

*dorset*  
C O U N C I L

# Ordinary Agenda

## Council Meeting

22 January 2024

Council Chambers

*it's in the making*

## Qualified Persons Advice

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The *Local Government Act 1993*, Section 65, provides (in part) as follows: -

- A general manager must ensure that any advice, information or recommendation given to the council is given by a person who has the qualifications or experience necessary to give such advice, information or recommendation.
- A council is not to decide on any matter which requires the advice of a qualified person without considering such advice unless the general manager certifies in writing that such advice was obtained and taken into account in providing general advice to the council and a copy of that advice or, if the advice was given orally, a written transcript or summary of that advice is provided to the council with the general managers certification.

I therefore certify that with respect to all advice, information or recommendation provided to the council in or with this agenda:

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

## Notification of Council Meeting

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**NOTICE<sup>1</sup>** is given that the next Ordinary Meeting of the Dorset Council will be held on Monday, 22 January 2024 at the **Council Chambers, 3 Ellenor Street, Scottsdale** commencing at 6:00 pm.

Members of the public are invited to attend in person, however, if any member of the public is feeling unwell, **please do not attend**.

The audio recording of the Council Meeting, except for any part held in Closed Session, will be made available to the public as soon as practicable after the meeting via Council's website and social media.



**JOHN MARIK**  
General Manager

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<sup>1</sup> In accordance with the Local Government (Meeting Procedures) Regulations 2015

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## Council Meeting Agenda 22 January 2024

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**Meeting Opened:**

**Present:**

**Apologies:** Assistant General Manager / Director – Community & Development: Rohan Willis

### Acknowledgement of Country

Dorset Council acknowledges the deep history and culture of the First People who were the traditional owners of the lands and waterways where we live and work. We acknowledge the clans-people who lived here for over a thousand generations on the Country where Scottsdale is built and throughout the area we know as the north east region.

Dorset Council acknowledge the present-day Aboriginal custodians and the inclusive contribution they make to the social, cultural and economic essence of the municipality.

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### Item 1/24 Confirmation of Ordinary Council Meeting Minutes – 18 December 2023

Ref: DOC/23/15724

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*The Chair reported that he had viewed the minutes of the Ordinary Meeting held on Monday, 18 December 2023 finds them to be a true record and recommends that they be taken as read and signed as a correct record.*

### **Recommendation**

**That the Minutes of Proceedings of the Dorset Council Ordinary Meeting held on 18 December 2023 having been circulated to the Commissioner, be confirmed as a true record.**

*The Chair to advise if there are any questions in relation to the Closed Session Minutes that would require them to be discussed in Closed Session.*



*The Chair reported that he had viewed the minutes of the Ordinary Meeting Closed Session held on Monday 18, December 2023, finds them to be a true record and recommends that they be taken as read and signed as a correct record.*

#### Recommendation

That the Minutes of Proceedings of the Dorset Council Meeting Closed Session held on 18 December 2023, having been circulated to the Commissioner, be confirmed as a true record.

#### Recommendation

That Council confirm the Agenda and order of business for the 22 January 2024 Council Meeting.

In accordance with Regulation 8 of the *Local Government (Meeting Procedures) Regulations 2015* and Council's adopted Code of Conduct, the Commissioner is requested to indicate whether he has, or is likely to have a pecuniary interest (any pecuniary interest or pecuniary detriment) or conflict of interest in any item on the Agenda.

#### INTEREST DECLARED

#### Commissioner Wardlaw's Calendar | 14 December 2023 – 17 January 2024

##### December 2023

- 14 Meeting with ratepayer with Assistant General Manager, Branxholm
- 18 Scottsdale High School Year 9/10 Presentation Assembly, Scottsdale
- 18 Meeting with North Eastern Advertiser Editor, Council Chambers
- 18 December Council Meeting, Council Chambers
- 19 Meeting with ratepayer, Bridport
- 19 Winnaleah District High School Presentation Evening, Winnaleah
- 20 North Eastern Advertiser Christmas Celebration with General Manager, Mechanics Hall, Scottsdale
- 20 Council Christmas Barbecue, Northeast Park

## January 2024

- 9 Meeting with ratepayer, Council Chambers
- 15 Weekly meeting with Management Team, Council Chambers
- 15 Meeting with ratepayer with General Manager, Council Chambers
- 16 Scottsdale Aquatic Centre visit with General Manager, Scottsdale
- 16 Special Briefing Workshop – Dealing with Unreasonable Customer Conduct Policy community consultation review, Council Chambers
- 16 Meeting with ratepayer, Council Chambers
- 17 Meeting with ratepayer with Director – Infrastructure, Legerwood
- 17 Meeting with ratepayer, Ringarooma
- 17 Dorset Australia Day award recipients’ discussion, Council Chambers

### Item 6/24 Management Team Briefing Report

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The purpose of this agenda item is to provide the Commissioner and the community with a briefing on matters of interest dealt with during the past month by Council’s Management Team.

#### COMMUNITY UPDATE: Rural Road Lighting

Council approached the Department of State Growth (DSG) after receiving a ratepayer enquiry regarding rural road lighting, specifically lighting of the upgrade to the Tasman Highway / Carisbrook Lane, Legerwood intersection. Council Officers received the following response from the DSG:

*“In accordance with the Department’s Specifications, rural roads are not lit except when the circumstances meet the warrant for lighting, in terms of traffic volume, channelised intersection and number of night-time accidents. For the junction in question, there are no channelisation or traffic islands at the junction, no reported crash history for the last 5 years and the traffic volume is low. In this regard, the lighting of this junction is not warranted, consistent with the ruling that applies to all of the State Road network.”*

#### COMMUNITY UPDATE: Northbourne Park Speed Limit

Council has worked closely and supported the Northbourne Park Association and the Northbourne Residents Society to present letters of support to the Commissioner of Transport for approval to install a 40km/h area to cover the streets within the Northbourne Park retirement village, namely Northbourne Avenue, Peggy Parade, Propsting Circle, Dent Street and Haas Court, Scottsdale.

Written confirmation Commissioner of Transport Denise McIntyre has now been received and the proposed reduction approved. Council is responsible for communicating the changed speed limits with the community and relevant stakeholders.

Correspondence from the Transport Commission can be found in the attachments.

## COUNCIL SUBMISSION: Managing Conflicts of Interest of Councillors | Framework Discussion Paper

Minister for Local Government, Hon. Nic Street MP advised all Tasmanian councils in early November 2023 of the release of a discussion paper titled *Managing Conflicts of Interest of Councillors – Framework Proposal*, and invited councils to provide feedback on the proposed draft framework to better manage local government elected officials' conflict of interests.

The proposed framework has been developed by a Working Group comprising of representatives from the Local Government Association of Tasmania, Tasmanian council representatives and the Office of Local Government. The discussion paper proposes reforms to the current regulatory framework under which councillors must manage conflicts of interest in the course of their official duties. The discussion paper and associated information can be viewed on the Department of Premier and Cabinet website [here](#). The consultation period for submissions has been extended twice to allow councils sufficient time to review, discuss and prepare submissions, with the consultation period now ceasing on 2 February 2024.

Submissions were invited regarding the draft Framework and Council's submission can be found in the [attachments](#).

### CUSTOMER SERVICE REQUESTS

	Requests Received December	Comparison Requests December 2022	Received 2023	Comparison 2022
Animal	-	-	3	-
Bridges	-	-	-	-
Caravan Parks	-	-	3	1
Cemeteries	-	-	-	-
Community Development General	-	-	-	-
Corporate Services General	-	-	1	1
Customer Service	-	-	-	-
Emergency Services Enquiries	-	-	-	-
Environmental Management & Health	-	-	5	3
Government Relations	-	-	-	1
Licencing	-	-	-	-
Parks and Reserves	1	-	10	19
Planning & Building	-	-	3	2
Public Health	-	-	-	-
Public Online Enquiries	5	1	15	32
Public Amenities	-	-	2	7
Public Halls Buildings	-	-	5	3
Recreation Grounds	-	-	7	10
Roads	5	4	104	179
Swimming Pools	-	-	-	2
Waste Management	-	1	4	1
<b>Total Requests</b>	<b>11</b>	<b>6</b>	<b>162</b>	<b>261</b>

*A detailed copy of the 2023 Customer Service Requests is included in the attachments.*

## APPROVED APPLICATIONS

	Approved December	Approved 2023 YTD	Approved 2022 YTD
<b>Planning</b>	17	152	163
<b>Building<sup>2</sup></b>	4	95	132
<b>Plumbing</b>	3	58	65

See attachments for detailed information about applications approved in December 2023.

## WASTE MANAGEMENT REQUESTS

	Requests Received December	Comparison December 2022	FYTD Received 2023/24	Comparison FYTD Received 2022/23
Feedback and Queries	2	-	11	6
Missed Bins – Council Fault	-	-	-	-
Request a New Service (Opt In)	-	-	-	-
Repair Bin	1	6	22	30
Replace Bin	1	4	23	23
Request a New Service	1	4	15	18
Remove Additional Bin	-	8	1	8
Request an Additional Bin	-	10	2	23
Request an Upsize/Downsize	2	7	26	25
Request to Opt Out (of Service)	-	-	2	-
Request a Collection	-	-	-	-
<b>Total Requests</b>	<b>7</b>	<b>39</b>	<b>102</b>	<b>133</b>

## 2023/24 CAPITAL WORKS PROGRAM

Ref: DOC/23/8447

	<b>Complete 2023/24</b>
	<b>Completed in December 2023</b>

PROJECT	PROJECT PHASE
<b>BRIDGES</b>	
Bridge 1507 Garibaldi Road, Pioneer - timber superstructure renewal (carried forward)	Beams Ordered
Bridge 1507 Garibaldi Road, Pioneer - timber renewal (additional works to carried forward)	Beams Ordered
Bridge 1508 Garibaldi Road, Pioneer – scour protection piers (flood related)	
<b>Bridge 1514 Coffey Road / Carries Brook, Ringarooma – timber superstructure replacement</b>	<b>Completed</b>
<b>Bridge 1572 Haas Road / Frenches Creek, Legerwood – upgrade to concrete</b>	<b>Carried Forward – 2024/25</b>
<b>Bridge 1550 Barnbougale Road, Jetsonville – timber re-deck</b>	<b>Completed</b>

<sup>2</sup> From 15 March 2023, Dorset Council ceased providing Building Surveying services for any new building applications. Council is still providing Plumbing Surveyor services and continues to act as the Permit Authority, as required.

Bridge 1599 Nook Road, Nabowla – timber re-deck	Completed
Bridge 1515 Maurice Road, Ringarooma - upgrade to concrete (carried forward)	Completed
Bridge 1617 Duncraggen Road, Jetsonville - upgrade to concrete (carried forward)	Completed
<b>ROADS - RESHEETING</b>	
Burns Road, Wyena	Completed
Boddingtons Road, Bridport	Commenced
Forsyth Hill Road, Ringarooma	Completed
New River Road, Ringarooma	Completed
West Maurice Road, Ringarooma	Commenced
Banca Link Road, Winnaleah	Commenced
Olivers Road, Winnaleah	Commenced
Rosier Road, Ringarooma	Commenced
Sledge Track, Springfield	Planning
Koomeela Road, West Scottsdale	Commenced
Duncraggen Road, Jetsonville (carried forward)	Commenced
<b>ROADS - RESEALS</b>	
Banca Link Road, Winnaleah	Completed
Sledge Track, Briggs Road to Brid River, West Scottsdale	Completed
Legerwood Lane, Legerwood	Completed
Tomahawk Drive, Tomahawk	Completed
Murphy Place, Scottsdale	Completed
Golconda Road, Lietinna	Completed
Golconda Road, Lietinna	Completed
Golconda Road, Lietinna	Completed
Banca Road, Winnaleah	Completed
Racecourse Road, Winnaleah	Completed
Warrentinna Road, Winnaleah	Completed
Fenckers Road, Branxholm	Completed
Main Road, Musselroe Bay	Completed
Cairns Close, Tomahawk (carried forward)	
Telita Road, Telita (carried forward)	
Main Road, Pioneer (carried forward)	
Charles Street, Pioneer (carried forward)	
Moore Street, Pioneer (carried forward)	
Alfred Street, Pioneer (carried forward)	
<b>STORMWATER</b>	
Joyce Street, Branxholm – renewal	Planning
Allan Street, Derby – renewal	Planning
William Street, Scottsdale (Incitec Pivot) – investigation	Planning
<b>Northeast Park, Scottsdale – upgrade existing network</b>	<b>Completed</b>
<b>Murray Street, Bridport – upgrade</b>	<b>Completed</b>
William Street, Bridport – extend existing network from Richard Street	
South Street, Bridport – renew pipeline from Main Street to Thomas Street	Tender Awarded
Union Street, Scottsdale - upgrade existing pipeline lower end of Union Street (carried forward)	Commenced

Main Street, Bridport - upgrade existing 525 pipeline to 900 and install new side entry pits (carried forward)	Tender Awarded
<b>Bentley Street, Bridport – upgrade existing 525 pipeline to 900 (carried forward)</b>	<b>Completed</b>
Bridport - stormwater pit replacements in Walter Street and Richard Street (carried forward)	Commenced
Urban Stormwater Management Plan (carried forward)	
<b>Victoria Street, Scottsdale – upgrade (carried forward)</b>	<b>Completed</b>
<b>ROADS - OTHER</b>	
Golconda Road, Golconda – renew pavement from Denison River 1km east	Commenced
Golconda Road, Lietinna – renew pavement adjacent to Moores Road	Commenced
South Street, Bridport – replace kerb from Main Street to Thomas Street	Tender Awarded
Gillespies Road, Nabowla – upgrade	Commenced
Cascade Dam Road, Derby – safety upgrade	
Carisbrook Lane, Legerwood - complete works McDougalls Road intersection (carried forward)	Design / Planning
<b>Carisbrook Lane, Legerwood - underpass contribution (carried forward)</b>	<b>Not proceeding</b>
Old Waterhouse Road, Waterhouse - safety improvements and upgrade (carried forward)	Commenced
<b>Golconda Road, Golconda - straighten road alignment and upgrade culvert Lone Star Creek (carried forward)</b>	<b>Completed</b>
<b>FOOTPATHS</b>	
<b>Alfred Street, Scottsdale – replace kerb and footpath (Ellenor to Christopher Street)</b>	<b>Completed</b>
Smith Street, Scottsdale – new (Alice to Union Street)	Planning
Tomahawk Drive, Tomahawk – new (Morgan Esplanade to playground)	Commenced
<b>BUILDINGS</b>	
Branxholm Park – new BBQ upgrade	Ordered
<b>Branxholm Hall – front disabled access upgrade and step handrail to side entrance</b>	<b>Completed</b>
Derby Town Hall – re-roof	Obtaining Quotes
<b>Gladstone Hall – new hot water unit</b>	<b>Completed</b>
<b>Ringarooma Hall – new heat pumps</b>	<b>Completed</b>
Ringarooma Public Toilets – replace cisterns	Planning
<b>Scottsdale Sports Stadium – replace roller door</b>	<b>Completed</b>
Scottsdale Visitor Information Centre – repair additional windows	Commenced
<b>Scottsdale Aquatic Centre – amenities upgrade</b>	<b>Completed</b>
Scottsdale Depot – office renovation	
Scottsdale Depot – new storage sheds (carried forward)	Planning
Scottsdale Depot – earthworks for storage sheds (additional works to carried forward)	Planning
<b>Scottsdale Depot – chemical spill trays</b>	<b>Completed</b>
Bridport Girl Guides Building – planning and investigation	Planning
<b>Bridport Seaside Caravan Park – pin code upgrades to Main, Mattingleys Beach and Goftons Beach Amenities Blocks</b>	<b>Completed</b>
Bridport Seaside Caravan Park – renewal of Eastmans Beach public toilets	Planning
Bridport Seaside Caravan Park – gas upgrade to Main amenities and Eastmans Beach shower block	Commenced
<b>Winnaleah Hall – disabled access upgrade</b>	<b>Completed</b>
Blue Derby Mountain Bike Trails – new trail crew storage shed	Awaiting engineering
Scottsdale Railway Station Restoration (carried forward)	Rotary Project

Building Renovations (Proposed Workers Accommodation) - 71 Main Street, Derby (carried forward)	Blue Derby Foundation Project
Bridport Football Club viewing deck (carried forward)	Planning
Scottsdale Sports Stadium - floor recoat (carried forward)	Planning
<b>Sideling Toilets – additional solar panels</b>	<b>Completed</b>
<b>Gladstone Hall - new septic tank (carried forward)</b>	<b>Completed</b>
<b>WASTE MANAGEMENT</b>	
Green Waste – storage / processing investigation and implementation	
Scottsdale Waste Transfer Station – spare bin area roof covering	Planning / Quotes
Branxholm and Gladstone Waste Transfer Stations – gates	Commenced
Branxholm Waste Transfer Station – recycle bin upgrade	
<b>LAND IMPROVEMENTS</b>	
Scottsdale Recreation Ground – new cricket pitch covers	Planning
Scottsdale Recreation Ground – upgrade lighting and reseal road at Show Office	Commenced
<b>Scottsdale Aquatic Centre – shade cloth for external fence</b>	<b>Completed</b>
Bridport Cemetery – new grave surrounds	Planning
Main Street, Derby (near Bank House) – retaining wall to stabilise access road	Planning
Legerwood Memorial Park – site works for new equipment	Commenced
Blue Derby Mountain Bike Trails – Relics trail bridge	Awaiting permits
Blue Derby Mountain Bike Trails – Rusty Crusty Bridge and trail rebuild (flood related)	Awaiting permits
<b>Blue Derby Mountain Bike Trails – Hazy Days trail capping of stones</b>	<b>Completed</b>
Blue Derby Mountain Bike Trails – network signage redesign	Commenced
Blue Derby Mountain Bike Trails – original trailhead redevelopment (south of Main Street)	Commenced
Blue Derby Mountain Bike Trails – Tunnel lights renewal	Planning
<b>Blue Derby Mountain Bike Trails – Kumba Gutza re-route</b>	<b>Completed</b>
Blue Derby Mountain Bike Trails – Turbo Tunnel re-route	Planning
Northeast Park - MTB Trails (carried forward)	Planning
Rail Trail (carried forward)	Project planning commenced
Gladstone Pump Track (carried forward)	Planning

## Recommendation

### That Council:

1. receive and note the community updates on rural road lighting and the speed reduction on streets within the Northbourne Park retirement village precinct;
2. note the Dorset Council submission on the Managing Conflicts of Interest of Councillors Framework; and
3. receive and note the Management Team Briefing Report.

**16 January | Special Briefing Workshop**

- Draft Policy 60 – Dealing with Unreasonable Customer Conduct | Community Consultation Discussion

**Item 8/24****Applications for Leave of Absence**

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Nil

**Item 9/24****Public Question Time**

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The following question was received on notice from a member of the public:

**Karl Willrath, Scottsdale | 12 January 2024**

*The Dark triad personality has been recorded in public office which includes psychopathy. As Councillors will quite often attend suicide support groups and learn some of the contributing risk factors i.e. social isolation, being devalued in the eyes of their peers etc. What safeguards have been put in place so the Unreasonable Customer Conduct policy will not or cannot be used with malicious intent and was the office of the Chief psychiatrist consulted in regards to this policy?*

Comment, links and points of lobby

[Psychopathy screening for public leadership](#)

[The Relationship among Psychopathy, Emotional Intelligence, and Professional Success in Finance](#)

["Corporate Psychopaths" in Public Agencies?](#)

*Psychopathy in the clinical and Hollywood sense should not be confused. Owing to their nature, I suspect the incidence of psychopathy is higher in local gov relative to state and fed. The trait of fearlessness can be tested and is hard to fake. I would argue that psychopathy should be screened out of elected officials where possible but depending on the specific situation would recommend them as political advisers.*

**Response from Administration Manager, Lauren Tolputt:**

In addition to reducing the risk of psychosocial or physical injuries occurring through exposure to unreasonable customer conduct, other key reasons for the development of the proposed Policy 60 – Dealing with Unreasonable Customer Conduct are:

- To ensure transparency in Council's intended management of unreasonable customer conduct; and
- To ensure that in responding to unreasonable customer conduct, Council adopts a fair and consistent approach that does not unreasonably modify or restrict a customer's access to Council's services and premises.

Council sought submissions from the public in relation to the policy and as a result of that feedback, additional safeguards have been incorporated into the policy which describe how Council will prevent its misuse or overuse. The policy is largely based on a model policy released by the NSW Ombudsman (which is nearly identical to a model policy currently under development by the Office of Local Government in Tasmania) which would have undergone



extensive consultation by the NSW Ombudsman. While the invitation to make submissions on Council's draft policy was not restricted, the Office of the Chief Psychiatrist was not specifically consulted.

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The following questions were received without notice from members of the public:

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**Item 10/24**                      **Deputations**

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**Item 11/24**                      **Commissioner Question Time**

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The following questions were received on notice from the Commissioner:

**Commissioner Andrew Wardlaw | 8 January 2024**

Preamble

*On 7 November 2023 the Dorset Coastal Working Group expressed serious concern about an "oversize" caravan being given priority status on the foreshore. This issue was also raised at the Bridport Lions Club on the 7 November 2023. It is my understanding that the improvements relate to Site 86.*

*Subsequent to my enquiry's it was advised that the improvements had been approved in accordance with Policy No 56 - Bridport Seaside Caravan Park - Annual Site Policy.*

*In an email to the Dorset Coastal Group on 14 November 2023 I advised the following in relation to Site 86:*

*'Oversized' Caravan on Foreshore: The 'oversized' caravan on the foreshore, located at Site 86, has been an annual site for several years. Until now, it has only been utilised for placing a caravan. The Council's Bridport Seaside Caravan Park Annual Site Policy (No.56) is in effect and was last reviewed in March 2021. For detailed information, please refer to the policy on the Council's website: <https://www.dorset.tas.gov.au/policies>.*

*In recent weeks since the site improvements have been fully established, I have received further complaints regarding the conversion of Site 86.*

*Anecdotally I was advised by a long-term seasonal park user that it had been agreed with the community that sites immediately adjacent to the foreshore track will be preserved for seasonable occupation and not allocated as an annual site. A Bridport resident also suggests "It is generally considered preferable that the vaguely semi-permanent installations are garnered in the 'back rows' and the front row nearest the water is used for the visiting campers that is short term."*

*These views do not appear to be reflected in Policy No 56 - Bridport Seaside Caravan Park - Annual Site Policy.*

## Questions

1. *What's is the understanding of Council regarding the preservation of sites for only seasonable use adjacent to the foreshore walking track?*

### **Response from Administration Manager, Lauren Tolputt:**

Council has no formal position encouraging the preservation of sites adjacent to the foreshore walking track for seasonal use. Per Council's annual plan, Policy 56: Bridport Seaside Caravan Park – Annual Sites is due to be reviewed by 30 June 2024 and any proposed changes to the site structure will be considered during that review. There will be opportunity for stakeholders of the Park (patrons, annual site holders, community members and other users) to engage in that policy review process.

2. *How many annual sites are currently allotted adjacent to the foreshore walking track?*

### **Response from Administration Manager, Lauren Tolputt:**

Site 86 is the only site directly adjacent to the foreshore walking track.

3. *How long has Site 86 been an annual site?*

### **Response from Administration Manager, Lauren Tolputt:**

Site 86 has been an annual site since 2015.

4. *When were the improvements on Site 86 approved and is the final development in accordance with Policy No 56 - Bridport Seaside Caravan Park - Annual Site Policy?*

### **Response from Administration Manager, Lauren Tolputt:**

The temporary structures were approved in December 2023 and those developments are compliant with the guidelines.

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The following questions were received **without notice** from the Commissioner:

## Purpose

The purpose of this agenda item is to present a quarterly update to Council on the Bridport Seaside Caravan Park following the implementation of the temporary operating model approved in the August 2023 Council Meeting (Item 129/23).

## Background

Dorset Council has managed the Bridport Seaside Caravan Park (the Park) since Council was first established in 1993. Aside from the period between April 2006 and July 2013 where Council employees operated the Park, the management of the Park has mainly been via contracted caretakers. Over the last five years' Council have experienced a large turnover of caretakers, with the common theme for resignation being that the contract amount is insufficient for the level of work required due to the size of the Park and the 24/7 nature of operations.

Council undertook exit interviews with each outgoing caretaker and implemented changes to the contract, including increasing the base fee and substantially adjusting the bonus element within the contract. Despite this, the contract was still deemed untenable and Council received notice of resignation from the most recent caretakers in June 2023, effective 30 September 2023. The notice period provided in this instance was insufficient to conduct a thorough review of the contract and undertake a full procurement process as required by Council policies, thus, a temporary operating model utilising relief contractor labour and additional Council employees was recommended and subsequently approved in the August 2023 Council Meeting (Item 129/23). Council Officers will utilise this season to gain a better understanding of the Park's operational requirements and will apply these learnings to create a sustainable operating model for both Park managers and Council in future.

## Strategic and Annual Plan

- 2023-2032 Strategic Plan – Imperative 10.1 & 13.1

## Risk Management

Council will ensure operations at the Bridport Seaside Caravan Park meet all requirements as per Council's Policies and Procedures.

## Financial & Asset Management Implications

Income and expenditure for the operation of the Park is included in the 2023/24 Budget Estimates. A budget variation of \$125,000 was also approved in the August 2023 Council Meeting to assist with the implementation of the temporary model.

## Officer's Comments

The temporary operating model for the Park is now operational and the relief caretakers have been on site since late September 2023, working alongside existing and additional Council employees recruited to assist with administration, maintenance and cleaning during peak season. Thus far, the model is working effectively with little to no disruptions for Park users and guests.

Operationally, the financial result for the six months ended 31 December shows a slightly improved position than originally estimated with a deficit of \$12,000 recorded compared to a budgeted deficit of \$27,000 (\$15,000 above budget). This improvement is primarily the result of a decrease in management contract costs resulting from a shorter hand over period between the incoming and outgoing caretakers, resulting in a saving of approximately \$20,000. Contractor costs are also slightly below budget for the period due to the timing of tree and vegetation maintenance still to be completed within the Park.

# Bridport Seaside Caravan Park

## Operating Results

For the period ended

31 December 2023

	Current Financial Year				Prior Financial Year		
	Note	YTD Budget \$'000	YTD Actual \$'000	Budget Variance \$'000	Budget Variance %	YTD Actual \$'000	YTD Variance %
<b>Operating Income</b>							
<i>User charges</i>							
Camping fees		352	344	(8)	(2.3%)	313	9.9%
Shower and laundry fees		2	1	(1)	(50.0%)	1	0.0%
Lease/Rent fees received		3	3	-	0.0%	6	(50.0%)
<b>Total Operating Income</b>		<b>357</b>	<b>348</b>	<b>(9)</b>	<b>(2.5%)</b>	<b>320</b>	<b>8.8%</b>
<b>Expenses</b>							
<i>Employee costs</i>							
Wages – other		-	15	15	100.0%	7	114.3%
Wages – additional		26	27	1	3.8%	-	100.0%
Overtime		-	2	2	100.0%	-	100.0%
<i>Materials and services</i>							
Contractors		46	24	(22)	(47.8%)	18	33.3%
Management contract		79	59	(20)	(25.3%)	116	(49.1%)
Other external services		60	58	(2)	(3.3%)	-	100.0%
Materials		12	6	(6)	(50.0%)	5	20.0%
Office administration		1	1	-	0.0%	1	0.0%
Utilities		56	52	(4)	(7.1%)	45	15.6%
Furniture & equipment expensed		-	3	3	100.0%	-	100.0%
Plant hire (internal usage)		-	7	7	100.0%	6	16.7%
<i>Other expenses</i>							
Communications		12	6	(6)	(50.0%)	9	(33.3%)
Insurance		2	2	-	0.0%	2	0.0%
Bonus payment		47	46	(1)	(2.1%)	26	76.9%
Other sundry expenses		-	9	9	100.0%	-	100.0%
<i>Depreciation and amortisation</i>		43	43	-	0.0%	40	7.5%
<b>Total Expenses</b>		<b>384</b>	<b>360</b>	<b>(24)</b>	<b>(6.3%)</b>	<b>275</b>	<b>30.9%</b>
<b>Net result for the period</b>		<b>(27)</b>	<b>(12)</b>	<b>15</b>	<b>55.6%</b>	<b>(45)</b>	<b>73.3%</b>

## Recommendation

That Council receive the Bridport Seaside Caravan Park Quarterly Report for the period ended 31 December 2023.

## Purpose

The purpose of this agenda item is to adopt the proposed Policy No. 60 – Dealing with Unreasonable Customer Conduct (the Policy).

## Background

Under the *Work Health and Safety Act*, Council has a duty of care in its role as a Person Conducting a Business or Undertaking to staff, councillors and others to ensure their health, safety and wellbeing and to provide a safe work environment. Part of this duty of care is ensuring, so far as is reasonably practicable, that workers and other persons are not exposed to risks to their psychosocial or physical health and safety and that psychosocial risks in the workplace are eliminated or minimised.

Council's Policy 18 – Customer Service Charter, operational Employee Conduct Policy and Councillor Code of Conduct set out the minimum standard of expected behaviour, behaviour that will not be tolerated, Council's approach to managing infringing behaviour and mechanisms to make a complaint about infringing behaviour by staff or councillors.

While the Customer Service Charter governs the vast majority of customer service interactions, it does not adequately describe unreasonable customer conduct or Council's approach to managing unreasonable customer conduct. Unreasonable customer conduct is uncommon but can lead to:

- Adverse impacts to the health and wellbeing of staff and councillors who face unreasonable behaviour in their place of work
- A disproportionate and unreasonable impact on Council's services, time or resources in responding to the conduct, with a consequent impact on the ability of staff and councillors to efficiently perform their roles and provide an appropriate level of service to the community

There are two core reasons for the development of the Policy:

- To allow Council to respond to unreasonable customer conduct in a way which prevents or minimises the negative impacts that it has on staff, councillors, others and Council's services
- To ensure transparency in Council's intended management of unreasonable customer conduct and to ensure that in responding to unreasonable customer conduct, Council adopts a fair and consistent approach which does not unreasonably prevent customers from accessing the services to which they are entitled

The presence of a similar policy is almost uniform across organisations that provide customer service. The absence of the Policy at Council has led to uncertainty about how to consistently handle instances of unreasonable customer conduct and means that the potential psychosocial impacts occurring through unreasonable customer conduct are not appropriately mitigated.

There are commitments made within the Policy to apply it in the least restrictive way possible and it is anticipated that the Policy is likely to have minimal use.

## Planning, Environment & Statutory Requirements

- *Work Health and Safety Act 2012 (Tas)*
- *Local Government (Meeting Procedures) Regulations 2005*

## Strategic and Annual Plan

- Strategic Plan 2023 - 2032 – Action Items 10.1, 11.1, 13.2 and 13.4
- Annual Plan 2023/24 – Activity 20

## Financial & Asset Management Implications

N/A

## Community Considerations

A draft version of the Policy was endorsed at the November 2023 Council Meeting for community consultation and subsequently submissions were invited in relation to the proposed Policy for a period of 28 days commencing 22 November 2023. A total of 6 submissions were received during this period. The key themes highlighted through the community consultation process were as follows:

### Potential Overuse or Misuse of the Policy

3 of the 6 submissions commented that the Policy did not contain sufficient safeguards or policy statements that present overuse or misuse of the Policy.

Point 5.1 (Avoiding Misuse and Overuse of UCC Policy) has been added to the Policy to assist in mitigating the risk of overuse or misuse of the Policy.

Point 6 (Alternative Dispute Resolution Strategies) has also been added to the Policy to accommodate for circumstances where there has been conflict between a customer and Council but the conflict does not amount to UCC, and instances where a contributing factor to a customer's UCC was caused by Council.

### Inclusion of Councillors in the Policy

3 of the 6 submissions commented on whether Councillors should be included under the Policy. 2 of those 3 submissions suggested that Councillors should be excluded from the Policy, given that they are elected representatives and should be prepared to engage in robust and political conversations. 1 of the 3 submissions stated that Councillors should undoubtedly be protected by the Policy.

Councillors remain included in the Policy as they are defined as *other persons at the workplace* in accordance with the *Work Health and Safety Act* and Council must therefore ensure, so far as is reasonably practicable, that they are not exposed to risks to their psychosocial or physical safety. While other categories of people may be defined as *other persons in the workplace*, employees and Councillors are considered the most likely to be subject to unreasonable customer conduct and therefore the Policy focuses on mitigating the risks of impacts to their wellbeing as a result of unreasonable customer conduct.



## Decision and Appeals Processes

3 of the 6 submissions commented on the initial decision making process or the appeal process. 2 of the 3 submissions suggested that the General Manager should not have the independent authority to make a decision about the restriction or modification of a customer's access to services. 2 of the 3 submissions also suggested that the appeal process should be conducted by a third party rather than another senior officer that was not involved in the original decision.

To ensure that Council is able to meet its duty of care requirements as a Person Conducting a Business or Undertaking per the *Work Health and Safety Act*, it is crucial that the General Manager has autonomy in making decisions about modifying or restricting access so that the safety and wellbeing of staff and councillors can be prioritised and isn't subject to a deliberative period by a panel or similar. Accordingly, the Policy includes appropriate safeguards preventing misuse and overuse, an appeals process and commitment that the Policy will be used in the least restrictive way possible.

It has been maintained in the Policy that an internal appeal would be conducted by a senior officer that wasn't involved in the original decision to modify or restrict access. This is consistent with the Unreasonable Conduct by a Complainant Model Policy (Model Policy) that was developed by the NSW Ombudsman. The Policy also provides information about lodging a complaint with the Ombudsman if a customer remains dissatisfied regarding the initial decision and the outcome of any appeal.

### **Officer's Comments**

The Policy as advertised by Council for public consultation was largely based on the Model Policy. The Model Policy is consistent with the principles outlined in the Managing Unreasonable Conduct by a Complainant Manual which was contributed to by Ombudsman Tasmania through the Australasian Parliamentary Ombudsman.

The Local Government Association of Tasmania has recently released via their "Year in Review" report that they are collaborating with the Office of Local Government (OLG) to develop a framework for the management of unreasonable conduct across Local Government in Tasmania. The OLG's model framework was provided to all General Managers for initial consultation in late 2023. The Tasmanian Model Policy as it was initially presented to General Managers is very similar, if not the same as, the NSW Model Policy and was also considered during the development of the Policy.

While it is necessary to implement the Policy now to assist in mitigating the risk of psychosocial impacts occurring through unreasonable customer conduct, Officers will monitor the roll out of the OLG's model framework closely and may review the Policy if there are any significant or otherwise relevant changes to the OLG's framework upon release to the public.

Any changes made to the Policy as a result of feedback received during the public consultation period have been tracked and commentary has been provided in relation to each change. The draft Policy is available in the agenda attachments.

## Recommendation

### That Council:

1. adopt proposed Policy No. 60 – Dealing with Unreasonable Customer Conduct;
2. when the Office of Local Government’s model framework is finalised and published, a report will be provided to Council comparing the model policy to Council’s policy and recommending a review of Council’s policy if required; and
3. update the related document section of the Customer Service Charter (Policy No. 18) to include reference to new Policy No. 60.

**Purpose**

The purpose of this agenda item is to receive and note the Local Government Association of Tasmania's Year in Review for 2023 report.

**Background**

The Local Government Association of Tasmania (LGAT) was established in 1911. LGAT are the peak body for local government and all 29 of Tasmanian councils are members, including Dorset Council.

The functions of the Association are to:

- Protect and represent the interests and rights of councils in Tasmania.
- Promote an efficient and effective system of local government in Tasmania.
- Provide services to member councils, councillors and employees of councils.

LGAT's role is to support, promote, advocate for and represent the local government sector.

A General Management Committee (GMC) of eight members provides oversight to LGAT operations. The GMC is elected by LGAT member council representatives every two years. It comprises the popularly elected president, the Lord Mayor and six other members elected by regional groupings of councils. The vice president is elected by the GMC.

**Planning, Environment and Statutory Requirements**

N/A

**Strategic and Annual Plan**

N/A

**Financial and Asset Management Implications**

Council's LGAT membership amounts to \$35,846 excluding GST for 2023/24.

**Community Considerations**

It is important for the community to understand where Council money is spent and what value is derived. Please see the officer comments as to the value delivered from Council's membership of LGAT to the Local Government sector, to Dorset Council and the community.

## Officer's Comments

In the attached LGAT Year in Review 2023, the president is quoted as follows:

*"It has been a huge year for the team at LGAT in supporting the sector.*

*While there has been more work produced during 2023 than in any of the years that I have been part of the team, there has also been a number of significant wins on behalf of the sector."*

The small team at LGAT delivered a huge amount of work on behalf of the sector in 2023 against a backdrop of numerous significant policy announcements by the State Government. Perhaps most significant amongst these has been the stewardship LGAT has provided over the Future of Local Government Review. Alongside securing several reform wins for the sector, LGAT have managed to ensure major improvements to the process. This included over \$200,000 for LGAT to conduct consultation with the sector and a number of extensions to the consultation phases at key stages throughout the review.

In July this year, and without prior consultation with Tasmanian councils, the State Government announced its intention to establish Development Assessment Panels (DAPs) for certain types of developments. Various forms of DAPs operate in a number of other jurisdictions, and some in the Local Government sector are supportive of the concept. The balancing act and challenge for councils is the dual roles of Councillors as elected representatives on one hand, and planning authority on the other. Data from the Future of Local Government Review noted that the proportion of council planning decisions that go to appeal is about one per cent state-wide and decisions made by elected representatives were no more likely to be appealed than those by council officers. This data suggests the sector is balancing the dual roles. At this time the sector is still considering the proposed changes, and LGAT is taking a lead in ensuring councils have a voice in the development of this policy into the future.

The other significant policy announcement in 2023 was the release of the long-awaited Fire and Emergency Services Bill. In 2016 the review of the Fire Services Act 1979 was first recommended by a House of Assembly Standing Committee, with the review commencing a year later and going through several stages.

Despite there being work occurring over some years, the State Government did not directly engage with key stakeholders, including local government, during the drafting of the Bill. LGAT were pivotal during the consultation stage submitting on behalf of councils and as a result, the State Government agreed to pause the current process and establish a working group to inform the development of an updated Bill and levy structure.

LGAT were also instrumental in changes to the Code of Conduct Framework, including supporting councils in implementing the changes. Alongside the major policy announcements, LGAT delivered their business as usual operational tasks including the provision of sector networking events and professional development to key Council personnel.

Alongside the above policy wins, LGAT have been successful in growing the direct financial support for the sector as follows:

- An expansion of the health and wellbeing program that LGAT has been running with support from the Public Health Service to now include individual council funding to undertake locally relevant community health and wellbeing work.

- Over \$200,000 for local government engagement activities to inform the Future of Local Government Review.
- \$200,000 to prepare the Tasmanian Development Manual.
- \$500,000 for the Local Government Climate Change Capability Program.
- This year we also commenced the roll out of the \$4 million CCTV project and round one of the \$5 million Open Spaces grants for councils. Dorset Council is in discussions with LGAT for possible inclusion in the round 2 funding which would increase CCTV coverage across the municipality, along with Council CCTV footage being downloaded and administered on a common platform across the sector.
- The Open Spaces Grants Program is funded by the Tasmanian Government and delivered by LGAT. The funding program is a direct result of LGAT’s advocacy. The purpose of the program is to support councils to provide new or renewed infrastructure to support active living. Round one concluded in late 2023 with 15 Tasmanian councils sharing in \$2.9 million of funding through the Program. Dorset Council was a successful recipient in Round one, being awarded \$200,000 in funding. This funding will be utilised to revitalise three key playground sites across the municipality, namely Branhholm Park, Winnaleah Park and the Scottsdale Children’s Reserve. LGAT will open round two of the program in early 2024.
- LGATs Procurement Panels saved Tasmanian councils more than \$2.6 million in 2022/23. This was a 30% increase on the prior financial year, with Tasmanian council spending through the contract panels exceeding \$16.1 million. The biggest spend being over \$4 million through the Trucks contract. Dorset Council are currently investigating how council can best leverage the LGAT Procurement Panels and whether it will lead to better outcomes for council and the community.

The intent of this agenda item is to provide the community with meaningful information as to LGATs role, how they are funded and what that funding delivers on behalf of the sector. The agenda also aims to acknowledge LGAT for their efforts and sector support during a year of significant pressure with an extraordinary number of State Government consultations.

The full LGAT Year in Review – 2023 can be found in the attachments.

## **Recommendation**

### **That Council:**

- 1. receive and note the Local Government Association of Tasmania’s Year in Review for 2023; and**
- 2. acknowledge the Local Government Association of Tasmania for their support and efforts on behalf of the sector during 2023.**

**Purpose**

The purpose of this agenda item is to update Council and the community on progress of the 2023/24 Annual Plan as at 31 December 2023.

**Background**

On 26 June 2023, Council adopted the Annual Plan for 2023/24. The December Quarterly Report provides an update of progress against the Plan.

**Planning, Environment and Statutory Requirements**

Under Section 71 of the *Local Government Act 1993*, Council is required to prepare an Annual Plan. The Plan is to be consistent with Council’s Strategic Plan and list the major activities to be completed within the year.

**Strategic and Annual Plan**

N/A

**Risk Management**

Council’s Risk Management Framework both informs, and is informed by Council’s Strategy, the Financial Management Strategy and the Long Term Financial Plan. Council’s Annual Plan reflects and implements Council’s Strategic Plan.

**Financial and Asset Management implications**

See officer comments.

**Community Considerations**

100% compliance with the Annual Plan was achieved for the December quarter. The table below shows compliance with the Annual Plan to date:

	September Quarter	December Quarter
Achieved	4	6
In Progress	-	1
Not Achieved	-	-
Compliance Score	100%	100%
Deferred	1	-

## Officers Comments

Council achieved a 100% compliance with the Annual Plan for the December quarter. The Annual Plan includes activities over and above the day-to-day operational tasks undertaken by Council as per Council's budget estimates for 2023/24. It must also be recognised that Council is also responding to the demands of the Board of Inquiry.

The December quarter achieved six key activities as follows:

- **Activity 9 | Blue Derby transition:** the September Quarterly Report was presented to Council at the 16 October 2023 Council Meeting.
- **Activity 11 | Rail Trail Project:** Council was updated at the 18 December 2023 Council Meeting.
- **Activity 17 | Contribution of Boundary Fences Policy (No. 7):** the Policy was reviewed and adopted by Council at the 20 November 2023 Council Meeting.
- **Activity 20 | Customer Service Charter:** the Charter was reviewed and adopted by Council at the 20 November 2023 Council Meeting.
- **Activity 25 | Wood Encouragement Policy (No. 54):** the Policy was reviewed and adopted by Council at the 18 December 2023 Council Meeting.
- **Activity 27 | Managed Grassland Fire Risk Abatement Policy (No. 57):** the Policy was reviewed and adopted by Council at the 20 November 2023 Council Meeting.

Activity 12 in the Annual Plan centres on the establishment of a Road and Footpath Representation Panel. This panel of industry groups will advise and inform Council in relation to commercial activities to ensure Council can review and update future road plans. Council have initiated discussions with industry groups, including Sustainable Timber Tasmania and Tasmanian Irrigation, to better understand commercial traffic flows to feed into Council's Road Plan. Council has also made contact with Tasmanian Farmers and Graziers Association and Department of State Growth representatives with contacts in the National Heavy Vehicle Regulator.

Activity 13 in the Annual Plan is the development of a Projects of Significance report to ascertain grant funding / advocacy / election promise priorities. This activity was highlighted for completion in the 31 March 2024 quarter, however Council adopted this Priority Projects Plan 2023 – 2025 in the December quarter during the 20 November 2023 Council Meeting. The reason for the earlier completion of this activity was to provide a clear direction for Council in relation to external lobbying and funding opportunities. The adopted Plan included amendments to take into account submissions received from third parties and the community.

A copy of the quarterly report is included as an attachment to the agenda.

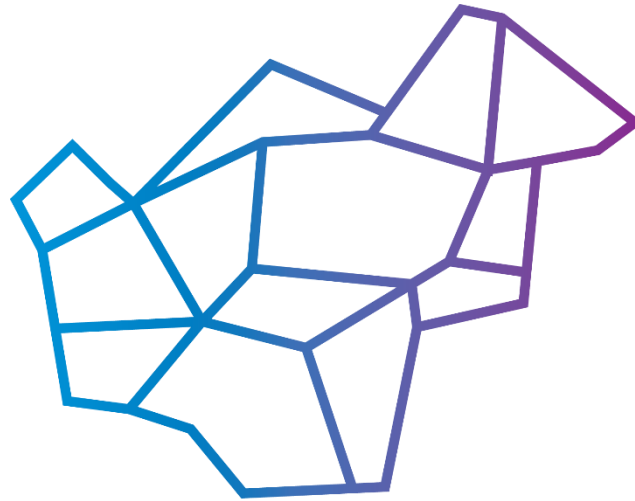
## Recommendation

**That Council receive and note the attached 2023/24 Annual Plan - December Quarterly Report.**

The Commissioner, Mr Andrew Wardlaw will present Director – Infrastructure, Mr Michael Buckley with his Certificate, appointing him as Municipal Coordinator for Dorset for a three year period, as endorsed by Minister for Police, Fire and Emergency Management, Hon. Felix Ellis, dated 4 December 2023.

**Time Meeting Closed:**





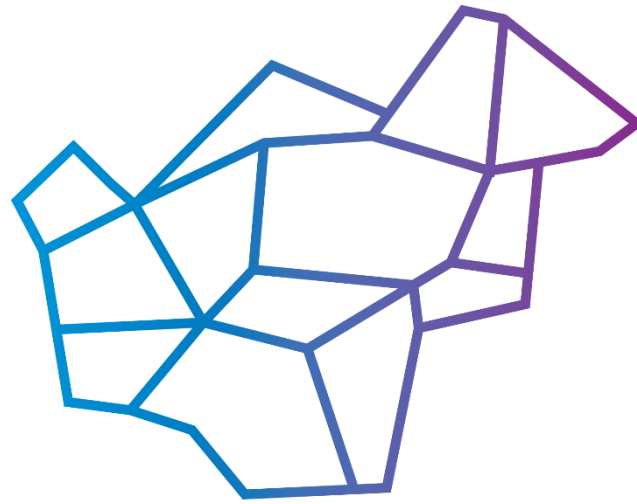
*dorset*  
C O U N C I L

# Ordinary Council Meeting

## Agenda Attachments

22 January 2024

*it's in the making*



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C O U N C I L

*UNCONFIRMED*

# Minutes

## Council Meeting

18 December 2023

Council Chambers

*it's in the making*

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## Council Meeting Minutes 18 December 2023

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**Meeting Opened:** 6:00 pm

**Present:** Commissioner Andrew Wardlaw

Acting General Manager / Assistant General Manager / Director – Community & Development: Rohan Willis, Director – Infrastructure: Michael Buckley, Finance Manager: Allison Saunders, Administration Manager: Lauren Tolputt, Executive Assistant: Sarah Forsyth

**Apologies:** General Manager: John Marik

### Acknowledgement of Country

Dorset Council acknowledges the deep history and culture of the First People who were the traditional owners of the lands and waterways where we live and work. We acknowledge the clans-people who lived here for over a thousand generations on the Country where Scottsdale is built and throughout the area we know as the north east region.

Dorset Council acknowledge the present-day Aboriginal custodians and the inclusive contribution they make to the social, cultural and economic essence of the municipality.

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**Item 205/23**                      **Confirmation of Ordinary Council Meeting Minutes – 20 November 2023**  
Ref: DOC/23/14288

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*The Chair reported that he had viewed the minutes of the Ordinary Meeting held on Monday, 20 November 2023 finds them to be a true record and recommends that they be taken as read and signed as a correct record.*

### DECISION

**MOVED / SECONDED: Commissioner Wardlaw**

**That the Minutes of Proceedings of the Dorset Council Ordinary Meeting held on 20 November 2023 having been circulated to the Commissioner, be confirmed as a true record.**

**CARRIED: COMMISSIONER**

**DECISION****MOVED / SECONDED: Commissioner Wardlaw**

That Council confirm the Agenda and order of business for the 18 December 2023 Council Meeting.

**CARRIED: COMMISSIONER**

**Item 207/23****Declaration of an Interest of the Commissioner or Close Associate**

In accordance with Regulation 8 of the *Local Government (Meeting Procedures) Regulations 2015* and Council's adopted Code of Conduct, the Commissioner is requested to indicate whether he has, or is likely to have a pecuniary interest (any pecuniary interest or pecuniary detriment) or conflict of interest in any item on the Agenda.

**INTEREST DECLARED**

Nil

**Item 208/23****Commissioner Communications****Commissioner Wardlaw's Calendar | 16 November 2023 – 13 December 2023****November 2023**

- 16 Meeting with City of Launceston Mayor, CEO and General Manager Infrastructure and Assets, with Dorset General Manager, Town Hall, Launceston
- 17 Scottsdale Show, Scottsdale Recreation Ground
- 20 Weekly meeting with Council management team
- 20 Informal Meet and Greet, Bridport
- 20 Dorset Council Annual General Meeting, Bridport
- 20 November Council Meeting, Bridport
- 22 General Manager's Performance Review Meeting with the General Manager, Launceston
- 22 TasWater Annual General Meeting with the General Manager, Launceston
- 22 Tas Councils and Healthy Resilient Communities Session with the General Manager, South Launceston
- 24 Northern Tasmania Development Corporation Annual General Meeting with the General Manager, Launceston
- 26 Book Launch 'Legerwood Days', Legerwood Hall
- 27 Weekly meeting with Council management team
- 27 Meeting with Health Consumers Tasmania with General Manager, Council Chambers
- 27 Branxholm Progress Association Meeting with Director – Infrastructure, Branxholm Hall
- 28 Dorset Wellbeing Network Meeting, Dorset Community House
- 29 Meeting with Bridport Pier Working Group with the General Manager, Assistant General Manager and MAST representatives, Council Chambers
- 29 Meeting with ratepayer with the General Manager, Council Chambers

- 30 Scottsdale High School Annual Presentation Bursary Selection Panel Meeting, Scottsdale High School
- 30 North East Tasmania Tourism Annual General Meeting, Council Chambers

### December 2023

- 4 Offshore Wind Community Consultation Session, Bridport Hotel
- 4 North East Tasmania Chamber of Commerce Meeting with the General Manager and Director – Infrastructure, Scottsdale Art Gallery Café
- 5 December Briefing Workshop, Council Chambers
- 6 Meeting with Tasmania Police Inspector Nick Clark and Senior Sergeant Luke Moore with the General Manager, Council Chamber
- 11 Public jetty at Bridport site feasibility discussion with General Manager, Assistant General Manager and Director – Infrastructure, Council Chambers
- 12 Scottsdale Primary School Presentation Morning, Scottsdale Primary School
- 12 Catch up with Bridport Seaside Caravan Park Caretakers, Bridport
- 13 Ringarooma Primary School Presentation Assembly, Ringarooma Primary School
- 13 Bridport Primary School Presentation Assembly, Bridport Primary School

### Item 209/23 Management Team Briefing Report

The purpose of this agenda item is to provide the Commissioner and the community with a briefing on matters of interest dealt with during the past month by Council's Management Team.

#### Recommendation

That Council:

1. receive and note the update on the North East Rail Trail project;
2. note the Dorset Council submission on the Draft Tasmania Fire and Emergency Services Bill; and
3. receive and note the Management Team Briefing Report.

#### DECISION

**MOVED / SECONDED: Commissioner Wardlaw**

That Council:

1. receive and note the update on the North East Rail Trail project;
2. note the Dorset Council submission on the Draft Tasmania Fire and Emergency Services Bill; and
3. receive and note the Management Team Briefing Report.

**CARRIED: COMMISSIONER**

### Item 210/23 Council Workshops Held Since Last Council Meeting

5 December | Briefing Workshop

Nil

The following question was **taken on notice** at the Annual General Meeting, held on 20 November:

**Lawrence Archer, Bridport**

*On page 48 (2.1 Rates and Charges), the waste management charge income, it increased from \$1.49 million to \$2.23 million and there was no apparent expansion or improvement of the services. How does Council justify or explain that increase of \$740,000 or a 50% increase from the previous year?*

**Response from Administration Manager, Lauren Tolputt:**

The Waste Charge income reported on page 48 (Note 2.1, Rates and Charges) of Council's 2022/23 Annual Report not only comprises of income received from Council's waste management charge but also income received from mobile garbage bin (MGB) charges. The waste management charge is applied to all rateable properties in Dorset as a contribution towards public waste collection costs, operational costs of Council's waste transfer stations, cartage of waste to Dulverton landfill facility and rehabilitation of Council's former tip sites. Mobile garbage bin charges are applied to all land to which Council supplies kerbside garbage or recycling collection services.

Of the \$2.223m waste charges reported for 2022/23, \$1.221m was attributed to the waste management charge and \$1.012m was attributed to MGB charges. Of the \$1.221m attributed to the waste management charge, \$595,760 related to the non-varied waste management charge and \$625,404 related to the varied waste management charge. Remissions of the varied waste management charge amounting to \$345,399 were provided in accordance with the policy position adopted by Council on 18 July 2022. These remissions are not shown as being offset against the reported 2022/23 waste income but rather are shown as being offset against the reported 2022/23 general rate income. Taking the remissions into account, the net waste income for 2022/23 was \$1.887m or an increase of \$395,600 on the reported 2021/22 waste income. It is also important to note that 2022/23 waste expenditure was \$1.5m up from \$1.3m in 2021/22.

Key reasons for the increased waste income in 2022/23 include:

- Increases to the waste management charge and MGB charges to reflect increases to CPI and CCI, noting that the cost of plant, equipment and infrastructure has typically increased at more than double the CPI / CCI rates over recent years and therefore additional cash must be generated to fund future capital replacements
- A further increase to the standard waste management charge to assist in cost recovery relating to:
  - o The newly established State Landfill Levy
  - o Increased waste collection and cartage costs (particularly increased fuel costs, increased contractor costs for public waste management and increased disposal fees for various waste streams such as tyres)
  - o Increased employee costs

- Expanding the application of the varied waste management charge (which was previously only applied to commercial properties in Derby) to apply to commercial properties in Derby, Branxholm, Winnaleah, Bridport, Scottsdale and Tomahawk

In addition to ensuring cost recovery for the provision of waste services, Council must ensure that sufficient cash is generated to be able to fund future capital expenditure that is necessary to deliver Council's future Waste Management Strategy as per the 2023-2032 Strategic Plan. The development of Council's next Waste Management Strategy is underway and will be informed by the broader strategy currently being developed by the Northern Tasmanian Waste Management Program. Council's new Waste Management Strategy is anticipated to include planning for and delivery of the State Government Container Refund Scheme and Green Waste Disposal initiatives. Council will also be required to fund future capital investment including replacement of plant and equipment used for waste services, renewals / upgrades of waste transfer facilities, etc.

To summarise, there is generally a greater amount of waste income collected than reported waste expenditure on an annual basis. However, it is important to remember that Council is a long term asset manager and any income generated not only funds annual waste services operations and waste strategy initiatives, but will also contribute to funding future capital investment to ensure continued provision of quality waste services and initiatives to the municipality long term.

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The following question was **taken on notice** at the 20 November Council Meeting:

**Wendy McLennan, Bridport**

*When Council looked at the upgrade of Bentley Street, it was suggested because of the amount of stormwater that was going to run off due to the increased building going on, that it would be a good idea to take the outflow of the stormwater over the rocks. At the moment it just goes straight down over the beach causing major problems. So is there any way of reassessing this to redirect the stormwater somehow off Old Pier beach?*

**Response from Director – Infrastructure, Michael Buckley:**

Council has a large stormwater network that staff proactively and reactively inspect to schedule maintenance including prioritising capital works expenditure for new areas, renewals and upgrades in accordance with asset management plans and processes.

Extensive design work was undertaken in 2018 by Council Officers for Bentley Street including a physical site assessment to look at multiple options including outfall on the southern side of the boat ramp. Due to the presence of hard rock previously encountered within the area of Bentley Street, estimated construction cost of approximately \$200,000 and competing ongoing priority stormwater issues within populated areas requiring funding this preferred option was not funded at the time. The foreshore plan for the new Jetty in Bridport will further review the cause of limited sand flow issues.



The following question was received on notice from a member of the public:

**Karl Willrath, Scottsdale | 6 December 2023**

*Why wasn't there a link included with the draft version of the Dealing with Unreasonable Customer Conduct Policy that cited the NSW ombudsman's model so people could clearly see Dorset's version of their "before and after"?*

**Response from General Manager, John Marik:**

The Unreasonable Conduct by a Complainant Model Policy that was developed by the NSW Ombudsman was clearly referenced in the 20 November 2023 Council Meeting agenda report, and is readily electronically accessible via the internet.

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The following question was received without notice from a member of the public:

**Karl Willrath, Scottsdale**

*It was reported in the Mercury newspaper in June 2023, that Mayor Howard was appealing code of conduct complaints not just for himself but for every councillor in Tasmania, the Mercury quoted him as saying. So if there are any code of conduct complaints that have been upheld or overturned on appeal, do they have to be tabled even when a councillor has been suspended?*

**Response from Acting General Manager, Rohan Willis:**

If the Code of Conduct Panel were to proceed to determine a complaint in relation to a respective Councillor, despite the Councillor being suspended, then the general manager would be obliged to progress with notification of the of the Panel's decision in accord with relevant provisions of the *Local Government Act 1993*.

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**Item 213/23                      Deputations**

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Nil

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**Item 214/23                      Commissioner Question Time**

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The following questions were received without notice from the Commissioner:

Nil

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**Item 215/23                      Notices of Motion by the Commissioner**

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Nil

**Item 216/23****Annual General Meeting Motion | Re-Joining the Northern Tasmania Development Corporation Membership**

Reporting Officer: Assistant General Manager, Rohan Willis

Ref: DOC/23/15348 | AGM Minutes: DOC/23/14362

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**Purpose**

The purpose of this agenda item is to consider a motion passed at Council's Annual General Meeting held on 20 November 2023 to consider re-joining the Northern Tasmania Development Corporation.

**Recommendation**

That Council:

1. receive and note the motion received from Mr Tony Scott to consider re-joining the Northern Tasmania Development Corporation in the future, as approved at the 2023 Annual General Meeting; and
  2. acknowledge that a resolution was passed at the 20 November 2023 Council Meeting (Item 188/23) that Council join the Northern Tasmania Development Corporation on a trial membership from 1 December 2023 to 30 June 2024, with a review of that membership to occur no later than 31 March 2024.
- 

**DECISION****MOVED / SECONDED: Commissioner Wardlaw**

That Council:

1. receive and note the motion received from Mr Tony Scott to consider re-joining the Northern Tasmania Development Corporation in the future, as approved at the 2023 Annual General Meeting; and
2. acknowledge that a resolution was passed at the 20 November 2023 Council Meeting (Item 188/23) that Council join the Northern Tasmania Development Corporation on a trial membership from 1 December 2023 to 30 June 2024, with a review of that membership to occur no later than 31 March 2024.

**CARRIED: COMMISSIONER****Item 217/23****Schedule of Council Meeting Dates 2024**

Reporting Officer: Executive Assistant, Sarah Forsyth

Ref: DOC/23/15171 | 2024 Schedule: DOC/23/15170

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**Purpose**

The purpose of this agenda item is for Council to adopt a schedule of dates for Ordinary Council Meetings and Council Briefing Workshops in 2024.

**Recommendation**That Council adopt the following Schedule of Council Meeting Dates for 2024:

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**DECISION**

**MOVED / SECONDED: Commissioner Wardlaw**

**That Council adopt the following Schedule of Council Meeting Dates for 2024:**

**Ordinary Council Meeting Schedule, commencing at 6:00pm:**

Monday 22 January (Scottsdale)	Monday 22 July (Scottsdale)
Monday 19 February (Gladstone Hall)	Monday 19 August (Scottsdale)
Monday 18 March (Braxholm Hall)	Monday 16 September (Scottsdale)
Monday 22 April (Scottsdale)	Monday 21 October (Bridport)
Monday 20 May (Scottsdale)	Monday 18 November (Legerwood Hall)
Monday 24 June (Scottsdale)	Monday 16 December (Scottsdale)

**Briefing Workshop Schedule, held at the Council Chambers:**

<u>Nil for January</u>	Tuesday 9 July
Tuesday 6 February	Tuesday 6 August
Tuesday 5 March	Tuesday 3 September
Tuesday 9 April	Tuesday 1 October
Tuesday 7 May	Tuesday 5 November
Tuesday 4 June	Tuesday 3 December

**CARRIED: COMMISSIONER**

**Item 218/23                      Review of Policy No. 54 – Wood Encouragement**

Reporting Officer: Assistant General Manager, Rohan Willis  
Ref: DOC/23/15345 | Reviewed Policy: DOC/18/5058

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**Purpose**

The purpose of this agenda item is to review Policy No. 54 – Wood Encouragement.

**Recommendation**

That Council adopt unchanged Policy No. 54 – Wood Encouragement.

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**DECISION**

**MOVED / SECONDED: Commissioner Wardlaw**

**That Council adopt unchanged Policy No. 54 – Wood Encouragement.**

**CARRIED: COMMISSIONER**

## Purpose

The purpose of this report is to update Council regarding new legislative requirements pursuant to the *Child and Youth Safe Organisations Act 2023* (the Act) and to present the proposed Policy 61 - Safeguarding Children and Young People.

## Recommendation

1. adopts proposed Policy 61 - Safeguarding Children and Young People as part of its compliance with the *Child and Youth Safe Organisations Framework*;
2. notes the requirement to appoint a Child Safety Officer and appoints the Administration Manager to that role; and
3. a quarterly update report is provided regarding Council's implementation of the *Child and Youth Safe Organisations Framework* in March 2024, June 2024, September 2024 & December 2024.

## Amended Recommendation

1. adopts proposed Policy 61 - Safeguarding Children and Young People as part of its compliance with the *Child and Youth Safe Organisations Framework*;
  2. notes the requirement to appoint a Child Safety Officer and appoints the Administration Manager to that role; and
  3. a quarterly update report is provided regarding Council's implementation of the *Child and Youth Safe Organisations Framework* in March 2024, June 2024, September 2024 & December 2024.
  4. Review the Policy in December 2024, unless reviewed prior.
- 

## DECISION

**MOVED / SECONDED: Commissioner Wardlaw**

**That Council:**

1. adopts proposed Policy 61 - Safeguarding Children and Young People as part of its compliance with the *Child and Youth Safe Organisations Framework*;
2. notes the requirement to appoint a Child Safety Officer and appoints the Administration Manager to that role; and
3. a quarterly update report is provided regarding Council's implementation of the *Child and Youth Safe Organisations Framework* in March 2024, June 2024, September 2024 & December 2024.
4. Review the Policy in December 2024, unless reviewed prior.

**CARRIED: COMMISSIONER**

## Purpose

The purpose of this report is to propose variations to Council's 2023/24 Annual Plan.

## Recommendation

That Council adopted the attached revised 2023/24 Annual Plan with the following variations:

- Activity 2 relating to the State Government container refund scheme is deferred to the June 2024 quarter.
- Activity 9 relating to the Blue Derby transition reporting is varied to reflect the Notice of Motion from Commissioner Wardlaw relating to the timing of quarterly reports.
- Activity 26 - review of Policy No. 56 – Bridport Seaside Caravan Park Annual Site is deferred to the June 2024 quarter.
- Inclusion of new Activity 28 relating to the Child and Youth Safe Organisations Framework and quarterly update reporting to Council.
- Administration changes to the responsible teams be undertaken due to internal team appointments and review.

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## DECISION

**MOVED / SECONDED: Commissioner Wardlaw**

That Council adopted the attached revised 2023/24 Annual Plan with the following variations:

- Activity 2 relating to the State Government container refund scheme is deferred to the June 2024 quarter.
- Activity 9 relating to the Blue Derby transition reporting is varied to reflect the Notice of Motion from Commissioner Wardlaw relating to the timing of quarterly reports.
- Activity 26 - review of Policy No. 56 – Bridport Seaside Caravan Park Annual Site is deferred to the June 2024 quarter.
- Inclusion of new Activity 28 relating to the Child and Youth Safe Organisations Framework and quarterly update reporting to Council.
- Administration changes to the responsible teams be undertaken due to internal team appointments and review.

**CARRIED: COMMISSIONER**

**Purpose**

The purpose of this agenda report is to propose a variation to the 2023/24 Fees and Charges Schedule for camping at the area adjacent to the Derby car park and amenities.



Figure 1: Location for proposed overnight camping adjacent to public car park and amenities

**Recommendation**

That Council adopts the amended 2023/24 Fees and Charges Schedule for Camping Fees as listed:

**DECISION**

**MOVED / SECONDED: Commissioner Wardlaw**

That Council adopts the amended 2023/24 Fees and Charges Schedule for Camping Fees as listed:

	Proposed Variation \$	26 June 2023 Approved \$	GST Inc.
<b>CARAVAN PARK FEES</b>			
<b>Derby Park</b>			
Camping Per Site/Per Night	-	25.00	Yes
<b>Derby Car Park and Amenities Area</b>			
Camping Per Site/Per Night	40.00	-	Yes
<b>Branxholm Caravan Park</b>			
Camping Per Site/Per Night	-	20.00	Yes

**CARRIED: COMMISSIONER**

**DECISION**

**MOVED / SECONDED:** Commissioner Wardlaw

That the Meeting be closed to the public pursuant to Regulation 15 of the *Local Government (Meeting Procedures) Regulations 2015*, and that members of the public be required to leave the meeting room.

Time Meeting Closed to the Public: 6:29 pm

**CARRIED: COMMISSIONER**

**Meeting Adjourned:** 6:29 pm

*Reason: Tea break with the public*

**Meeting Resumed:** 6:35 pm

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**CLOSED SESSION ITEMS**

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The following matters were listed in the Closed Session Meeting section of the Council Agenda in accordance with Regulation 15 of the *Local Government (Meeting Procedures) Regulations 2015*:

Item 223/23 Confirmation of Ordinary Council Meeting Closed Session Minutes – 20 November 2023

Item 224/23 General Manager’s Annual Performance Review

The reports on these matter were listed in the Closed Meeting section of the Council Agenda in accordance with Regulation 15 of the *Local Government (Meeting Procedures) Regulations 2015* as the detail covered in the respective reports relates to:

- Personnel matters

Time Meeting Closed: 6:39 pm

**Minutes Confirmed:** 22 January 2024

**Minute No:**

.....  
**Commissioner Wardlaw**

**Transport Commission**

4 Salamanca Place, Hobart TAS 7000

GPO Box 536, Hobart TAS 7001 Australia

Email: [transportcommission@stategrowth.tas.gov.au](mailto:transportcommission@stategrowth.tas.gov.au)



Enquiries:

Ph:

Email:

Our Ref: D23/307344

**Transport Commission Direction for the installation of speed limit signs  
on Northbourne Avenue and Peggy Parade, Scottsdale**

Mr John Marik  
General Manager  
Dorset Council  
PO Box 21  
SCOTTSDALE TAS 7260

Dear Mr Marik,

Thank you for your correspondence of 5 December 2023 requesting that a 40 km/h Area be installed to cover the streets within the Northbourne Park retirement village, namely Northbourne Avenue, Peggy Parade, Propsting Circle, Dent Street and Haas Court.

The Transport Commission acting pursuant to Section 59(1) of the *Traffic Act 1925*, hereby issues a Direction for the installation of the associated speed limit signage. 40 km/h Area (R4-10(40)B) signs should be installed at the southern end of Northbourne Avenue and at the western end of Peggy Parade facing traffic entering the retirement village complex. 50 km/h (R4-1(50)B) signs with End 40 km/h Area (R4-13(40)B) supplementary plates should also be installed at these locations for departing traffic. Council may wish to consider installing 'You are within a 40 km/h Area' (R4-14(40)B) repeater signs within the complex to remind drivers of the prevailing speed limit.

Council is responsible for communicating the changed speed limits with the community and relevant stakeholders.

Please complete and return the attached *Notification of Completed Traffic Facilities Modifications* form within two weeks of installing the new signs. For more information, please contact Donald Howatson by email at

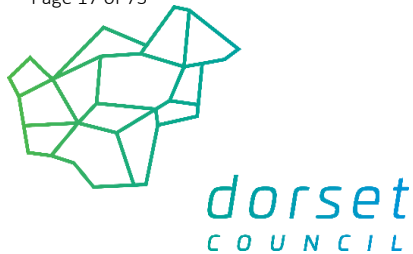
Yours sincerely

A handwritten signature in black ink, appearing to read "DM McIntyre".

Denise McIntyre  
**Commissioner for Transport**

21 December 2023





Our Ref: DOC/24/420  
11 January 2024

Attention: Managing interests framework  
Office of Local Government  
Department of Premier and Cabinet  
GPO Box 123  
HOBART TAS 7001

**EMAIL ONLY:** [lgconsultation@dpac.tas.gov.au](mailto:lgconsultation@dpac.tas.gov.au)

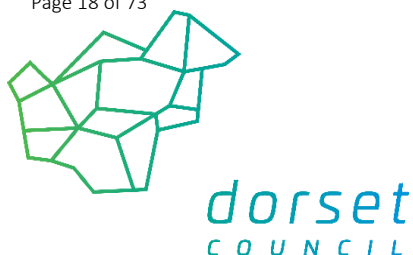
Dear Minister Street

#### **SUBMISSION IN RELATION TO MANAGING INTERESTS FRAMEWORK**

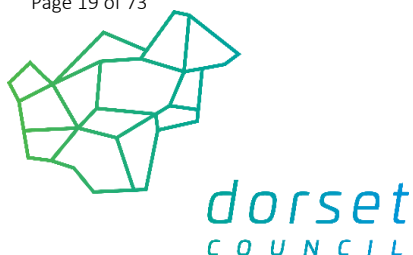
Thank you for the opportunity to comment on the Managing conflicts of interest of councillors - framework proposal / discussion paper. Dorset Council are supportive of a new framework as there is a need to improve of the current conflicts of interest framework. The work conducted to date is a step in the right direction to improving on the current conflicts framework and the work to date by the working group is acknowledged.

Dorset Council is pleased to provide the following feedback which is centred on page 7 and 8 of 24 which proposes changes to managing conflicts of interests of councillors.

<b>Proposed change and Council response</b>	<b>Page</b>
<p><b>Proposed change:</b></p> <p>1. This framework introduces six guiding principles:</p> <ul style="list-style-type: none"> <li>1) integrity</li> <li>2) impartiality</li> <li>3) transparency</li> <li>4) accountability</li> <li>5) proactivity and responsiveness</li> <li>6) consistency.</li> </ul> <p><b>Council response:</b></p> <p>Council support the guiding principles.</p>	9
<p><b>Proposed change:</b></p> <p>2. Currently in Tasmania, pecuniary (financial) conflicts of interest are regulated through the Local Government Act 1993 (the Act). Non-pecuniary interests are regulated through the Code of Conduct. Under this proposed framework, all conflicts of interest will be regulated through the Act and will be classified either as actual, perceived or potential conflicts of</p>	11



<p>interest. For this reason, the Code of Conduct Panel would no longer assess alleged conflicts of interest and all types of conflicts of interest may be either pecuniary or non-pecuniary.</p> <p><b>Council response:</b> Council support the proposed change.</p>	
<p><b>Proposed change:</b> 3. Councillors will be required to disclose both the fact that they have a conflict of interest and the nature of the conflict of interest before a council meeting, workshop, agenda briefing or other forum where the matter would be discussed.</p> <p><b>Council response:</b> Council support the proposed change.</p>	14
<p><b>Proposed change:</b> 4. After disclosing an actual conflict of interest, councillors must exclude themselves from meetings, workshops, agenda briefings or other forums during discussion on the matter. Councillors with an actual conflict of interest will have restricted or no access to deliberative material and information on those matters.</p> <p><b>Council response:</b> Council support the premise that councillors exclude themselves from meetings, workshops, agenda briefings or other forums during discussion on the matter after the disclosure of an actual conflict of interest.</p> <p>The restriction of, or no access to deliberative material and information is problematic from various angles, including:</p> <ul style="list-style-type: none"> <li>i.) For a councillor to be able to assess a conflict of interest they may need to view the materials initially.</li> <li>ii.) How will material be managed that has already been provided to elected members prior to any formal knowledge of a conflict of interest? For example this could arise when new business is listed on a workshop agenda.</li> <li>iii.) How will material be managed where it is publically available? For example Council meetings, or other public forums, documentation is readily accessible by the public.</li> <li>iv.) The working group may wish to review how best the new framework can stop collusion, or undue influence from conflicted councillors onto the remaining elected constituents?</li> </ul>	14
<p><b>Proposed change:</b> 5. After disclosing a perceived or potential conflict of interest, councillors must exercise their own reasonable judgment as to whether or not to participate. In certain circumstances, it may be appropriate for the Council to overturn a councillor's decision to participate.</p> <p><b>Council response:</b> Council supports the proposed change in principle, however the term "reasonable judgement" is subjective and should be clearly defined within the framework. The ability for a Council to overturn a councillor's decision to participate will require clear policy. This</p>	14



<p>element of the framework could open up the Council to challenge from the impacted councillor and also lead to eroded working relationships amongst the councillors.</p>	
<p><b>Proposed change:</b> 6. The management of perceived and potential conflicts of interest needs to be flexible to reflect the variety and broad scale of conflicts that could be included. Changes to the Act will be considered to empower the Minister to introduce guidance around how assessments and judgements are made and the types of management options that are available, especially if a perceived or potential conflict of interest is disclosed.</p> <p><b>Council response:</b> Council support the proposed change.</p>	14
<p><b>Proposed change:</b> 7. This proposed framework introduces new arrangements for submitting and managing personal interest returns. Councillors will be required to submit an initial personal interest return shortly after being elected to council. Councillors will also be required to submit an annual Personal Interest Return on a fixed date, through their term.</p> <p><b>Council response:</b> Council support the proposed change, with the proviso that any personal information, or commercial-in-confidence information is appropriately redacted. The working group may wish to determine whether there is expectation council officers monitor the Personal Interest Returns and foresee these actual, perceived or potential conflicts? This may lead to certain conflicts “falling through the cracks”.</p>	15
<p><b>Proposed change:</b> 8. Where a personal interest return discloses an interest that will foreseeably give rise to a conflict in the council, councillors will be required to develop a Proactive Management Plan including pre-arranged actions and strategies to manage the foreseeable conflict.</p> <p><b>Council response:</b> Council support the proposed change, however suggest appropriate training and pro-forma plans are provided to councillors via the Local Government Office to ensure consistency across the sector.</p>	15
<p><b>Proposed change:</b> 9. In the interests of accountability and transparency, this framework proposes that Personal Interest Returns and Proactive Management Plans (or summaries providing agreed details) should be publicly available.</p> <p><b>Council response:</b> Council support the proposed change. There must be clear guidance provided by the Local Government Office to ensure consistency in disclosures across the sector.</p>	16
<p><b>Proposed change:</b> 10. Updated penalties under this framework may include fines, dismissal from office, and prison terms.</p> <p><b>Council response:</b> Council support the proposed change.</p>	17



The proposed changes are a step in the right direction. In addition to the above council responses, a further two responses are made:

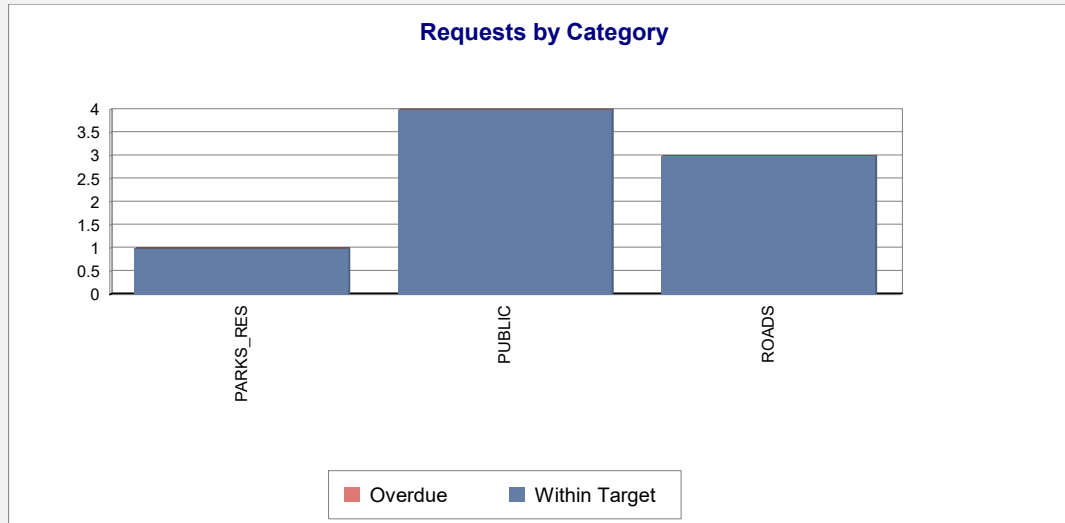
- Education will be the key to sector success of the new framework. Education in relation to appropriately managing conflicts should be mandatory for councillors and senior council officers. Both should have training within a year of being elected, or starting with council, as relevant. Thought should also be given by the working group as to the appropriate timing of refresher courses into the topic. These may be every two or three years, depending on the bulk of the library of case studies and precedents as the new framework goes live and is utilised by the sector.
- In the past the terms, “reasonable judgement” or “reasonable person” have proven problematic and must be clearly defined within the framework.

If you have any queries regarding this submission, please contact me via phone: 03 6352 6500 or email: [gm@dorset.tas.gov.au](mailto:gm@dorset.tas.gov.au) in the first instance.

Yours sincerely

A handwritten signature in black ink, appearing to be 'John Marik', followed by a horizontal line.

John Marik  
General Manager



## Customer Request Summary by Category

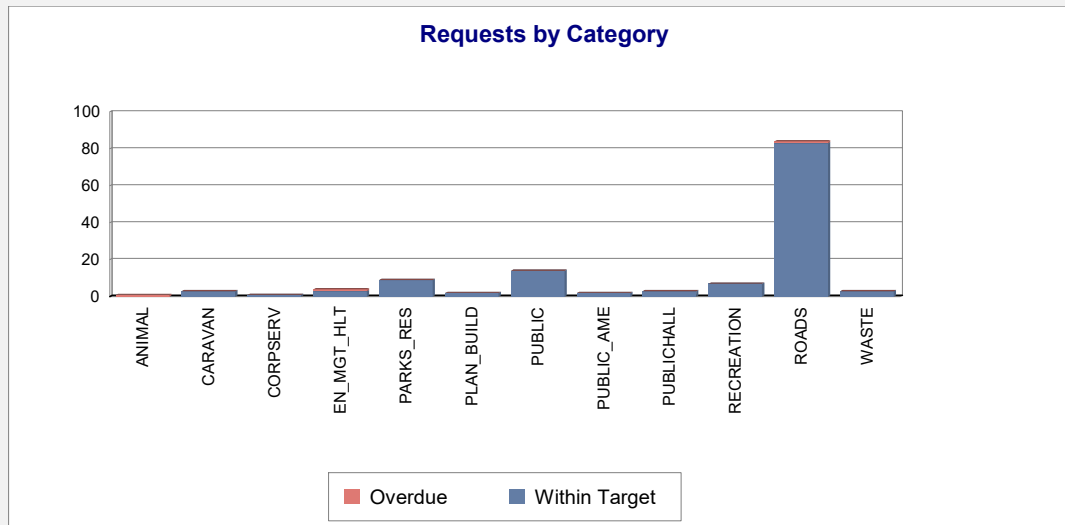
For period 01/12/2023 to 31/12/2023

Double click onto the Minor Category to access Request detail

Dorset A7 \*live\*

Report Created: 16/01/2024 10:26:57AM

Major / Minor Category	New Requests Received	Total requests closed this period	Closed Within Target	%	Closed, but Over Target	%	Open Within Target	Open, but Over Target
<b>Parks &amp; Reserves</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>
Parks & Reserves Maintenance	1	1	1	100%	0	0%	0	0
<b>Public</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>
Online Enquiries	5	4	4	100%	0	0%	0	0
<b>Roads</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>0</b>
Roads Rural - Potholes/Patching Maintenance	1	1	1	100%	0	0%	0	0
Roads Rural - Signage & Guide Posts Maintenance	1	1	1	100%	0	0%	0	0
Roads Rural - Tree/Vegetation Maintenance	1	0	0	0%	0	0%	0	0
Roads Urban - Tree/Vegetation Maintenance	2	1	1	100%	0	0%	1	0
<b>GRAND TOTAL</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>0</b>



## Customer Request Summary by Category

For period 01/01/2023 to 31/12/2023

Double click onto the Minor Category to access Request detail

Dorset A7 \*live\*

Report Created: 16/01/2024 10:28:37AM

Major / Minor Category	New Requests Received	Total requests closed this period	Closed Within Target	%	Closed, but Over Target	%	Open Within Target	Open, but Over Target
<b>Animals</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>100%</b>	<b>2</b>	<b>2</b>
Animal Enquiry	2	0	0	0%	0	0%	2	2
Animal Welfare	1	1	0	0%	1	100%	0	0
<b>Caravan Parks</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>
Bridport Holiday Park	2	2	2	100%	0	0%	0	0
Caravan Parks Maintenance	1	1	1	100%	0	0%	0	0
<b>Corporate Services General</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>
Right To Information	1	1	1	100%	0	0%	0	0
<b>Environmental Management and Health</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>75%</b>	<b>1</b>	<b>25%</b>	<b>1</b>	<b>1</b>
Fire Hazards	5	4	3	75%	1	25%	1	1
<b>Parks &amp; Reserves</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>
Parks & Reserves Enquiries	1	1	1	100%	0	0%	0	0
Parks & Reserves Maintenance	8	7	7	100%	0	0%	0	0
Playground Maintenance	1	1	1	100%	0	0%	0	0
<b>Planning &amp; Building Services</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>1</b>
Building Enquiries	1	1	1	100%	0	0%	0	0
Environmental Management Enquiries	1	1	1	100%	0	0%	0	0
Land Use & Economic Development Enquiries	1	0	0	0%	0	0%	1	1
<b>Public</b>	<b>15</b>	<b>14</b>	<b>14</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>

Dorset A7 \*live\*

## Customer Request Summary by Category

For period 01/01/2023 to 31/12/2023

Double click onto the Minor Category to access Request detail

Dorset A7 \*live\*

Report Created: 16/01/2024 10:28:46AM

Major / Minor Category	New Requests Received	Total requests closed this period	Closed Within Target	%	Closed, but Over Target	%	Open Within Target	Open, but Over Target
<b>Public</b>	<b>15</b>	<b>14</b>	<b>14</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>
Online Enquiries	15	14	14	100%	0	0%	0	0
<b>Public Amenities</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>
Public Amenities General Enquiries	1	1	1	100%	0	0%	0	0
Public Amenities Maintenance	1	1	1	100%	0	0%	0	0
<b>Public Halls Buildings</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>2</b>	<b>1</b>
Public Halls Buildings Enquiries	1	1	1	100%	0	0%	0	0
Public Halls Buildings Maintenance	4	2	2	100%	0	0%	2	1
<b>Recreation Grounds</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>
Recreation Grounds Enquiries	1	1	1	100%	0	0%	0	0
Recreation Grounds Maintenance	6	6	6	100%	0	0%	0	0
<b>Roads</b>	<b>104</b>	<b>84</b>	<b>83</b>	<b>99%</b>	<b>1</b>	<b>1%</b>	<b>16</b>	<b>3</b>
Roads Enquiries	3	1	1	100%	0	0%	2	0
Roads Rural - Kerb & Gutter Maintenance	3	3	3	100%	0	0%	0	0
Roads Rural - Maintenance	16	14	14	100%	0	0%	0	0
Roads Rural - Potholes/Patching Maintenance	23	19	19	100%	0	0%	3	1
Roads Rural - Shoulder Maintenance	3	3	3	100%	0	0%	0	0
Roads Rural - Signage & Guide Posts Maintenance	4	3	3	100%	0	0%	1	1
Roads Rural - Spraying/Pest Plant Control	5	4	4	100%	0	0%	1	0
Roads Rural - Tree/Vegetation Maintenance	8	6	6	100%	0	0%	1	0
Roads Rural - Verge Mowing/Slashing	2	2	2	100%	0	0%	0	0
Stormwater Maintenance	1	1	1	100%	0	0%	0	0
Roads Urban - Footpath Maintenance	9	5	5	100%	0	0%	4	0
Roads Urban - Maintenance	17	14	13	93%	1	7%	3	1
Roads Urban - Spraying/Pest Plant Control	1	1	1	100%	0	0%	0	0
Roads Urban - Tree/Vegetation Maintenance	8	7	7	100%	0	0%	1	0
Roads Urban - Verge Mowing/Slashing	1	1	1	100%	0	0%	0	0
<b>Waste Management</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>1</b>
Littering	2	1	1	100%	0	0%	1	1
Waste Management Enquiries	2	2	2	100%	0	0%	0	0
<b>GRAND TOTAL</b>	<b>162</b>	<b>133</b>	<b>130</b>	<b>98%</b>	<b>3</b>	<b>2%</b>	<b>23</b>	<b>9</b>

## DORSET COUNCIL – Planning Approvals

### 1 December 2023 to 31 December 2023

DEV-2023/114	Falcon Building Group 32267 Tasman HWY DERBY	Lodged 11/09/2023  Value of Works - \$1,000,000	Construction of a building for use as a distillery including ancillary cellar door and associated vehicle access and parking infrastructure  Determined APPD on 20/12/2023
DEV-2023/125	Mr R Barbour 2205 Cape Portland RD CAPE PORTLAND	Lodged 28/09/2023	Installation of 30 Identiflight camera monitoring towers  Determined APPD on 21/12/2023
DEV-2023/132	Mr D B Davern 13 Swan ST MUSSELROE BAY	Lodged 06/10/2023  Value of Works - \$20,000	Boat Shed  Determined APPD on 20/12/2023
DEV-2023/128	Mr M M Scotese 12 Ringarooma RD SCOTTSDALE	Lodged 09/10/2023  Value of Works - \$10,000	Outbuilding with relaxation of building envelope and frontage setback  Determined APPD on 01/12/2023
DEV-2023/134	RCC Design Pty Ltd 61 Coffey RD TALAWA 495 East Maurice RD TALAWA	Lodged 19/10/2023  Value of Works - \$350,000	Construction of a single dwelling with right of way over 61 Coffey Road  Determined APPD on 20/12/2023



DEV-2023/137	Lowes Air Services Pty Ltd Waterhouse RD BRIDPORT 653 Waterhouse RD BRIDPORT	Lodged 26/10/2023 Value of Works - \$30,000	Fuel Storage Determined APPD on 01/12/2023
DEV-2023/141	Mr N Bignell 126 Halfway RD WATERHOUSE	Lodged 12/11/2023	Level 1 Gravel Quarry with extraction limit of 4999m3 Determined APPD on 20/12/2023
DEV-2023/144	Mr K Wagner 565 Racecourse RD WINNALEAH	Lodged 15/11/2023 Value of Works - \$90,000	Extension of existing dwelling and title consolidation (CT 85854/1 into CT 26032/1) Determined APPD on 06/12/2023
DEV-2023/146	Ms L A Stranger 14 Allan ST DERBY	Lodged 13/11/2023	Change of use to visitor accommodation Determined APPD on 12/12/2023
DEV-2023/149	Mr L J Wise 4/4 Bridview PL BRIDPORT	Lodged 17/11/2023	Change of Use (seasonal visitor accommodation and residential use) Determined APPD on 19/12/2023
DEV-2023/150	Coactive Building Design 35481 Tasman HWY SCOTTSDALE	Lodged 17/11/2023 Value of Works - \$350,000	Alterations and additions to existing dwelling Determined APPD on 01/12/2023
DEV-2023/155	Ms M S Williams 1366 Warrentinna RD BRANXHOLM	Lodged 01/12/2023 Value of Works - \$50,000	Alteration and additions to existing dwelling Determined APPD on 15/12/2023

DEV-2023/159	Design to Live 86 Richard ST BRIDPORT	Lodged 13/12/2023	Alteration and extension to existing dwelling with demolition of outbuilding
		Value of Works - \$40,000	Determined APPD on 13/12/2023
DEV-2023/161	Ms V E Trotter 46 Scott ST BRANXHOLM	Lodged 15/12/2023	Change of Use (Residential)
			Determined APPD on 15/12/2023
DEV-2023/162	Bison Constructions 1391 Barnbogle RD BRIDPORT	Lodged 18/12/2023	Roofing over hardstand and hay shed
		Value of Works - \$175,000	Determined APPD on 18/12/2023
DEV-2023/163	Mr D E Brown Ms E A Brown 95 George ST SCOTTSDALE	Lodged 18/12/2023	Roof extension over existing deck
		Value of Works - \$10,000	Determined APPD on 18/12/2023
DEV-2023/164	Allan Barnett Fishing Co Pty Ltd 31 Marilyn DR BRIDPORT	Lodged 18/12/2023	Secondary Residence
		Value of Works - \$60,000	Determined APPD on 18/12/2023

## DORSET COUNCIL – Building Applications

### 1 December 2023 to 31 December 2023

OTH-2023/113	Mrs D J Lean Mrs D F Lyons Mr M D Lean  123 Main RD MUSSELROE BAY	Lodged 28/11/2023  Value of Works - \$75,000	Garage, Concrete Deck and Retaining Wall  Determined APPR on 20/12/2023
OTH-2023/114	Tasbuilt Homes & Cabins 69 Burns RD WYENA	Lodged 06/12/2023 Value of Works - \$614,870	Demolition of Existing and Construction of New Dwelling Determined APPR on 19/12/2023
OTH-2023/123	Coactive Building Design 35481 Tasman HWY SCOTTSDALE	Lodged 18/12/2023 Value of Works - \$40,000	Internal Dwelling Alteration Determined APPR on 21/12/2023
OTH-2023/130	Tasmania Safer Solar 17 McLennan ST SCOTTSDALE	Lodged 18/12/2023 Value of Works - \$15,822	Solar Panels Determined APPR on 20/12/2023

## DORSET COUNCIL – Plumbing Approvals

### 1 December 2023 to 31 December 2023

SP-2023/114	Tasbuilt Homes & Cabins 69 Burns RD WYENA	Lodged 06/12/2023 Value of Works - \$614,870	Demolition of Existing and Construction of New Dwelling Determined APPR on 19/12/2023
OTH-2023/122	Mr M J Benson 37 Henry ST BRIDPORT	Lodged 18/12/2023	Dwelling alterations Determined APPR on 20/12/2023
OTH-2023/123	Coactive Building Design 35481 Tasman HWY SCOTTSDALE	Lodged 18/12/2023 Value of Works - \$40,000	Internal Dwelling Alteration Determined APPR on 21/12/2023



## Policy 60 – Dealing with Unreasonable Customer Conduct

CM10 Ref: **DOC/23/13650**

Adopted: **xxxxxx**  
**Minute XXX**

Version: **1**

Reviewed Date: -

Council Minute No: -

Author: **Administration Manager**

Responsible Officer: **Administration Manager**

Statutory Authority: - **Workplace Health and Safety Act 2012**  
- **Local Government (Meeting Procedures) Regulations 2005**  
- **Right to Information Act 2009**  
- **Personal Information Protection Act 2004**

### OBJECTIVE

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The purpose of this policy is to provide guidance to staff and councillors on how to deal with and better manage unreasonable customer conduct. It aims to help staff and councillors:

- feel confident and supported in taking action to manage UCC
- act fairly, consistently, honestly and appropriately when responding to UCC
- understand their roles and responsibilities in relation to the management of UCC, and how this policy will be used
- understand the types of circumstances when it may be appropriate to manage UCC using one or more of the mechanisms outlined in this policy

### SCOPE

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This policy applies to all staff, councillors and all persons who interact with Council's staff and councillors.

### DEFINITIONS

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**Customer** means any person who has dealings with Council

**Council** means Dorset Council.

**Unreasonable Customer Conduct (UCC)** means any behaviour (physical or via electronic methods) by a person which, because of its nature or frequency, adversely impacts the health or safety of Council's staff, councillors, other service users or customer themselves, or the ability of Council to equitably

utilise its resources to provide services to the community. UCC includes the following, as defined in this policy:

- Unreasonable demands
- Unreasonable persistence
- Unreasonable arguments
- Unreasonable lack of cooperation
- Unreasonable behaviour

## **POLICY**

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### **1 INTRODUCTION**

Council is committed to being accessible and responsive to all customers that it deals with and ensuring that all customers are treated fairly and reasonably in accordance with the Customer Service Charter. At the same time, Council's success depends upon:

- The ability to do work in the most efficient and effective ways possible
- The health, safety and security of staff and councillors
- The ability to allocate resources fairly across all the enquiries, requests and complaints that Council receives

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

### **2 OVERARCHING PRINCIPLES**

Council will give fair consideration to customer requests and dealings while ensuring that:

- investigating and resolving the customer's request does not excessively or unreasonably use Council's resources
- Council's response to complaints is proportionate to the circumstances, having regard to the resources of Council that are available to serve the community and to the principles of equity and fairness
- the health and safety of staff and councillors is protected and Council is meeting its duty of care obligations

In exchange, Council requires that customers:

- treat Council's staff and councillors with mutual respect
- respect the privacy and rights of other community members
- give Council accurate and complete information to work with
- work with Council to solve problems
- give Council feedback on how it can continue to improve its service

### 3 TYPES OF UCC

The following are examples of different types of UCC which will not be tolerated by Council. In particular, Council has a zero tolerance with regard to aggressive, intimidating, violent, abusive, humiliating or bullying behaviour towards staff and councillors. Council has a duty to ensure that as far as reasonably practicable it reduces the risk of such behaviour towards staff and councillors.

#### 3.1 Unreasonable Behaviour

Unreasonable behaviour is conduct that is unreasonable in all circumstances, regardless of the situation, because it places the health, safety and security of staff, councillors or customers at risk. Examples of unreasonable behaviour include:

- violence and aggression such as behaviour that involves physical force or threats of physical force, yelling or intimidation
- displaying confronting behaviour such as rudeness, threats, discriminatory comments or harassment
- harassing behaviour (i.e. behaviour that is unwelcome or unsolicited, offensive, humiliating or intimidating and can relate to someone's personal characteristics)
- sending or posting rude, confronting or threatening correspondence
- making threats of self-harm
- making threats of harm to others
- displaying manipulative behaviour (e.g. overly ingratiating, tears or veiled threats)
- deliberately misrepresenting facts or circumstances relating to a complaint (including misquoting staff or councillors) publicly or in dealings with staff and councillors

#### 3.2 Unreasonable Demands

Unreasonable demands are any demands (expressed or implied) that are made by a customer, that have a disproportionate and unreasonable impact on Council's staff, councillors, services, time or resources. Some examples of unreasonable demands include:

- issuing instructions and making demands about a request or complaint, the priority it should be given, or the outcome that should be achieved
- insisting on talking to a senior manager or the General Manager personally where it is not appropriate or warranted and this has been explained to the customer
- emotional blackmail and manipulation resulting in intimidation, harassment, shaming, seduction or portraying themselves as being victimised when this is not the case
- insisting on outcomes that are not possible or appropriate in the circumstances (e.g. asking for someone to be fired or prosecuted, or for an apology or compensation when there is no reasonable basis)

- demanding services that are of a nature or scale that cannot be provided, even after this has been explained to the customer [repeatedly](#)

**Commented [LT1]:** Updated per public feedback received

### 3.3 Unreasonable Persistence

Unreasonable persistence is continued, incessant and unrelenting conduct by a customer that has a disproportionate and unreasonable impact on Council's staff, councillors, services, time or resources. Some examples of unreasonable persistence include:

- unwillingness or inability to accept reasonable and logical explanations, including final decisions that have been comprehensively considered and dealt with to finality
- ~~persistently demanding a review of decisions without presenting a reasonable case for a review~~ [persistently demanding a review simply because it is available, and without arguing or presenting a case for one](#)
- pursuing and exhausting all available review options when it is not warranted and refusing to accept that further action cannot or will not be taken on service requests or complaints
- re-framing requests or complaints in an effort to get it taken up again
- multiple and repeated phone calls, visits, letters and emails after previously being asked not to do so
- contacting different people within Council or externally in order to achieve a different outcome or a more sympathetic response to their request or complaint (this may include excessive communications with councillors)

**Commented [LT2]:** Updated per public feedback received

### 3.4 Unreasonable Arguments

Unreasonable arguments include any arguments that are not based on reason or logic, that are incomprehensible, false, inflammatory or trivial and that have a disproportionate and unreasonable impact on Council's staff, councillors, services, time or resources. Arguments are unreasonable when they:

- fail to follow a logical sequence that the customer is able to explain
- are not supported by any evidence or are based on conspiracy theories
- lead a customer to reject other valid and contrary arguments
- are trivial when compared to the amount of time, resources and attention that the customer demands
- are vexatious, false, inflammatory or defamatory

### 3.5 Unreasonable Lack of Cooperation

Unreasonable lack of cooperation is an unwillingness by a customer to cooperate with staff, councillors or Council's requests and complaints systems and processes which results in a disproportionate and unreasonable impact on Council's staff, councillors, services, time and resources. Some examples of unreasonable lack of cooperation include:



- sending a stream of complex, extensive or disorganised information without clearly defining the issues at hand or explaining how the material provided relates to the complaint or enquiry (when the customer is capable of doing this)
- providing little or no detail around the complaint or enquiry, presenting incomplete or [insufficient](#) information or not presenting information in the correct format
- refusing to follow or accept instructions, suggestions or advice without a clear or justifiable reason
- arguing that a particular solution is the correct one in the face of valid contrary arguments and explanations
- displaying unhelpful behaviour such as withholding information, acting dishonestly or misquoting others

**Commented [LT3]:** Included per public feedback received

## 4 ROLES AND RESPONSIBILITIES

### 4.1 Staff and Councillors

All staff and councillors are responsible for familiarising themselves with this policy as well as the expectations of Council and customers in accordance with Council's Policy 18 – Customer Service Charter. Staff and councillors are also encouraged to explain the contents of this document to customers, particularly those who engage in UCC or show early warning signs of UCC.

Staff are also encouraged and authorised to use the strategies and scripts provided at the Ombudsman Tasmania's website – see the *Managing Unreasonable Conduct by a Complainant Manual*.

Any strategies that change or restrict a customer's access to Council's services must be considered by the General Manager or their delegate in accordance with this policy.

Staff and councillors are also responsible for recording and reporting all UCC incidents they experience or witness to the General Manager or their delegate as soon as reasonably practicable after the incident occurs.

### 4.2 The General Manager

The General Manager, in consultation with relevant staff, has the responsibility and authority to change or restrict a customer's access to Council's services in the circumstances identified in this policy. When doing so the General Manager will consider any circumstances that are unique to the customer and will aim to impose any service changes or restrictions in the least restrictive ways possible. [Their aim when taking such actions will not be to punish the customer but to manage the impacts of the customer's conduct.](#)

**Commented [LT4]:** Content moved to Point 5.1.

Under this policy, the General Manager is able to delegate certain responsibilities to another senior manager, however the final decision regarding service limitation will always be a responsibility of the General Manager.

When applying this policy, the General Manager or their delegate will also aim to keep at least one open line of communication with a customer. However, in some extreme circumstances all forms

of contact may need to be restricted for some time to ensure the health, safety and security of staff, councillors and third parties.

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

**Commented [LT5]:** Content moved to point 5.1 and responsibility for recording, tracking, monitoring and reviewing cases where the policy is applied has been provided to the Administration Manager to create separation between the responsibility to make decisions in accordance with the policy and the responsibility to ensure consistency, transparency and accountability in the application of the policy.

### 4.3 Senior Managers and Other Leaders

All senior managers and other leaders are responsible for supporting staff to apply the strategies in this policy as well as those in the *Managing Unreasonable Conduct by a Complainant Manual* available on the Ombudsman Tasmania’s website.

Senior managers and other leaders are also responsible for ensuring compliance with any relevant operational procedures and that all staff and councillors are trained to deal with UCC including during induction.

## 5 RESPONDING TO AND MANAGING UCC

Where the UCC is of a serious nature (such as threatening or abusive behaviour towards staff or councillors), Council will take whatever action available to it which is deemed appropriate in the circumstances. This may involve:

- calling the police
- directing a customer to immediately leave Council property
- reporting the behaviour to any other relevant authorities
- making an application for a restraint order

**Commented [LT6]:** Included per public feedback received

Council will otherwise generally manage UCC by restricting or adapting the ways in which Council interact with or deliver services to the customer.

### 5.1 Avoiding Misuse and Overuse of UCC Policy

This policy should be applied cautiously and sparingly and should never be seen as a quick solution for dealing with customers who are angry or frustrated, or who are regarded as being annoying or a nuisance. People who are making enquiries, raising concerns or complaints should be treated with respect regardless of their behaviour.

**Commented [LT7]:** Included per public feedback received to provide additional safeguards preventing misuse or overuse of the policy in response to feedback received. The language is consistent with the model policy.

This policy must always take a customer’s cultural and personal circumstances into account and should never be applied in ways that go beyond what is appropriate and necessary to manage a customer’s conduct. The aim is not to punish the customer, but to manage the impacts of their conduct.

To guard against misuse or overuse of this policy, Council commits to having effective systems for:

- Recording and reporting all UCC incidents – this includes ensuring that staff are trained in appropriate and consistent record keeping practices and making available a system where UCC incidents can be easily reported, recorded and accessed.

- [Tracking and monitoring all uses of this policy](#) – the Administration Manager will be responsible for recording, tracking, monitoring and reviewing all uses of this policy to ensure that it is being applied consistently, appropriately and effectively and that cases are reviewed at appropriate intervals.
- [Reviewing this policy and relevant procedures regularly](#) – this policy and any relevant procedures should be reviewed regularly to ensure they are necessary, appropriate and effective for the circumstances.

#### **5.15.2 Initial Response to UCC**

Where an employee or councillor is interacting with a customer and believes that the customer is exhibiting UCC, the employee or councillor is encouraged to advise the customer of this and withdraw themselves from the interaction. The wellbeing and safety of staff and councillors is paramount and UCC will not be tolerated.

Following an interaction that is deemed UCC in accordance with this policy (whether or not that was able to be communicated to the customer by the employee or councillor at the time of the interaction), the General Manager or their delegate will initially provide the customer with a written warning about their conduct unless the customer's conduct is serious enough to warrant taking immediate action without first issuing a warning.

The written warning will:

- describe the date, time and general nature of the UCC
- identify which category of UCC the interactions falls under
- direct the customer to immediately stop engaging in UCC
- explain what will happen if the customer does not stop engaging in UCC as directed

This warning may also state that any further investigations into the matter will be undertaken at the customer's cost or include any other information that the General Manager or their delegate considers relevant.

#### **5.25.3 Changing or Restricting a Customer's Access to Services**

Where UCC remains ongoing despite warnings, or where the UCC may pose a risk to the health and safety of staff, councillors or others, the General Manager may change or restrict a customer's access to Council's services.

This will generally occur after a customer has failed to comply with a written warning, however where UCC is serious enough to warrant taking immediate action an initial written warning is not required.

Some examples of how access may be changed or restricted include:

- **who the customer has contact with:** limiting a customer to a sole contact person/staff member in Council

- **what issues the customer can raise when dealing with Council:** restricting the subject matter of communications that Council will consider and respond to
- **when the customer can have contact with Council:** limiting a customer's contact with staff or councillors to a particular time, day, or length of time, or curbing the frequency of their contact
- **where the customer can make contact:** limiting the locations where Council will conduct face-to-face interviews e.g. to secured facilities or areas of the office
- **how the customer can make contact:** limiting or modifying the forms of contact that the customer can have with Council e.g. written contact only

This list is not exhaustive and access will be changed or restricted by any means deemed necessary to protect the wellbeing and safety of staff, councillors and others. The General Manager or their delegate may conduct a risk assessment (or have a risk assessment conducted by an appropriate officer) to inform the General Manager's decision to change or restrict access to services.

The General Manager must advise the customer in writing of the restrictions that have been imposed and of their right to appeal the decision.

Discretion should be used to adapt the imposed change or restriction to suit a customer's personal circumstances such as level of competency, literacy skills, and the severity of the UCC. More than one strategy may be needed in some cases to ensure appropriateness and efficacy.

#### 5.4 Completely Terminating a Customer's Access to Council's Services

In rare cases, and as a last resort when all other strategies have been considered, the General Manager may decide that it is necessary to completely terminate a customer's contact or access to Council's services and/or premises.

A decision of this nature will only be made if it appears that the customer is unlikely to modify their conduct, or their conduct poses a significant risk for staff, councillors or other persons because it involves one or more of the following:

- Acts of aggression, verbal or physical abuse, threats of harm, harassment, intimidation, stalking or assault
- Damage to property while on Council's premises
- Threats with a weapon or common office items that can be used to harm another person or themselves
- Physically preventing an employee, councillor or other person from moving around freely either within their office or during an off-site visit (e.g. entrapping them in a public facility)
- Conduct that is otherwise unlawful

In these cases, the customer will be sent a letter notifying them that their access has been terminated. A customer's access to Council's services and premises may also be terminated (directly or indirectly) using legal mechanisms such as trespass laws or other legislation or legal

**Commented [LT8]:** Included per public feedback received to provide additional safeguards preventing misuse or overuse of the policy in response to feedback received. The language is consistent with the model policy.

[orders as necessary to protect staff, councillors and other persons who access Council's services and premises.](#)

#### **5.35.5 Managing UCC at Meetings**

Where an individual displays UCC at any meeting of staff or councillors (including Council meetings, stakeholder meetings, committee meetings or any other meeting conducted by or participated in by staff or councillors), they may receive a warning that they will be asked to leave the meeting if the behaviour persists.

If the behaviour persists, the individual may be asked to leave the meeting. As the 'person in charge of the land' per Section 14b of the *Police Offences Act 1935*, the General Manager may ask the individual to leave the premises. The General Manager may also take other reasonable steps to remove the customer from the meeting, including requesting the assistance of Police if necessary.

Council's Policy 41 – Council Meeting Procedures sets out further information regarding Council's expectations of customers when attending Council Meetings.

#### **5.45.6 Review Period**

In each case where a decision has been made to change or restrict access to services, the General Manager or their delegate will review the case after the service change or restriction is imposed or continued.

The time period for the review will be at the discretion of the General Manager or their delegate but must not be more than 12 months. Restrictions may be extended indefinitely, provided the case is reviewed periodically and at least once every 12 months.

The customer will be advised in writing of the case review, invited to participate in the review (unless the General Manager or their delegate determine that this invitation will provoke a negative response from the customer) and provided with an explanation of the review outcome.

#### **5.55.7 Incidents of Non-Compliance**

All staff and councillors are responsible for recording and reporting instances of non-compliance by a customer who has had their access changed or restricted to the General Manager as soon as reasonably practicable after the instance.

The General Manager or their delegate will keep a record of any instances of non-compliance and the General Manager will consider whether any further changes or restrictions to the customer's access are required.

## **6 ALTERNATIVE DISPUTE RESOLUTION STRATEGIES**

[If an investigation into potential UCC demonstrates that:](#)

- [There has been conflict between a customer and staff or councillors but that conflict does not amount to UCC and therefore the modification or restriction of that customer's access would not be justified in accordance with this policy; or](#)
- [A contributing factor to the potential UCC was caused by Council;](#)

**Commented [LT9]:** Included in response to public feedback received that Point 3 of the Important Points and Caveats section from the model policy document should be included in Council's policy.

Point 3 of the Important Points and Caveats section from the model policy document has not been included in Council's policy like for like as it is preliminary commentary which gives guidance around use of the policy, it is not part of the policy itself.

This section 6 – Alternative Dispute Resolution Strategies has been included instead to accommodate instances where there is conflict between a customer and staff or councillors but that conflict does not amount to UCC for the purposes of the policy, or where a contributing factor to the UCC was caused by Council. These points are consistent with the points raised in Point 3 of the Important Points and Caveats section from the model policy document.

then the General Manager or their delegate may consider using alternative dispute resolution strategies such as mediation and conciliation to resolve the conflict with the customer and attempt to rebuild a relationship with them. If alternative dispute resolution is considered to be an appropriate option in a particular case, it will be conducted by an independent third party to ensure transparency and impartiality.

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

## **67 RIGHT OF APPEAL**

Customers who have their access changed or restricted are entitled to one appeal of a decision to change or restrict their access to Council's services. To submit an appeal, please write to Council at:

Dorset Council  
PO Box 21  
Scottsdale  
Email: [dorset@dorset.tas.gov.au](mailto:dorset@dorset.tas.gov.au)

A review of the decision will be undertaken by a senior staff member who was not involved in the original decision to change or restrict the customer's access. The senior staff member will consider the customer's arguments and personal circumstances along with all relevant records regarding the customer's past conduct.

To ensure the safety and wellbeing of staff, councillors and others, any decision made by the General Manager to change or restrict access will continue for the duration of the appeal process.

The customer will be advised in writing of the review and provided with an explanation of the outcome.

If a customer is not satisfied with the handling or outcome of their internal appeal, they may lodge a complaint with the Ombudsman. For more information on how to contact the Ombudsman, visit [ombudsman.tas.gov.au/home/contact-us](http://ombudsman.tas.gov.au/home/contact-us).

## **78 DOCUMENTATION AND REPORTING**

Upon the initiation of a changed or restricted access scenario, the General Manager or their delegate will communicate the change or restriction to all councillors and relevant staff. Where appropriate, the General Manager or their delegate may also forward such advice to the Office of Local Government and/or the Ombudsman for their information.

The General Manager or their delegate will maintain records of any action taken under this policy including reported incidents of UCC, warnings issued, decisions made to change or restrict access in accordance with this policy, review outcomes and reported instances of non-compliance. The General Manager or their delegate will provide the Council with a report at least once per year of the number and nature of instances in which this policy has been applied.

**Commented [LT10]:** One submission commented that any implementation of changed or restricted access to services should be withheld until the outcome of an appeal has been determined.

This policy defines Council's commitment to using the policy in the least restrictive way possible and contains safeguards to prevent misuse or overuse of the policy. While it is important for the purposes of procedural fairness that a customer has the ability to appeal a decision, Council must still have regard for its duty of care as a Person Conducting a Business or Undertaking to provide a safe environment to workers and other persons. Part of Council meeting its duty of care obligation is providing the General Manager with the authority to make decisions about changes or restrictions to a customer's access in accordance with this policy.

This statement has been included to clarify Council's position on the continuation of changed or restricted access to services in the event that an appeal is lodged.

## 9 TRAINING AND AWARENESS

Council is committed to ensuring that all staff and councillors are aware of and know how to use this policy. All staff and councillors who deal with customers in the course of their work or term of office will also receive appropriate training and information on using this policy and on managing UCC during induction and periodically after that.

**Commented [LT11]:** Included to articulate Council's commitment to training staff and councillors in relation to the general use of this policy, and their roles and responsibilities in relation to this policy.

## REVIEW

This policy will be reviewed no more than 5 years after the date adopted or more frequently as required, including when any changes are made to any model policies that inform Council's policy.-

**Commented [LT12]:** Included to demonstrate Council's commitment to reviewing the policy when the Office of Local Government releases its model policy, or when any changes are made to the NSW model policy in the interim.

## OTHER ASSOCIATED DOCUMENTS

- Policy 18 - Customer Service Charter
- Policy 51 – Work Health and Safety Policy
- Policy 41 – Council Meeting Procedures
- Operational Customer Service Standards
- Managing Unreasonable Conduct by a Complainant – A Manual for Frontline Staff, Supervisors and Senior Managers (Australasian Parliamentary Ombudsman, 2021)

## DOCUMENT INFORMATION

Version	Doc Ref	Date Reviewed	Author	Comments
V1	DOC/23/13650	20 November 2023	Lauren Tolputt	Policy established.

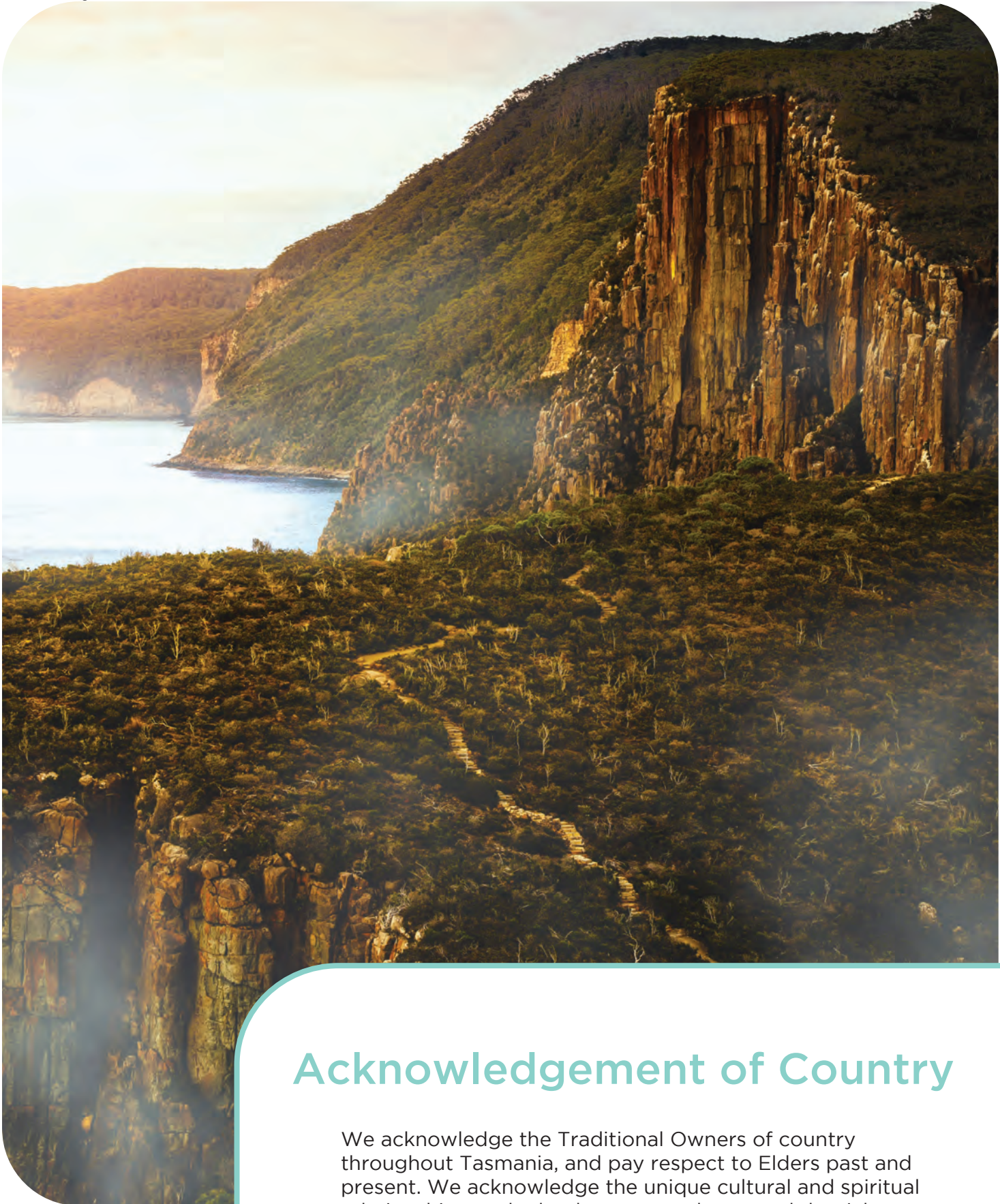




# YEAR IN REVIEW

2023





## Acknowledgement of Country

We acknowledge the Traditional Owners of country throughout Tasmania, and pay respect to Elders past and present. We acknowledge the unique cultural and spiritual relationships to the land, waters and seas and the rich contribution that First Nations People continue to make to our society.

*Cover: Kingston Wetlands Project. Image supplied by Kingborough Council.*



# ABOUT US

## OUR VISION

To build stronger councils.

## OUR MISSION

To provide leadership, support, representation and advocacy on behalf of Tasmanian councils.

## OUR VALUES



Effective



Supportive



Rewarding



Integrity



Adaptive

We exist to serve every one of Tasmania’s 29 councils and work collaboratively with our members to support them, and the communities they represent.

The Local Government Association of Tasmania (LGAT) was established in 1911. We are the peak body for local government and all 29 of Tasmanian councils are members.

The functions of the Association are to:

- Protect and represent the interests and rights of councils in Tasmania.
- Promote an efficient and effective system of local government in Tasmania.
- Provide services to member councils, councillors and employees of councils.

Our role is to support, promote, advocate for and represent the local government sector so our members can best serve their communities.



# FROM THE PRESIDENT

It is with significant pleasure that I am providing you with the LGAT President's Report for the Year in Review.

It was a great honour to have been elected to the role and I look forward to my remaining time serving the sector to the best of my ability.

I would like to take this opportunity to acknowledge the significant contribution Mayor Christina Holmdahl has made as a GMC Member, including the past four years as LGAT President. She has been an inspirational leader for our sector and I for one will certainly miss her on the LGAT GMC. I was very pleased to see Christina awarded Life Membership to LGAT at our recent conference, a recognition she most certainly deserves.

In the six months since I was elected President, I have been overwhelmed by the enormous amount of work the small team at LGAT delivers on behalf of the sector. The following pages give you a small snapshot of the key things the team has achieved over the past 12 months.

Perhaps most significant amongst these has been the stewardship LGAT has provided over the Future of Local Government Review. Alongside securing several reform wins for the sector, we have managed to ensure major improvements to the process. This included over \$200,000 for LGAT to conduct consultation with our sector and a number of extensions to the consultation phases at key stages throughout the review.

Alongside the backdrop of this major review of local government we have seen numerous other significant policy announcements by the State Government, some with less-than-ideal engagement in the lead up.

In July of this year the Tasmanian Government announced its intention to establish Development Assessment Panels (DAPs) for certain types of developments. Various forms of DAPs operate in a number of other jurisdictions, and some in our sector are supportive of the concept. As we know it can sometimes be difficult balancing the dual roles of elected representative on one hand, and planning authority on the other. However, it is a balance that our sector is managing. Data from the Future of Local Government Review noted that the proportion of council planning decisions that go to appeal is about one per cent state-wide and decisions made by elected representatives were no more likely to be appealed than those by council officers.

It is the historical lack of state-level planning policy that has resulted in councils bearing the full brunt of public criticism on development problems. While the State Government is finally investing resources into developing planning policies and regional strategies, it is too late to deal with the development pressures our state is experiencing.

At the time of writing, the sector was still considering the proposed changes.

Unfortunately, the Government's initial announcement of what could be significant changes to how some development applications will be assessed came as a complete surprise to the local government sector. It was extremely disappointing that the Premier made this announcement with no prior consultation with Tasmanian councils. We certainly made our thoughts known on this issue.

The other significant policy announcement in recent months was the release of the long-awaited Fire and Emergency Services Bill. It was way back in 2016 when a review of the *Fire Services Act 1979* was first recommended by a House of Assembly Standing Committee, with the review commencing a year later and going through several stages.

Despite there being work occurring over some years, the State Government did not directly engage with key stakeholders, including local government, during the drafting of the Bill. Alongside this lack of engagement was the issue that the proposed fire levy changes would result in some staggering increases for many landowners.

Local government recognises that change is needed to the current funding arrangements that are extremely complex, highly prescriptive and relies on a broad range of sources. In addition, we agree an increase in the overall total of funding is needed if our fire and emergency services are to be appropriately resourced and equipped to respond, protect and support our communities.

LGAT was successful in highlighting the issues and as a result, the State Government agreed to 'go back to the drawing board' by pausing the current process and establishing a working group to inform the development of an updated Bill and levy structure. While a pleasing win, we will be ensuring that going forward there will be effective engagement with the broader local government sector, as this is critical.

This year we finally saw some long overdue but welcomed changes to the Code of Conduct framework. Improving the Code of Conduct has been a high priority for the sector, as the current framework is failing us.

LGAT has commenced work on supporting councils in implementing the changes and you can read more about this work later in the report on the Workplace Health and Safety priority.

I know all of you are feeling significant pressure in the lead up to Christmas, with an extraordinary number of State Government consultations landing on us in November, and this is alongside the usual business of council. LGAT has raised this through our recent Premier's Local Government Council meeting with the aim of this not occurring again.

I would like to take this opportunity to thank the previous GMC members and welcome our new and returning members. Your support is greatly appreciated.

In closing, I would like to acknowledge the significant contribution that the small team at LGAT make to supporting our sector. The team is highly respected amongst State and local governments and consistently delivers for Tasmanian councils.

I wish you all the very best for Christmas and hope you have an enjoyable and prosperous 2024.



**Mayor Mick Tucker**  
PRESIDENT



# FROM THE CEO

## It has been a huge year for the team at LGAT in supporting the sector.

While there has been more work produced during 2023 than in any of the years that I have been part of the team, there has also been a number of significant wins on behalf of the sector.

In the policy space we have had several notable successes in securing key sectoral priorities in the final report of the Future of Local Government Review. You can read more about these in our full report on the review.

Similarly, we have seen success with recognition of the need for an infrastructure charging regime and also the important role that local government has in the provision of well-located residential land and building, and maintaining local prosperity in the recently released Housing Strategy.

Each of these important advocacy areas remain priorities for LGAT in 2024 as we move from securing the policy win to informing their implementation.

Alongside these important policy wins, we have been successful in growing the direct financial support for the sector. This includes:

- An expansion of the health and wellbeing program that LGAT has been running with support from the Public Health Service to now include individual council funding to undertake locally relevant community health and wellbeing work.
- Over \$200,000 for local government engagement activities to inform the Future of Local Government Review.
- \$200,000 to prepare the Tasmanian Development Manual.
- \$500,000 for the Local Government Climate Change Capability Program.

This year we also commenced the roll out of the \$4 million CCTV project and round one of the \$5 million Open Spaces grants for councils.

The Open Spaces Grants Program is funded by the Tasmanian Government and delivered by LGAT. It comes as a direct result of our advocacy. The purpose of the program is to support councils to provide new or renewed infrastructure to support active living. Round one has just concluded with 15 Tasmanian councils sharing in \$2.9 million of funding through the Program. We will be opening round two in early 2024.

Alongside these significant funding sources, our sector services continue to go from strength to strength, with our events and professional development offers expanding and LGAT Procurement continuing its growth. Next year you can expect to see us investing in the establishment of the first Tasmanian-specific civil works panel and growing the highly successful procurement training, alongside of the ongoing support we are providing to councils on their procurement needs.

Looking ahead to 2024, I think we can expect it to be an equally frenetic year, with the implementation of the endorsed Future of Local Government Review recommendations, continued expansion of the Learning and Development Framework and planning reform to name just a few. You can rest assured that as your Association, we will continue to speak as a persuasive voice to the State Government on what matters most to our sector.

**Dion Lester**  
CHIEF EXECUTIVE OFFICER







**Mayor Mick Tucker**  
President: July 2023  
Elected: July 2015



**Mayor Paula Wriedt**  
Vice President: July 2023  
Elected: July 2023



**Mayor Mary Duniam**  
Elected: July 2023



**Mayor Cheryl Fuller**  
Elected: July 2023



**Cr Danny Gibson**  
Elected: June 2021



**Mayor Leigh Gray**  
Elected: July 2023



**Mayor Mary Knowles**  
Elected: July 2023



**Lord Mayor Anna Reynolds**  
As of right position since July 2019

# GENERAL MANAGEMENT COMMITTEE

The General Management Committee (GMC) has eight members who provide oversight of LGAT operations.

The GMC is elected by councils every two years and it comprises of the popularly elected President, the Lord Mayor and six other members elected by regional groupings of councils. The GMC elects the Vice President.

## THANK YOU

We thank the following past members of the GMC who served until the previous term:

- Peter Freshney
- Alex Green
- Christina Holmdahl
- Annette Rockcliffe
- Kelly Spaulding
- Bec Thomas.

	Nov 2022	Dec 2022*	Feb 2023	Mar 2023	May 2023	June 2023	July 2023	Sept 2023
Mary Duniam	N/A	N/A	N/A	N/A	N/A	✓	✓	✓
Danny Gibson	✓	✓	✓	✓	✓	✓	✓	✓
Leigh Gray	N/A	N/A	N/A	N/A	N/A	✓	✓	✓
Peter Freshney	✓	✓	✓	✓	✓	N/A	N/A	N/A
Cheryl Fuller	N/A	N/A	N/A	N/A	N/A	✓	✓	✓
Christina Holmdahl	✓	✓	✓	✓	✓	N/A	N/A	N/A
Mary Knowles	N/A	N/A	N/A	N/A	N/A	✓	✓	✗
Anna Reynolds	✓	✗	✓	✗	P	✓	P	✗
Kelly Spaulding	✓	✓	✓	✓	✓	N/A	N/A	N/A
Bec Thomas	✓	✓	✓	✓	✓	N/A	N/A	N/A
Mick Tucker	✓	✓	✓	✓	✓	✓	✓	✓
Paula Wriedt	N/A	N/A	N/A	N/A	N/A	✓	✓	✓

### Attendance at GMC Meetings

\* = special meeting  
N/A = not elected to the GMC at this time  
P = Proxy attended

# STRATEGIC PRIORITIES

The LGAT Strategic Plan outlines our role which is to support, promote, advocate for and represent Tasmanian councils so they are best able to serve their communities.

We do this by delivering on the following strategic areas:

- Advocate – to protect and represent the interests and rights of councils.
- Sector Services – to provide services to member councils that promote an efficient and effective system of local government in Tasmania.
- Governance and Operations – we will embed agile and efficient governance and operations to enable the Association to provide value to members.

Meanwhile, the LGAT Annual Plan provides the specific focus areas and key performance indicators.

The [2024 Annual Plan](#) has recently been endorsed by the General Management Committee and contains the following priorities.

## Advocate

- Local government reform – Support Tasmanian local government through the next phase of reforms from the Future of Local Government Review.
- Workplace health and safety for elected representatives – Work with State Government and councils to continue the development of the framework to supports a safe workplace for all councillors.
- Housing – Work to ensure councils are properly supported in their role in improving housing security.
- Land use planning – Support councils to engage with the reforms and implementation of the Tasmanian Planning System.
- Infrastructure – Continue our advocacy and delivery of projects that support local government to provide quality services to the community.

- Community safety – Deliver the \$4 million Regional Towns CCTV Program, funded by the State Government.
- Waste and resource recovery – Continue our advocacy to State and Federal Governments for the policy settings and funding to support councils.
- Emergency management – Advocacy to the State and Federal Governments for continued acknowledgement and support for the role of local government in emergency management.
- Climate change – Deliver the statewide Local Government Climate Change Program in partnership with the State Government.
- Child and youth safe organisations – Ensuring that councils have the right information and training to support their obligations under the *Child and Youth Safe Organisation Act 2023*.
- Health and wellbeing – Support for local government officers working in health and wellbeing to connect with others in the sector and develop their skills.

## Sector Services

- LGAT Procurement – Implement year 2 of the business plan supporting increased services and advice to councils.
- Sector development – Support the professional development and capacity of elected representatives.

## Governance and Operations

- Continuing to modernise internal systems to support timely and high-quality member services.
- Ensuring that risk is appropriately managed to provide for a sustainable organisation.
- Continuing to foster a work environment that is rewarding and supports LGAT's values.

# WORKPLACE HEALTH AND SAFETY

In mid-2022, LGAT engaged Edge Legal to undertake a workplace health and safety review for elected representatives with funding support from the Office of Local Government.

This review provided a suite of recommendations to ensure a safe workplace for councillors. LGAT has been working with the Office of Local Government on implementing the priority recommendations throughout 2023.

## Local Government (Code of Conduct) Amendment Act 2023

In September 2023, the *Local Government Amendment (Code of Conduct) Bill 2022* was passed by Parliament. These amendments come after some sustained advocacy by LGAT and the broader sector. A key change is that all councils are required to adopt a dispute resolution policy and process to deal with Code of Conduct complaints at the initial stages. LGAT has commenced work on a template policy and process for councils to adopt and is expecting to consult on these in early 2024.

The next stage of the Code of Conduct reforms includes:

- A review of the model Code of Conduct.
- Assessment of the feasibility of transferring the Code of Conduct Panel to the Tasmanian Civil and Administrative Tribunal (TasCAT).

## Managing unreasonable behaviour in Local Government

In collaboration with LGAT, the Office of Local Government is developing a framework for the management of unreasonable conduct across local government. The framework outlines what constitutes unreasonable conduct, a model policy for managing unreasonable conduct by community members and tools to assist with the management of such behaviour. Initial consultation with council General Managers was completed in late 2023, with the final documents to be released in early 2024.

## Managing serious misconduct

Recent, widely acknowledged events have highlighted some limitations with the existing statutory framework for serious councillor misconduct. LGAT's advocacy resulted in the Office of Local Government releasing a discussion paper earlier this year seeking feedback on options for more significant sanctions, including dismissal, in cases where a councillor's conduct warrants that consideration.

The framework to address serious councillor misconduct will be legislated once the transfer of the Code of Conduct Framework to TasCAT is resolved. Consultation on options surrounding this transfer is anticipated in early 2024.

## Managing interests framework

Local government councillors must make decisions in a way that fairly represents the interests of the community. Relationships become problematic when they give rise to conflicts that affect the impartiality of councillors' decision-making.

Consultation on the discussion paper 'Managing conflicts of interest of councillors - framework proposal' commenced on 8 November 2023. The consultation period closes on 12 January 2024.

We look forward to working with the State Government on the further changes needed to ensure a safe workplace for elected representatives.



# FUTURE OF LOCAL GOVERNMENT REVIEW

## It's been another big year for local government reform.

To support the local government sector through Stage 1 of the Review, LGAT secured State Government funding to coordinate and deliver a range of engagement mechanisms, including workshops with Mayors and General Managers, nine regional forums, three online sessions, and an online survey to capture the experiences, ideas and aspirations of council elected representatives and staff for the future of local government. The first stage of the review concluded in July 2022.

Stage 2 of the Review was extended at the request of LGAT by three months, to 31 March 2023, to allow for sufficient time for the newly elected councillors (in the October 2022 local government elections) to settle into their role and become familiar with the Review process. At the end of 2022, the Board published an Options Paper, which discussed a package of 33 potential reforms that the Board believed could deliver improved outcomes for both local government and communities in Tasmania. The Board also sought feedback on three potential structural reform options:

1. Significant (mandated) sharing and consolidation of services.

2. Significant boundary consolidation to achieve fewer larger councils.
3. A 'hybrid' model combining both service and boundary consolidation.

The final stage of the Review commenced on 1 April 2023, with the Stage 2 Interim Report confirming, amongst other things, that the preferred structural reform pathway was the 'hybrid approach' outlined in the December 2022 Options Paper. In May 2023 the Board released nine information packs, one for each 'community catchment'. Each of these packs modelled several scenarios for how councils could be structured to "best service and represent the communities within their catchment".

LGAT advocated strongly for an extension to the consultation period and for financial support to allow councils, through LGAT, to engage with the options presented in the information packs. Our advocacy was successful, with an additional six weeks being provided for submissions and funding for LGAT to conduct 21 face-to-face sessions and 12 online sessions across the nine community catchments. Each workshop was focused on the scenarios presented by the Board for the relevant community catchment and discussed what alternative options should be considered. The feedback we received from these



sessions was provided to the Board and also made available to councils to aid them in determining a formal position.

The Local Government Board continued with its community and council hearings and taking formal submissions. LGAT provided a [submission](#) to the final stage of the Review. In broad terms it focused on:

- Financial sustainability and the opportunities associated with infrastructure contributions, collaborative procurement, fairer road funding and depreciation of externally funded assets.
- Workforce – noting this is a major challenge for councils (and other sectors), we recommended future actions to better understand the local skills demand, strategically tailor needs and bridge gaps, and support local career entry and progression.
- Solutions for the community – the three main challenges councils raised during our Stage 1 consultation for the review were climate change, emergency management and health and wellbeing. We suggested various options to better support councils' role and capacity across each of these important areas.

On 17 November 2023, the Minister for Local Government released the Future of Local Government Review final report, with 37 reforms proposed. Councils and the community were given until 29 February 2024 to provide feedback to inform the Government's final position.

Amongst these recommendations there were a number that were as a direct result of LGAT's advocacy. Notably:

- Introduction of a developer charging / infrastructure contributions regime.
- A review of the heavy vehicle motor tax revenue made available to councils and consideration of basing this total amount on service usage data.
- A review of the current rating system under the *Local Government Act* to make it simpler, more equitable and more predictable for landowners.
- Establishment of a genuine, co-regulatory approach to councils' regulatory responsibilities, with state agencies providing ongoing professional support to council staff and involving councils in all stages of regulatory design and implementation.
- Funding for LGAT to prepare a local government workforce development toolkit and support council implementation.
- State Government support of councils to build capacity and capability to plan for and respond to emergency events and climate change impacts.





# HOUSING

Councils in all regions, from urban to rural and remote, are experiencing housing shortages combined with local economic and financial effects.

More broadly, the housing crisis deepened this year with impacts across homelessness, the rental market and supported housing services.

Our focus has been for the Tasmanian Government to take an integrated approach to issues that impact on the housing crisis, rather than single themes such as land use planning. In [our submission](#) to the 'Refreshing Tasmania's Population Strategy Consultation Paper', we argued for better growth management actions and tools from the Government to help facilitate housing. In [our response](#) to the draft Tasmanian Housing Strategy, we argued that the focus needs to be on market and economic behaviours that cause our housing crisis, not land use planning, regulation or councils.

We reiterated this and the need for the State Government to fully understand the problem before rolling out solutions through our representation on the Housing Minister's Housing Reference Group.

Across the theme of being 'ready for growth' we advocated to the Tasmanian Government for a local government infrastructure contributions framework, completion of planning reforms and helping communities navigate growth and change. To date, this advocacy has been gaining momentum and support within State Government and beyond. This has culminated with our [State Budget Priority Statement 2024-25](#), which challenges the Government to deliver on these issues and invest to help set conditions for smoother housing delivery.

Following a member resolution, we have established a Local Government Housing Reference Group. This group is looking at how the sector can respond to the housing crisis, particularly around the impacts on residential supply of the short stay accommodation market.



# PLANNING

## 2023 was a very significant year for planning with substantial reforms.

This has included the development of the first statewide planning policies, an overhaul of outdated regional land use strategies, a review of the State Planning Provisions, all on top of the ongoing rollout of the Tasmanian Planning Scheme, with 23 councils now having the Local Provisions Schedules in place.

We have been actively supporting councils in engaging with this work and ensuring the local government voice is heard within State Government. This support has included making submissions to the development of the [Draft Tasmanian Planning Policies](#) and the [Regional Planning Framework](#), along with significant advocacy behind the scenes. More directly we have held online workshops for local government planning officers on current projects and to develop submissions.

Our role has also been to explain, and defend, the role of councils' planning approvals in responding to the housing crisis. We have worked hard to [shape the narrative](#) that completing the planning system and supporting implementation is the key to better performance and planning effectiveness. We expect that this need will continue, particularly through the Tasmanian Government's proposed Development Assessment Panels, an issue [currently in play](#).

We delivered the first in what will be an ongoing series of professional development sessions with the Planning Authority and Managing Growth workshop. The workshop was a full day professional development event for councillors and staff, with more to come in 2024.



*Above: Attendees at the workshop in Devonport.*



# INFRASTRUCTURE



This year has seen significant achievements for local government across roads, development, heavy vehicles and infrastructure contributions.

The State Government has initiated a [review of Tasmania's road management legislation](#), following steady advocacy by LGAT and councils on the requirement for a review to ensure the legislation reflects contemporary needs and supports best practice. We [responded to a discussion paper](#) on the review highlighting the key issues for sector.

We were successful in achieving State Government investment for the Tasmanian Development Manual Project<sup>1</sup>. This project will build upon LGAT's [Tasmanian Subdivision Guidelines](#) to provide contemporary standards for local government infrastructure for developers and councils. Given its importance, the State Planning Office [specifically identifies this work](#) within its State Planning Provisions Review reporting.

Tasmania's Heavy Vehicle Access Management System (HVAMS) is [widely recognised](#) as best practice at a national level, with councils very satisfied with the performance of the system. Now, the rest of Australia has [agreed to adopt Tasmania's HVAMS](#) as the basis for a National Automated Access System (NAAS). We have been a very active part of the development of Tasmania's HVAMS and active promotion to councils, other jurisdictions and the Australian Government.

Following significant [policy development](#) and advocacy work on the local government infrastructure contributions framework, these efforts are now bearing fruit. The framework has been picked up this year in the [Draft Tasmanian Planning Policies](#), the [State Planning Provisions Review](#) as a likely area of work and in the [Tasmanian Housing Strategy and Action Plan](#). The [final report](#) of the Future of Local Government Review cemented this with a very strong recommendation for the State Government to "undertake a significant policy review to consider a legislated, state-wide, and consistent infrastructure charging regime". We will continue to make the case for the framework until it happens.

<sup>1</sup> Described at page 25 of the 30 June 2023 [LGAT General Meeting Minutes](#).

Our advocacy on climate change over several years saw success with the release of the Tasmanian Climate Change Action Plan 2023–25.

The plan identifies collaboration actions with local government, including capability building, managing coastal hazards and development of a risk information portal.

The 'building climate change capability in local government' action follows a proposal developed by council regional groups in conjunction with LGAT. This action is supported with \$500,000



*Left: Kingston Wetlands Project.  
Image supplied by Kingborough Council.*

In late 2022 we partnered with the Department of State Growth to deliver a \$4 million program to help councils deploy CCTV security cameras in regional towns to improve community safety.

We were successful in gaining agreement to run the project on a needs basis with LGAT engaging technical experts and project management, rather than a traditional grants program.

The project has gained considerable momentum and delivered the first tranche of CCTV installations in 2023. Throughout this year we have engaged extensively with the sector and worked closely with our key stakeholders, contractors, and suppliers to set the foundations of this project.

## CLIMATE CHANGE

of grant funding for LGAT to engage a program facilitator who will work with councils and other partners to identify the key areas to build capability.

The program will commence in 2024, following recruitment of the program facilitator that was underway at the time of publishing.

## CCTV PROJECT

We have commenced and substantially completed our Stage 1 proof of concept councils of Break O'Day, Brighton, Central Highlands and Tasman with the lessons learnt applying to the Stage 2 rollout.

Engagement with Tasmania Police has been a particular focus to build a partnership that ensures the system is managed under clear guidelines that protect public privacy and council staff.

We are looking forward to 2024 where the program will expand to many more councils around the state.



# EMERGENCY MANAGEMENT

2023 has been a year of review and reform in the emergency management space.

This year's focus has been engaging with the Tasmanian Government to undertake a review of the Tasmanian Emergency Management Arrangements (TEMA) and the State Special Emergency Management State Recovery Plan. These reviews enabled us to continue urging the State Government to invest in council's capability and capacity through [our submissions](#). The results of these reviews have ensured the essential role local government plays in disaster preparedness, response and recovery is recognised.

We have collaborated with Department of Premier and Cabinet's newest division, Resilience and Recovery Tasmania (RRT), to support its formation and connection to local government. Through our strong relationship building, we have been able to ensure recovery is community-led. We have also advocated for investment into building local government capability and capacity, as recommended by the Royal Commission into

National Natural Disasters. This has resulted in training and networking opportunities for council officers, the reintroduction of regional social recovery committees and the Recovery Partners Network during the year.

We successfully collaborated with RRT and the State Emergency Service (SES) for funding in round five of the Natural Disaster Risk Reduction Grants Program to deliver a Tasmanian Local Government Emergency Management Recovery Audit. This audit will assess the capability and capacity of up to 18 Tasmanian councils to deliver their emergency management and recovery responsibilities, in particular the functions prescribed in legislation and emergency management doctrine.

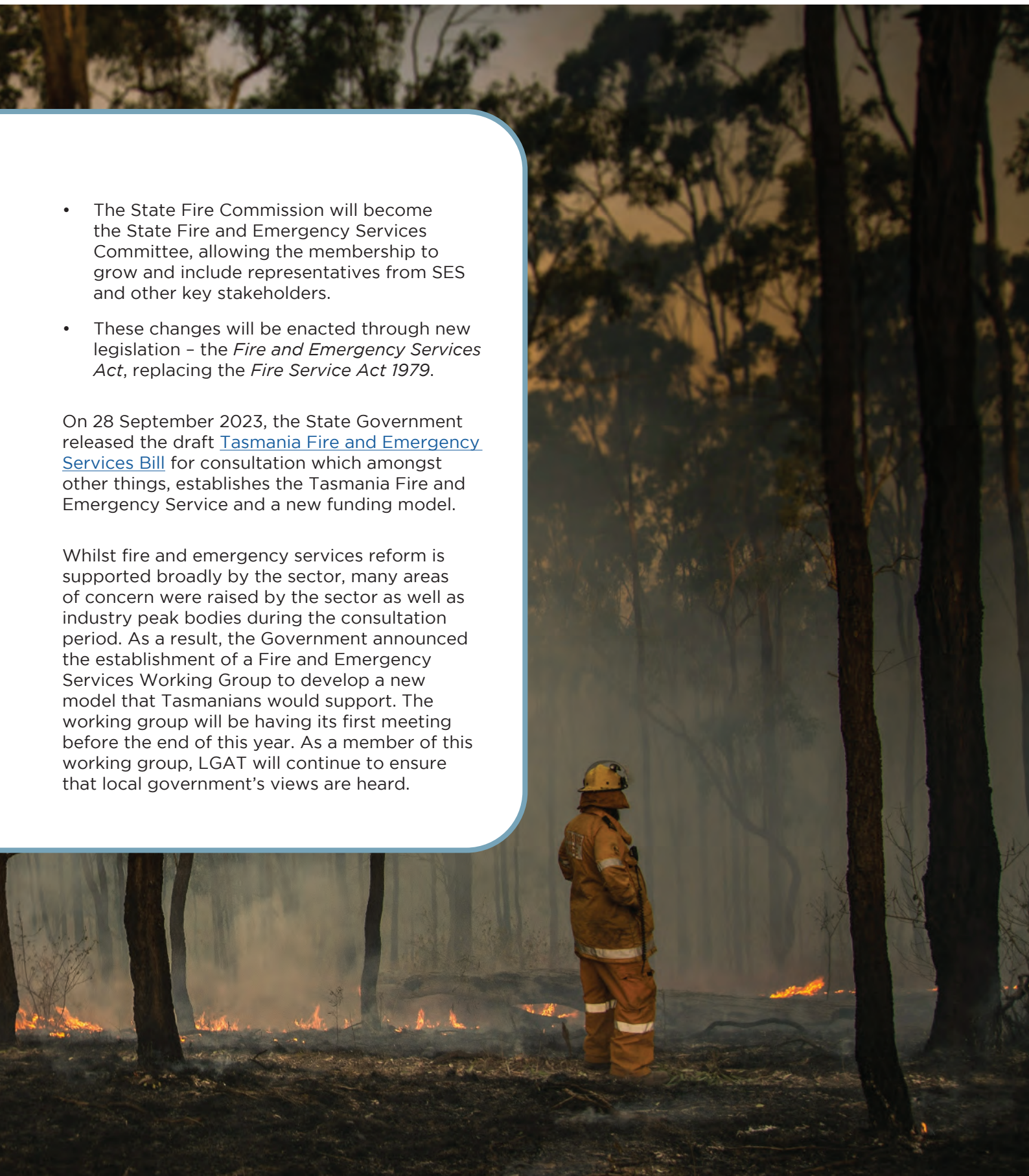
After six years of comprehensive reviews, the Tasmanian Government [announced](#) in January 2023 that:

- It would merge the Tasmania Fire Service and the SES to create the Tasmania Fire and Emergency Service.

- The State Fire Commission will become the State Fire and Emergency Services Committee, allowing the membership to grow and include representatives from SES and other key stakeholders.
- These changes will be enacted through new legislation – the *Fire and Emergency Services Act*, replacing the *Fire Service Act 1979*.

On 28 September 2023, the State Government released the draft [Tasmania Fire and Emergency Services Bill](#) for consultation which amongst other things, establishes the Tasmania Fire and Emergency Service and a new funding model.

Whilst fire and emergency services reform is supported broadly by the sector, many areas of concern were raised by the sector as well as industry peak bodies during the consultation period. As a result, the Government announced the establishment of a Fire and Emergency Services Working Group to develop a new model that Tasmanians would support. The working group will be having its first meeting before the end of this year. As a member of this working group, LGAT will continue to ensure that local government's views are heard.





## HEALTH AND WELLBEING

We continued our long running partnership with the Public Health Services (PHS) of the Tasmanian Government to support improved health and wellbeing at a local level.

Through our activities, the Healthy Tasmania Action Plan acknowledges the essential role of local government in improving community health and wellbeing across Tasmania.

The revised Action Plan also reflects the practical steps LGAT and PHS have taken to improve funding agreements and develop the council health and wellbeing network. This includes 28 councils taking up the \$20,000 Lift Local funding. These non-competitive grants are to address a priority health and wellbeing need decided by the council and their community. We have received positive feedback from councils and PHS on our approach. The program will continue into 2024 and will be focused on building the skills, understanding and application by councils of place-based health and wellbeing.

*Right: Children examining waterbugs as part of City of Hobart's State of our Rivulets project. Image supplied by City of Hobart.*



## CHILD AND YOUTH SAFETY

We, on behalf of the entire local government sector, are strong supporters of legislation, protections and guidance that protect young and vulnerable people.

We advocated throughout the year on the effective implementation of the *Child and Youth Safe Organisations Act 2023*. This was particularly important given that the Independent Regulator is yet to be appointed.

Our advocacy focused on the need for a whole-of-government approach to coordinate the many factors required for change, and that councils be adequately resourced given their unique role at the local community level right across Tasmania.

While this advocacy is ongoing, we are supporting councils to collaborate on the key requirements, including the sharing of a council safeguarding children policy. This provides all councils with a sound foundation for implementing the Child and Youth Safe Standards in 2024. We are hopeful of additional support for the local government sector and communities in the new year.

# PROCUREMENT

In the 2022/23 financial year, councils saved more than \$2.6 million using the LGAT Procurement panels.

This is an increase of 30% on last financial year and the savings equated to more than the total member subscriptions we received. Council spending through the contract panels exceeded \$16.1 million, with the biggest spend being over \$4 million through the Trucks contract.

Beyond the savings, in the past 12 months, we have continued to assist councils and suppliers to deliver procurement best practice and have seen an increasing demand for consultancy services to support council procurement needs.

We have also delivered a range of new initiatives, including procurement skills training developed in consultation with the LGAT Procurement Reference Group. To date we have delivered six training sessions, attended by around 75 individuals from various councils. The feedback received from these sessions has been exceptionally positive.

Further courses will soon be offered to councils, including reference to risk management, negotiation skills and contract management.

We are also in the process of establishing a set of Tasmanian-specific civil works panel contracts. The aim of these contracts is to streamline engagement, reduce red tape and secure competitive pricing for all councils.

Significant work has gone into developing the tender and contractual documents. In particular, the customer contracts will help councils manage risk, reduce legal and subscription costs, and support a harmonised approach to civil works procurement.

Consultation with councils has strongly informed our work on the contracts and will continue to be important as we progress to market and commencement of the contracts in 2024.

*Right: Dynapac roller purchased by Sorell Council in 2023.*



*Left: Trommel purchased by City of Launceston. Image: Adam Clark.*



# EVENTS

During the past 12 months we have delivered over 29 member events with an additional 21 face-to-face and 12 online consultation sessions to support the sector's engagement as part of Stage 3 of the Future of Local Government Review.

In addition to regular face-to-face events, LGAT also hosted a series of webinars on various issues to update and engage with council officers on emerging policy and legislative change.

Key events delivered during 2023 included the Managing Growth forums, which provided elected members with professional development on their role as a planning authority, followed by a broader policy focused session on planning for our current and future growth.

Our regular and very popular Elected Members Development Day provided councillors with a fantastic opportunity to network with colleagues from around the state whilst also receiving targeted professional development and support in areas critical to their roles. This year speakers included Edge Legal on councillor workplace health and safety, Brett de Chastel (previous CEO of Noosa Shire Council) reflecting on his experience with local government reform and Amy Imms from the Burnout Project discussing how to recognise and overcome burnout.

Procurement essentials training for council officers was a new offering in 2023. The training was specifically designed to meet the requirements of



Tasmanian councils and addresses a demand for training which was identified in various Auditor General reports and council feedback.

The Local Government Learning and Development Framework has delivered a solid foundation of learning materials for elected members. The project is led by the Office of Local Government in partnership with LGAT and is guided by a governance group including two Mayors and a General Manager. The Framework is a great example of our partnership approach to developing the sector and has been identified in the Future of Local Government Review final report.

A good portion of the LGAT events program for 2024 has been locked in, with over 14 events planned already for the year. In addition to our regular sessions, the following policy and professional development events are in the program:

- Finance and Asset Management
- Emergency Management
- Health and Wellbeing
- Joint Mayor and Deputy Mayor Workshop.

Dates and locations are now available on the [LGAT Events Calendar](#).





# ANNUAL CONFERENCE

The LGAT Annual Conference is our pre-eminent event on the calendar each year.

The two-day event provides attendees with inspiring keynote speakers on strategic matters, as well as opportunities for professional development and networking with council colleagues from across the state.

Our 2022 Annual Conference ‘Leading Through Uncertain Times’ was held in Hobart on 8 and 9 December. The conference was held later in the year to allow for newly elected members to attend following the local government elections in October 2022.

The 2023 Annual Conference ‘Embracing Change’ was held in Devonport on 1 and 2 November with 127 attendees and featured the announcement of our Service Awards and Awards for Excellence.

Presentations included Jason Clarke from Minds at Work, who provided councils with a battle-tested process to draw on the experience and talent of their communities to solve problems together; Alison Holloway from SGS Economics and Planning who discussed using wellbeing indicators to

shape local government actions; and Jeff Griffith from Devonport City Council on how artificial intelligence can be leveraged to support council service delivery.

Attendees also had the option of participating in workshops to:

- Understand how parking impacts the economics and wellbeing of our cities, suburbs and rural villages.
- Gain an appreciation of how plain English can help us connect better with our communities.
- Learn best practice recruitment guidelines and performance management for senior council staff, including General Managers.

We appreciate the fantastic feedback we have received regarding this year’s conference and look forward to making 2024 bigger and better.





# AWARDS

Our 2023 Service Awards saw us formally recognise the significant contribution of elected members and council staff to their communities.

Earlier this year the GMC undertook a review of the Service Awards offered by LGAT and updated the structure and criteria.

We were pleased to honour two new Life Members – Christina Holmdahl and Rolph Vos.



*Life Member recipients Rolph Vos and Christina Holmdahl with LGAT President Mick Tucker.*

Christina Holmdahl has served on the West Tamar Council for 14 years and has been Mayor since 2014. She served eight years on the LGAT General Management Committee, including two terms as President of LGAT and a stint as the Vice President of the Australian Local Government Association.

Throughout this time she displayed her leadership and fierce advocacy for the local government sector, working on issues such as a review of the Local Government Act, the COVID-19 pandemic, and the Future of Local Government Review.

Rolph Vos served for over 27 years at West Tamar Council. He joined the council in 1996 as a cadet building surveyor and then worked his way up through the organisation to become General Manager in 2016.

Rolph represented the sector on a number of key bodies, perhaps most notably the Australian Building Codes Board, where he was the sole representative of the entire local government sector across the nation.

We also recognised John Brown and Jon Doole with Outstanding Commitment and Service to Local Government awards.

John Brown has served in local government for 22 years, with 14 of those as General Manager of Break O'Day Council.

John has been and remains an active contributor and leader across the sector, through forums such as the Regional Jobs Hub Board, Review of the Local Government Act Reference Group and the Elected Member Learning and Development Framework Governance Group.

Awarded posthumously, Jon Doole's more than 30 years at Kingborough Council saw him have a tremendous impact on Tasmanian local government and on climate change action in particular.

Jon helped his council, one of the first councils in the country, to develop a Climate Change and Energy Plan and championed its transition to cleaner vehicles and supporting its communities vulnerable to climate change.



*John Brown and Gary Arnold (accepting Jon Doole's award).*

You can read more about the Service Awards on [our website](#).

The Local Government Awards for Excellence are an annual celebration of Tasmanian local government achievements, highlighting innovative solutions that make a difference to local communities.

**We congratulate Break O’Day, Brighton and Huon Valley councils as the winners of the 2023 Local Government Awards for Excellence.**

Break O’Day Council won the Delivering Excellence – Smaller Council Award.

Break O’Day’s winning project was its Week in the Life of Council program which aimed to address an ageing workforce. Over a week, students from St Marys District School immersed themselves in various council departments, gaining valuable insights into careers within local government.

The judges were impressed that the initiative successfully engaged with students and shed light on work opportunities available in local government, as well as providing a great template for other councils wishing to engage with young people within their communities.



*Students from St Marys District School.  
Image supplied by Break O’Day Council.*

Brighton Council won the Delivering Excellence – Larger Council Award.

Brighton Council’s Big Bangin’ Youth Night was the winning entry for the Larger Council Award. This was an event by young people, for young people and will inform how Brighton Council works with and supports young people into the future.

The council provided the catalyst by forming the Brighton Youth Action Group, who then led the design of the event, building skills in leadership, public speaking and event planning.



*Big Bangin’ Youth Night attendees.  
Image: Grace Chia.*

Huon Valley Council won the Showcasing Innovation Award.

A new award introduced for 2023, the judges recognised that the Huon Valley’s Food Hub project was successful in building connection, understanding and a more secure food system. Participants and the broader network have demonstrated increased capability in connecting food to need.

The Food Hub has provided a successful foundation for a vibrant and connected food system in the Huon Valley that contributes to the health, social, economic and environmental outcomes of the community.

The project used innovative engagement that utilised trusted people within the community to support the process and strengthen existing connections.



*Food Hub participants.  
Image: Emily Samuels-Ballantyne*

We also congratulate the City of Hobart and Kingborough Council who received highly commended awards for the Delivering Excellence – Larger Council Award.





Above: Sheffield Visitor Information Centre. Image: Flying High Production - Dean Weeks.



Above: Couple dancing during Back Streets Week, an initiative of City of Hobart. Image supplied by City of Hobart..





*dorset*  
C O U N C I L

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2023/24

Annual Plan

December Quarter Update

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## Introduction

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Councils are required each financial year, under Section 71 of the *Local Government Act 1993*, to prepare an Annual Plan.

The Annual Plan outlines Council's high level actions for the year and is directly linked to Department Plans that identify tasks associated with meeting the Actions outlined in the Annual Plan and strategies identified in the Strategic Plan.

The Annual Plan Quarterly Update provides Council and the community with an update on progress with the Annual Plan. Where tasks have been identified for a quarter, a status of Achieved, In Progress or Not Achieved are assigned.

As at 31 December 2023, the following results were achieved:

	September Quarter	December Quarter
Achieved	4	6
In Progress	-	1
Not Achieved	-	-
Compliance Score	100%	100%
Deferred	1	-

## Priority Action Plan

The following pages of the Annual Plan provide details on additional goals, outcomes and objectives that the Council is seeking to undertake and complete as priority activities in addition to its annual business.

No.	Activity	Strategic Plan #	30 September	31 December	31 March	30 June	Responsibility
1	Dorset Strategic Plan	-				Commence annual review of Strategic Plan	Governance
2	Waste Management	14.2, 14.4			Prepare draft Green Waste Strategy	Update to Council - Planning for State Government Container Refund Scheme	/ Infrastructure
3	Asset Management	10.3			Review and update Stormwater Asset Management Plan		Infrastructure / Finance
4	Scottsdale and Derby Structure Plans	7.2			Finalise Structure Plans		Regulatory
5	Austins Road Residential Development	7.2				Preparation of Master Plan and Stage 1 Subdivision plan	Regulatory / Infrastructure
6	Scottsdale Light Industrial Rezoning	7.2				Complete draft Master Plan for industrial rezoning at Scottsdale Depot site	Regulatory / Infrastructure

No.	Activity	Strategic Plan #	30 September	31 December	31 March	30 June	Responsibility
7	Bridport Structure Plan	7.2				Prepare draft Structure Plan	Regulatory
8	Derby Master Plan	7.2				Commence draft Master Plan for Derby	Regulatory / Governance
9	Blue Derby Transition	9.4		Quarterly Report – October 2023 <b>ACHIEVED</b>	Quarterly Report – February 2024	Quarterly Report – May 2024	Governance
<b>DEC 1/4 NOTE:</b> <i>September Quarterly Report presented to Council at 16 October 2023 Council Meeting.</i>							
10	Municipal Revaluation	10.4				Application of new property valuations and review of Council's Rates Strategy	Administration
11	Rail Trail Project	8.2		Update to Council <b>ACHIEVED</b>		Tender approved and project works commenced	Regulatory / Infrastructure
<b>DEC 1/4 NOTE:</b> <i>Updated presented to Council at its 18 December 2023 Council Meeting</i>							
12	Road and Footpath Representation Committee/Panel	9.2, 9.3		Establish a representative panel of industries to assist with future planning and review of Council's Road Plan <b>IN PROGRESS</b>			Infrastructure
<b>DEC 1/4 NOTE:</b> <i>Council have initiated discussions with industry groups, including Sustainable Timber Tasmania and Tasmanian Irrigation, to better understand commercial traffic flows to feed into Council's Road Plan. Council has also made contact with Tasmanian Farmers and Graziers Association and State Growth representatives with contacts in the National Heavy Vehicle Regulator. The intent of the Panel is to provide feedback next financial year and input from a local transport industry perspective into the Dorset Council Road Plan and Priority Project Summary</i>							

No.	Activity	Strategic Plan #	30 September	31 December	31 March	30 June	Responsibility
13	Projects of Significance	8.3, 9.3			Establish a Project of Significance report to ascertain grant funding / advocacy / election promise priorities <b>ACHIEVED</b>		Governance
<b>DEC 1/4 NOTE:</b> <i>The Dorset Council Priority Projects Plan 2023 – 2025 was adopted by Council at the 20 November 2023 Council Meeting.</i>							
14	Payment of Councillors Expenses and Provision of Facilities (No.2)	10.1	Review, adopt and implement <b>ACHIEVED</b>				Finance / Governance
<b>SEPT 1/4 NOTE:</b> <i>The Policy was reviewed and adopted by Council at the 21 August 2023 Council Meeting.</i>							
15	On Street Dining, Vending & Signage Policy (No.3)	9.1, 10.1	Review, adopt and implement <b>ACHIEVED</b>				Regulatory
<b>SEPT 1/4 NOTE:</b> <i>The Policy was reviewed and adopted by Council at the 18 September 2023 Council Meeting.</i>							
16	Sponsorship of Sporting and Cultural Representatives Policy (No.4)	4.3, 10.1				Review, adopt and implement	Governance
17	Contribution of Boundary Fences Policy (No.7)	10.1		Review, adopt and implement <b>ACHIEVED</b>			Regulatory
<b>DEC 1/4 NOTE:</b> <i>The Policy was reviewed and adopted by Council at the 20 November 2023 Council Meeting.</i>							

No.	Activity	Strategic Plan #	30 September	31 December	31 March	30 June	Responsibility
18	Risk Management Policy (No.9)	10.1, 10.2				Review, adopt and implement Policy Review and implement Risk Management Framework	Administration
<b>SEPT 1/4 NOTE:</b> This activity was deferred to the June 2024 quarter at the 18 September 2023 Council Meeting.							
19	Electronic Communications Policy (No.16)	10.1, 13.1				Review, adopt and implement	Administration
20	Customer Service Charter (No. 18)	10.1, 13.4		Review, adopt and implement <b>ACHIEVED</b>			Administration
<b>DEC 1/4 NOTE:</b> The Customer Service Charter was reviewed and adopted by Council at the 20 November 2023 Council Meeting.							
21	Code for Tenders and Contracts Policy (No.31)	9.1, 10.1	Review, adopt and implement <b>ACHIEVED</b>				Infrastructure / Administration
<b>SEPT 1/4 NOTE:</b> The Policy was reviewed and adopted by Council at the 21 August 2023 Council Meeting.							
22	Public Interest Disclosures Act 2002 Procedures (No.32)	10.1, 13.1				Review, adopt and implement Model Procedures as provided by Ombudsman Tasmania	Governance / Administration
23	Personal Information Protection Policy (No.36)	10.1	Review, adopt and implement <b>ACHIEVED</b>				Administration
<b>SEPT 1/4 NOTE:</b> The Policy was reviewed and adopted by Council at the 21 August 2023 Council Meeting.							

No.	Activity	Strategic Plan #	30 September	31 December	31 March	30 June	Responsibility
24	Social Media Policy (No.44)	5.1, 10.1			Review, adopt and implement		Governance / Administration
25	Wood Encouragement Policy (No.54)	9.1, 10.1		Review, adopt and implement <b>ACHIEVED</b>			Governance
<b>DEC 1/4 NOTE:</b> <i>The Policy was reviewed and adopted by Council at the 18 December 2023 Council Meeting.</i>							
26	Bridport Seaside Caravan Park – Annual Site Policy (No.56)	10.1				Review, adopt and implement	Governance / Administration
27	Managed Grassland Fire Risk Abatement Policy (No.57)	10.1		Review, adopt and implement <b>ACHIEVED</b>			Regulatory
<b>DEC 1/4 NOTE:</b> <i>The Policy was reviewed and adopted by Council at the 20 November 2023 Council Meeting.</i>							
28	Child and Youth Safe Organisations Framework				Update to Council on implementation - March 2024	Update to Council on implementation – June 2024	Administration

## APPROVED VARIATIONS TO THE 2023/24 ANNUAL PLAN

### Item 221/23 – 18 December 2023 Council Meeting

*That Council adopted the attached revised 2023/24 Annual Plan with the following variations:*

- Activity 2 relating to the State Government container refund scheme is deferred to the June 2024 quarter.*
- Activity 9 relating to the Blue Derby transition reporting is varied to reflect the Notice of Motion from Commissioner Wardlaw relating to the timing of quarterly reports.*
- Activity 26 - review of Policy No. 56 – Bridport Seaside Caravan Park Annual Site is deferred to the June 2024 quarter.*
- Inclusion of new Activity 28 relating to the Child and Youth Safe Organisations Framework and quarterly update reporting to Council.*
- Administration changes to the responsible teams be undertaken due to internal team appointments and review.*

### Item 126/23 – 18 September 2023 Council Meeting

*That Council*

- 1. Defer Activity 18 “Risk Management Framework and Policy” to the June 2024 quarter.*

Minister for Police, Fire and Emergency Management  
Minister for Skills, Training and Workforce Growth  
Minister for Resources  
Minister for Racing  
Leader of the House



Level 5, 4 Salamanca Place, Parliament Square Building HOBART TAS 7000 Australia  
GPO Box 123 HOBART TAS 7001 Australia  
Ph:

Mr Michael Buckley  
By email -

Dear Mr Buckley

I am pleased to advise that you have been appointed as the Municipal Emergency Management Coordinator for the Dorset Council per Section 23 of the *Emergency Management Act 2006*.

The position of Municipal Emergency Management Coordinator carries with it very important responsibilities for emergency management in your municipal area.

Thank you for your commitment and dedication to keeping the community safe.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Felix Ellis".

Hon Felix Ellis MP

**Minister for Police, Fire and Emergency Management**

4/12/2023





*This is to certify that*

*Michael Buckley*

*has been appointed*

*Municipal Coordinator*

*for the Dorset Council  
in accordance with the Emergency Management Act 2006  
and shall occupy that position for a period of 3 years commencing  
from the date of this  
Certificate of Appointment.*

*Given this 4th day of December 2023*

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*Minister for Police, Fire & Emergency  
Management*