent COVID context, there is additional PPE required for administrative and clinical staff. Council's clinical team continues to assist with the practical requirements of Nurse Immuniser training for a number of nurses at these clinics.

**1.3 Food Safety**

Environmental Health Officers (EHOs) continue statutory involvement in the broad area of food safety in accordance with the *Food Act 2003*. In addition to routine inspections this includes:

1.3.1 Registration/renewal of food businesses;

1.3.2 Assessment and processing of temporary food business applications;

1.3.3 Participation in the Tasmanian Food Safety Surveillance Program – a joint Council/Department of Health food business survey program (most recent round reviewed the use of iodised salt and fortified flour in bakeries);

1.3.4 New and novel foods;

1.3.5 New/modified food business fit-outs and associated inspections; and

1.3.6 Familiarisation with the updated Tasmanian Food Business Risk Classification System. This system classifies food businesses into risk categories based on food types and food handling activities and is based on the national food safety risk-profiling framework.



## 1.4 Public Health Risk Activities

EHOs are currently undertaking the renewal and registration of public health risk activities (premises and operators) in accordance with the *Public Health Act 1997*. This involves tattooing, cosmetic tattooing and body piercing premises.

## 1.5 Water Quality

- 1.5.1 EHOs are finalising the registration of private water suppliers in accordance with the provisions of the *Tasmanian Drinking Water Quality Guidelines 2015* issued under the *Public Health Act 1997*. These are for higher risk accommodation, education and commercial facilities that utilise water from a non-reticulated source. This has involved both undertaking and/or reviewing sampling and results and detailed assessments of both sources and processes for specific sites.
- 1.5.2 EHOs have undertaken the renewal and registration of water carriers in accordance with the provisions of the *Tasmanian Drinking Water Quality Guidelines 2015* issued under the *Public Health Act 1997*.
- 1.5.3 Pool sampling continues to be undertaken monthly and results reviewed in accordance with the provisions of the *Tasmanian Recreational Water Quality Guidelines 2007* issued under the *Public Health Act 1997*.

## 1.6 Coronavirus (COVID-19)

The Unit continues to manage Council's infection control measures and have involvement with many aspects of the organisation's ongoing COVID-19 response. This has included the following:

- 1.6.1 Case and outbreak management planning and response;
- 1.6.2 Business continuity planning;
- 1.6.3 Ongoing review and maintenance of COVID-19 procedures and preventative measures;
- 1.6.4 Review and maintenance of cleaning schedules/attachments for each COVID-19 Safety Plan;
- 1.6.5 Representation on Council's Incident Management Team;
- 1.6.6 Liaison with Council's Medical Officer of Health on likely impacts and specific processes/programs;
- 1.6.7 Liaison with Public Health Services (Department of Health) on a range of COVID-19 related issues; and
- 1.6.8 General public health advice to management and staff on processes/programs.

## 2. NATURAL RESOURCE MANAGEMENT

### 1.1 Environmental Engagement Program

#### i) Mental Health Week Activities

During Mental Health Week Council offered several activities to highlight the health benefits of spending time in nature. There is a growing body of evidence that supports not only the physical and mental benefits of nature but also the physiological markers such as decreased blood pressure and cortisol levels and an increase in white blood cell count (healthy immune system). Mental Health

Week activities also demonstrated Council's wealth of natural areas that are close to homes and workplaces by using four of our 'pocket reserves' as venues for the activities.

Activities included two subsidised 'come and try' sessions in forest bathing, led by a certified Nature and Forest Therapy guide. Also called Shin rin Yoku, forest bathing is a way of connecting to nature and yourself. During the following week, Council offered daily before work nature connection walks. These involved half an hour with a local doctor or forest therapist and a Council officer to walk and clear the mind before the hectic workday. Both initiatives received a great response from the forty-four participants.



**Forest Bathing at Boronia Hill**  
(Photo supplied by Kara Spence)

## ii) Stormwater to Sea Project

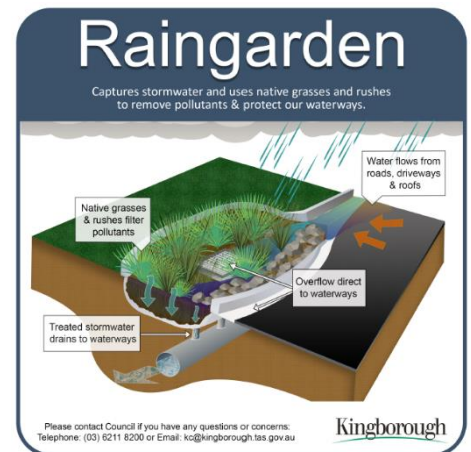
The fourth, and final stage of the Stormwater to Sea project commenced in December 2021 with the first stencils installed on the street stormwater drains around Kingston, Blackmans Bay, Illawarra and Margate Primary schools. Students from sustainability or leadership groups within the schools were invited to participate. On each drain the message 'only rain in drains' appears beside one of the project images, inspired by school holiday participants last year, community input and a professional designer. The stencils aim to increase understanding of the link between the roadside drains and local rivers and beaches. Educational material produced by the project shows people what they can do to keep stormwater clean. The roll out of stencils will continue into 2022, with stencils also placed on the vertical kerb to be seen by road users. The project has involved staff from the NAB team, Engineering, Communications and Community development, the participants from Council's 2021 school holiday program, the audience at last year's youth art showcase and 29 students from four local schools in December. Other members of the community will be given an opportunity to be involved in 2022.



**Illawarra Primary Students with the Stormwater to Sea stencil**

### iii) Rainwater Garden Education

New residential estates such as Spring Farm and Whitewater Park often have roadside swales or 'rain gardens' to help treat stormwater runoff before it enters local waterways. To help educate new residents about the functioning of these rain gardens, and to ensure they are not mistreated, Council developed an interpretive panel that outlines the importance of the native grasses and rushes in removing pollutants. To date the signs have been installed in approximately twenty rain gardens.



### iv) Revive our Wetlands

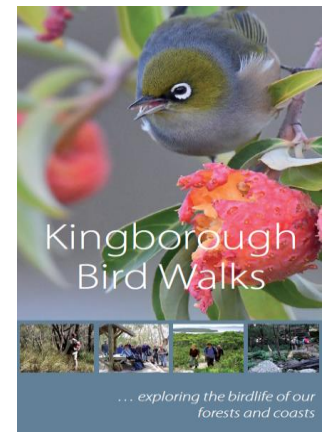
A new national program from Conservation Volunteers Australia (CVA) called Revive Our Wetlands was launched at the Browns River Saltmarsh in December, with Council invited to make a presentation to the gathering. The project has a community involvement focus on improving the health of waterways and will compliment Council's activities. A working bee is planned for this site on World Wetlands Day on 30 January.



**Presentation to CVA 'Revive our Wetlands' – Browns River Saltmarsh**

### v) Kingborough Bird Walks Brochure

NAB staff assisted with the production of a new brochure describing the birdlife people may see on ten walks in the municipality. The brochure was created by a local bird enthusiast and member of Birdlife Tasmania and was supported by a Kingborough Community Grant. The brochure has been distributed widely. The initial five hundred copies were very popular, and a second print run is currently being distributed. We hope to link the information in this brochure to the interactive tracks map on Council's website in the near future.



## 1.2 Natural Areas Activities

### i) Insect Festival

NAB staff supported artists Bronilyn Smith and Karen Stack and Kingston Beach Coastcare group to run the "Amazing World of Insects in your Neighbourhood" mini festival during November 2021. The festival, with the support of a Kingborough Community Grant, presented an array of activities for the community over the four days including an exhibition of textile and photographic works, guided insect walks in local reserves, an evening of talks by leading entomologists and an insect hotel making workshop. Many activities were booked out with over 530 people participating across the eight activities on offer. Fifty-seven comments left in the visitor book at the exhibition were overwhelmingly positive. One participant said, "A terrific combination of photography, textile art and informative talks - and all



highlighting the biodiversity of Kingborough. There should be more events like this”.



**Insect activity for children**



**Textile artwork on display**

ii)

### **Seniors Seasonal Walks**

Council's Natural Areas and Biodiversity and Community Services staff again teamed up to deliver two guided walks for the Senior's Program in the last quarter of the year. The walks were both booked out and very well received by the participants. In Spring, a loop around Boronia Hill took in the diversity of wildflowers in the reserve. In summer, the walk returned to the North West Bay River along the track from Sandfly Oval through Council's Land for Wildlife Reserve.



**Seniors Walk Picnic – Rivers Edge**

iii) **School Program**

The Margate bush kinder site on Margate Rivulet Reserve was damaged in winter 2021 by people cutting small trees and undergrowth to make bike jumps. The bush kinder classes have helped rehabilitation of the site by planting native understory plantings during Spring 2021.



**Margate Bush Kinder revegetation site**



### 1.3 Reserve Management

#### i) Kettering Reserve

Council recently engaged contractors to remove crack willows (*Salix x fragilis*) from a Council reserve on Saddle Road in Kettering. The removal of willows, which are a declared Zone B weed in Tasmania, will allow the remnant critically endangered '*Eucalyptus ovata* forest and woodland' community to recover. Recovery of this critically endangered community will be assisted through the planting of local representative species, including a community planting for National Tree Day 2022.

#### ii) New Field Data Collection Tool

Fulcrum software has been used to build two electronic data collection systems for key field work for the NAB team. The new Wildlife Monitoring and Natural Areas Field Data apps aim to streamline data collection, storage and analysis. The apps enable remote and desktop sharing of information including on-site visits, assessments and on-ground works through time. They will assist to optimise coordination of field works and on-ground outcomes.

#### iii) Urban Tree Management Collaboration

In November Council hosted the recently formed Urban Tree Manager's group. This group, with representatives from the greater Hobart councils, has formed to work together and share resources related to the management of trees in urban areas. Topics included the management of Significant Trees, the use of By-laws to protect trees on private land, tree risk management frameworks, tree canopy mapping and planning for trees in redeveloped streetscapes.

### 1.4 Weed Management

#### i) Weed Action Fund

##### Bruny Island Tree Heath Project

Council was successful in the very competitive Tasmanian Weed Action Fund grant round which saw only a handful of successful applicants. The endeavour will combine \$50,000 in State funding with financial and in-kind contributions from Council, Department of State Growth and other stakeholders to deliver a \$98,000, three-year, strategic weed control project on Bruny Island.

An eradication program for the newly declared Erica species will be developed, which includes tree heath, berry heath, African heath, and silky heath. Tree heath is a species proving much more difficult to control than the more widely known Spanish heath. Herbicide trials will be involved, and Council will inform other organisations of the most effective, efficient, and environmentally responsible means of control.

In 2005 tree heath was nominated amongst the ten most serious plants for sale in Tasmania at the time, as it is known to form dense thickets in bushland that dominate understorey and have detrimental impacts upon threatened vegetation communities and threatened fauna species that depend upon specific plant species.

Whilst tree heath distribution is somewhat limited across the State, Bruny is a hotspot for the species and on South Bruny it is becoming more troublesome to control, leading to greater concerns for agricultural and natural assets. However, the potential for this species to impact upon not only Bruny's local environment, but that of Tasmania if given the opportunity, is enormous. It is anticipated that the learnings from this grant will help towards controlling these infestations and protecting Tasmania from this invasive species.

This grant now sees Council successfully securing \$90,000 over four years through the Weed Action Fund grants.



***Erica holosericea* (silky heath)  
infestation, South Bruny**

## **ii) Huon Valley Council rice grass partnership**

Rice grass (*Spartina anglica*) was recently detected in the Huon Valley in Hastings Bay Conservation Area. The discovery was opportunistic and 100 km south of the closest historical infestation in the Derwent Estuary, suggesting that it may have established in other suitable locations within the Huon Valley and Channel region.

As a result, Kingborough Council and Huon Valley Council have partnered, with grant assistance from the Weed Action Fund, to survey suitable sites for rice grass infestations and undertake a three-year treatment with a view to eradicating the species from the municipalities.

Rice grass colonises mud and sand flats, completely dominating and covering these spaces. Mudflats are critical foraging habitat for a range of fauna including resident and migratory birds. Conversion of mud flats to dense rice grass can prevent some fauna from using these areas while also changing the way the ecosystem functions.

## **iii) Strategic weed activities**

### **Serrated Tussock**

A new infestation of serrated tussock was detected in Apollo Bay in January by Council's Weed Officer. The discovery was made whilst undertaking ragwort control on Bruny Island.

Serrated tussock is a Weed of National Significance and costs the nation millions of dollars each year due to agricultural losses and management costs. It is one of Australia's worst weeds due to its invasiveness, potential for spread and social, economic, and environmental impacts. Being similar in appearance to many native grasses, serrated tussock may go unnoticed in both pastures and native grasslands until significant infestations have developed.

Serrated tussock is a pasture weed and impacts on carrying capacity, reducing agricultural returns and greatly affecting land values. Serrated tussock can dominate a pasture or native grassland in just a few years from initial establishment. As a result, it can impact on native ecosystems and waterways,

threatening rare plant species and reducing biodiversity. Dense infestations of this weed can pose a serious fire hazard with a recorded burn intensity of up to seven times greater than native grasslands.

The general environment and patterns of land use on North Bruny are highly favourable to the establishment and spread of serrated tussock. North Bruny also contains agricultural assets and natural values that can be significantly threatened by serrated tussock infestations. Council has implemented a quarantine area for Apollo Bay which will see a temporary halting of the roadside slashing program and any earth works in the area unless an inspection has confirmed the worksite free of serrated tussock.



*A serrated tussock plant in Apollo Bay, showing its similarities with the native poa grass.*

Natural Areas and Biodiversity staff are collaborating with the Department of Natural Resources and Environment to develop a plan and apply for funding available under the Invasive Grasses Project. This funding could assist with surveys on private land, including the use of a specially trained detector dog. In the interim, Council will implement an engagement program with private landowners, informing of the presence and risks associated with serrated tussock, as well as identification and control measures. Signage has been installed to designate the serrated tussock management area.

## 1.5 Wildlife and Threatened Species Management

### i) Little Penguin Program – Ceramic Nest Modules

The exhibition of ceramic Little Penguin nesting modules was held in the Hub auditorium at the end of October. Each of the fourteen individually designed modules was for sale to 'gift into habitat', meaning the philanthropic purchase was donated to the penguin project in the Derwent to increase the habitat for local penguins. As well as an opening night special event, a ticketed evening was held within the exhibition with presentations from penguin researchers and one of the ceramic artists. Each module was for sale for \$850 and by the close of the four-day exhibition all modules had been sold. The modules are now in the preliminary data collection phase to discern humidity and temperature baselines for each, this work being led by Council.

The next stage will be to install the modules into one of four colonies managed by Council and three managed by the City of Hobart with the help of the Penguin Wildcare volunteers. After installation, the modules will become part of the monthly monitoring program of the Derwent Little Penguin Project. This very successful partnership of expert ceramic artists, scientists and Council created a buzz of



media attention and a huge amount of interest from local and wider community. However, the integrity of the project being primarily for the conservation of the species was paramount and throughout the project the importance of not disclosing the location of penguin colonies was respected by all, alongside the key message that disturbance to penguins from people is a huge threat.

## ii) Dog Control and Wildlife Protection

In November staff attended a regional workshop coordinated by LGAT to showcase and discuss collaborative arrangement between councils and government agencies with responsibilities for dog control and wildlife management.

## iii) Threatened Species

Council hosted the Forty Spotted Pardalote Recovery Team in September. The focus of the meeting was to continue to develop a new National Recovery Plan for the species with the assistance of the Australian Government. Staff attended the Threatened Plants and Communities Steering Committee meeting to discuss progress with recovery actions for the focus species.

# 1.6 Landcare Group Support

## i) Weed identification training

Council's Weed Officer recently lead a walk and talk at the Alum Cliffs Reserve with members of the Kingston Beach Coastcare Group and Bonnet Hill Community Association. Group members learned plant identification of both native and invasive species as well as the most effective control methods for a range of weed species found on site. The training was popular and enjoyed by members and is hoped to be run again and for other groups.

*Kingston Beach Coast Care members participated in weed identification training with Council's weed officer along the Alum Cliffs*



## ii) Friends of Longley Group event

Council staff attended a community event facilitated by the Friends of Longley Group (FLAG). This was the first year for the Picnic in the Paddock event and the group aspires to make it an annual occasion. FLAG brought together many stakeholders including Council, Tasmanian Fire Service, Landcare Tasmania and Ngune, who facilitated conversations in traditional burning. The day gave Natural Areas and Biodiversity staff the opportunity to engage with the local community on several important issues, including high priority weeds and river health. The Mayor launched the updated North West Bay River Catchment Plan at the event.

# 1.7 Revegetation Program

With the 2021 planting season coming to an end in Spring, the NAB team were busy planting the last sites and propagating for 2022. Approximately 12,000 native plants have been put in the ground as part of Council's 2021 revegetation program. End of season plantings included a coastal protection planting at Trial Bay, a wetland planting at Snug Quarry, and a bushland planting at Chandlers Reserve in Margate. Staff have also collected a range of local provenance seed needed for future propagation.



### 1.8 Kingborough Environmental Fund

An event to celebrate the achievements of the Kingborough Environment Fund was held in December 2021. The celebration, which was held at one of the conservation covenants in Oyster Cove that has been secured by the fund, was attended by a range of Councillors, Council representatives, involved residents, and industry stakeholders. The Fund is now entering the stewardship phase of implementation, where Council assists covenant holders with land management activities such as fencing, revegetation and weed control. The Fund will continue to secure new private land reserves and fund habitat plantings this year.



Celebration with stakeholders for the Kingborough Environmental Fund.

### 1.9 Coastal and Waterway Management

#### i) New Creek Maintenance Plans

Urban waterways form a fundamental part of Council's ability to provide effective stormwater services but have historically not received the same level of maintenance as the constructed parts of the stormwater system. Council has engaged a consultant to develop creek maintenance plans for Whitewater Creek, Coffee Creek and Mary Knoll Rivulet, as well as a Creek Maintenance Plan template that will allow Council to produce plans for additional plans efficiently. The creek maintenance plans will allow staff to scope and budget remediation works that have been identified and prioritised in the plans. The initial survey work and inspections have been completed by the consultants, and the draft plans and template are anticipated to be provided to Council in early 2022.

### 1.10 Regulation of Tree Removal on Private Land

A total of thirty-three submissions for tree removal were processed between 1 September 2021 – 31 November 2021.

Outcome	Number of Submissions
Exemption granted	20
Further Information Request	11
Other	2

### 1.11 Bushfire Program

#### i) Annual Firebreak Maintenance Program

The start of Council's annual firebreak maintenance program was delayed this year due to the unusually wet spring that southern Tasmania experienced at the end of

2021. Council maintains fifteen fuel breaks within its reserve network. The breaks are maintained during the fire danger period (usually October to March each year). The objective of the program is to keep bushfire fuel loads that are located close to houses neighbouring Council's reserves low.

Whilst the first cut of the breaks is usually completed before Christmas each year, this year the timing extended into the new year, based on the ongoing wet conditions as well as Covid related staff shortages. A second cut will commence in February 2022.

This year Council engaged new contractors to undertake the maintenance program, with Programmed Skilled Workforce being selected to undertake the program. The Programme field team undertake the fire trail maintenance work in a range of terrain from flat coastal reserves such as Peggys Beach Reserve at Electrona to extremely steep slopes above Whitewater Creek in Kingston.



**Whitewater Creek Reserve break,  
Kingston**



**Denison Street Reserve fuel break,  
Kingston**

## **ii) Natural Disaster Risk Reduction Grant**

In December 2021, Council received advice that it has been successful in obtaining grant funding under the Natural Disaster Risk Reduction Grants Program (NDRRG) to undertake an assessment of the roadside bushfire risk of Council's road network.

The NDRRG is a competitive grants program which is administered by the State Emergency Service and supports state, regional and local efforts to proactively reduce disaster risk in order to minimise loss and suffering caused by disasters.

The roadside risk assessment will be conducted as part of a collaboration with the University of Melbourne Faculty of Engineering and Information Technology. The University's Research Team will be engaged to use its expertise in the area of bushfire risk modelling to develop an ArcGIS mapping tool.

To date no broadscale road bushfire risk assessment has been conducted in Tasmania.

Understanding the level of bushfire risk of specific roads is important for Council in order to be able to prioritise its roadside vegetation management program. Knowledge about the bushfire risk of specific roads is also important for residents of Kingborough who can use the information to inform the development of their personal Bushfire Survival Plans. Roads that are identified as being very high risk in a bushfire ideally should not be relied on as providing a safe exit route during a bushfire emergency. Where possible people living along roads that are classified as having a high bushfire risk should plan to leave the area early well before a bushfire (or airborne embers) start to impact an area.

Results of the roads bushfire risk modelling for Kingborough will be made available towards the end of 2022. At the completion of the project, researchers from the University of Melbourne will present their findings to Council. Council will then offer to provide other Councils in Tasmania with the finalised ArcGIS (Software) tool in order to assist them in conducting their own roadside bushfire risk assessments.



Source: <https://bushwalkingmanual.org.au/emergencies/bushfires/be-vigilant/>  
(South Australian Country fire service)



Source: <https://www.abc.net.au/news/2013-01-05/conditions-cool-as-fires-devastate-tasmania/> (ABC)

### 3. CAT MANAGEMENT PROGRAM

#### 2.1 Kingborough Cat Management Program

##### i) Cat management and housing developments

Work is underway to provide greater detail through Council's 337 Certificates under the *Local Government Act 1993*. The aim is to more effectively alert prospective property owners of cat management requirements on a title. This has been



triggered through recent conditions of development approval, including new lots at Blackmans Bay and Huntingfield.

A covenant/permit condition on the Huntingfield Stage 1 housing development prohibiting the ownership of cats (unless approved by Council) was endorsed by Council in October 2021. In partnership with Communities Tasmania, work is now underway on developing processes for its implementation and enforcement.

ii) Huntingfield Housing Development

Since 2017 staff have been liaising with Communities Tasmania about the Huntingfield housing development and the need to protect the fauna values within adjacent reserves (including Peter Murrell Reserve) from the impacts of additional domestic cats in the area. Discussions to date have been very productive and staff are currently working towards regulatory options, that would complement the *Cat Management Act 2009*. Such options will assist to manage domestic cats associated with the development.

### iii) Cat Management Act 2009

Work has been ongoing in relation to long term breaches of the *Cat Management Act 2009* (giving away undesexed kittens) and *Bruny Island Cat By-law* (feeding stray cats). Recently this has included investigating and working with three households and included the issuing of compliance orders by Communities Tasmania (property owners) and Council cautionary infringement and abatement notices. This work is being used to inform the development of a compliance policy and procedure for the Bruny Island Cat By-law.

**iv) Trainee Aboriginal Land Management Officer**

Council is jointly funding (with NRM South) a trainee Aboriginal Land Management Officer. The officer will be employed by SETAC and will complete a Certificate 111 in Conservation and Ecosystem Management (via Tas Tafe). Work experience, mentoring and training will be offered in cat management and natural area and biodiversity management. Their role will also include cultural mentoring and pastoral care through SETAC and experience in Aboriginal fire management programs on Bruny Island. While planning and negotiations have taken longer than expected, in partnership with SETAC, NRM South and Bruny Farming, Council is working towards recruitment. It is expected that the trainee will commence in February 2022.

## 2.2 Bruny Island Cat Management Program

**i) Compliance with the Bruny Island Cat By-law**

Currently 49 households that live on or regularly visit Bruny are known to own a total of 72 cats. Of these households 86% have registered their cats with Council and of these 81% are fully compliant with the By-law (71% of known households with cats). This is an increase of 10% in compliance from September 2021.



## ii) Other key achievements since August 2021

- 18 community reports of cat sightings with 14 stray cats trapped by community members.



- Three Edu.Cat education sessions with students of the Bruny District School by the TenLivesCatCentre.
- the development and distribution of a brochure and poster promoting the Bruny Island Cat By-law (including display at key public locations and mailed to all Bruny properties).
- two project updates prepared and distributed to 200 interested people and organisations.

### iii) Communications

In collaboration with Council's Communications Officer the cat management sections of Council website have been updated. Kingborough Chronicle articles and facebook posts have had a particular focus on Council's new Cat Prohibited Areas (in Huntingfield area) as a part of the community education and engagement process.

## 4. CLIMATE CHANGE

### 3.1 Energy and Greenhouse Emissions

#### i) Kingborough Sports Centre Solar and Battery System

The Installation of 100kW of solar panels on the Kingborough Sports Centre roof has been completed with commissioning and grid connection anticipated soon. A delay has occurred in the installation of the battery storage system due to freight and delivery issues. It is anticipated that full completion and commissioning of the system will occur by April 2022.

The size of the battery storage will be increased from the initial specification of between 55 and 60kWh to 96.6kWh which has been achieved within the capex budget. This will significantly increase the impact of the system on the operational and emergency management capabilities of the site.

#### ii) Civic Centre Solar Panel System

The Civic Centre solar installation is close to reaching its ultimate return on investment outcome. This will have occurred within the projected 7.5 years with offset power produced totalling over the \$100,000 initial installation cost.

<b>Civic Centre 50kW Solar (Installed in 2014) Outcomes to the end of 2021</b>	
Total energy Cost Savings	\$98,000
Percentage of initial outlay paid off	98%
Estimated future power cost savings (further 18 year asset life)	\$250,000
Greenhouse gas emissions avoided to date (CO2e)	72.5 tonnes
Estimated future greenhouse gas emissions avoided (further 18 year asset life)	190 tonnes



**Civic Centre Solar Panel System**

### **iii) Snug Climate Change Adaptation**

In July 2021 Council staff applied for a grant under the Natural Disaster Risk Reduction Program for a project called Snug Climate Change Adaptation Options Project. It was anticipated that the project would commence in August 2021, but successful applications were not announced until December 2021. A deed for the project was recently signed and it is anticipated that commencement will occur in February 2022 for a 12-month project.

Objectives of this project include:

- Advance the understanding of climate change risk and implications for the Snug community, infrastructure and environmental values. Particularly relating to flooding / inundation due to extreme weather events and sea level rise.
- Facilitate community and key stakeholder engagement in the early risk communication and adaptation planning processes.
- Building on understanding of the constraints to consideration of retreat as an adaptation option.
- Investigations into financing options for climate change retreat as an adaptation option.
- Investigations into adaptation options.
- Develop a Climate Change Adaptation Framework document for Snug.

### **3.2 Council Electric Vehicle**

The procurement of a full electric vehicle for utilisation in council's light fleet has occurred. This follows commissioning of an options report from the Victorian consultancy EVchoice to ascertain the best vehicle for Kingborough's circumstances in relation to being fit for purpose, easy to use, readily available and value for money. The best vehicle identified was the Kia Niro and this vehicle was secured in October.



**Kingborough's Electric Car**

Since October the electric vehicle has been utilised by staff in the general fleet with very positive feedback received. The vehicle has a potential range of approximately 450km which means it rarely drops to below 80% capacity after a typical day of fleet usage. A Council officer currently charges the vehicle overnight at home and receives an allowance for power usage for doing so. The installation of a rapid charge facility in the Civic Centre carpark later in 2022 will mean another charging option is available for the electric vehicle.

### **3.3 Coastal Hazards Program**

#### **i) Tinderbox Beach and Foreshore Restoration**

A report has been received from consultant coastal geomorphologist Chris Sharples relating to potential coastal protection and foreshore works at Tinderbox Beach. It was identified that the nature and history of the site makes potential works problematic, with a number of options and project costs possible.

It is anticipated that consultation will be undertaken this summer with interested parties to gain a better understanding of the community acceptability of potential coastal protection works, timing and materials.



**Tinderbox Beach**

## **5. BARRETTA ENVIRONMENTAL MANAGEMENT**

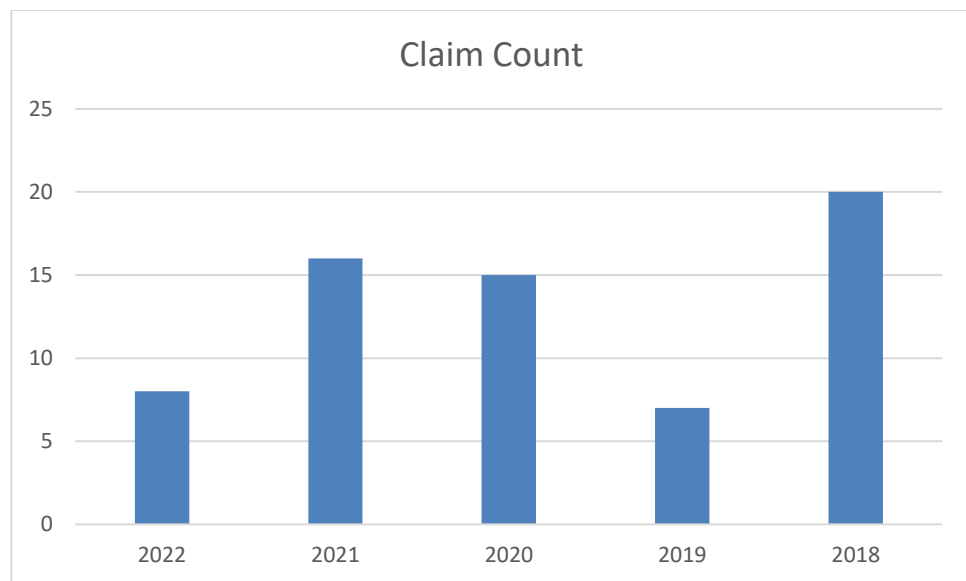
### **4.1 Elgin contact**

For the past 7 years Elgin Associates Pty Ltd have undertaken the environmental monitoring and site management assistance for the rehabilitated Barretta tip site. The contract with Elgin finished at the end of 2021.

A tender process was held and Elgin was once again successful and will soon commence a further 3 year contract.

**B ORGANISATIONAL DEVELOPMENT QUARTERLY REPORT****1. Work Health and Safety (WHS)**

- 1.1 Council is committed to providing a safe and healthy work environment. Incidents and WHS performance statistics are reviewed regularly by Council's Executive Management Team. It should be noted that the following workers compensation statistics include KWS which is covered under Council's workers compensation insurance policy.

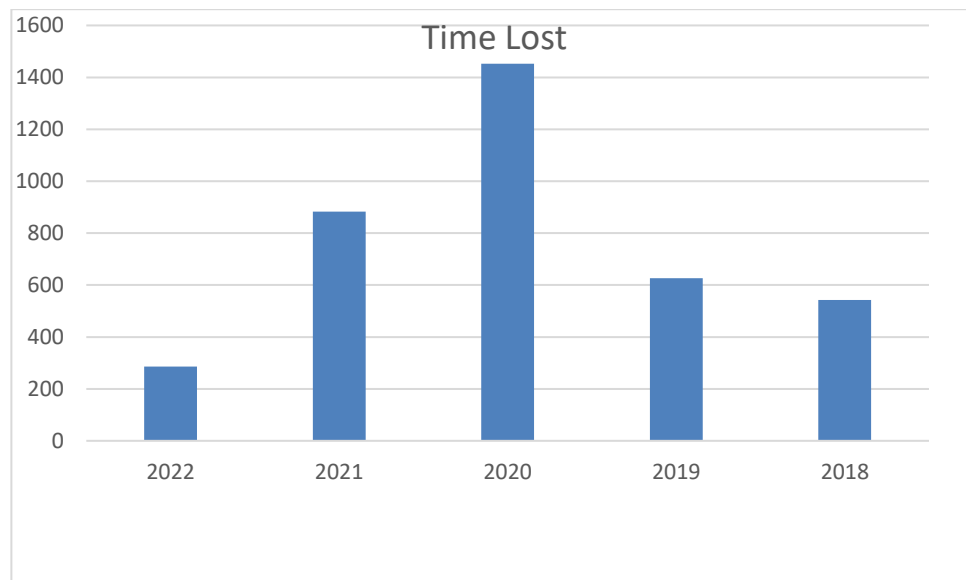


**Table 1: Number of Workers Compensation Claims (by financial year)**

The workers compensation claims for the period 1 July 2021 to 31 December 2021 include:

- a) Strained back from manual handling (claim closed)
- b) Knee strain from manual handling (claim closed)
- c) Shoulder strain from manual handling (claim closed)
- d) Burn to hand from a brush cutter (claim closed)
- e) Arm and back injury from a fall (claim open)
- f) Knee injury from fall (claim open)
- g) Knee injury from a fall (claim open)
- h) Back strain from manual handling (claim open)





**Table 2: Workers Compensation Lost Time in Hours (by Financial Year)**

	FY2021	FY2022 to date
Total Recordable Injury Frequency Rate	25.23	24.36
Lost Time Injuries	7	4
Medical Treatment Injuries	1	0

**Table 3: WHS Indicators – Comparison between Financial Year 2021 and Financial Year 2020**

**Notes to Table 3:**

- a) **Total recordable injury frequency rate** is all Medical Treatment Injuries and Lost Time Injuries divided by the total hours worked for the same period multiplied by one million hours.
- b) **Lost time injuries** are any injuries where a worker has lost more than one full shift/day of work.
- c) **Medical Treatment Injuries** are injuries which required medical treatment from physician or other medical personnel, but there was no lost time.

**1.2 WHS activities**

- a) The COVID-19 Safety Plans and risk registers have been updated for all worksites following changes required by the State Government and WorkSafe. Consultation on the updated plans is currently underway with the employee Health and Safety Representatives, the WHS Committee and the Union. The management of Council's COVID-19 response is coordinated by the Incident Management Team. The work undertaken by Council's Senior Environmental Health Officer, Aby McGuire, and the Coordinator Community Resilience, Belinda Loxley, in supporting the IMT has been outstanding.

- b) During the period July to December 2021, the WHS program focused on delivering a range of safety and compliance training including first aid, tree felling, chainsaw operation, confined spaces, traffic management, working safely at heights and WHS training for supervisors and managers.

## 2. Employee Indicators

### 2.1 Employee Numbers

At the end of December 2021, Council employed 176.9 Full Time Equivalents (FTE) as show in Table 4, below.

Type of Employment	Number of FTEs
Casual Employees	4.3FTEs
Full Time Employees	140 FTEs
Part Time Employees	32.6 FTEs

**Table 4: FTEs by employment category**

### 2.2 Recruitment

For the period 1 July to 31 December 2021, 19 new employees commenced work with Council, and 26 employees finished employment. The reasons for the resignations were:

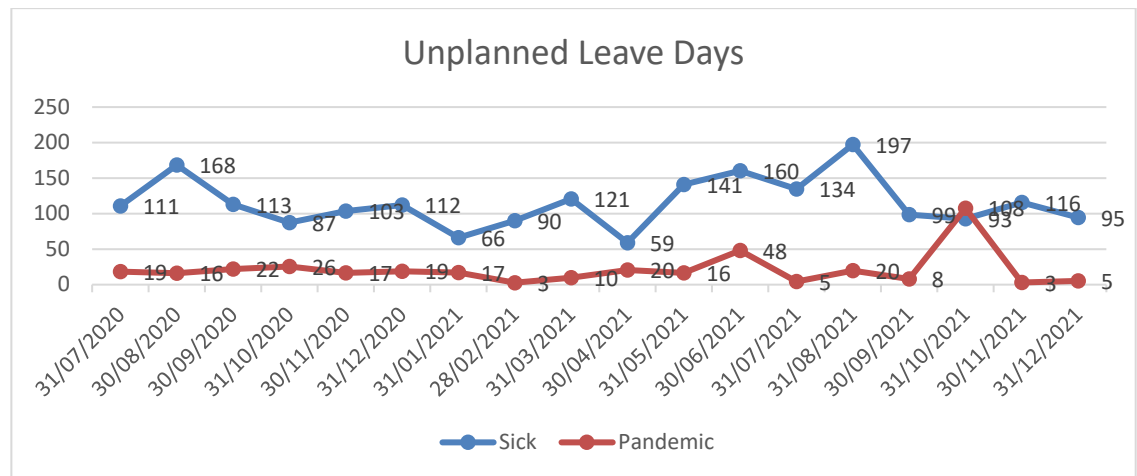
- Private Enterprise – 6 employees
- Retirement – 5 employees
- State Public Service – 4 employees
- Interstate move – 3 employees
- Personal/health reasons – 3 employees
- End of contract/casual employment – 3 employees
- State Business Enterprise – 1 employee
- Federal Public Service – 1 employee

Recruitment continues to be very challenging in the current environment, with low numbers of qualified applicants for positions. This is being experienced across the local government industry in Tasmania, particularly in the professions of engineering and planning. Recruitment challenges have also been exacerbated by the pandemic and the associated border closures. To address the issue, Council is looking to recruit trainees, graduates and cadets and invest in mentoring and developing skills of people starting in their careers.

### 2.3 All Employees – Unplanned Leave

Unplanned leave absences are shown in Table 5. The days include paid personal sick/carer's leave and paid pandemic leave. Council continues to provide paid pandemic leave for employees who are required to have a COVID-19 test, who are required to isolate as a close contact, or if they have COVID-19. COVID leave is likely to increase

as from mid-December, due to staff testing positive or who are close contacts. Personal sick leave generally trends down during the summer period.



**Table 5: Unplanned Leave Absences**

## 2.4 Training and Development

Council is committed to supporting staff in furthering their careers and learning opportunities. In addition to the WHS compliance training noted in section 1.3, Council has delivered training in Mental Health First Aid, stress and resilience and a short leadership program for the management team. Forthcoming training includes dealing with aggressive customers, anti-discrimination training and a second Mental Health First Aid course, which has been very well received by staff.

## 2.5 Industrial Relations

Negotiations have continued for the enterprise agreement covering Kingborough employees, following two unsuccessful staff ballots last year. A third ballot to approve the agreement will be scheduled in mid-February.

**C GENERAL MANAGER'S DIARY 22 NOVEMBER 2021 - 21 JANUARY 2022**

<b>Date</b>	<b>Description</b>
22 November	Participated in the Metro GM's Weekly meeting
	Attended Council Workshop
23 November	Participated in the Greater Hobart GM's and Department of Health meeting
24 November	Met with Mr Glenn Jackson to discuss stormwater matter
25 November	Attended the CRSDJA General Meeting and AGM
29 November	Participated in the Metro GM's Weekly meeting
	Attended Council Workshop
30 November	Attended meeting with Minister Ferguson and representatives of Traders In Purple
	Met with the Huon Valley Council General Manager, Mr Jason Brown
1 December	Participated in a State Government Webinar regarding border opening
3 December	In company with the Mayor, attended the LGAT General Meeting
6 December	Participated in the Metro GM's Weekly meeting
	Attended meeting with representatives of Traders In Purple to discuss Kingston Park Stage 3
	Attended Council meeting
8 December	Attended the LG Professionals General Meeting
10 December	Attended Audit Panel meeting
	Attended the Kingston Park Revitalisation Steering Committee meeting
13 December	Participated in the TasWater Expert Advisory Group meeting
	Participated in the Metro GM's Weekly meeting
	Met with Mr Brett Robinson of Traders In Purple
14 December	Attended the Greater Hobart General Managers meeting
15 December	Met with Mr Simon Wells and Director Engineering Services re: Copping
20 December	Participated in the Metro GM's Weekly meeting
	Attended Council meeting
21 December	In company with the Mayor, attended the Greater Hobart Mayor's Forum



Date	Description
	Participated in the Kingston Park PCG Meeting
6 January	Participated in meeting with LGAT re: information from State Government on Rapid Antigen Tests
10 January	Participated in the Metro GM's Weekly meeting
	Attended Council Workshop
12 January	Met with Mr Dean Cocker and Mr Joseph Chromy to discuss development matters
	Attended the Kingston Park Revitalisation Steering Committee meeting
17 January	Participated in the Metro GM's Weekly meeting
	Attended Council meeting
18 January	Attended the Greater Hobart GM / CEO monthly meeting
20 January	Attended the CRDSJA General Meeting

**D CURRENT AND ONGOING MINUTE RESOLUTIONS (OPEN SESSION)**

<b>CURRENT</b>	
<b>Resolution Title</b>	<b>Biodiversity Offset Policy</b>
<b>Meeting Date</b>	6 December 2021
<b>Minute No.</b>	C648/24-2021
<b>Status</b>	In progress
<b>Responsible Officer</b>	Director Environment, Development & Community Services
<b>Officers Comments</b>	Officers are working on a report to come to Council regarding options to reset quantum of offset within context of recently reviewed policy.
<b>Anticipated Date of Completion</b>	March 2022
<b>Resolution Title</b>	<b>Smoke Free Sports Precinct</b>
<b>Meeting Date</b>	20 December 2021
<b>Minute No.</b>	C677/25-2021
<b>Status</b>	In progress
<b>Responsible Officer</b>	Senior Environmental Health Officer
<b>Officers Comments</b>	Report to Council being prepared
<b>Anticipated Date of Completion</b>	March 2022
<b>Resolution Title</b>	<b>Kingborough Community Safety Committee</b>
<b>Meeting Date</b>	17 January 2022
<b>Minute No.</b>	C18/1-2022
<b>Status</b>	Complete
<b>Responsible Officer</b>	Director Engineering Services
<b>Officers Comments</b>	Letter sent to the relevant Minister in relation to a request for a new Kingston Police Station
<b>Anticipated Date of Completion</b>	Complete
<b>Resolution Title</b>	<b>Sports Ground User Fees</b>
<b>Meeting Date</b>	17 January 2022
<b>Minute No.</b>	C20/1-2022
<b>Status</b>	In progress
<b>Responsible Officer</b>	Director Governance, Recreation & Property Services
<b>Officers Comments</b>	Report to be prepared
<b>Anticipated Date of Completion</b>	March 2022
<b>STILL BEING ACTIONED</b>	
<b>Resolution Title</b>	<b>Beach Road, Kingston Beach</b>
<b>Meeting Date</b>	4 October 2021
<b>Minute No.</b>	C547/20-2021
<b>Status</b>	Ongoing
<b>Responsible Officer</b>	Director Engineering Services
<b>Officers Comments</b>	Currently undertaking pedestrian and traffic counts
<b>Anticipated Date of Completion</b>	February 2022

<b>Resolution Title</b>	<b>Delegated Authority Policies</b>
<b>Meeting Date</b>	5 July 2021
<b>Minute No.</b>	C357/13-2021
<b>Status</b>	In progress
<b>Responsible Officer</b>	Director Governance, Recreation & Property Services
<b>Officers Comments</b>	Awaiting legal advice
<b>Anticipated Date of Completion</b>	March 2022
<b>Resolution Title</b>	<b>Climate Change Resourcing</b>
<b>Meeting Date</b>	21 June 2021
<b>Minute No.</b>	C313/12-2021
<b>Status</b>	In progress
<b>Responsible Officer</b>	Chief Financial Officer
<b>Officers Comments</b>	No funds were available in the mid-year review. Will be considered during the operational budget discussions for 2022/23.
<b>Anticipated Date of Completion</b>	June 2022
<b>Resolution Title</b>	<b>Kingborough Bicycle Advisory Committee</b>
<b>Meeting Date</b>	3 May 2021
<b>Minute No.</b>	C211/8-2021
<b>Status</b>	Ongoing
<b>Responsible Officer</b>	Manager Development Services
<b>Officers Comments</b>	Awaiting direction from the Planning Commission as to when the Scheme may progress
<b>Anticipated Date of Completion</b>	February 2022
<b>Resolution Title</b>	<b>Petition: Development of Walking Track in Spring Farm and Whitewater Park Estates to Connect to Huntingfield</b>
<b>Meeting Date</b>	1 March 2021
<b>Minute No.</b>	C94/4-2021
<b>Status</b>	In progress
<b>Responsible Officer</b>	Director Governance, Recreation & Property Services
<b>Officers Comments</b>	Grant application lodged – project is dependent on funding
<b>Anticipated Date of Completion</b>	Unknown
<b>Resolution Title</b>	<b>Properties for Disposal</b>
<b>Meeting Date</b>	26 October 2020
<b>Minute No.</b>	C626/20-2020
<b>Status</b>	In progress
<b>Responsible Officer</b>	Director Governance, Recreation & Property Services
<b>Officers Comments</b>	Two properties sold
<b>Anticipated Date of Completion</b>	July 2022
<b>Resolution Title</b>	<b>Hobart City Deal and Implementing the Kingston Place Strategy</b>
<b>Meeting Date</b>	13 July 2020
<b>Minute No.</b>	C397/13-2020
<b>Status</b>	Ongoing
<b>Responsible Officer</b>	Director Governance, Recreation & Property Services
<b>Officers Comments</b>	A major project which will be ongoing for the next three years and regular reports will be provided to Council
<b>Anticipated Date of Completion</b>	Ongoing

<b>Resolution Title</b>	<b>Funding for Public Infrastructure Required to Support Large Sub-divisions</b>
<b>Meeting Date</b>	22 July 2020
<b>Minute No.</b>	C429/14-2020
<b>Status</b>	In progress
<b>Responsible Officer</b>	Manager Development Services
<b>Officers Comments</b>	LGAT is taking the lead for a collaborative approach across all Councils. They will be surveying the Councils as part of the project development. There has been work with TasWater specifically about the contributions related to them. We will continue to keep Council updated on the progress, however, there has not been any recent updates for this.
<b>Anticipated Date of Completion</b>	Unknown
<b>Resolution Title</b>	<b>Paid Parking Within Central Kingston</b>
<b>Meeting Date</b>	13 January 2020
<b>Minute No.</b>	C30/1-20
<b>Status</b>	In progress
<b>Responsible Officer</b>	Director Governance, Recreation & Property Services
<b>Officers Comments</b>	This is to be revisited following the completion by the State government of the Huntingfield park and ride.
<b>Anticipated Date of Completion</b>	March 2022
<b>Resolution Title</b>	<b>Bruny Island Boat Club Petition</b>
<b>Meeting Date</b>	9 December 2019
<b>Minute No.</b>	C797/24-19
<b>Status</b>	Complete
<b>Responsible Officer</b>	Director Governance, Recreation & Property Services
<b>Officers Comments</b>	Short term agreement signed.
<b>Anticipated Date of Completion</b>	Complete
<b>Resolution Title</b>	<b>Information &amp; Communications Technology Review</b>
<b>Meeting Date</b>	27 May 2019
<b>Minute No.</b>	C364/10-19
<b>Status</b>	In progress
<b>Responsible Officer</b>	Chief Information Officer
<b>Officers Comments</b>	Security review component completed by independent auditors. An independent audit of Council's ICT security controls with a focus cyber security, including assessment against the Essential Eight threat mitigation strategies has been completed by WLF. The findings and recommendations have been submitted to the Audit Panel. This activity, which was funded through the internal audit program, covers off on a significant part of the resolution which sought to identify and "lower risks" and highlight "areas for improvement". The remaining components such as identifying opportunities to improve service delivery or reduce service delivery costs across its operations have yet to be independently reviewed.
<b>Anticipated Date of Completion</b>	Security/Risk - March 2022. Balance of activities yet to be funded



<b>Resolution Title</b>	<b>Proposed Transfer of Land Owned by UTAS to Council at Taroona Beach</b>
<b>Meeting Date</b>	25 March 2019
<b>Minute No.</b>	C233/6-19
<b>Status</b>	In progress
<b>Responsible Officer</b>	Director Governance, Recreation & Property Services
<b>Officers Comments</b>	Awaiting sub-division by UTAS
<b>Anticipated Date of Completion</b>	Unknown

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