



CITY OF HOBART

AGENDA

Finance and Governance Committee Meeting

Open Portion

Tuesday, 23 August 2022

**at 4:30 pm
Council Chamber, Town Hall**

THE MISSION

Working together to make Hobart a better place for the community.

THE VALUES

The Council is:

People	We care about people – our community, our customers and colleagues.
Teamwork	We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community.
Focus and Direction	We have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.
Creativity and Innovation	We embrace new approaches and continuously improve to achieve better outcomes for our community.
Accountability	We are transparent, work to high ethical and professional standards and are accountable for delivering outcomes for our community.

ORDER OF BUSINESS

Business listed on the agenda is to be conducted in the order in which it is set out, unless the committee by simple majority determines otherwise.

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Finance and Governance Committee Meeting (Open Portion) held Tuesday, 23 August 2022 at 4:30 pm in the Council Chamber, Town Hall.

This meeting of the Finance and Governance Committee is held in accordance with a Notice issued by the Premier on 31 March 2022 under section 18 of the *COVID-19 Disease Emergency (Miscellaneous Provisions) Act 2020*.

The title Chief Executive Officer is a term of reference for the General Manager as appointed by Council pursuant s.61 of the *Local Government Act 1993* (Tas).

COMMITTEE MEMBERS

Alderman M Zucco (Chairman)
Deputy Lord Mayor Councillor H Burnet
Alderman Dr P T Sexton
Alderman D C Thomas
Councillor W Coats

Apologies:

Leave of Absence: Nil.

NON-MEMBERS

Lord Mayor Councillor A M Reynolds
Alderman J R Briscoe
Councillor W Harvey
Alderman S Behrakis
Councillor M Dutta
Councillor J Fox
Councillor Dr Z Sherlock

1. CO-OPTION OF A COMMITTEE MEMBER IN THE EVENT OF A VACANCY

2. CONFIRMATION OF MINUTES

The minutes of the Open Portion of the Finance and Governance Committee meeting held on [Tuesday, 26 July 2022](#), are submitted for confirming as an accurate record.

3. CONSIDERATION OF SUPPLEMENTARY ITEMS

Ref: Part 2, Regulation 8(6) of the *Local Government (Meeting Procedures) Regulations 2015*.

Recommendation

That the Committee resolve to deal with any supplementary items not appearing on the agenda, as reported by the Chief Executive Officer.

4. INDICATIONS OF PECUNIARY AND CONFLICTS OF INTEREST

Ref: Part 2, Regulation 8(7) of the *Local Government (Meeting Procedures) Regulations 2015*.

Members of the Committee are requested to indicate where they may have any pecuniary or conflict of interest in respect to any matter appearing on the agenda, or any supplementary item to the agenda, which the Committee has resolved to deal with.

5. TRANSFER OF AGENDA ITEMS

Regulation 15 of the *Local Government (Meeting Procedures) Regulations 2015*.

A Committee may close a part of a meeting to the public where a matter to be discussed falls within 15(2) of the above regulations.

In the event that the Committee transfer an item to the closed portion, the reasons for doing so should be stated.

Are there any items which should be transferred from this agenda to the closed portion of the agenda, or from the closed to the open portion of the agenda?

6. REPORTS

6.1 2021-22 Annual Plan - Final Report Period Ended 30 June 2022 File Ref: F22/78888

Report of the Senior Advisor - Strategic Planning and the Head of Intergovernmental Relations and Partnerships of 9 August 2022 and attachment.

Delegation: Council

**REPORT TITLE: 2021-22 ANNUAL PLAN - FINAL REPORT
PERIOD ENDED 30 JUNE 2022****REPORT PROVIDED BY:** Senior Advisor - Strategic Planning
Head of Intergovernmental Relations and Partnerships**1. Report Purpose and Community Benefit**

1.1. The purpose of this report is to present the 2021-22 Annual Plan final report for the period ended 30 June 2022 (refer **Attachment A**).

1.1.1. Performance on each of the major actions and initiatives will be included in the City of Hobart 2021-22 Annual Report.

2. Report Summary

2.1. The Annual Plan sets out the major actions and initiatives for the 2021-22 financial year and is aligned with the City's strategic plan.

2.2. The 2021-22 Annual Plan has 107 major actions and initiatives listed. Ninety three per cent of the actions have been completed or are underway (sixty eight per cent completed, twenty five per cent ongoing) and seven per cent have not commenced or are on hold.

2.2.1. Of the 36 actions and initiatives listed as being underway eleven are multi-year programs or projects and seven are nearing completion or have been significantly progressed.

2.3. By comparison the 2020-21 Annual Plan had 99 major actions and initiatives listed. Ninety five per cent of the actions were completed or underway at year end and five per cent had not been started or were on hold.

2.4. The actions and initiatives on hold or not commenced are:

Major action and initiative	Comment
Progress the first stage of the Midtown Retail Precinct (Elizabeth Street Block 1) in collaboration with key stakeholders, including design development and construction.	<p>This action has been carried forward to the 2022-23 Annual Plan.</p> <p>Since securing funding to construct block one of the Midtown Precinct (between Melville to Brisbane Streets), the City has been developing a Central Hobart Precincts Structure Plan (CHPSP). As a master plan for Elizabeth Street will likely be a key recommendation out of the CHPSP, work on Midtown has been paused. This pause does impact on the first stage, and work on finalising the design for Block 1 will take place in 2023 to be ready for construction in 2024.</p>
Commence preparation of the Hobart Parking Policy and the Hobart Centres Kerbside Allocation Review.	To be developed in conjunction with the Central Hobart Precinct Structure Plan.
In collaboration with all levels of government develop trials, guidelines and installation advice for new and emerging road and traffic devices and markings to support pedestrians and bicycles.	Due to staffing and resourcing issues in 2021-22 this action was not undertaken.
Implement the Primary Walking and Cycling Network Plans, to improve user experience and ensure public safety.	
Develop the Hobart Transport System Performance Monitoring Report for the purposes of ongoing and longitudinal reporting.	
Implement the Strategic Measurement Framework to measure progress against the strategic plan and vision.	<p>This project is now superseded by the new Integrated Planning and Reporting Framework. The review of the Strategic Plan which is scheduled to commence in October 2022 will also develop KPI's to measure progress.</p> <p>A State of the City report is currently being developed which will provide information on Hobart, the Council's performance and factors that may impact future planning.</p>
Develop and implement a corporate communications strategy based on best practice principles and methods to guide and strengthen public communications.	Development of the strategy has been carried forward to the 2022-23 Annual Plan.

3. Recommendation

That the Council endorse the Annual Plan final report for the year ending 30 June 2022, marked as attachment A to this report.

4. Strategic Planning and Policy Considerations

4.1. The preparation of the report provides an account of the major actions and initiatives identified for the 2021-22 financial year as set out in the Annual Plan.

4.2. The Annual Plan final report provides commentary on the progress of the major actions and initiatives in the 2021-22 Annual Plan and aligns with various strategies in the Capital City Strategic Plan 2019-29 including best practice, transparency and accountability to the community.

Pillar 8: Governance and civic involvement

Outcome 8.1: Hobart is a city of best practice, ethical governance and transparent decision-making.

8.1.2 Practice and communicate good city governance and decision-making.

8.1.3 Ensure systematic and useful measurement of community outcomes and the City's performance.

5. Delegation

5.1. This matter is delegated to the Council.

As signatory to this report, I certify that, pursuant to Section 55(1) of the Local Government Act 1993, I hold no interest, as referred to in Section 49 of the Local Government Act 1993, in matters contained in this report.



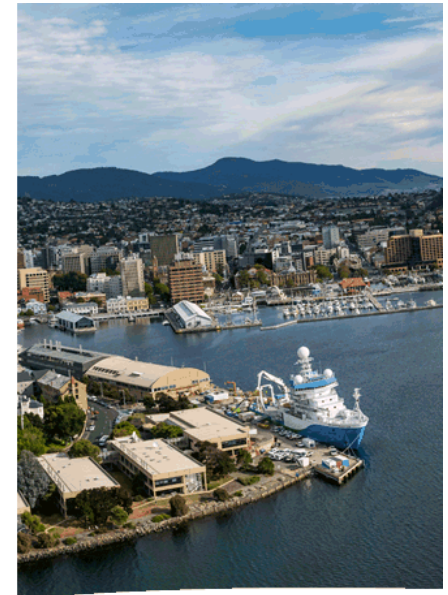
Paula Gudgeon
SENIOR ADVISOR - STRATEGIC PLANNING



Kat Panjari
HEAD OF INTERGOVERNMENTAL RELATIONS AND PARTNERSHIPS

Date: 9 August 2022
File Reference: F22/78888

Attachment A: Annual Plan 2021-22 Final Report 



ANNUAL PLAN

PROGRESS REPORT 2021-22

PERIOD ENDING 30 JUNE 2022



City of **HOBART**

CITY OF HOBART ANNUAL PLAN 2021-22 PROGRESS REPORT FOR THE PERIOD ENDED 30 JUNE 2022

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INTRODUCTION

The ten-year Capital City Strategic Plan 2019-29 sets out the outcomes and strategies which will lead to the achievement of the community's vision, Hobart: A community vision for our island capital. The City of Hobart Annual Plan 2021-22 set out the major action and initiatives for the year that contribute to the achievement of the outcomes of the City's 10-year Strategic Plan.

Achievement of the outcomes and strategies in the strategic plan are guided by the pillars from the community vision:

- Pillar 1: Sense of place
- Pillar 2: Community inclusion, participation and belonging
- Pillar 3: Creativity and culture
- Pillar 4: City economies
- Pillar 5: Movement and connectivity
- Pillar 6: Natural environment
- Pillar 7: Built environment
- Pillar 8: Governance and civic involvement

This report provides a final snapshot of progress against the major actions and initiatives in the 2020-21 annual plan and includes a summary of achievements for the year. The summary of achievements is provided at page 2 of this report.

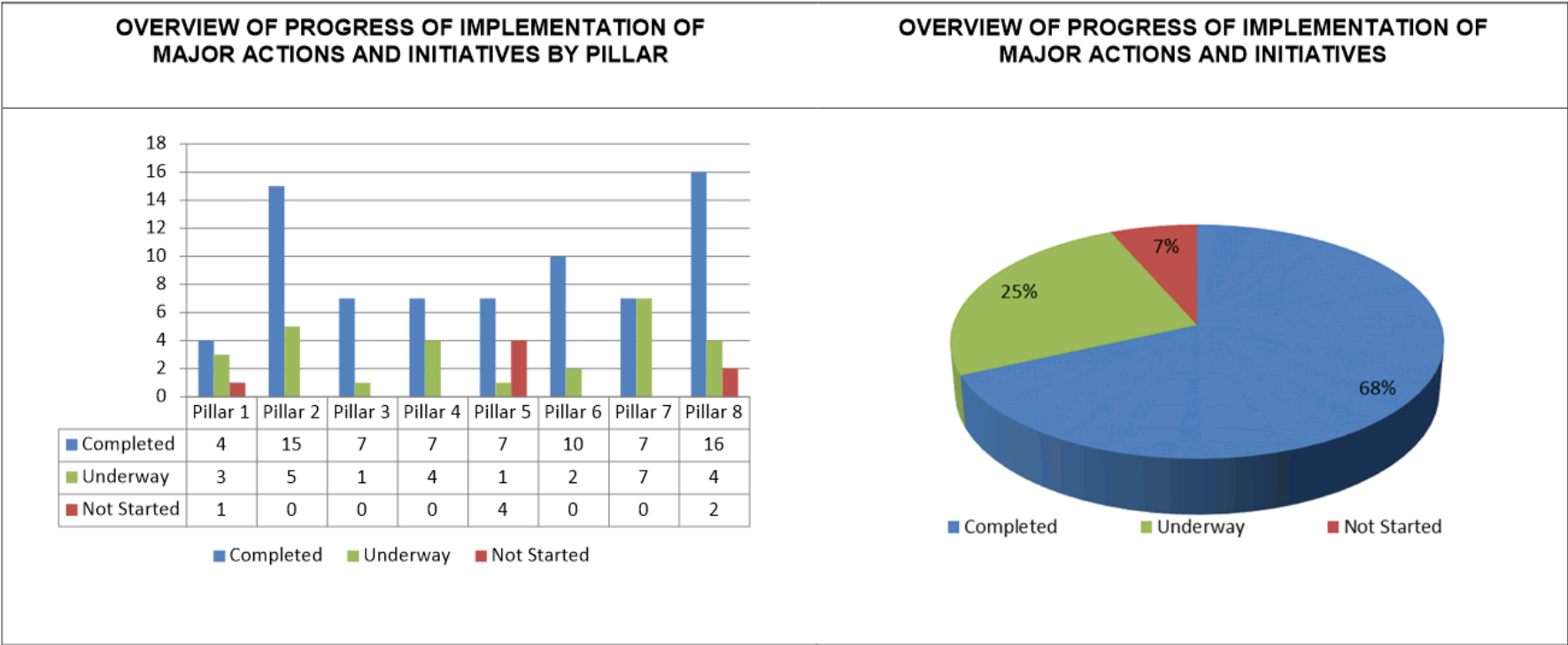
Summary of achievements for the 2021-22 financial year

The list below includes some achievements for the year, it is not an exhaustive and is provided to highlight the diverse programs, projects and services provided by the City of Hobart.

- The City won several awards this year including:
 - The Planning Institute Australia Technology and Digital Innovation Award for the Smarter Hobart Challenge: Bus Shelter and Digital Interface Design.
 - The Parks and Leisure Australia Strategic and Master Planning 2022 award for the VIC/TAS region for the Riding the Mountain Plan.
 - Two awards at the Tasmania Architecture Award for the new toilet facilities at Long Beach, Sandy Bay.
- Staff survey undertaken and organisational transformation commenced.
- A series of uphill passing lanes on Huon Road were completed to allow safe overtaking of uphill cyclists.
- The Doone Kennedy Hobart Aquatic Centre was successful in receiving a \$3.4 million grant under round 5 of the Building Better Regions Fund program to construct a warm water pool and associated infrastructure.
- All temporary artworks for the Crowther Reinterpreted project were displayed this year and extensive consultation undertaken to inform the future of the Crowther statue.
- More than a thousand native grasses, shrubs and trees were planted along the Hobart Rivulet by the City and community members on National Tree Planting Day.
- As a part of National Children's Week, Hobart school students were encouraged to participate in local government and experience life in Town Hall for themselves. A Children's Mayor and Deputy Mayor were elected following a competition to put forward ideas for Hobart's future.
- Phase two of the community engagement for the Central Hobart Precinct Structure Plan was undertaken.
- The FOGO collection service collected approximately 4,000 tonnes of organic material which equates to 277 rubbish trucks' worth.
- The City of Hobart was successful in receiving a \$1.7million grant from the Federal Government to deliver "Sparkling Conversations, Igniting Action" community resilience project across Greater Hobart.
- Economic Development Roundtables were held with industry representatives to discuss challenges and opportunities facing local businesses. Feedback received will inform the development of the new Economic Development Strategy.
- A Long Weekend Waterfront Weekend was held in May 2022 in collaboration with TasPorts to activate the waterfront precinct at the Port of Hobart.

Results for the period ended 30 June 2022

The 2021-22 Annual Plan has 107 major actions and initiatives listed. The results for the full financial year show that 93 per cent of projects have been completed or are underway and 7 per cent have not commenced or are on hold.



PILLAR 1: SENSE OF PLACE

Community panel's vision statement

We are a city of unique beauty, environment, heritage and people, built on a shared sense of ownership, pride and wonder. This spirit of place has been shaped by Tasmanian Aboriginal people for tens of thousands of years and continues to be shaped by all who have called Hobart home. It is developed jointly by community, private enterprise and government, valuing and enhancing our Hobart identity.

Outcomes:

- 1.1 Hobart keeps a strong sense of place and identity, even as the city changes.
- 1.2 Hobart's cityscape reflects the heritage, culture and natural environment that make it special.
- 1.3 In City decision-making, we consider how different aspects of Hobart life connect and contribute to sense of place.

Summary

Of the eight actions and initiatives in pillar 1, four have been completed, three are underway and one has been carried forward to the 2022-23 annual plan.

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
1.1.1 6.1.3 6.1.4	Continue to protect, manage and prioritise the natural landscape through strategic burning, fuel reduction, weed control, regeneration works and other methods.	⇒	⇒	⇒	✓	
1.1.4	Update the Corporate Climate Change Adaptation Plan and review the strategic risks to ensure that climate risk, resilience and adaptation planning are included.	⇒	⇒	⇒	⇒	A strategic climate risk review is underway. The Plan will align to the Southern Tasmanian Councils Authority Regional Climate Change Strategy which is being progressed.
1.1.4 8.5.7	Work with the Southern Tasmanian Councils Authority to progress the Regional Climate Change Strategy	⇒	⇒	⇒	✓	Work with the Southern Tasmanian Councils Authority to progress the Regional Climate Change Strategy and council climate action

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
	and council climate action plans template.					plans template is ongoing and will be delivered in 2022.
1.2.1	Implement the 2021-22 Capital Works Program.	⇒	⇒	⇒	⇒	Projects listed in the 2021-22 capital works program have been significantly impacted by the lack of contractors and internal resources. Incomplete projects have been carried forward to the 2022-23 capital works program.
1.2.1 1.2.5	Progress the first stage of the Midtown Retail Precinct (Elizabeth Street Block 1) in collaboration with key stakeholders, including design development and construction.	⇒	X	X	X	Finalisation of the design for Block 1 will take place in 2023 ready for construction in 2024.
1.2.1 1.3.1	Complete Stage 3 of the Salamanca Place Precinct upgrade.	⇒	X	X	⇒	Stage 3 construction will commence in the second half of 2023, to avoid the key summer and autumn trading period for Salamanca businesses. This action has been carried forward to the 2022-23 Annual Plan.
1.2.6 1.2.4	Enhance and maintain the cityscape and environment through active management of the City's parks and gardens and street trees.	⇒	⇒	⇒	✓	
1.3.2	Implement software to automate and support end-to-end Project and Portfolio Management (PPM) processes.	⇒	✓	✓	✓	The Project and Portfolio Management (PPM) has been implemented.

✓ Completed ⇒ Underway X Not commenced or on hold

PILLAR 2: COMMUNITY INCLUSION, PARTICIPATION AND BELONGING

Community panel's vision statement

We are an island capital city that is socially inclusive and coherently connected, whose people are informed, safe, happy, healthy and resilient.

Outcomes:

- 2.1 Hobart is a place that recognises and celebrates Tasmanian Aboriginal people, history and culture, working together towards shared goals.
- 2.2 Hobart is a place where diversity is celebrated and everyone can belong, and where people have opportunities to learn about one another and participate in city life.
- 2.3 Hobart communities are active, healthy and engaged in lifelong learning.
- 2.4 Hobart communities are safe and resilient, ensuring people can support one another and flourish in times of hardship.

Summary

Of the 20 actions and initiatives in pillar 2, fifteen have been completed and five are underway.

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
2.1.1 2.1.3	Deliver the actions in the Aboriginal Commitment and Action Plan.	⇒	⇒	⇒	⇒	Delivery is ongoing with several actions completed, some underway and some yet to be commenced due to resourcing.
2.2.1 2.2.3 2.2.7 3.3.4 3.3.6	Deliver and continuously improve the City's 2021-22 grants and sponsorship programs and increase community awareness of funding opportunities.	⇒	⇒	⇒	✓	
2.2.3 2.2.6 4.2.1	As a member of the Welcoming Cities network progress towards national accreditation.	⇒	⇒	⇒	⇒	The accreditation process is underway with internal assessment against the Welcoming Cities criteria taking place.

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
2.2.3 2.2.6	Design and implement targeted programs for young people that provide support, enhance social inclusion and increase participation.	⇒	⇒	⇒	✓	Several new programs were delivered and partnerships formed with a range of organisations. Strong attendance at YouthARC increasing over the year with 10,892 instances of young people attending open access, and 2,457 attending other programs in 2021/22.
2.2.3 2.2.6	Deliver the Still Gardening Program assisting older people to stay in their homes by providing gardening and social support.	⇒	⇒	⇒	✓	The Still Gardening program continues to be successfully delivered with a team of volunteers supporting older people to maintain their gardens and stay in their own home.
2.2.6 2.2.1	Implement the Hobart A City for All – Community Inclusion and Equity Strategy, Affordable Housing and Homelessness Strategy and the City's community commitments.	⇒	⇒	⇒	✓	The Community Inclusion and Equity Framework and Community Commitments continue to be delivered in partnership with community.
2.2.6	Provide affordable and accessible services and activities through Mathers and Criterion House with programs focused on health, wellbeing and social inclusion.	⇒	⇒	⇒	✓	Mathers House continues to provide a diverse range of well subscribed creative, health and wellbeing activities that have a focus on social inclusion for older community members.
2.2.7 2.2.1	Review and update the City's Event and Development Guide and checklist to support the delivery of inclusive and accessible public events by the City and community.	⇒	⇒	⇒	⇒	A focus on city activation in support of economic and social recovery has directed resources during this reporting period. Review and update of the Event Development Guide is underway with engagement and finalisation of the document anticipated to be undertaken in early 2023.
2.3.1	Deliver a wide variety of health and wellbeing, aquatic and recreational programs and activities at the	⇒	⇒	⇒	✓	

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
	Doone Kennedy Hobart Aquatic Centre.					
2.3.1 2.3.2 7.3.1	Encourage and support sports at all levels through the provision of high quality and accessible sporting and recreation facilities.	⇒	⇒	⇒	✓	
2.3.1 6.5.4	Enhance and renew the Regatta Grounds precinct through parking improvements, cycling connections and stormwater management.	⇒	⇒	⇒	✓	The Regatta Ground car park and improvement have been completed.
2.3.2 7.3.1	Progress development of the masterplan for the Cornelian Bay precinct in partnership with key stakeholders.	X	⇒	⇒	✓	A draft masterplan has been presented to key sporting groups and stakeholders. Draft to be finalised for community engagement in the 2022-23 financial year.
2.3.4	Encourage healthy living and active lifestyles through participation in the Healthy Hobart program.	⇒	⇒	⇒	✓	The Healthy Hobart program continues to be popular.
2.4.1 2.4.4	Ensure the City is prepared for a range of emergency situations, including natural disaster and pandemic-related risks, and ready to activate response procedures and implement the City's emergency management plans.	⇒	⇒	⇒	✓	The City responded to the COVID-19 Health Emergency by implementing the Emergency Management Plan and establishment of an Incident Management Team. The City responded to a number of other extreme weather events including storms and damaging winds.
2.4.1	Finalise the Hobart Community Recovery Plan 2021-24.	⇒	⇒	⇒	⇒	A draft plan has been completed and is currently going through the approval process following the Organisational Transformation Project.
2.4.3	Improve public awareness and education to increase community understanding and encourage	⇒	⇒	⇒	✓	The smoke-free Hobart program has been completed.

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
	compliance with Smoke-Free Hobart in the CBD.					
2.4.4 2.4.3	Provide support and assistance with the rollout of the state's COVID-19 vaccination program in collaboration with all levels of government.	X	X	⇒	✓	Specific assistance was not requested other than the booking of City Hall as a potential vaccination clinic. Council maintained usual community, school and staff vaccination services to compliment the Covid-19 mass vaccination program.
2.4.5	Collaborate with government, business and community partners to address matters of public safety and security in Hobart's retail and entertainment precincts.	⇒	⇒	⇒	✓	The Hobart Retailers Safety and Security and Late Night Precinct Stakeholder meetings continue to be held regularly.
2.4.5 8.2.4 5.3.5	Implement a multi-functional, multi-agency operations centre to enhance public safety and security.	⇒	✓	✓	✓	The Safe City Hub has been completed with funds from both the City and a Federal Government Safer Communities Grant.
2.4.12 2.4.5 2.4.6	Update the Hobart Municipal Management Plan with a focus on: <ul style="list-style-type: none"> a. Emergency relocation of crowds. b. Impact and damage assessment to the transport network from emergency events. c. Review of planning, licensing conditions and other safety measures required for major events. d. Integration of evacuation and recovery centre locations. 	X	X	X	⇒	<p>The current (June 2020) plan is under review. The revised and updated version is expected to be finalised in September 2022.</p> <p>Actions to integrate the evacuation and recovery centre locations have been completed.</p>
					✓	Clause d is complete.

✓ Completed ⇒ Underway X Not commenced or on hold

PILLAR 3: CREATIVITY AND CULTURE

Community panel's vision statement

We are a city connected, embracing our diverse communities in cultural expression and creative and artistic participation; a city that enhances our homes, lifestyles and heritage; a city that bravely puts its people first.

Outcomes:

- 3.1 Hobart is a creative and cultural capital where creativity is a way of life.
- 3.2 Creativity serves as a platform for raising awareness and promoting understanding of diverse cultures and issues.
- 3.3 Everyone in Hobart can participate in a diverse and thriving creative community, as professionals and hobbyists.
- 3.4 Civic and heritage spaces support creativity, resulting in a vibrant public realm.

Summary

Of the eight actions and initiatives in pillar 3, seven have been completed and one is underway.

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comments by exception
3.1.1 8.1.4	Evaluate the success of Hobart Current 2021 and incorporate community feedback in planning for Hobart Current 2023.	✓	⇒	⇒	✓	Hobart Current 2021 has been reviewed and revisions / changes have been incorporated into the 2023 Hobart Current EPOCH program, including the expansion of works in public space.
3.1.4 3.1.5	Celebrate and commemorate 40 years of the Hobart Christmas pageant through delivery of an anniversary event in December 2021.	⇒	✓	✓	✓	Santa Comes to Town, a unique Christmas experience, was successfully delivered in place of the Christmas pageant.
3.1.5 3.4.1	Plan and deliver the 2021-22 activation programs and events for the festive season (Christmas and New Year).	⇒	✓	✓	✓	The Christmas activation program was successfully delivered.

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comments by exception
3.1.5	Develop and implement a transition plan for the future of the Taste of Tasmania.	X	⇒	⇒	✓	An audit of the Taste assets, equipment and furniture etc is complete.
3.2.1 3.2.3 2.1.3	Deliver the program of temporary public artwork in collaboration with Aboriginal people to support truth-telling about the lives of William Lanne and William Crowther and commence development of a permanent response to the statue in Franklin Square.	⇒	✓	✓	✓	All temporary artworks are now complete and extensive consultation has been undertaken to determine a proposal for the permanent future of the Crowther statue.
3.3.5 3.3.1 3.2.1	Increase opportunities for mentorship and community participation in the arts for people living with disability through the Ability to Create program.	⇒	⇒	⇒	✓	The Ability to Create project was postponed due to COVID-19 but has been rescheduled to take place in July 2022. The project has engaged three professional multimedia artists and one mentee who have collaborated with a range of access organisations and all-ability community artists to participate in the community exhibition.
3.4.1	Finalise and implement an activation framework to provide clear direction for the City in promoting a sense of place, public safety, and social and economic vibrancy.	⇒	X	X	⇒	The Activation Framework has not been completed due to resourcing issues and competing priorities. Research is however underway to analyse the creative frameworks and place-based strategies and programs of other similar sized, cities / regions.

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comments by exception
3.4.1 3.4.2	Support the activation of parks, reserves and other outdoor venues, ensuring they are fit-for purpose for public art, performances, events and festivals.	⇒	⇒	⇒	✓	

✓ Completed ⇒ Underway X Not commenced or on hold

PILLAR 4: CITY ECONOMIES

Community panel's vision statement

We are a city whose economies connect people, businesses, education and government to create a high-quality lifestyle in a thriving and diverse community. Our city is our workshop. We collaborate, embracing ideas, inventiveness and initiative.

Outcomes:

- 4.1 Hobart's economy reflects its unique environment, culture and identity.
- 4.2 People have a range of opportunities to participate in the economic life of the city.
- 4.3 Diverse connections help Hobart's economy, businesses and workers thrive.
- 4.4 Hobart is a place where entrepreneurs and businesses can grow and flourish.
- 4.5 Hobart's economy is strong, diverse and resilient.

Summary

Of the ten actions and initiatives in pillar 4, seven have been completed and three are underway.

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
4.1.2	Investigate and research methods to promote Hobart as an attractive destination for study, visitation, investment and lifestyle and establish future directions.	X	⇒	⇒	⇒	An Investment Prospectus has been developed and will be finalised in quarter two of the 2022-23 financial year.
4.1.4	Upgrade existing City asset management plans utilising IPWEA NAMS+ to align with national standards for reporting.	⇒	⇒	⇒	✓	Asset Management Plans have been prepared for each asset class, the majority utilising IPWEA NAMS+. Work continues on the remaining asset classes.
4.1.6	Implement and monitor the Economic Recovery Plan to address the ongoing short term and long-term impacts of COVID-19.	⇒	⇒	⇒	✓	

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
4.3.2	Implement recommendations arising from community and stakeholder engagement for the North Hobart Retail and Entertainment Precinct, including Condell Place Car Park.	⇒	⇒	⇒	⇒	<p>Various actions have been undertaken throughout the year in the North Hobart Retail and Entertainment Precinct to address parking concerns and to encourage visitation and promote the precinct.</p> <p>The redevelopment of Swan Street Park is included in the 2022-23 Annual Plan.</p> <p>The development of a North Hobart Precinct Structure Plan is included in the 2022-23 Annual Plan which will further address development, investment and infrastructure into the future for the North Hobart precinct.</p>
4.3.2 8.4.6	Continue to provide targeted support to the local business community through a refresh of business communications assets and tools and increase awareness of the Hello Hobart program.	⇒	⇒	⇒	✓	An Economic Development Newsletter is being developed which will be distributed at the beginning of the 2022-23 financial year to ensure continued and targeted engagement with the local business community, and alert them to upcoming events and opportunities.
4.3.3 4.3.5 3.1.5	Celebrate the 50th anniversary of Salamanca Market in January 2022 through various events.	⇒	⇒	⇒	⇒	Events were scheduled to celebrate the 50 th anniversary in January however were postponed due to COVID-19. Celebrations will now be held in late October 2022.
4.3.3 7.3.3 1.3.1 1.2.1	Improve customer and stallholder experiences at the Salamanca Market through an increased footprint involving new trading zones and improved crowd movement, subject to post-pandemic conditions.	⇒	⇒	⇒	✓	Plans were created for a new trading area in Kennedy Lane. A Development Application has been submitted as the area is outside of the existing Salamanca Market footprint. The Market table is also accommodating some food and beverage stalls to allow for social distancing onsite.

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
4.3.6	Provide expert advice and information for visitors and tourists and facilitate bookings through the Hobart Tourism Hub and Hobart Info Hub.	⇒	⇒	⇒	✓	The Tasmanian Travel and Information Centre (including the Hobart Info Hub) continues to provide information and bookings to visitors. The co-location project with customer services in the Council Centre is on hold.
4.3.7	Maintain Sister and Friendship City relationships through remote communications and community events, and work towards re-establishing a more focused program post-pandemic.	✓	✓	✓	✓	Existing sister and friendship city relationships have been maintained remotely. Any new relationships will be reviewed post-election.
4.5.1 4.5.5	Develop and implement an Economic Development Strategy to drive economic outcomes and reinforce the City's role in recovery.	⇒	⇒	⇒	⇒	Development of the Economic Development Strategy is underway.
4.5.3	Participate in the Antarctic Cities Project in collaboration with other Antarctic cities, to build relationships and support relevant initiatives including the Antarctic Youth Coalition.	⇒	✓	✓	✓	Council passed a motion to partly-fund an Antarctic Youth Ambassador role. The City is currently seeking funding partnerships to support this initiative.

✓ Completed ⇒ Underway X Not commenced or on hold

PILLAR 5: MOVEMENT AND CONNECTIVITY

Community panel's vision statement

We are a city where everyone has effective, safe, healthy and environmentally-friendly ways to move and connect, with people, information and goods, and to and through spaces and the natural environment. We are able to maintain a pace of life that allows us to fulfil our needs, such as work, study, business, socialising, recreation, accessing services, shopping, entertainment and spending time with loved ones.

Outcomes:

- 5.1 An accessible and connected city environment helps maintain Hobart's pace of life.
- 5.2 Hobart has effective and environmentally sustainable transport systems.
- 5.3 Technology serves Hobart communities and visitors and enhances quality of life.
- 5.4 Data informs decision-making.

Summary

Of the twelve actions and initiatives in pillar 5, seven have been completed, one is underway and four are on hold.

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
5.1.1	Commence preparation of the Hobart Parking Policy and the Hobart Centres Kerbside Allocation Review.	X	X	X	X	To be developed in conjunction with the Central Hobart Precinct Structure Plan.
5.1.6 6.3.4	Work with the community and stakeholders to explore, identify and implement innovative approaches to reduce emissions and pollution.	⇒	⇒	⇒	⇒	Community (municipal) emission profiles were updated through the Southern Tasmanian Councils Authority climate program in February 2022 and will be used to develop a community target for the City of Hobart.
5.2.2 5.2.6 5.3.1	In collaboration with all levels of government develop trials, guidelines and installation advice	X	X	X	X	Due to staffing and resourcing issues in 2021-22 this action was not undertaken.

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
	for new and emerging road and traffic devices and markings to support pedestrians and bicycles.					
5.2.6 5.2.7	Implement the Primary Walking and Cycling Network Plans, to improve user experience and ensure public safety.	⇒	X	X	X	Due to staffing and resourcing issues in 2021-22 this action was not undertaken. This action has been included in the City Mobility's 2022-23 Unit Plan.
5.2.7	Complete the Campbell and Argyle Streets Bicycle Lanes trial, including installation of signals at Collins and Molle Street.	⇒	⇒	⇒	✓	The design and construction for signals at Collins Street / Molle Street is complete. The detailed design for Campbell Street – Argyle Street bicycle lanes is currently being finalised with construction planned for summer 2022-23.
5.3.1 5.3.3	Deliver a technology roadmap to promote an improved understanding of current and future information and technology programs available to support organisational growth, agility and responsiveness.	⇒	⇒	⇒	✓	The Technology Roadmap has been endorsed.
5.3.7 2.2.7 8.5.1	Promote and encourage greater use of the EasyPark mobile application through community education and awareness of new digital and touchless City services.	✓	✓	✓	✓	Use of the EasyPark mobile application has been promoted with more use being encouraged through the development of innovations including the integration of touchless entry into the City's car parks in 2022. Further innovations will include residential parking permits becoming electronic and serviced through the EasyPark app.

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
5.4.1 8.1.1	Implement an integration environment between business platforms, systems and end-points.	⇒	⇒	⇒	✓	This year's work has completed. Further work will be managed under the Technology Roadmap requirements.
5.4.3	Ensure improved customer experiences and business continuity through renewal of the organisation's network, server, disaster recovery and desktop assets and services.	⇒	⇒	⇒	✓	This year's work has completed. Further work will be managed under the Technology Roadmap requirements.
5.4.3 5.4.1	Replace the City's legacy record management system with a contemporary information content store and collaboration platform.	⇒	⇒	⇒	✓	This year's work has completed. Further work will be managed under the Technology Roadmap requirements.
5.4.3 5.4.1	Enhance current and future business processes and operations through various Microsoft reporting tools.	⇒	⇒	⇒	✓	This year's work has completed. Further work will be managed under the Technology Roadmap requirements.
5.4.3 8.1.5 8.1.3 8.1.4	Develop the Hobart Transport System Performance Monitoring Report for the purposes of ongoing and longitudinal reporting.	X	X	X	X	Due to staffing and resourcing issues in 2021-22 this action was not undertaken. This action has been included in the City Mobility's 2022-23 Unit Plan.

✓ Completed ⇒ Underway X Not commenced or on hold

PILLAR 6: NATURAL ENVIRONMENT

Community panel's vision statement

We are a city whose people see ourselves as part of a beautiful and unique natural environment, from the mountain to the river, which embrace us and shape our identity. We are proud custodians and advocates, ensuring resources are appreciated rather than wasted, supporting biodiverse ecosystems in honour of past, current and future generations.

Outcomes:

- 6.1 The natural environment is part of the city and biodiversity is preserved, secure and flourishing.
- 6.2 Education, participation, leadership and partnerships all contribute to Hobart's strong environmental performance and healthy ecosystems.
- 6.3 Hobart is a city with renewable and ecologically sustainable energy, waste and watersystems.
- 6.4 Hobart is responsive and resilient to climate change and natural disasters.
- 6.5 Hobart's bushland, parks and reserves are places for sport, recreation and play.

Summary

Of the twelve actions and initiatives in pillar 6, ten have been completed and 2 are underway.

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
6.1.2 6.5.1	Identify and pursue strategic opportunities to acquire land that enhances open space connectivity and the existing network of walking, cycling, mountain biking and other recreational tracks and trails, reserves and public spaces.	⇒	⇒	⇒	✓	Opportunities to improve connections along Sandy Bay Rivulet and between kunanyi/Mt Wellington and Knocklofty Reserve are being considered.
6.1.3 6.1.4 1.1.4	Promote biodiversity and the conservation of local flora and fauna through habitat management, restoration and protection.	⇒	⇒	⇒	✓	
6.2.1 6.2.2	Continue to deliver the Bush Adventures Program.	⇒	⇒	⇒	✓	

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
6.2.2 6.5.2 6.5.5 1.1.1	Encourage and promote the safe and appropriate use of kunanyi / Mt Wellington and enhance visitor experiences through delivery of the Mountain Ambassadors Program.	⇒	⇒	⇒	✓	
6.2.3 6.2.2	Work with the community to improve the natural environment through Bushcare, Trackcare and specific programs of weed control and native fauna protection.	⇒	⇒	⇒	✓	
6.3.1	Deliver waste services in accordance with the Waste Management Strategy 2015-2030.	⇒	⇒	⇒	✓	Services and actions continue to be delivered/expanded in line with the Waste Management Strategy, including a weekly FOGO service and the nappy rebate program. The development of a Southern Tasmanian Regional Waste Authority is underway with community feedback being sought.
6.3.1 6.3.5	Evaluate overall levels of business compliance with the Single-use Plastics By-law 1 of 2020.	X	X	⇒	✓	Evaluation completed with high levels of compliance being observed. The phase out of single-use plastic has been embraced by businesses and the Hobart community leading by example in Tasmania and nationally.
6.3.2	Progress implementation of the Environmental Management Plan for the McRobies Gully landfill.	⇒	⇒	⇒	✓	
6.3.3	Progress the introduction of electric vehicle and hybrid vehicle options to enhance the City's passenger transport fleet.	⇒	⇒	⇒	✓	Hybrid electric vehicles and Plug In Hybrid Electric Vehicles have been purchased and are now in the City's pool of vehicles. Additional electric and hybrid electric vehicles

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
						are on order to replace vehicles that are due for replacement.
6.3.7	Finalise and implement the City of Hobart Stormwater Strategy.	⇒	⇒	⇒	⇒	A draft strategy has been prepared and is currently being reviewed internally.
6.5.4 6.5.1	Maintain and improve walking tracks, mountain bike tracks, access and facilities to encourage and promote community use.	⇒	⇒	⇒	✓	
6.4.11	Work with community stakeholders to develop a greenhouse gas target.	⇒	⇒	⇒	⇒	Community (municipal) emission profiles were updated through the Southern Tasmanian Councils Authority climate program in February 2022 and will be used to develop a community target for the City of Hobart.

✓ Completed ⇒ Underway X Not commenced or on hold

PILLAR 7: BUILT ENVIRONMENT

Community panel's vision statement

We are a city that maintains our unique built and ecological character, where we all have a safe, secure and healthy place to live. We are a city where people and communities can access world-class services and infrastructure and provide for their social, cultural and economic wellbeing. We embrace change but not at the expense of our Hobart identity and character.

Outcomes:

- 7.1 Hobart has a diverse supply of housing and affordable homes.
- 7.2 Development enhances Hobart's unique identity, human scale and built heritage.
- 7.3 Infrastructure and services are planned, managed and maintained to provide for community wellbeing.
- 7.4 Community involvement and an understanding of future needs help guide changes to Hobart's built environment.

Summary

Of the 14 actions and initiatives in pillar 7, eight have been completed and six are underway.

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
7.1.1 7.1.2 7.1.3 2.2.6	Collaborate with the government, not-for-profit sector and people with lived experience to address issues of housing and homelessness.	⇒	⇒	⇒	✓	The City of Hobart Affordable Housing & Homelessness Commitment 2021-23 was approved by Council in December 2021. Actions within the commitment as well as projects identified by the <i>Housing With Dignity Reference Group</i> and the <i>Greater Hobart Homelessness Alliance</i> are being delivered. The Housing with Dignity Reference Group and the Greater Hobart Homelessness Alliance continue to meet regularly.
7.3.1	Deliver the Clearys Gates Road Safety Improvement Project.	⇒	⇒	⇒	⇒	Works are underway and due for completion in September 2022.

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
7.3.1	Complete drainage and irrigation upgrades to Sandown Park Oval.	⇒	⇒	⇒	✓	Works completed
7.3.1	Complete replacement of the Darcy Street retaining wall.	X	X	X	⇒	The design for the retaining wall is substantially underway and funding for the replacement will be factored into the future capital works program.
7.3.1	Complete the Wynyard Street Bridge upgrade.	⇒	⇒	⇒	✓	The project is nearing completion. It is estimated it will be completed by the end of July 2022
7.3.1	Complete repairs and renewal works for the left bank wall of the Hobart Rivulet in the vicinity of 82-84 Liverpool Street in the CBD.	⇒	⇒	⇒	⇒	This project requires further design due to complexity of works.
7.3.1	Complete relining works for the stormwater mains at Parliament Lawns and Salamanca Place.	X	⇒	⇒	⇒	The tender for these works has recently closed and is progressing to evaluation and the appointment of contractor.
7.3.1 7.3.4	Complete the replacement of public toilet facilities at Long Beach Reserve.	⇒	✓	✓	✓	This project has been completed. The facilities won two awards at the Tasmanian Architecture Awards.
7.3.1 7.3.4	Complete the construction of new public toilet facilities and barbecue shelter at Tolmans Hill Playground.	⇒	⇒	⇒	⇒	The project is progressing well, construction will be completed in the 2022-23 financial year.
7.3.2 8.5.10 8.5.6	Replace existing asset management software, ensuring integration with current and emerging business platforms and processes.	⇒	⇒	⇒	⇒	The replacement asset management software is being progressively implemented on an asset class basis over the next twelve months as part of the Organisational Transformation Program.
7.3.4	Cleanse and maintain the City's public areas including streets, footpaths, parks, reserves, public areas and public toilet facilities.	⇒	⇒	⇒	✓	Works were completed in line with service level requirements.

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
7.4.1	Support progress of the Hobart Local Provisions Schedule and implementation through the Tasmanian Planning Scheme.	⇒	⇒	⇒	✓	Complete and awaiting direction from the Tasmanian Planning Commission to exhibit the Hobart Local Provisions Schedule for broad public comment.
7.4.2 7.4.4 1.2.5	Continue to progress the Central Hobart Precinct Structure Plan in collaboration with the Tasmanian Government, the University of Tasmania and the community.	⇒	⇒	⇒	✓	A discussion paper was released in October 2021 and community members and key stakeholders were consulted. Based on feedback received the draft precinct plan has been drafted, and engagement took place with key stakeholders in July 2022.
7.4.8 7.4.7	Develop a sophisticated digital spatial representation of the city's complex built physical environments.	⇒	⇒	⇒	✓	A prototype digital twin was created in 2021 which will serve as a proof of concept for a sophisticated and wide-ranging set of spatial tools to assist data sharing and create better ways to develop Greater Hobart, both digitally and physically. Funding is being sought from the Federal Government to expand this proof of concept to a regional digital twin.

✓ Completed ⇒ Underway X Not commenced or on hold

PILLAR 8: GOVERNANCE AND CIVIC INVOLVEMENT

Community panel's vision statement

We are a city of ethics and integrity. We govern with transparency and accountability, encouraging and welcoming active civic involvement. We collaborate for the collective good, working together to create a successful Hobart.

Outcomes:

- 8.1 Hobart is a city of best practice, ethical governance and transparent decision-making.
- 8.2 Strong partnerships and regional collaboration make Hobart a thriving capital city.
- 8.3 City leadership is accessible and reflects Hobart communities.
- 8.4 People are involved in civic life, and the City's communication and engagement with Hobart communities are proactive and inclusive.
- 8.5 Quality services are delivered efficiently, effectively and safely.

Summary

Of the twenty-two actions and initiatives in pillar 8, sixteen have been completed, four are underway and two are on hold.

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
8.1.1	Enhance financial business practices, including management systems and reporting, ensuring procedures are practical and user-friendly.	⇒	⇒	⇒	✓	This is an ongoing focus for the City.
8.1.1 8.1.2 8.5.9	Prepare an annual budget that reflects community values and the corporate priorities outlined in the Long-term Financial Management Plan.	⇒	⇒	⇒	✓	The City's annual budget was finalised and approved by Council at its Meeting on 27 June 2022.
8.1.1	Provide strong strategic financial management and leadership, ensuring long-term sustainability and accountability.	⇒	⇒	⇒	✓	The City's Long-term Financial Management Plan 2023-2043 was approved by Council at its meeting on 27 June 2022.

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
8.1.3	Develop strategic measures to track the progress of the strategic plan.	X	X	X	X	This project is on hold pending a review of the Strategic Plan commencing in October 2022. A State of the City report is currently being developed which will provide information on Hobart, the Council's performance and factors that may impact future planning.
8.1.3 8.1.4	Commission a community satisfaction survey with a representative sample of the community.	✓	✓	✓	✓	The Annual Community Satisfaction and Business Survey evaluation reports have been received. The results were presented to Council at a workshop on 22 March 2022.
8.1.4 5.4.2 2.2.4	Ensure the learnings, opportunities and broader understanding of community needs and priorities arising as a result of COVID-19 continue to guide decision-making, processes and responses.	⇒	⇒	⇒	✓	During the reporting period the Council received an update on actions undertaken to support business and the community as they continue to be impacted by COVID-19.
8.1.5 8.5.6	Implement a new human resources management system, ensuring best practice approaches to privacy and data capture.	⇒	X	X	⇒	This project will now form part of the City's Organisational Transformation Program.
8.2.1 8.2.3	Provide support and leadership on implementation of the Hobart City Deal and Greater Hobart Act.	⇒	⇒	⇒	✓	Support and leadership is ongoing. The Greater Hobart Strategic Partnership issued their Federal Election Priorities for the forthcoming federal election. Through advocacy during the federal election, the GHSP secured a commitment from the incoming government to one of its priorities: \$20 million in on-water infrastructure required to expand the Derwent Ferry service. The

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
						GHSP will take a leading role in implementing this infrastructure. Work continues to finalise the 30 Year Greater Hobart Plan, in partnership with the State Government.
8.2.3 5.3.1	Chair and actively participate in the Greater Hobart City Deal Smart Cities Working Group to progress a business case for the development of a Digital Twin and a Smart Precinct Strategy.	⇒	⇒	⇒	✓	The working group continues to meet frequently and has developed a business case for the Greater Hobart Digital Twin for consideration by the Commonwealth Government.
8.2.4	Actively participate in the Council of Capital City Lord Mayors (CCCLM) and support projects that benefit Hobart.	⇒	⇒	⇒	✓	The City of Hobart continues to actively participate in CCCLM activities, including participating in a report identifying the challenges and opportunities facing the night time sector as well as supporting calls to intensify action on climate change in Australia. Following the 2022 federal election, CCCLM will be taking a renewed focus on advocacy and collaboration around the key issues of housing and homelessness; arts and culture; and climate change.
8.3.2 8.1.1	Develop and implement a diversity and inclusion framework to guide recruitment, participation, and safety and support services across all areas of the City of Hobart workforce.	X	X	X	⇒	This action now forms part of the Organisational Transformation Program in 2022-23.
8.4.2 7.4.7	Provide a variety of opportunities for the community to engage and	⇒	⇒	⇒	✓	Community engagement and consultation has been undertaken on several City projects

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
	provide input into City projects, policies and programs.					including the Central Hobart Precinct Plan, School Access Travel Plans, Community Commitments, the Crowther Reinterpretation project and the e-scooter trial.
8.4.2 8.4.3	Develop and implement a corporate communications strategy based on best practice principles and methods to guide and strengthen public communications.	X	X	X	X	Development of the strategy has been carried forward to the 2022-23 Annual Plan.
8.5.1 2.2.7	Ensure customer-facing platforms and processes are user friendly, easy to access, customer focused and respond to community needs, including new approaches to the corporate website and payment methods.	⇒	⇒	⇒	⇒	The new customer internet and telephone payment system is in the final testing phase and expected to go live in the first quarter of 2022-23. Work has progressed to introduce new payment methods for the payment of the City's tax invoices.
8.5.2	Deliver a fraud and corruption awareness training program for all employees.	⇒	⇒	⇒	✓	A new fraud and corruption training program has been developed through the Tasmanian Integrity Commission. Ethics, fraud and corruption awareness training will be provided to all employees during the period September to December 2022.
8.5.2 8.1.2	Undertake a review of internal workplace health and safety processes to enhance risk management, accountability,	⇒	⇒	⇒	✓	An external audit has been undertaken and actions identified to improve risk management and consistency of processes across the organisation.

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
	communications and consistency across the organisation.					Corrective actions identified in the audit are being progressively implemented.
8.5.2 8.5.5 8.3.4 8.1.1	Implement a workforce plan that reflects the values of the City and the community and ensures effective and efficient service delivery.	X	X	X	⇒	This will form part of the Organisational Transformation Program during 2022-23.
8.5.4 8.1.2	Review and update the City of Hobart Procurement Strategy 2018-2022, implement relevant actions for the current financial year, and commence development of the next strategy.	⇒	⇒	⇒	✓	All actions in the City's Procurement Strategy 2018-22 have been completed or are ongoing as business as usual. Development of the City of Hobart Procurement Strategy 2023-26 is underway.
8.5.7 8.4.6	Identify and actively manage reputational risks for the organisation.	⇒	⇒	⇒	✓	Risk assessments incorporating all risks completed and maintained for all one-off and regular activities are managed in accordance with the Risk Framework.
8.5.8	Undertake rates modelling to inform an appropriate rating strategy that supports the outcomes of the next Hobart municipal revaluation.	⇒	⇒	⇒	✓	Significant rates modelling was undertaken to support an appropriate rating strategy for the City for 2022-23 following receipt of the new Valuation Roll from the Valuer-General in June 2022.
8.5.9 8.1.1 8.1.2	Review and update the Long-term Financial Management Plan, ensuring sustainable, flexible and adaptable financial management to respond to changing business needs and disruption, such as a global pandemic.	⇒	⇒	⇒	✓	The City's Long-term Financial Management Plan was updated for 2023-43 and approved by Council at its meeting on 27 June 2022.

✓ Completed ⇒ Underway X Not commenced or on hold

Strategy Ref	Actions and initiatives	30 Sept	31 Dec	31 Mar	30 June	Comment/update
8.5.11 2.3.2 7.3.1	Enhance and improve accessibility, inclusivity and capability for the Doone Kennedy Hobart Aquatic Centre by seeking funding opportunities to progress the Centre's redevelopment masterplan and ensure it meets current and future community needs.	⇒	⇒	⇒	✓	The DKHAC was successful in receiving a grant of \$3.4 million through Round 5 of the Building Better Regions Fund which complements the State Government commitment to construct a wellness centre consisting of a hydrotherapy pool and features, consultation rooms, accessible change rooms, a dedicated Changing Places facility, and a separate entry and exit in proximity to a new accessible carpark. The refurbishment of the existing change rooms has been completed. The design for the warm water pool is being finalised with anticipated construction early 2023.

✓ Completed ⇒ Underway X Not commenced or on hold

6.2 Revised City of Hobart Code for Tenders and Contracts
File Ref: F22/78746

Report of the Acting Director City Enablers of 8 August 2022 and attachments.

Delegation: Council

REPORT TITLE: REVISED CITY OF HOBART CODE FOR TENDERS AND CONTRACTS**REPORT PROVIDED BY:** Acting Director City Enablers**1. Report Purpose and Community Benefit**

- 1.1. The purpose of this report is to seek Council's approval of a revised City of Hobart Code for Tenders and Contracts.
- 1.2. The community benefit is consistent with strategic 8.5.4 in the City of Hobart Capital City Strategic Plan 2019-29, being to *deliver best value for money through strategic procurement decision-making*.

2. Report Summary

- 2.1. Under the *Local Government Act 1993 (Tas)* (LG Act), Council is required to adopt a Code for tenders and contracts (Code), review it every 4 years and make it available to the public. The Code is to include specific matters as set out in the *Local Government General Regulations 2015 (Tas)* (the Regulations).
- 2.2. The City has had a Code since March 2012 and before that a Code of Public Tendering. It is regularly reviewed.
- 2.3. The Code has been recently reviewed and updated to include a proposal to increase the City's first procurement threshold level where a minimum of one written quotation should be sought from \$5,000 to \$10,000.
- 2.4. When the *Local Government (General) Regulations* were revised in 2015 to include an increase to the tendering threshold from \$100,000 to \$250,000, at its meeting on 24 August 2015 the Council approved its procurement thresholds, being \$10,000, \$50,000 and \$250,000, including the tendering threshold. In 2019 Council resolved to lower its first procurement threshold from \$10,000 to \$5,000 consistent with the then City of Launceston's procurement thresholds.
- 2.5. A review has found that the appropriate level of the City's first procurement threshold is \$10,000 and Council's support of the increase is sought. It is noted that the City of Launceston's first procurement threshold was increased to \$10,000 in 2019.
- 2.6. The increase to \$10,000 is considered appropriate to reflect rising costs, the desire to simplify and reduce the quantum of quotation and tendering requirements for both councils and suppliers wishing to do business with councils and reduce red tape.
- 2.7. The cost to both Council, in terms of seeking quotations, and suppliers to respond to quotation requests can be considerable. It is therefore not desirable to have quotation thresholds set at too low a level.

- 2.8. It is considered that the impact of increasing the threshold to \$10,000 would have no negative impact on the City from a value for money perspective and would have considerable benefit.
- 2.9. Officers will continue to seek more than the minimum number of quotations at any level where it is deemed appropriate to do so.
- 2.10. A revised version of the Code is presented to Council for approval.

3. **Recommendation**

That:

- 1. ***The Report 'Revised City of Hobart Code for Tenders and Contracts' be received and noted.***
- 2. ***Council adopt the revised City of Hobart Code for Tenders and Contracts marked as Attachment A to this report.***
- 3. ***The Chief Executive Officer be authorised to finalise the City of Hobart Code for Tenders and Contracts and arrange for it to be made available to the public in paper format from the Council's Customer Service Centre and in electronic format from Council's website.***

4. **Background**

- 4.1. Section 333B of the LG Act requires Council to adopt a Code for tenders and contracts, review it every 4 years and make it available to the public.
- 4.2. The Code must include specific matters, set out in Regulation 28 of the *Local Government (General) Regulations 2015 (Tas)* – refer **Attachment A**.
- 4.3. The purpose of the Code is to provide a framework for best practice procurement. The Code sets out how the City will meet its legislative obligations in respect to procurement, tendering and contracting. The Code includes a statement of ethics which underlines best practices to be applied by the City's officers who organise or participate in procurement and service providers when they offer and are engaged to provide the City with goods, services or works.
- 4.4. The City has had a Code since March 2012 and before that a Code of Public Tendering.
- 4.5. The Code is regularly reviewed to ensure it remains reflective of best practice procurement, ensuring risks are managed to an appropriate

level to achieve the City's procurement activities and achieve best value for money for the City.

- 4.6. The Code has been recently reviewed and updated to reflect a proposal for the appropriate level for the City's first procurement threshold level where a minimum of one written quotation should be sought.
- 4.7. The revised Code is presented to the Council for approval – refer **Attachment B**.

5. Procurement Thresholds

- 5.1. As outlined in the Code, the City currently has four procurement thresholds at which a certain minimum number of written quotations shall be sought, being (GST exclusive):
 - 5.1.1. Less than \$5,000 – 1 written quote shall be sought.
 - 5.1.2. \$5,000 to \$49,999 – 2 written quotes shall be sought.
 - 5.1.3. \$50,000 to \$249,999 – 3 written quotes shall be sought.
 - 5.1.4. \$250,000 and over – Public Tender. Section 333A of the LG Act requires a council to invite tenders for any contracts it intends to enter into for the supply of goods and services at or above the prescribed amount. The prescribed amount under the Regulations is \$250,000 (excluding GST).
- 5.2. The background to the City's procurement thresholds is as follows:
 - 5.2.1. When the *Local Government (General) Regulations* were revised in 2015 to include an increase to the tendering threshold from \$100,000 to \$250,000 the Council, at its meeting on 24 August 2015, approved its procurement thresholds, being \$10,000, \$50,000 and \$250,000, including the tendering threshold.
 - 5.2.2. In 2019 Council lowered its first procurement threshold from \$10,000 to \$5,000 consistent with the then City of Launceston's procurement thresholds.
- 5.3. It should be noted that these are minimum thresholds and officers frequently obtain more than the minimum number of quotations to ensure that open competition is achieved in the market when goods, services or works are required. Equally a tender process is undertaken for amounts below the tendering threshold if it is determined appropriate to do so and to ensure that best value is obtained for the goods, services or works.
- 5.4. In February 2022 the City commenced a review of its quotation thresholds. The review comprised:

- 5.4.1. An online supplier survey.
- 5.4.2. Feedback from Council officers.
- 5.4.3. A desktop review of procurement thresholds in other councils.
- 5.4.4. An analysis of purchasing activities in the City's financial system.
- 5.5. In February 2022, City Procurement and the City Projects Office issued an online survey to current and past contractors / suppliers with a particular focus on capital works, projects and consultancy services. It has become clear over recent months that contractors are becoming harder to engage with some requests for quotations for construction and some consultancy services attracting one or no responses and contractor / consultancy costs are increasing.
- 5.6. 136 responses were received from businesses across 36 different industries. A common and key theme from the survey was that the first procurement threshold of \$5,000 was too low and the effort to submit quotations at this level is too onerous. Due to the low procurement threshold officers are required to seek multiple quotations for small purchases and suppliers are finding these too frequent and too costly and onerous to respond to.
- 5.7. In the survey respondents were asked for suggestions as to improvements. Respondents recommended Council increase the \$value of the first procurement threshold to simplify and reduce the quantum of quotation and tendering requirements for both councils and suppliers wishing to do business with councils and reduce red tape.
- 5.8. Feedback from council officers supported the response from suppliers. That seeking quotes for low value purchases was costly and it was difficult to obtain written quotations from suppliers.
- 5.9. The desktop review has found considerable variation in procurement threshold amounts between States and Territories depending upon the tendering legislative requirements. However, many had a first procurement threshold of at least \$10,000. The City of Launceston's first procurement threshold is \$10,000.
- 5.10. Statistics show that less than 3% of annual invoices paid by Council have a value between \$5,000 and \$10,000 and most of these are for payment of utilities, statutory or compliance fees. With costs increasing due to CPI most consultancy services would have a value greater than \$10,000 for a short term engagement. It is therefore considered that the impact of increasing the threshold to \$10,000 would have no negative impact on the City from a value for money perspective and would have considerable benefit.

- 5.11. The cost to both Council, in terms of seeking quotations, and suppliers to respond to quotation requests can be considerable. It is therefore not desirable to have quotation thresholds set at too low a level.

6. Proposal and Implementation

- 6.1. It is proposed that the Council adopt the attached City of Hobart Code for Tenders and Contracts, as amended, and make copies available to the public in a paper format from the Customer Service Centre and in electronic format prominently from the Council's website as required under section 333(B)(4) of the LG Act, which states that:
- 6.2. The general manager is to make a copy of the council's code and any amendments to the code available –
- (a) for public inspection at the public office during ordinary office hours; and*
 - (b) for purchase at a reasonable charge; and*
 - (c) on its internet site free of charge.*
- 6.3. The revised Code will also be made available from the City's e-tendering portal TenderLink.
- 6.4. The amended Code includes an increase to the first procurement threshold to \$10,000. The increase is supported by the outcomes of a review undertaken, which found that the appropriate level of the City's first procurement threshold is \$10,000. Council's support of the increase is sought. It is noted that the City of Launceston's first procurement threshold is \$10,000 and it is common amongst councils of a similar size for the first threshold to be \$10,000 or above.
- 6.5. The increase to \$10,000 is considered appropriate to reflect rising costs, the desire to simplify and reduce the quantum of quotation and tendering requirements for both councils and suppliers wishing to do business with councils and reduce red tape.
- 6.6. The cost to both Council, in terms of seeking quotations, and suppliers to respond to quotation requests can be considerable. It is therefore not desirable to have quotation thresholds set at too low a level.
- 6.7. Officers will continue to seek more than the minimum number of quotations at any level where it is deemed appropriate to do so.
- 6.8. If the Council decides to amend the limits of the procurement thresholds, Council's policies, procedures, work instructions, training and induction materials will be updated and all Council Officers will be made aware of the changes.

7. Strategic Planning and Policy Considerations

- 7.1. This report proposes amendments to the City of Hobart Code for Tenders and Contracts.
- 7.2. The proposal is consistent with the City of Hobart Capital City Strategic Plan 2019-2029, specifically:
 - 7.2.1. Strategy 8.5.4 Delivery best value for money through strategic procurement decision-making.

8. Financial Implications

- 8.1. Funding Source and Impact on Current Year Operating Result
 - 8.1.1. There are no financial implications arising from this report.
- 8.2. Impact on Future Years' Financial Result
 - 8.2.1. Not applicable.
- 8.3. Asset Related Implications
 - 8.3.1. Not applicable.

9. Legal, Risk and Legislative Considerations

- 9.1. These are considered elsewhere in this report.

10. Delegation


- 10.1. This matter is delegated to Council.

As signatory to this report, I certify that, pursuant to Section 55(1) of the Local Government Act 1993, I hold no interest, as referred to in Section 49 of the Local Government Act 1993, in matters contained in this report.



Lara MacDonell
ACTING DIRECTOR CITY ENABLERS

Date: 8 August 2022
File Reference: F22/78746

Attachment A: Regulation 28 - Code for Tenders and Contracts ↓ 

Attachment B: Revised City of Hobart Code for Tenders and Contracts -
August 2022 ↓ 

Local Government (General) Regulations 2015

Version current from 14 November 2018 to date (accessed 1 March 2019 at 8:21)

28. Code for tenders and contracts

The code adopted under section 333B of the Act is to –

- (a) promote the following principles:
 - (i) open and effective competition;
 - (ii) value for money;
 - (iii) enhancement of the capabilities of local business and industry;
 - (iv) ethical behaviour and fair dealing; and
- (b) establish and maintain procedures to ensure that all potential suppliers are provided with the same information relating to the requirements of a tender or contract and are given equal opportunity to meet the requirements; and
- (c) establish and maintain procedures to ensure that fair and equal consideration is given to all tenders or quotations received; and
- (d) establish and maintain procedures to deal honestly with, and be equitable in the treatment of, all potential or existing suppliers; and
- (e) establish and maintain procedures to ensure a prompt and courteous response to all reasonable requests for advice and information from potential or existing suppliers; and
- (f) seek to minimise the cost to suppliers of participating in the tendering process; and
- (g) protect commercial-in-confidence information; and
- (h) for contracts valued at under \$250 000 (excluding GST), specify when 3 written quotations are required; and
- (i) establish and maintain procedures for the use of multiple-use registers for contracts valued at under \$250 000 (excluding GST); and
- (j) establish and maintain procedures for reporting by the general manager to the council in relation to the purchase of goods or services in circumstances where a public tender or quotation process is not used; and
- (k) establish and maintain procedures for the review of each tender process to ensure that it is in accordance with these regulations and the code; and
- (l) establish and maintain procedures for the following:
 - (i) amending or extending a tender once it has been released;
 - (ii) opening tenders;
 - (iii) the consideration of tenders that do not fully conform with the tender requirements;
 - (iv) the debriefing of unsuccessful tenderers;
 - (v) handling complaints regarding processes related to the supply of goods or services.

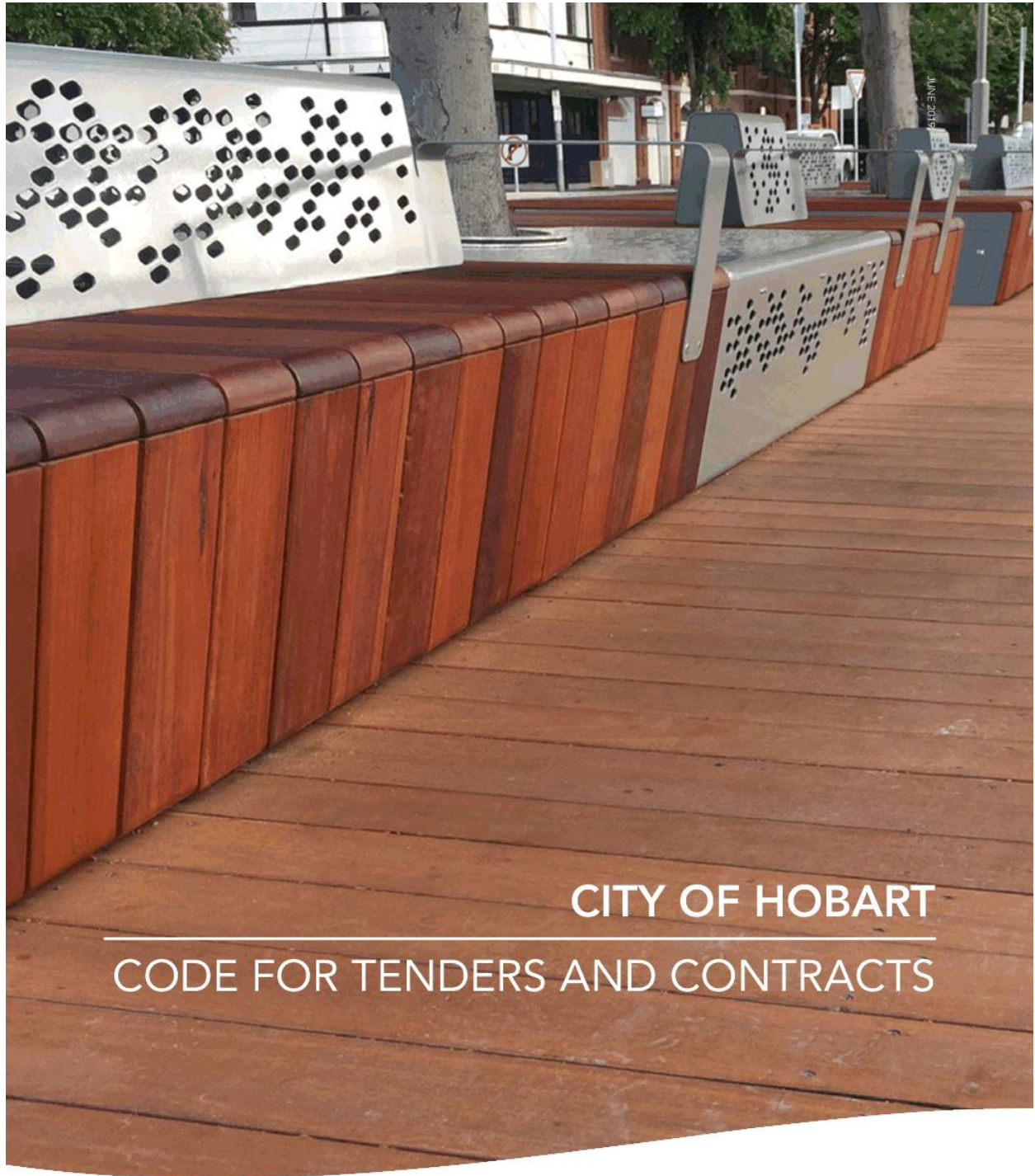




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1. INTRODUCTION

Pursuant to section 333B of the *Local Government Act 1993 (Tas)* (the Act), the City of Hobart (the City) is required to adopt and comply with a Code for Tenders and Contracts (the Code), which must:

- be consistent with the Act
- include any prescribed matter and promote any prescribed principles as set out in the *Local Government (General) Regulations 2015 (Tas)* (the Regulations)
- be reviewed at least every four years

The City's specific legislative and regulatory obligations with respect to procurement are set out under:

- Section 333A and Section 333B of the Act
- Regulations 23–29 of the Regulations.

1.1. PURPOSE

The purpose of the Code is to provide a framework for best practice procurement. The Code sets out how the City will meet its legislative obligations in respect to procurement, tendering and contracting.

The Code includes a statement of ethics which underlines best practices to be applied by the city's officers who organise or participate in procurement, and Service Providers when they offer to provide the City with goods, services or works and when they are engaged by the City to supply it with goods, services or works.

1.2. SCOPE OF THE CODE

This Code covers the procurement of all goods, services and works for the City of Hobart including building and construction, civil works, plant and equipment and consulting services. These Tender practices do not apply to the following activities:

- design and execution of works of art
- grants or assistance
- donations
- property transactions
- leasing.

The Code applies to the City of Hobart, its employees and agents and any Service Provider wishing to compete for City of Hobart business or provide goods, services or works to the City. This includes contractors, subcontractors, consultants and suppliers.

Insofar as is reasonably possible, Service Providers engaged by the City will apply the Code when seeking Tenders or Quotations from subcontractors and suppliers. The Code applies to all City of Hobart procurement processes including Tenders, requests for quotations, requests for proposals and expressions of interest for all of City's requirements.

This Code should be read in conjunction with the City of Hobart Purchasing Policy.

1.3. AVAILABILITY OF THE CODE

A copy of the Code is available free of charge:

- at the Hobart Council Centre,
16 Elizabeth Street,
Monday–Friday, 8.15 am – 5.15 pm
- on the City of Hobart website at
hobartcity.com.au/purchasingandtenders

2. PROCUREMENT THRESHOLDS

The City of Hobart purchasing thresholds describe when quotations and Tenders are to be sought. Purchases shall not be split into smaller purchases to avoid the requirements of purchasing thresholds.

- All procurement thresholds are GST exclusive. Tenders and quotations will be sought on a GST exclusive basis.
- The City has entered into a range of Contracts with suppliers for goods, services and works. Depending on the type of goods, services and works and the number of available suppliers required to supply them, either a sole supplier arrangement or a Panel arrangement can be in place.
- If the City already has a Contract in place with particular supplier(s) for goods, services or works and they are capable of meeting the City's requirements, the City's officers must procure goods, services or works from those suppliers.

USING AN EXISTING PROVIDER

\$Value (GST exclusive)	Minimum Number of quotes to be sought
Any value (if the City has already been out to Tender and within scope of current Contract)	Source directly from the sole provider under Contract

USING AN EXISTING PANEL

\$Value (GST exclusive)	Minimum number of quotes to be sought
Less than \$10,000	1 written quote shall be sought from Panel members
\$10,000 to \$49,999	2 written quotes shall be sought from Panel members
\$50,000 and over	3 written quotes shall be sought from Panel members

**IF A COUNCIL CONTRACT DOES NOT EXIST**

\$Value (GST exclusive)	Minimum number of written quotes to be sought
Less than \$10,000	1 written quote must be sought
\$10,000 to \$49,999	2 written quotes must be sought
\$50,000 to \$249,999	3 written quotes must be sought
\$250,000 and over	Public Tender

2.1. NON-APPLICATION OF THE QUOTATION PROCESS

Exemptions from the requirement to seek written quotes under the quotation thresholds above can be sought from the Divisional Director but only if an acceptable reason exists as follows:

- a) where, in response to a prior notice, invitation to participate or invitation to Quote or Tender
 - (i) no Quotations / Tenders were submitted
 - (ii) no Quotations / Tenders were submitted that conform to the essential requirements in the documentation
- b) where the goods, services or works can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist for the following reasons
 - (i) the requirement is for works of art
 - (ii) the protection of patents, copyrights or other exclusive rights or proprietary information

or

 - (iii) due to an absence of market competition for technical reasons

- c) for additional deliveries of goods, services or works by the original supplier that are intended either as replacement parts, extensions or continuing services, where a change of supplier would result in the purchase of goods, services or works that do not meet requirements of interchangeability with existing goods, services or works
- d) for goods purchased on a commodity market
- e) where there is an emergency and insufficient time to seek quotes for goods, services or works required in that emergency
- f) for purchases made under exceptionally advantageous conditions that only arise in the very short term, such as from unusual disposals, liquidation, bankruptcy or receivership and not for routine purchases from regular suppliers

or

- g) for a joint purchase of goods or services purchased with funds contributed by multiple entities, where the City is one of those entities and does not have express control of the purchasing decision.

Exemptions

As outlined in section 9 of this Code all instances where an exemption from the requirement to seek three written quotes has been granted will be reported to the Council on a quarterly basis.

All instances where an exemption has been granted from the requirement to seek one or two written quotes for procurements from \$0 to under \$10,000 and from \$10,000 to under \$50,000 respectively, will be reported to the **Chief Executive Officer** on a monthly basis.

2.2. NON-APPLICATION OF THE PUBLIC TENDER PROCESS

In accordance with section 27 of the Regulations, the requirement for public tendering does not apply for the followings situations:

- a) an emergency, if, in the opinion of the ~~Chief Executive Officer~~, there is insufficient time to invite Tenders for the goods or services required in that emergency
- b) a contract for goods or services supplied or provided by, or obtained through, an agency of a State or of the Commonwealth
- c) a contract for goods or services supplied or provided by another council, a single authority, a joint authority or the Local Government Association of Tasmania
- d) a contract for goods or services obtained as a result of a Tender process conducted by one of the following entities
 - (i) another council
 - (ii) a single authority or a joint authority
 - (iii) the Local Government Association of Tasmania
 - (iv) any other local government association in this State or in another State or a Territory
 - (v) any organisation, or entity, established by any other local government association in this State or in another State or a Territory

- e) a contract for goods or services in respect of which a council is exempted under another Act from the requirement to invite a Tender
- f) a contract for goods or services that is entered into at public auction
- g) a contract for insurance entered into through a broker
- h) a contract arising when a council is directed to acquire goods or services due to a claim made under a contract of insurance
- i) a contract for goods or services, if the Council resolves by absolute majority and states the reasons for the decision, being that a satisfactory result would not be achieved by inviting Tenders because of one of the following reasons
 - (i) extenuating circumstances
 - (ii) the remoteness of the locality
 - (iii) the unavailability of competitive or reliable Tenderers
- j) a contract of employment with a person as an employee of the council.

Instances of non-application of the Tender process under section a) and i) above will be included in the City's Annual Report.

3. PROCUREMENT PRINCIPLES

The City of Hobart's purchasing will be conducted in line with legislative requirements and in accordance with the following principles:

3.1. VALUE FOR MONEY

Value for money is achieving the desired outcome at the best possible price. Factors which may be considered when determining value for money include:

- fitness for purpose
- whole-of-life costs over the lifetime of the product, good or service
- advantages of buying locally (e.g. shorter delivery lead-times, availability of local back-up and servicing and availability of spare parts)
- supplier's capacity and ability, including management and technical capability and physical and financial resources
- climate change and environmental considerations and energy conservation
- contribution to achieving the City's policy or strategic objectives
- social or community benefit
- risk assessment
- quality assurance
- disposal value.

3.2. ETHICAL BEHAVIOUR AND FAIR DEALING

Ethical behaviour and fair dealing means acting ethically, being fair and unbiased and complying with the law in all dealings with Service Providers. The following standards of ethics and ethical behaviours will be applied when dealing with suppliers:

- ensuring Council monies are spent effectively and in accordance with relevant policies
- acting without favour or prejudice
- complying with legal requirements
- always seeking to maximise the value for money in all transactions
- maintaining confidentiality at all times in dealings with Service Providers
- declining gifts, gratuities or any other benefit which may, or could be deemed to, influence equity or impartiality
- not disclosing the bid of a Service Provider to any other provider in order to play Service Providers off against one another
- avoiding the purchase of Dumped Goods.

3.3. ENCOURAGING OPEN AND EFFECTIVE COMPETITION

Encouraging open and effective competition means ensuring that the procurement process is impartial, open and focussed on encouraging competitive offers. Open and effective competition will be encouraged through:

- putting transparent, open purchasing procedures in place
- ensuring the market is adequately tested by seeking an appropriate number of Quotations or calling for public Tenders
- avoiding use of biased or proprietary Specifications
- if requested, de-briefing unsuccessful providers
- treating all Service Providers consistently and equitably.

3.4. ENHANCEMENT OF THE CAPABILITIES OF LOCAL BUSINESS AND INDUSTRY

Enhancement of the capabilities of local business and industry means where local capacity exists, actively seeking to engage the local market and encourage their participation in Tender and Quotation processes, through:

- actively seeking quotes from local businesses and industry
- where local capability exists, ensuring that the discretionary elements of Specifications do not prevent local businesses and industry from competing.

Enhancing opportunities for local business and industry does not mean giving preferential treatment to local Service Providers.





4. CONDUCT

4.1. ETHICS AND CONDUCT – CITY OF HOBART OFFICERS

The City's officers, or any other person or entity making a purchase on the City's behalf, will comply with the following ethical standards of behaviour:

- the Procurement Process will be undertaken in accordance with City's Procurement Principles
- actual or potential conflicts of interest will be declared before inviting offers and measures put in place to appropriately manage any actual or potential conflicts of interest, monetary or otherwise
- accurate records of all dealings in respect to the purchase will be maintained during and after the process
- declining to accept any payments, gifts, gratuities, entertainment/hospitality and other benefits offered by a Service Provider for the discharge of official duties
- avoiding any situation which is, or which may become, or which may be perceived as being a conflict of interest with the person's official duties and declaring any conflicts of interest
- avoiding any relationship with a Service Provider, financial or otherwise, which could be perceived as unfair or improper influence on their judgement, or which could expose the City to allegations or perceptions of impropriety or unwarranted preference or unfair dealings or which could represent a breach of legislation
- for any person, not attempting to intervene or exert influence on the outcomes of the Procurement Process, in particular not communicating or implying any preference for the selection of a particular Service Provider.

Whenever dealing with Service Providers, the City's officers will:

- clearly convey the City's requirements in an understandable manner and ensure that all Service Providers are provided with identical information upon which to base their Tender or Quotation
- ensure that a Service Provider is not provided with any information or clarification of the Specification or other Tender or Quotation document, which is not equally provided to all other Service Providers
- seek to minimise the cost to suppliers of participating in the Tender process
- ensure that Service Providers are provided with a Specification or other statement of the City's requirements, which is sufficient to ensure that Service Providers are not required to undertake unreasonable unpaid design or other work in order to prepare a Tender or Quotation
- ensure that the Conditions of Contract are not excessively onerous on Service Providers
- as far as is practicable, ensure that the Specification does not restrict competition, prevent local businesses and industry from submitting a Tender or Quotation or reflect bias either towards or against any brand or proprietary system or method of work
- in so far as possible, ensure that the Specification does not act as a barrier to innovation
- if any particular Conditions of Participation, Conditions of Tender, or Conditions of Contract apply, advise Service Providers of these when inviting offers

- advise Service Providers of the evaluation criteria, and if applicable the weightings, which will be used to evaluate offers at the time of invitation and ensure that the same criteria are used to evaluate all of the offers received
- if offers are to be evaluated using weighted criteria, apply the procedure for Tender evaluation set out under the Tender Practices section of this Code
- not solicit or accept remuneration or other benefit from a Service Provider for the discharge of official duties.

4.2. ETHICS AND CONDUCT – SERVICE PROVIDERS

Whenever participating in a City of Hobart procurement process in any capacity, a Service Provider:

- will ensure they are acquainted with the City's Requirements and all matters relating to the Tender or the Quotation and the proposed contract
- will not submit a Tender or Quotation unless they have the financial, technical, physical, management, resource, ethical and other capabilities to fulfil the City's requirements
- will apply City's Procurement Principles and the standards and ethics required by this Code in its dealings with contractors, subcontractors, suppliers and agents
- must not engage in any uncompetitive behaviour or other collusive practices, which deny or reduce legitimate business opportunities to other potential suppliers or the City
- must at all times act in observance of all laws
- must not engage in acceptance or provision of secret commissions
- must not collude with other suppliers, potential or otherwise
- must not submit inflated prices to advantage another potential Service Provider
- must not enter into improper commercial arrangements with other contractors, subcontractors, suppliers or agents
- must not attempt to contact the city's officers not nominated as contact person to deal with enquiries
- must not seek to influence the procurement process by any improper means whatsoever
- must not accept incentives to provide contracts or services to other contractors, subcontractors or agents

- must declare any matter or issue which is, or which may lead to or which could be perceived as, a conflict of interest regarding their participation in a procurement process or a contract to fulfil the City's requirements immediately upon the Service Provider becoming aware of the matter or issue.

If engaged by the City to provide goods, services or works of any nature a Service Provider will:

- act in a polite and courteous manner towards the City's officers and agents and towards members of the general public
- refrain from the use of aggressive or inappropriate language and expressions and not act in an aggressive or threatening manner towards the city's officers, agents and members of the general public
- insofar as is reasonably possible apply the standards and ethics required by this Code in its dealings with any contractors, subcontractors, suppliers or agents
- put in place and maintain policies, systems and procedures for workplace health and safety management, environmental management, and quality assurance, appropriate to the applicable level of complexity and risk associated with performance of the City's requirements
- comply with the provisions of awards and workplace arrangements which have been certified, registered or approved under relevant industrial relations legislation
- comply with all applicable legislative, regulatory and statutory requirements, including Acts of the Commonwealth and State, regulations, by-laws and proclamations made or issued under such Acts and lawful requirements or directions of public and other authorities
- make payments to employees, subcontractors, suppliers, consultants and agents in a timely manner
- not offer gifts, gratuities, entertainment/hospitality and other benefits to a City of Hobart officer for the discharge of official duties.

Service Providers must not collude to influence the outcomes of a Procurement Process. Collusive behaviour includes but is not limited to:

- agreements between Service Providers as to who should be successful in winning City of Hobart's business
- any meeting of Service Providers prior to the submission of their Tender or Quotation that may disadvantage the City
- agreement between Service Providers for payment of money or securing of reward or benefit for unsuccessful Service Providers by the successful Service Provider
- agreement or collaboration between Service Providers to fix prices or Conditions of Contract
- submission of a cover Tender or Quotation or any assistance to another person to submit such a cover Tender or Quotation, that is intended to advantage another Service Provider or disadvantage the City
- any unlawful agreement between Service Providers before submission of Tenders or Quotations such as fixing a special rate of payment to a third party where the payment of such fees is conditional on that Service Provider being awarded a Contract
- any unlawful agreement providing for payment to any third party of money, incentives or other concessions contingent on the success of a Service Provider which do not relate to the provision of bona fide services relevant to that Tender or Quotation.

5. METHODS OF PROCUREMENT

5.1. REQUEST FOR QUOTATION

When the City procures goods, services or works under its tendering threshold of \$250 000 or seeks quotations from Panel arrangements established through a Standing Contract, the City will request quotations in line with its procurement thresholds outlined in section 2 of this Code.

There may be occasions where, for a number of reasons, quotation(s) cannot be obtained / sought or where doing so would have no additional benefit to the City or the market.

Therefore, exemptions from the requirement to seek written quotes under the thresholds can be sought from the Divisional Director if the reason for doing so satisfies one of the grounds outlined in section 2 of this Code – non-application of the quotation process.

5.2. OPEN TENDER

The City will invite Tenders by publishing a notice in the Mercury newspaper and its online Tendering portal.

The **Chief Executive Officer** will ensure that applicants are provided with the following in order to make a Tender:

- details of the goods or services required
- details of the duration of the contract, including any extensions that are specified in the contract
- the conditions of participation to be met by applicants
- the criteria for evaluating Tenders
- the method of evaluating Tenders against the criteria
- any mandatory Tender specifications and contract conditions
- a reference to the City's Code for Tenders and Contracts
- applicants must lodge the tender in the manner specified in the conditions of tendering.

The period within which a Tender is to be lodged will be a period ending at least 14 days after the date on which the notice is published.

Applicants must make a Tender in writing, specify the goods or services Tendered for and lodge the Tender within the period specified in the notice.

5.3. MULTIPLE-USE REGISTER

The City may establish a Multiple-Use Register of suppliers that are determined by the City to satisfy the conditions of participation for that register for the supply of particular categories of goods or services.

If it is determined that the City will establish such a register, the **Chief Executive Officer** will invite applications from prospective suppliers for inclusion on the register by publishing a notice in the Mercury newspaper and its online Tendering portal.

The **Chief Executive Officer** will ensure that applicants are provided with the following in order to make an application:

- details of the categories of goods or services required
- the conditions of participation to be met by applicants
- the criteria for evaluating applications
- the method of evaluating applications against the criteria
- a reference to the City's Code for Tenders and Contracts.

The **Chief Executive Officer** will advise all applicants of the results of their application including the categories for which they are registered and if applicable, the reasons for any rejection.

When the City wishes to use the register, the **Chief Executive Officer** will invite all successful applicants that are registered for the relevant category to Tender for the provision of the required goods or services.

The Council will review any Multiple-Use Register at least once every two years.

The City will allow a prospective applicant to apply for inclusion on a multi-use register at any time, unless the applicant has applied within the previous 12 months and has not been accepted.

5.4. MULTIPLE-STAGE TENDER

The City may invite Tenders for a contract for the supply of goods or services using a multiple-stage Tender process, which is a process by which suppliers are evaluated through stages against criteria determined by the City.

At the first stage of the multiple-stage Tender process, the **Chief Executive Officer** will invite expressions of interest by publishing a notice in the Mercury newspaper and its online Tendering portal.

The **Chief Executive Officer** will ensure that applicants are provided with the following in order to make an expression of interest:

- details of the goods or services required
- the conditions of participation to be met by applicants
- the criteria for evaluating expressions of interest
- the method of evaluating expressions of interest against the criteria
- details of any further stages in the Tender process
- a reference to the City's Code for Tenders and Contracts.

At the final stage in the multiple-stage Tender process, the **Chief Executive Officer** will invite all suppliers who met the criteria determined by the City to Tender for the supply of goods or services. The criteria used at each stage of the multiple-stage Tender process will be consistent.

If only one supplier meets the criteria determined by the City at the first stage, the City will contract with that supplier after a Tender by that supplier or a decision by absolute majority of the Council to do so.



5.5. STANDING CONTRACT

The City may establish a Standing Contract through an Open Tender process (refer to section 5.2 above) in which a single Tenderer or multiple Tenderers may be contracted for a specified period to provide specified goods or services during that period without the need for a further Tender process.

The City refers to a Standing Contract arrangement with a single Tenderer or multiple Tenderers as a Panel arrangement.

When purchasing from a Panel the City will seek written quotations in line with its procurement thresholds set out in section 2 of this Code.

There may be occasions where, for a number of reasons, quotation(s) cannot be obtained / sought from the Panel or where doing so would have no additional benefit to the City or the market.

Therefore, exemptions from the requirement to seek written quotes under the thresholds can be sought from the Divisional Director if the reason for doing so satisfies one of the grounds outlined in section 2 of this Code – non-application of the quotation process.

Panel Additions

The City will generally not permit the addition of providers to a Panel of providers during the term and any further terms of the Panel arrangement. However, additional Panel providers may be able to join a Panel during the term and any further terms of the Panel arrangement with approval by the **Chief Executive Officer** if the request meets at least one of the criteria and all of the conditions for Panel additions outlined below.

Criteria for Panel Additions

At least one of the following criteria for adding Panel providers to an existing Panel must be satisfied:

- An increase in the volume of goods, services or works under the existing Panel arrangement has occurred that cannot be accommodated by existing Panel members.
- A court order or directive has been made after the original Tender process changing the circumstances of the original Panel.
- A change in legislation, Australian Standard or similar has occurred after the original Tender process changing the circumstances of the original Panel.
- The prospective additional Panel provider's legal entity was not in existence (i.e. registered, constituted, formed or incorporated) at the time the original Tender process was advertised.
- The prospective additional Panel provider's business did not have an operational presence in Tasmania at the time the original Tender process was advertised.
- A corporate reconfiguration or restructure has impacted a Panel provider on an existing City of Hobart Panel arrangement.
- To accommodate market innovation not contemplated or available at the time of the original Tender process.
- The Panel has insufficient providers to meet the City's needs under the Panel.



Conditions for Panel Additions

All of the following conditions for adding Panel providers to an existing Panel must be satisfied:

- A submission to join the Panel is made by the prospective additional Panel provider by completing the same Tender forms of the original Tender process for establishment of the Panel.
- The Tender submission to join the Panel is assessed against the same evaluation criteria and process as the original Request for Tender for establishment of the Panel.
- The prospective additional Panel provider meets the same requirements as the original Tenderers when the Panel was originally established.
- The submission of the prospective additional Panel provider is approved by the **Chief Executive Officer**.
- The prospective additional Panel provider substantially agrees to the conditions of contract already executed by existing Panel providers.
- The additional Panel provider's contract expires on the same date as that of the original Panel providers.

Providers may be removed from a Panel if they fail to perform and meet key performance indicators or on the ground of insolvency.

A decision to add or remove a provider from a Panel will be at the sole discretion of the **Chief Executive Officer**.

5.6. USE OF OTHER CONTRACTS

Where it is determined that it is cost effective to do so the City may use a State or Commonwealth Government Contract, the National Procurement Network, Procurement Australia or another council contract for the provision of goods, services or works. The use of such Contracts exempts the City from the requirement to tender under Regulation 27 of the Regulations.

6. TENDERING PRACTICES

These Tender practices must be applied to all procurements where a public Tender is required. These Tender practices may, at the City's discretion, be applied to a Quotation process.

The purpose of these Tender practices is to ensure all City of Hobart Tenders are conducted in a fair and uniform manner.

6.1. ADMINISTRATION OF TENDERS

The City routinely seeks Tenders for a range of activities and requirements including consultancy work, construction and maintenance works, and the purchase of goods, equipment and general services.

Public Tender processes will be conducted on the City's behalf by the City's procurement staff.

Unless a situation exists for non-application of public Tender process, as outlined in section 2 of this Code, public Tenders must be called in accordance with the Act for all projects or purchases with an value equal to or greater than \$250,000 excluding GST (the Prescribed Amount)

Tenders may, at the Delegate's discretion, be called for any City of Hobart project or purchase with an estimated value less than the Prescribed Amount under the Act where the Delegate determines that:

- use of a formal Tender process is required or advisable due to the complexity, importance or organisational impact of the City's requirements
- it is likely or reasonably probable that the City would be exposed to a high level of risk due to the purchase
- use of formal Conditions of Contract are required or advisable.

6.2. ADMINISTRATION OF QUOTATIONS

All Quotations being sought for the supply of goods, services or works valued at or exceeding \$100,000.00 (excluding GST) but less than \$250,000.00 (excluding GST) must be issued with a unique identifier by the City's procurement staff, prior to the Quotation being sought.

6.3. DUMPED GOODS

Dumped goods are goods from overseas that are imported into Australia at less than their normal value that causes or may cause material injury to an Australian industry producing similar goods, or hinder the establishment of an Australian industry. Dumped goods and goods that are suspected of being dumped and are under investigation by the Australian Government's Anti-Dumping Commission, can be identified by referring to the Australian Government Anti-Dumping Commission website.

Where the City identifies that a Tender includes Dumped Goods, the Tender may be rejected on that ground.

6.4. ETHICAL STANDARDS

The City has agreed to only support and / or contract companies, institutions and organisations that refuse to support or profit from practices which abuse the fundamental human rights of asylum seekers. A company that is not abusive is one which:

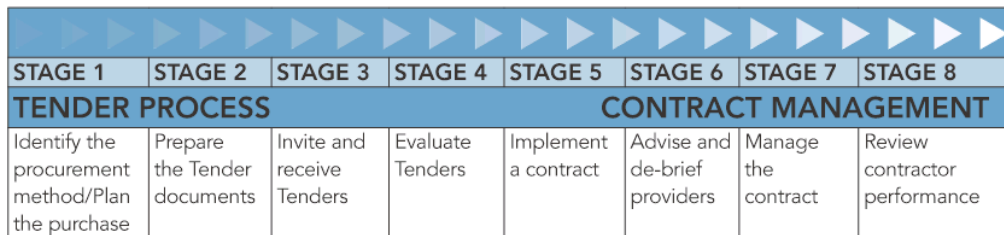
- has zero tolerance for child abuse, in policy and practice
- respect people's fundamental rights to freedom from arbitrary and indefinite detention
- does not treat people in a cruel, inhumane or degrading manner
- commits to transparency and independent monitoring to ensure these principles are upheld.

When submitting a Tender or Quotation Service Providers in relevant fields are required to complete a declaration that neither they or their company's holdings or subcontractors provide services to Off-Shore Detention Centres.



7. TENDER PROCESS

Stages 1–6 (inclusive) of the following diagram identify the steps in the City's Tender process:



7.1. STAGE 1 – PLANNING THE PROCUREMENT

The following actions are required prior to preparing a request for tenders (RFT):

- verifying that the appropriate Delegate has approved undertaking the purchase by completion of a Quote and Tender Application form
- establishing the objectives of the purchase and preparing the Specification, which will clearly convey the City's requirements to Service Providers
- identifying the correct purchasing method, including
 - determining if the City's own workforce has the capability to fulfil the City's requirements
 - determining if there is an appropriate Contract already in place
 - determining if there is a need for a whole of organisation contract arrangement
- valuing the purchase and, at a minimum, complying with the purchasing thresholds set out under this Code
- confirming sufficient funds are available in the City's budget
- confirming the Tender has been approved by the appropriate Director
- establishing the evaluation committee, their roles and responsibilities
- consideration of conflict of interest for any person involved in the procurement process
- defining any mandatory Conditions of Participation or compliance criteria that a potential provider will be required to meet in order to have their Tender considered
- defining the evaluation criteria (and weightings if applicable) which will be used to evaluate Tenders and select the successful Service Providers(s).



Calculating the Value of a Purchase

The value of a contract must be estimated prior to seeking Tenders or Quotations and the contract value must not be underestimated in order to avoid the requirement to seek Tenders or Quotations.

The duration of a contract (including standing offers for the supply of goods, services and works, or any combination thereof) must be based on the contract period that best fits the City's business, operational and risk management requirements. A shorter contract period must not be selected in order to avoid the requirement to seek Tenders.

A purchase must not be split into multiple smaller purchases in order to avoid the requirement to seek Tenders or Quotations.

Where relevant, provisional sums, prime cost items, allowances for contingency sums and the like are to be included in the estimated value of a purchase over a two year period.

Competitive Neutrality

The City will only accept Tenders from other Local Government Authorities, Government bodies or public sector suppliers where, to the extent possible, the price reflects the full commercial cost.

Before considering a Tender submitted by or on behalf of another Local Government Authority or a Government body or a public sector supplier, written confirmation that the price has been calculated on a full commercial cost basis under competitive neutrality conditions will be obtained.

If competitive neutrality cannot be confirmed, or the Local Government Authority, Government body or public sector supplier fails to provide satisfactory written confirmation as to the competitive neutrality of their Tender, the Tender shall be declined.

Use of Experts or Probity Advisors

The City will engage the services of Probity Advisors and external experts where the nature of the Tender warrants it. For example, where the City is requesting Tenders with complex requirements or high cost or where the contractual arrangement is for extended periods.

7.2. STAGE 2 – PREPARE THE TENDER DOCUMENTS

A unique identifier will be allocated to all Tenders and Requests for Quotation \$100,000.00 and over. Once the contract is awarded the unique identifier will be provided for the contract. The unique identifier must be referred to on all correspondence and other documentation relating to the Tender/Quote and the contract.

Appropriate records are to be maintained throughout the duration of a Tender process.

Conditions of Tendering

The RFT must include Conditions of Tendering, setting out the terms under which a Tender will be accepted for evaluation, including at a minimum:

- a unique identifier number
- the place for lodgement of Tenders
- lodgement instructions
- the Closing Time and place
- specific lodgement requirements, including the information to be submitted with a Tender
- a single nominated contact officer, to which all enquiries concerning the RFT must be submitted
- the procedure for responding to enquiries and amending or clarifying the RFT documents
- any other matters relating to the RFT process, including details of pre-Tender briefings and site inspections
- mandatory Conditions of Participation or compliance criteria applicable to the RFT
- evaluation criteria and weightings and the method of selecting the Preferred Tenderer
- reference to the Code for Tenders and Contracts.

Specification

A complete Specification, which describes the extent of the requirements and particulars of the manner or method of the performance of the City's requirements, must be provided for each RFT.

The Specification must, at a minimum include:

- a description of the City's requirements, which is sufficient to ensure that a Service Provider is not required to undertake an unreasonable amount of design work or other effort in preparing and lodging a Tender
- legislative and mandatory requirements and minimum fitness for purpose and quality standards
- health and safety and environmental management requirements.

The Specification must allow participation by local Service Providers wherever local capacity exists and must not restrict competition to be biased towards a particular brand or Service Provider.

Conditions of Contract

Service Providers must be provided with or advised of the terms and conditions of the contract that a successful Tenderer will be required to agree to.

The RFT will include either:

- the Conditions of Contract or other document setting out the contractual terms defining the obligations and rights of the parties to a contract
- reference to the Australian Standard conditions of contract, or other Conditions of Contract, applicable to the RFT.

Any Annexures, schedules or exhibits to the Conditions of Contract must also be issued with the RFT.

Tender Forms

At a minimum, Service Providers must be provided with a properly structured Tender form, on which to make their Tender.

7.3. STAGE 3 - INVITING AND RECEIVING TENDERS

Inviting Tenders

The Invitation to Tender must be in the form of a public advertisement, which at a minimum provides:

- a description of the City's requirements
- the Closing Time
- instructions on how to obtain the Tender documents
- details of Tender deposits or other payments Tenderers are required to make in order to obtain the Tender documents (if applicable)
- the times and dates for pre-tender meetings (if applicable).

At a minimum, the Invitation to Tender will be placed in the Tenders section of the Wednesday or Saturday edition of the Mercury newspaper and will be posted on the City's online Tendering portal.

Tender Closing

All Tenders will be allocated with a Closing Time, specifying the time and date by which Tenders must be submitted. The Closing Time must be included in the Conditions of Tendering and the Invitation to Tender.

Tenderers will be provided with sufficient time between issuing of the Invitation to Tender and the closing date in which to prepare their Tenders.

The period within which a Tender is to be lodged will be a period ending at least 14 days after the date on which the notice is published.

Unless the City's operational needs require otherwise, submission of Tenders will not be required:

- before 3 pm
- on a Monday or any day immediately after a day which is a declared statutory public holiday in Tasmania

or

- between the dates of 24 December to 2 January (inclusive).

The City may amend the Closing Time for Tenders by issuing a written notice to all parties in receipt of the RFT via its e-Tendering portal website.

Requests for Advice and Information

The City will establish an online forum at the City of Hobart e-Tendering portal website for each Tender.

All requests:

- for clarification of a document forming part of the RFT
- for additional information
- regarding other enquiries in connection to the RFT

must be made via the online forum provided for the RFT before it closes at the City of Hobart e-Tendering portal website prior to the Closing Time.

This is to allow sufficient time for a response and information to be provided to all parties that have downloaded the RFT documentation.

The City will respond to requests for clarification or information via the online forum. Any matter which requires amendment to a document forming part of the RFT will be dealt with by issuing a Notice of Addendum.

The City will nominate a City of Hobart officer or other representative (the "contact person") to deal with RFT enquiries. All enquiries about the RFT must be directed to the contact person.

Any requests or queries regarding the Tender process after the Closing Date must be referred to the Contact Officer via email to procurement@hobartcity.com.au

The City reserves the right not to respond to any requests for clarification or for additional information sent via email after the Closing Date.

Information not included in the RFT documents, which is provided to a potential Tenderer, will be equally provided to all other potential Tenderers.

Amending or Extending a Tender

The City reserves the right to amend any of the documents comprising the RFT or provide clarification of any matter relating to the RFT prior to the Closing Time.

If the RFT is amended or clarification of the RFT matter, other than clarification of the RFT process, is required, the City will issue a notice of addendum via its e-Tendering portal website.

Tenderers will be provided with sufficient time to allow for incorporation of the requirements of any addenda issued in their Tender submission.

The City may allow Tenderers, which have already submitted a Tender, to lodge an amendment to their Tender, provided that any such amendment is lodged in accordance with the Conditions of Tendering prior to the Closing Time.

Receiving and Lodgement of Tenders

Clear instructions on how to lodge a Tender will be provided in the Conditions of Tendering.

A Tenderer must comply with the lodgement instructions given in the Conditions of Tendering. The City may reject any Tender which is not lodged in accordance with the lodgement instructions, without consideration.

Late Tenders

Any Tender received after the Closing Time for Tenders will not be considered unless the City is of the opinion, and the City's decision shall be final, binding and not open to dispute, that:

- the cause of the lateness was beyond the Tenderer's reasonable control;
- consideration of the late Tender would not provide an unfair advantage to the Tenderer submitting the late Tender; and
- consideration of the late Tender would not compromise the Tender process.

Opening of Tenders

The City will provide the facility for lodgement of Tenders via the City of Hobart e-Tendering portal website.

Tender submissions will not be opened until the time set for the closing of Tenders has elapsed.

The opening of Tenders will not be public.

Tender submissions will be opened in the presence of at least three City of Hobart officers together with the external Probity Advisor if applicable, and the Tender submissions received will be clearly identified and recorded upon opening.

If a Tenderer is provided with the opportunity to correct unintentional errors of form between the opening of submissions and nomination of a Preferred Tenderer, the same opportunity to correct unintentional errors will be provided to all other Tenderers.

A Tenderer may withdraw its Tender at any time prior to acceptance of the Tender, by providing the City with written notification.

A Tender must remain valid for the period of time required by the Conditions of Tendering.

Alternative Tenders

The City may consider any Tender which meets the City's requirements in an alternative and practical manner provided that it meets the totality of those requirements (i.e. the City may consider an "Alternative Tender").

Alternative Tenders may relate to the functional, performance and technical aspects of the requirements or to opportunities for more advantageous commercial arrangements.

The City may either consider Alternative Tenders on their merits or reject Alternative Tenders without consideration at its discretion.

Confidentiality and Commercial-in-confidence

Any of the documents, information or other materials provided to Tenderers by, or on behalf of, the City in connection to an RFT, remains the property of the City and may only be used by the Tenderer to the extent required to prepare its Tender.

A Tenderer or other person receiving the Request for Tenders must not publish, disclose or copy any of its content, except as necessary to prepare its Tender. The Tenderer must keep confidential all information provided by or on behalf of the City as part of, or in connection to, the Request for Tenders.

The City may publish and publicly disclose (in annual and other reports, on the internet or otherwise) a description of the Contract arising out of awarding of the Tender, the successful Tenderer's name and the value of the successful Tender.

The City may reproduce and disclose or distribute and save or store all or part of a Tender as required to enable the Tender evaluation process and as necessary to meet its legal, governmental and other obligations.

The City will disclose the name of the successful Tenderer to unsuccessful Tenderers.

Further information regarding confidentiality in the Tender evaluation process is outlined in section 7.4 of this Code.

All Tenders become the property of the City immediately upon submission.



7.4. STAGE 4 – TENDER EVALUATION

Unless the Conditions of Tendering expressly state an alternative method, Tender evaluation will be carried out in accordance with the principles and practices set out in this Code.

Conforming and Non-conforming Tenders

A Tender will initially be assessed for conformance. A conforming Tender will be taken to mean a Tender which:

- is lodged by the Closing Time and in compliance with the requirements of the Conditions of Tendering
- meets the mandatory Conditions of Participation.

The City will consider any conforming Tender on its merits. The City may reject, as a non-conforming Tender, any Tender which:

- is not submitted in conformance with the Conditions of Tendering
- is incomplete or which contains insufficient information to allow the City to carry out a valid evaluation in accordance with the procedure for evaluating Tenders set out in this Code.

The City reserves the right to exclude any Tender from evaluation which, in the City's judgement, is excessively low or high in price so as to have an effect on the relativity of other Tenders.

Tender Evaluation Committee

A Tender Evaluation Committee (TEC) will be established for each Tender process. The TEC will consist of at least three members plus one of the City's procurement staff to act as an advisor/observer and to administer and provide oversight of the Tender process. In order to ensure consistency a common structure for all TECs within the City is required. Therefore, the TEC will always include the following:

- chairperson
- at least two members additional to the chairperson
- an independent probity advisor, if required
- the City of Hobart procurement officer allocated responsibility for administering the Tender process.

The chairperson should be a City of Hobart officer with suitable seniority, normally the TEC would be chaired by a relevant Manager at a minimum and at least one member should be a technical/subject expert.

A non-City of Hobart employee may be appointed to a TEC as appropriate, subject to having no declared conflict of interest.

A probity advisor may be required for high value or complex Tenders where independent probity advice and an independent probity contact for Tenderers would benefit the procurement process and reduce procurement risk.

Confidentiality

Tender evaluations should be strictly confidential. All contact with the suppliers must be confirmed in writing through the Procurement Officer advising the TEC. Members of the TEC will not discuss with any other person outside the TEC issues regarding the evaluation. The Chair of the TEC may obtain advice from specialists to assist in the Tender evaluation process.

Method

Tenders will be evaluated with the aim of determining the Tender submission which offers the best value for money outcomes to the City.

When assessing value for money, the City may:

- in addition to price, take into account any non-price criteria that it considers relevant to the successful performance of the City's requirements and achievement of the City's desired commercial and other outcomes, including but not necessarily limited to the City's Procurement Principles
- apply a weighting to the price and non-price criteria.

The evaluation method and evaluation criteria and weightings must be determined before finalising the RFT and must be disclosed to Tenderers in the Conditions of Tendering.

Selection and manner of application of the evaluation criteria and weightings will be at the sole discretion of the City. The City will not be liable to any Tenderer for the application, or non-application, of any evaluation criterion or weighting. Evaluation criteria and weightings will apply equally to all Tenderers.

Clarifications

During the evaluation process, the City may request additional information from any Tenderer in order to clarify matters in doubt or not made clear by the Tender submission. However, a Tenderer will not be provided with the opportunity to revise or amend its Tender price or submit additional material information in order to make a non-conforming Tender into a conforming Tender.

Tender Negotiations

During the evaluation process, the City reserves the right to negotiate with a Tenderer or Tenderers in order to:

- assess a Tenderer's understanding of the City's requirements, test any assumptions made by a Tenderer in determining their Tender prices(s) and rectify any false assumptions
- obtain clarification of matters in relation to the Tenderer's capability to fulfil the City's requirements
- enhance the commercial benefit to the City by achieving cost reductions or service improvements with the preferred tenderer
- finalise the commercial terms required to form a contract.

The City will not enter into negotiations which result in substantial modification to the City's requirements or which would lead to a non-conforming Tender becoming a conforming Tender.

The outcomes of Tender negotiations will be reflected in the final contract documentation.

In the course of negotiations with a Tenderer, the City will not disclose the details of any other Tender submissions.

7.5. STAGE 5 – ESTABLISH A CONTRACT

The authority to award Tenders and Quotations, and enter into contracts, will be in accordance with the approved Delegate under the financial delegations set out in the City's Delegation Register.

Tender Rejection and Acceptance

The City is not obliged to accept the lowest priced Tender or any Tender.

The City may reject all Tenders.

The City may accept a conforming or Alternative Tender.

If the City rejects all Tenders, it will advise all Tenderers accordingly in writing.

The City will advise all Tenderers of the outcome of the Tender process in writing. Unsuccessful Tenderers will also be provided with the name of the successful Tenderer.

The requirements for acceptance of Tender and contract formation will be specified in the RFT.

Contract Extension

The City may extend a contract entered into by Tender under the following conditions:

- if the contract conditions provide for an extension of contract
- by a decision of the Council made by absolute majority.

The City will be mindful when such extension of contract is granted that the principle of open and effective competition is adhered to.

Contract Variation

A variation to a contract could include, but not be limited to, a change in scope and type of the City's requirements, quality standard, service level, delivery times, timeframes, personnel and price.

All contract variations must be approved by the appropriate delegate in line with their financial delegation and generally must:

- not exceed budget unless a budget variation request has been approved
- not materially alter the Specification for the goods, service or works initially tendered for
- Be less than 10% of the contract price and less than \$250,000 in value.

In the case of large projects, Council approval will be sought where the variation value is more than \$250,000 in value.

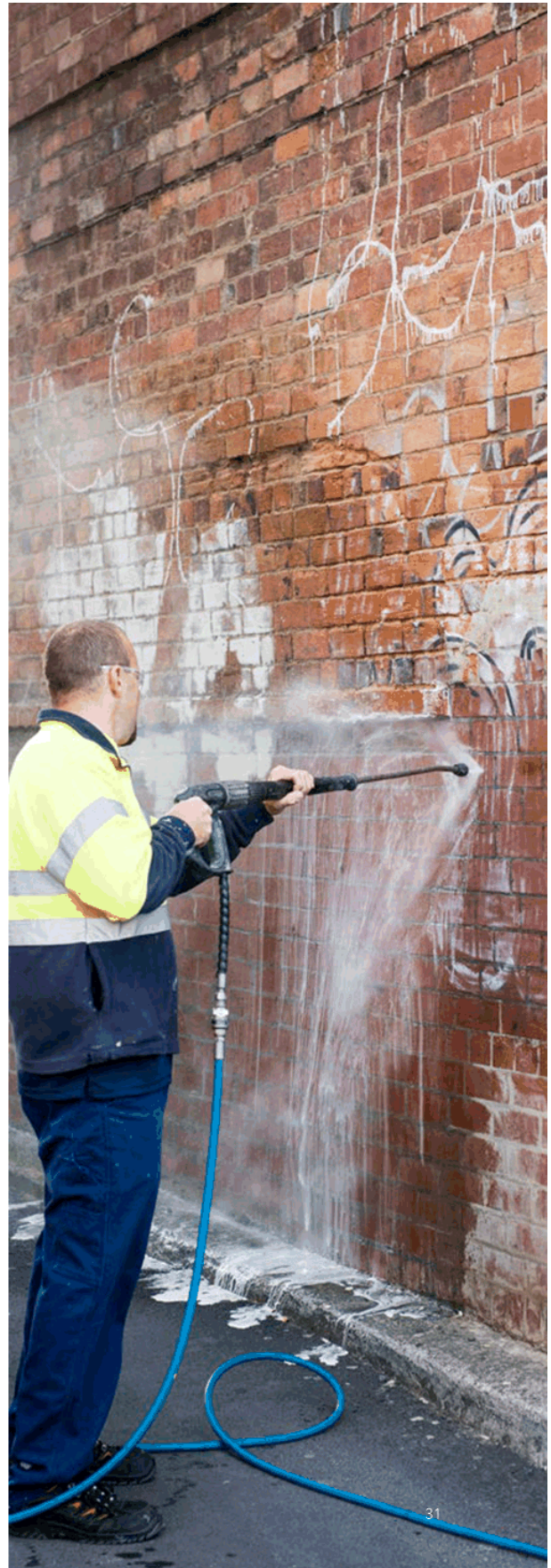
If a variation to a Contract has a value more than \$10,000, an exemption from the requirement to quote should be sought from the Divisional Director.

7.6. STAGE 6 – ADVISING AND DEBRIEFING SUCCESSFUL AND UNSUCCESSFUL SERVICE PROVIDERS

Both successful and unsuccessful Service Providers will be provided with an opportunity for a debriefing. The debriefing for unsuccessful Service Providers will be designed to assist them to improve their ability to successfully bid for future City of Hobart requirements.

Debriefings are offered in order to promote continual improvement of submissions provided to the City by prospective Service Providers. This is achieved by offering unsuccessful Service Providers with a learning opportunity as to their capabilities relative to the City's requirements and expectations and by identification of where opportunities for improvement exist.

The debriefing process is not to be used as a means of contesting the outcomes of a Procurement Process, and will not be used as a means of exploring the merits of other Service Providers' submissions with an unsuccessful Service Provider.





8. COMPLIANCE AND REVIEW

8.1. REVIEW OF TENDER PROCESS

Following completion of the tender evaluation process a report is prepared for the appropriate Delegate to review the tender process and accept or reject the recommendation from Procurement.

Periodic reviews of procurement and tender process controls will be conducted by the City's internal auditors.

Procurement will continually review and improve procurement, tendering and contract management procedures.

8.2. PROCUREMENT COMPLAINTS

A complaint about procurement can be communicated to the City via the process for making a complaint contained in the City's Customer Service Charter, which may be obtained via the City's website at hobartcity.com.au

The Procurement Officer should first attempt to find resolution to the procurement complaint in consultation with the Manager Rates Procurement and Finance Operations. The Chairperson of the TEC should be consulted in relation to the complaint. If the complaint can't be resolved the complaint should be referred to the Chief Executive Officer.

8.3. BREACH OF THE CODE

The City will comply with its Code and its legislative obligations.

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

If a Service Provider commits a breach of this Code, the City may, in its absolute discretion, take action against that Service Provider. Action may include, but not be limited to:

- giving a warning to the Service Provider
- a reduction in future opportunities for that Service Provider to bid (i.e. submit Tenders or Quotations)
- the City refusing to consider any Tender or Quotation submitted by that Service Provider
- reporting of the breach to a statutory, professional or other relevant body
- termination or suspension of the Service Provider's engagement.

9. REPORTING

9.1. ANNUAL REPORTING

Where in a financial year, a contract, for the supply or provision of goods or services valued at or exceeding the Prescribed Amount is, entered into, or extended under regulation 23(5)(b) of the Regulations, the City's annual report for that financial year will include the following information:

- a description of the contract
- the period of the contract
- the periods of any options for extending the contract
- the value of any Tender awarded or, if a Tender was not required, the value of the contract (excluding GST)
- the business name of the successful contractor
- the business address of the successful contractor
- any other prescribed matter.

Where approval has been given for non-application of the Tender process in accordance with regulation 27(a) and (i) of the Regulations, the City's annual report will include the following information:

- a brief description of the reason for not inviting public Tenders
- a description of the goods or services acquired
- the value of the goods or services acquired
- the name of the contractor.

Where in a financial year, a contract, for the supply or provision of goods or services valued at or exceeding \$100,000.00 (excluding GST) but less than the \$250,000.00 (excluding GST) is, entered into, or extended, the City's annual report for that financial year will include the following information:

- a description of the contract
- the period of the contract
- the periods of any options for extending the contract
- the value of the contract (excluding GST)
- the business name of the successful contractor
- the business address of the successful contractor
- any other prescribed matter.

9.2. REPORTING TO THE COUNCIL

For purchases with a value equal to or exceeding the value where three written Quotations are required, the number of instances of non-application of the requirement to obtain three written Quotations according to reason must be reported to the Council on a quarterly basis.

9.3. REPORTING TO THE CHIEF EXECUTIVE OFFICER

For purchases with a value equal to or exceeding the value where two written Quotations are required, the number of instances of non-application of the requirement to obtain two written Quotations according to reason must be reported by the Manager Rates, Procurement and Finance Operations to the Chief Executive Officer.



10. REVIEW OF THE CODE

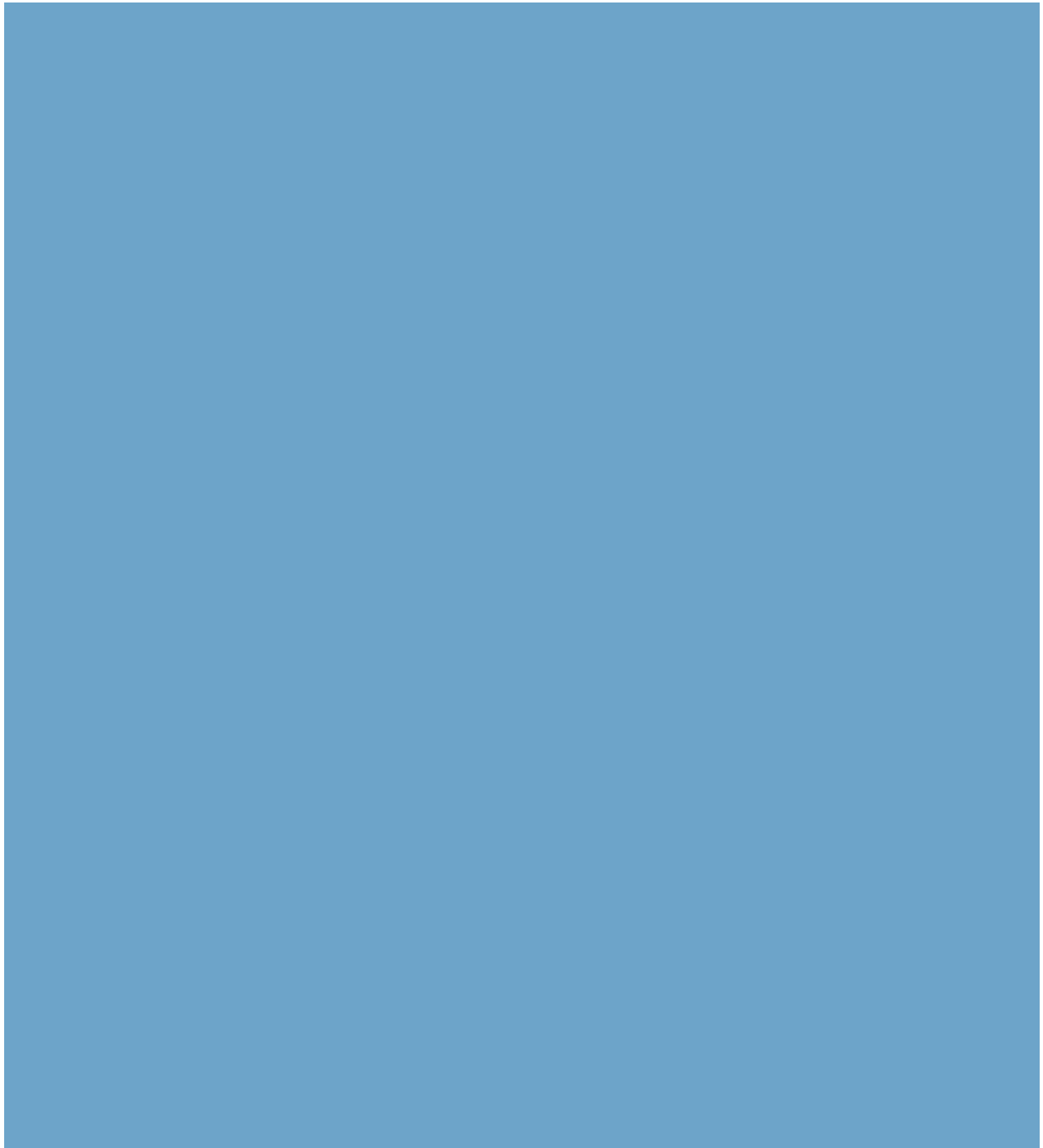
This Code for Tenders and Contracts will be reviewed at least every four years by 1 January unless a change occurs that requires the City to amend its Code for Tenders and Contracts.



11. DEFINITIONS

TERM	DEFINITION
Alternative Tender or Quotation	A Tender or Quotation which meets all of the City's requirements but in a manner different to that specified.
Central Procurement	Located in the Financial Services Division responsible for providing centre-led guidance and compliance in relation to the City's procurement framework.
Closing Time	The closing time and date for Tenders or Quotations stated in the Conditions of Participation or Conditions of Tendering.
Conditions of Contract	The terms and conditions that a Service Provider will be required to substantially agree to if their Tender or Quotation is accepted.
Contract	A formal agreement entered into between the City and the successful Tenderer for performance of the City's requirements.
Conditions of Participation / Conditions of Tendering	The terms and conditions under which the City will seek receive and evaluate Tenders and Quotations.
Council	Hobart City Council (t/a City of Hobart) and where context permits, its employees and assigns.
City's requirements	The goods, equipment, services or works required by the City under an RFT or request for quotation.
Delegate	The Council Committee or officer authorised to expend funds to the value of the City's requirements under the current version of the City's Delegations Register.
Dumped Goods	Has the meaning given in section 6.3 of this Code.
Invitation to Tender	The advertisement or other written advice issued by the City in order to seek Tenders.
Local Businesses and industry	Includes suppliers with a permanent established business location in the Hobart municipal area, operating in the southern region of the state with a permanent office or presence in southern Tasmania or based in Tasmania with a permanent business presence in the state mainly employing Tasmanian workers.
Multiple-Use Register	A register of suppliers who meet criteria established by the City in respect of the supply of particular categories of goods and services.

TERM	DEFINITION
Panel	A panel of providers established as a result of an open tender, each of whom signs a Contract (on terms substantially similar to the Standing Contract) with the City.
Preferred Tenderer	The Tenderer adjudged by the City as best satisfying the City's requirements.
Procurement Principles	The procurement principles prescribed under Regulation 28(a) of the Regulations.
Procurement Process	The process whereby the City seeks to engage a Service Provider to provide the City with goods, equipment, services or construction or building works.
Quotation	An offer from a prospective Service Provider in response to an Invitation issued by the City to a selected number of prospective suppliers.
Request for Tender (RFT)	The documents inviting Tenderers to offer to deliver the City's requirements by submitting a Tender in accordance with these Conditions of Tendering.
Service Provider	Any contractors, subcontractors, consultants participating, or seeking to participate, in a Procurement Process, and where the context so permits includes a reference to the "Tenderer".
Specification	The documents prepared for the purpose of describing the extent and the manner of the performance of the City's requirements, including preliminary and general requirements, directions, schedules, programs and drawings and other documents included with or referenced in an RFT or Request for Quotation.
Standing Contract	A contract in which a single tenderer or multiple tenderer may be contracted for a specified period to provide specified goods or services during that period without the need for a further tender process.
Tender	An offer from a prospective Service Provider in response to an open and public Invitation to Tender by the City, whereby no limit is placed on the potential number of offers.



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6.3 Procurement - Quotation Exemption Report
File Ref: F22/78737; 18/311

Report of the Acting Director City Enablers of 7 August 2022 and attachment.

Delegation: Committee

REPORT TITLE: PROCUREMENT - QUOTATION EXEMPTION REPORT**REPORT PROVIDED BY:** Acting Director City Enablers**1. Report Purpose and Community Benefit**

- 1.1. The purpose of this report is to provide a listing of exemptions from the requirement to seek three written quotations granted for the period 1 April to 30 June 2022 for the information of Elected Members as requested by the Finance and Governance Committee.
- 1.2. The community benefit is providing transparency and delivering best value for money through strategic procurement decision-making.

2. Report Summary

- 2.1. At its meeting on 19 March 2018, the Council resolved that a report of exemptions granted from the requirement to seek three written quotes be presented to the Finance and Governance Committee quarterly as at 31 March, 30 June, 30 September and 31 December each year.
- 2.2. A report is attached for the period 1 April to 30 June 2022.
- 2.3. It is proposed that the Committee note the exemption from the requirement to seek three written quotes granted for the period 1 April to 30 June 2022.

3. Recommendation***That:***

- 1. The Finance and Governance Committee receive and note the report titled 'Procurement – Quotation Exemption Report'.***
- 2. The Committee note the exemption granted from the requirement to seek three written quotations for the period 1 April to 30 June 2022.***

4. Background

- 4.1. At its meeting on 19 March 2018, the Council resolved inter alia that:
 - 4.1.1. *A report of exemptions granted from the requirement to seek 3 written quotes be presented to the Finance and Governance Committee as at 31 March, 30 June, 30 September and 31 December each year.*
- 4.2. A report outlining the quotation exemption from the requirement to seek three written quotes granted during the period 1 April to 30 June 2022 is attached – **refer Attachment A.**

- 4.3. As outlined in the City's Code for Tenders and Contracts (the Code) where a Council Contract does not exist the City will seek a minimum of three written quotes for procurements between \$50,000 and \$249,999.
- 4.4. There may be occasions where, for a number of reasons, quotation(s) cannot be obtained / sought from the market or where doing so would have no additional benefit to the City or the market.
- 4.5. Therefore, exemptions from the requirement to seek written quotes can be sought from the Divisional Director but only if an acceptable reason exists as outlined in the Code, as follows:
- (a) where, in response to a prior notice, invitation to participate or invitation to tender:
 - no tenders were submitted; or
 - no tenders were submitted that conform to the essential requirements in the tender documentation;
 - (b) where the goods, services or works can be supplied only by a particular supplier and no reasonable alternative or substitute goods, services or works exist for the following reasons:
 - the requirement is for works of art;
 - the protection of patents, copyrights or other exclusive rights or proprietary information; or
 - due to an absence of market competition for technical reasons.
 - (c) for additional deliveries of goods, services or works by the original supplier that are intended either as replacement parts, extensions or continuing services for existing equipment, software or installations, where a change of supplier would result in the purchase of goods, services or works that do not meet requirements of interchangeability with existing goods, services or works;
 - (d) for goods purchased on a commodity market;
 - (e) where there is an emergency and insufficient time to seek quotes for goods, services or works required in that emergency;
 - (f) for purchases made under exceptionally advantageous conditions that only arise in the very short term, such as from unusual disposals, liquidation, bankruptcy or receivership and not for routine purchases from regular suppliers; or
 - (g) for a joint purchase of goods or services purchased with funds contributed by multiple entities, where Council is one of those entities and does not have express control of the purchasing decision.
- 4.6. For the period 1 April to 30 June 2022 there were three exemptions granted, where expenditure was between \$50,000 and \$249,999 and

therefore three written quotations were required to be sought in line with the Code.

- 4.7. Three exemptions were granted on the grounds that the goods or services could only be supplied by one particular supplier. One of the exemptions was also granted on the grounds that the services were additional services by the original supplier intended as extensions or continuing services where a change of supplier would result in a negative impact for the City.

5. Proposal and Implementation

- 5.1. It is proposed that the Committee note the exemption granted from the requirement to seek three written quotes for the period 1 April to 30 June 2022.
- 5.2. As outlined in the Code, quotation exemptions for a value under \$50,000, that is where 1 or 2 written quotations are required to be sought but an exemption from that requirement has been granted by the relevant Divisional Director, have been reported to the Chief Executive Officer.
- 5.3. All approvals for the exemptions from the requirement to Tender are sought and reported through the formal Committee / Council approval processes.

6. Strategic Planning and Policy Considerations

- 6.1. The City's Code for Tenders and Contracts is referenced in this report as it provides a framework for best practice procurement and sets out how the City will meet its legislative obligations in respect to procurement, tendering and contracting.
- 6.2. This report is consistent with strategy 8.5.4 in the City of Hobart Capital City Strategic Plan 2019-29, being to *deliver best value for money through strategic procurement decision-making*.

7. Financial Implications

- 7.1. Funding Source and Impact on Current Year Operating Result
 - 7.1.1. All expenditure noted in the attached listing of quotation exemptions granted was funded from the 2021-22 budget estimates.

8. Legal, Risk and Legislative Considerations

- 8.1. Regulation 28 of the *Local Government (General) Regulations 2015* states that the Council's Code for Tenders and Contracts must (j) *establish and maintain procedures for reporting by the general manager to the council in relation to the purchase of goods or services in circumstances where a public tender or quotation process is not used*.

9. Delegation


- 9.1. This report is provided to the Finance and Governance Committee for information.

As signatory to this report, I certify that, pursuant to Section 55(1) of the Local Government Act 1993, I hold no interest, as referred to in Section 49 of the Local Government Act 1993, in matters contained in this report.



Lara MacDonell
ACTING DIRECTOR CITY ENABLERS

Date: 7 August 2022
File Reference: F22/78737; 18/311

Attachment A: Report - Quotation Exemptions Granted (3 Quotes) 1 April to 30 June 2022 ↓ 

Purchasing Quotation Exemptions Granted: 1 April to 30 June 2022

(Exemptions granted from the requirement to seek 3 written quotations)

Date	Supplier	Description of Goods / Services	Amount (ex GST)	Policy Exemption Clause	Exemption Reason	Purchasing Officer	Approved by
02/05/2022	Supermanoeuvre Pty Ltd	Digital Bus Shelter Design - Specialist Design and Engineering Consultancy	\$150,000	10.1 (b) and (c)	<p>This exemption was granted on two grounds, being that the services could only be provided by this supplier and no reasonable alternative exists and that the services were additional deliveries by the original supplier intended as extensions or continuing services where a change of supplier would result in a negative impact for the City.</p> <p>The 3-stage digital bus shelter design competition (Connected Hobart Action Plan CPL02 The Smarter Hobart Challenge and CTR13 Digital Upgrades to Major City Centre Bus Stops) was won by the architectural design firm Supermanoeuvre.</p> <p>The City of Hobart sought services to advance Supermanoeuvre's winning concept to an engineered design for manufacture, assembly and installation of a bus shelter to be located at 401 Sandy Bay Road, Sandy Bay near the entrance to the Wrest Point Hotel</p>	Manager Smart and Sustainable City	Director Connected City

Date	Supplier	Description of Goods / Services	Amount (ex GST)	Policy Exemption Clause	Exemption Reason	Purchasing Officer	Approved by
					Casino at Metro stop 11. Given the suppliers proposed production methodology and award winning design was the only provider that could provide the necessary design services and engineering for a prototype and proof-of-concept within the specific particulars.		
08/06/2022	Kate Christie – Time Stylers	Development of a documented set of guidelines to govern internally managed meeting groups including advisory, operational and external facing groups and professional development services.	\$55,000	10.1 (b)	The exemption was granted on the grounds that the services can be supplied only by a particular supplier and no reasonable alternative or substitute exists. A change of supplier would result in a negative impact for the City of Hobart. There is an absence of providers of this specialised kind of service in the market.	Senior Administrative Officer	Chief Executive Officer
21/06/2022	ADE turf Equipment Pty Ltd	One Redexim Verti-Drain 7521	\$59,066	10.1 (b)	The exemption was granted on the grounds that the services can be supplied only by a particular supplier	Manager City Infrastructure	Acting Director City Enablers

Date	Supplier	Description of Goods / Services	Amount (ex GST)	Policy Exemption Clause	Exemption Reason	Purchasing Officer	Approved by
					<p>and no reasonable alternative or substitute exists. A change of supplier would result in a negative impact for the City of Hobart.</p> <p>The Tasmanian supplier has advised that it won't be able to supply this unit until at least late 2023, perhaps early 2024.</p> <p>ADE Turf Equipment Pty Ltd has a unit about to arrive and Council has the opportunity to purchase this unit.</p> <p>In the event that this opportunity is missed, Council will face significant and uncertain delay with supply and escalating cost of a replacement unit.</p> <p>Council's current plant is aged and constantly has mechanical issues. Council will encounter increasing problems with servicing its needs if it has to continue to rely on its existing aged plant for a prolonged period of time.</p>		

6.4 Grants and Benefits Listing as at 30 June 2022
File Ref: F22/78739; 25-2-1

Report of the Acting Director City Enablers of 8 August 2022 and attachment.

Delegation: Committee

REPORT TITLE: GRANTS AND BENEFITS LISTING AS AT 30 JUNE 2022**REPORT PROVIDED BY:** Acting Director City Enablers**1. Report Purpose and Community Benefit**

- 1.1. The purpose of this report is to provide a listing of the grants and benefits provided by the Council for the period 1 July 2021 to 30 June 2022.

2. Report Summary

- 2.1. A report outlining all grants and benefits provided by Council Committees and Council for the period 1 July 2021 to 30 June 2022 is attached.
- 2.2. It is proposed that the Committee note the listing of grants and benefits provided for the period 1 July 2021 to 30 June 2022, and that these are required, pursuant to Section 77 of the *Local Government Act 1993* ("LG Act"), to be included in the annual report of Council.

3. Recommendation

That the Finance and Governance Committee receive and note the information contained in the report titled 'Grants and Benefits Listing as at 30 June 2022'.

4. Background

- 4.1. A report outlining the grants and benefits provided for the period 1 July 2021 to 30 June 2022 is provided at **Attachment A**.
- 4.2. Pursuant to Section 77 of the LG Act, the details of any grant made or benefit provided will be included in the annual report of the Council.
- 4.3. The listing of grants and benefits marked as **Attachment A**, has been prepared in accordance with the Council policy titled *Grants and Benefits Disclosure*.

5. Proposal and Implementation

- 5.1. It is proposed that the Committee note the grants and benefits listing as at 30 June 2022.
- 5.2. It is also proposed that the Committee note that the grants and benefits listed are required to be included in the Annual Report of the Council and will be listed on the City of Hobart's website.

6. Strategic Planning and Policy Considerations

- 6.1. Grants and benefits are provided to organisations which undertake activities and programs that strongly align with the City's Community Vision, the City of Hobart Capital City Strategic Plan 2019-2029 as well as other relevant City of Hobart strategies.
- 6.2. The linkage between the City's grants and benefits provided and the City of Hobart Capital City Strategic Plan 2019-2029 is referenced in **Attachment A**.

7. Financial Implications

- 7.1. Funding Source and Impact on Current Year Operating Result
 - 7.1.1. All grants and benefits provided as at 30 June 2022 were funded from the 2021-22 budget estimates.

8. Legal, Risk and Legislative Considerations

- 8.1. The Council provides grants and benefits within the requirements of Section 77 of the LG Act as follows:
 - 8.1.1. **Grants and benefits**
 - (1) *A council may make a grant or provide a pecuniary benefit or a non-pecuniary benefit that is not a legal entitlement to any person, other than a councillor, for any purpose it considers appropriate.*
 - (1A) *A benefit provided under subsection (1) may include:*
 - (a) *in-kind assistance; and*
 - (b) *fully or partially reduced fees, rates or charges; and*
 - (c) *remission of rates or charges under Part 9 (rates and charges)*
 - (2) *The details of any grant made or benefit provided are to be included in the annual report of the council.*
- 8.2. Section 72 of the LG Act requires Council to produce an Annual Report with Section 77 of the LG Act providing an additional requirement where individual particulars of each grant or benefit given by the Council must be recorded in the Annual Report.
- 8.3. Section 207 of the LG Act provides for the remitting of all or part of any fee or charge paid or payable.
- 8.4. Section 129 of the LG Act provides for the remitting of rates.

9. Delegation

- 9.1. This report is provided to the Finance and Governance Committee for information.


As signatory to this report, I certify that, pursuant to Section 55(1) of the Local Government Act 1993, I hold no interest, as referred to in Section 49 of the Local Government Act 1993, in matters contained in this report.



Lara MacDonell

ACTING DIRECTOR CITY ENABLERS

Date: 8 August 2022
File Reference: F22/78739; 25-2-1

Attachment A: Grants and Benefits Listing as at 30 June 2022 ↓ 

Grants, Assistance and Benefits Provided as at 30 June 2022

Section 77 (1)

Detail	Policy grouping	Program grouping Level 1	Program grouping Level 2 (stream)	Program grouping Level 3 (grant)	Approval	Column1	Cash (GST Inclusive)	In-kind (GST Inclusive)	Total (GST Inclusive)
ENE World Pty Ltd - Local Business Community Grant- Community Disaster Resilience Project	Community	Grants Program	Business	Local Business for a Better Community Grant	Under CEO Delegation	2.2.3	2,310		2,310
The Little Poet Pty Ltd - Local Business Community Grant	Community	Grants Program	Business	Local Business for a Better Community Grant	Under CEO Delegation	2.2.3	5,500		5,500
Families Tasmania Inc. - Community Christmas Carols Grants	Community	Grants Program	Christmas	Community Christmas Carols Grant	Under CEO Delegation	2.2.3	16,500		16,500
Inscape Tas Incorporated - Community Christmas Carol Grants	Community	Grants Program	Christmas	Community Christmas Carols Grant	Under CEO Delegation	2.2.3	15,000		15,000
Multicultural Council of Tasmania - Community Christmas Carols Grant	Community	Grants Program	Christmas	Community Christmas Carols Grant	Under CEO Delegation	2.2.3	16,500		16,500
Roman Catholic Church trust Corporation of the Archdiocese of Hobart - Community Christmas Carols Grants	Community	Grants Program	Christmas	Community Christmas Carols Grant	Under CEO Delegation	2.2.3	16,500		16,500
Pets in the Park - Hobart Christmas Parcel Project - Festive Season Charitable Quick Response Grant	Community	Grants Program	Christmas	Festive Season Charitable Quick Response Grant	Under Director Delegation		1,100		1,100
Cancer Council Tasmania - Community Grant	Community	Grants Program	Community	Community Grant	Under CEO Delegation	2.2.3	3,947		3,947
Mosaic Support Services (Tas) Inc. - Media Programs Upgrade Proposal - Community Grant	Community	Grants Program	Community	Community Grant	Under CEO Delegation	2.2.3	8,228		8,228
Multicultural Council of Tasmania - Community Grant	Community	Grants Program	Community	Community Grant	Under CEO Delegation		5,500		5,500
Multicultural Council of Tasmania - Community Grant	Community	Grants Program	Community	Community Grant	Under CEO Delegation		5,427		5,427
Pets in the Park - Community Grant	Community	Grants Program	Community	Community Grant	Under CEO Delegation		5,500		5,500
Salvation Army Housing - Community Grant	Community	Grants Program	Community	Community Grant	Under CEO Delegation	2.2.3	4,598		4,598
St John Ambulance Australia - Community Grant	Community	Grants Program	Community	Community Grant	Under CEO Delegation	2.2.3	5,300		5,300
St. Giles Society Ltd - Community Grant	Community	Grants Program	Community	Community Grant	Under CEO Delegation	2.2.3	5,000		5,000
Menzies Institute of Research (University of Tasmania) - Community Quick Response Grant	Community	Grants Program	Community	Community Quick Response Grant	Under Director Delegation	2.2.3	1,100		1,100
Australians for Palestine - Community Quick Response	Community	Grants Program	Community	Community Quick Response Grant	Under Director Delegation	2.2.3	993		993
Battery Point Community Association Inc. - Community Grant	Community	Grants Program	Community	Community Quick Response Grant	Under Director Delegation	2.2.3	650		650
Brain Injury Association of Tasmania Inc. - Community Quick Response Grant	Community	Grants Program	Community	Community Quick Response Grant	Under Director Delegation	2.2.3	1,036		1,036
COTA Tasmania- Quick Response Grant	Community	Grants Program	Community	Community Quick Response Grant	Under Director Delegation	2.2.3	1,100		1,100
Hobart City Mission Inc - Quick Response Community Grant	Community	Grants Program	Community	Community Quick Response Grant	Under Director Delegation	2.2.3	1,000		1,000
Neighbourhood Watch Tasmania Inc. - Community Quick Response Grant	Community	Grants Program	Community	Community Quick Response Grant	Under Director Delegation	2.2.3	500		500
South Hobart Sustainable Community Incorporated- Community Disaster Resilience Project	Community	Grants Program	Community	Community Quick Response Grant	Under Director Delegation	2.2.3	975		975
Tasmanian Ethiopian Association Inc. - Ethiopian New Year Festival 2021 - Quick Response Grant Community 2021-22	Community	Grants Program	Community	Community Quick Response Grant	Under Director Delegation	3.1.5	1,000		1,000
Chinese Culture Society - International Student Support Quick Response Grant	Community	Grants Program	Community	International Student Support Quick Response Grant	Under Director Delegation	2.2.3	2,000		2,000
Department of Police, Fire and Emergency Management - Contribution to Search and Rescue Unit 2021-22	Community	Other program	Community	Annual contribution		3.1.5	7,700		7,700
State Emergency Service - Southern Regional Volunteer SES Unit - Annual Contribution 2021-22	Community	Other program	Community	Annual contribution		3.1.5	23,808		23,808
Domain Tennis Centre Hobart - Annual Grant	Community	Other program	Community	Annual Maintenance Grant (3 year agr Council		2.2.3	52,641		52,641
Hockey Tasmania Inc- THC Annual Grant - Maintenance	Community	Other program	Community	Annual Maintenance Grant (3 year agr Council			82,585		82,585
Southern Tasmanian Netball Association - Annual Maintenance Grant 2021	Community	Other program	Community	Annual Maintenance Grant (3 year agreement)		3.1.5	34,338		34,338

Grants, Assistance and Benefits Provided as at 30 June 2022

Section 77 (1)

Detail	Policy grouping	Program grouping Level 1	Program grouping Level 2 (stream)	Program grouping Level 3 (grant)	Approval	Column1	Cash (GST Inclusive)	In-kind (GST Inclusive)	Total (GST Inclusive)
Derwent Estuary Program Limited - Member Contribution 2021-22	Community	Other program	Community	Annual partner contribution		2.2.3	60,347		60,347
Derwent Sailing Squadron Inc. - Grant Payment	Community	Other program	Community			2.2.3	6,083		6,083
Eat Well Tasmania Incorporated - Urban Sustainability Grant	Environmental and Climate Change	Grants Program	Urban Sustainability	Urban Sustainability Grant	Under CEO Delegation	6.3.4	16,500		16,500
Good Life Permaculture - Urban Sustainability Grants	Environmental and Climate Change	Grants Program	Urban Sustainability	Urban Sustainability Grant	Under CEO Delegation	6.3.4	8,250		8,250
Kickstart Arts Incorporated - Urban Sustainability Grant	Environmental and Climate Change	Grants Program	Urban Sustainability	Urban Sustainability Grant	Under CEO Delegation	6.3.4	16,385		16,385
Sustainable Living Tasmania Inc. - Urban Sustainability Grants	Environmental and Climate Change	Grants Program	Urban Sustainability	Urban Sustainability Grant	Under CEO Delegation	6.3.4	16,474		16,474
City of Hobart Eisteddfod - In-kind Grant	In-kind Assistance	Grants Program	Event	City Partnership Grant	Council	2.2.3		11,413	11,413
Archie's 100 - Festive Lighting - in-kind Grant	In-kind Assistance	Grants Program	Event	In-kind Venue and Event Resource Quick Response Grant	Under Director Delegation	2.3.1		550	550
Hobart Social Skates Group- Hobart Social Skates - City Hall - In-kind Grant	Reduced Fees or Charges	Grants Program	Event	In-kind Venue and Event Resource Quick Response Grant	Under Director Delegation	2.3.1		1,100	1,100
Indian Cultural Society of Tamar Inc. - In-kind	In-kind Assistance	Grants Program	Event	In-kind Venue and Event Resource Quick Response Grant	Under Director Delegation	2.3.1		712	712
Moorilla Estate Pty Ltd - Moorilla - Hobart Town Hall In-kind	Reduced Fees or Charges	Grants Program	Event	In-kind Venue and Event Resource Quick Response Grant	Under Director Delegation	2.3.1		1,100	1,100
Sr Dominic Flynn- Dominic Flynn - Hobart Town Hall In-kind	Reduced Fees or Charges	Grants Program	Event	In-kind Venue and Event Resource Quick Response Grant	Under Director Delegation	2.3.1		716	716
Alcohol, Tobacco and other Drugs Council (Tas) Inc. - International Overdose Awareness Day - Waterside Pavilion - Remission of Hire Charges	Reduced Fees or Charges	Grants Program	Event	In-kind Venue and Event Resource Quick Response Grant	Under Director Delegation	2.3.1		1,100	1,100
Hobart Doll Club Inc. - Doll and Fair Show -In-Kind Venue & Event Resource Quick Response Grant	Reduced Fees or Charges	Grants Program	Event	In-kind Venue and Event Resource Quick Response Grant	Under Director Delegation	2.3.1		1,100	1,100
Pregnancy and Infant Loss Remembrance Day - In Kind Venue & Event Resource Quick Response Grant	Reduced Fees or Charges	Grants Program	Event	In-kind Venue and Event Resource Quick Response Grant	Under Director Delegation	2.3.1		800	800
Wattle Day Association Inc. - National Wattle Day - In-Kind Venue & Event Resource Quick Response Grant	Reduced Fees or Charges	Grants Program	Event	In-kind Venue and Event Resource Quick Response Grant	Under Director Delegation	2.3.1		425	425
South Hobart Primary School - Compost for Market Garden - Reduced Fees and Charges	Reduced Fees or Charges	Other program	Reduced Fees or Charges	Community fee waiver	Under Director Delegation	2.3.1		360	360
Remission of hire charges for Council halls, sport fields and parks	Reduced Fees or Charges	Other program	Reduced Fees or Charges	Community hire	Under Director Delegation	2.3.1		40	40
Sea Shepherd Marine Debris Campaign 14 November 2021 -Cornelian Bay Foreshore and Bushland Tracks - Remission of Hire Charges	Reduced Fees or Charges	Other program	Reduced Fees or Charges	Community hire	Under Director Delegation	2.3.1		125	125
North Hobart Football- Gorrington Stand Rebate	Reduced Fees or Charges	Other program	Reduced Fees or Charges	Community lease agreement	Council	3.1.5		3,046	3,046
Surf Life Saving Tasmania Inc -Pavilion Long Beach Grant 2021-2022	Reduced Fees or Charges	Other program	Reduced Fees or Charges			2.3.1		1,100	1,100
Archie's 100 - Fundraising for Royal Hobart Hospital Neonatal and Paediatric Intensive Care Unit - Cornelian Bay Oval - Reduced Fees and Charges	Reduced Fees or Charges					2.3.1		665	665
Australian Marine Conservation Society- Fee Waiver - Aust Marine Conservation Long Beach	Reduced Fees or Charges					2.3.1		125	125
Citywide Baptist Church and RSL Lenah Valley- Fee Waiver Anzac day - John Turnbull Park	Reduced Fees or Charges					2.3.1		125	125
Jar Operations T/A Brunswick Hotel - Reduced (or waived) fees and charges	Reduced Fees or Charges					2.3.1		17,286	17,286
Jar Property (Tas) Pty Ltd - Reduced (or waived) fees and charges	Reduced Fees or Charges					2.3.1		25,570	25,570
Live Life Get Active- Fee waiver Live Life Get Active - St Davids Park	Reduced Fees or Charges					2.3.1		1,150	1,150

Grants, Assistance and Benefits Provided as at 30 June 2022

Section 77 (1)

Detail	Policy grouping	Program grouping Level 1	Program grouping Level 2 (stream)	Program grouping Level 3 (grant)	Approval	Column1	Cash (GST Inclusive)	In-kind (GST Inclusive)	Total (GST Inclusive)
RACT City to Casino- Fee Waiver RACT City to Casino Run - Cornelian Bay	Reduced Fees or Charges					2.3.1		89	89
240L Wheelie Bin Rebate	Reduced Rates	Reduced Rates	-	-	Council	8.5.8	3,840		3,840
E Kalis Properties Pty Ltd - Development Assistance - Rates Remission	Reduced Rates	Reduced Rates	-	-	Council	1.2.5	811,102		811,102
Native Vegetation Protection Rebate	Reduced Rates	Reduced Rates	-	-	Council	8.5.8	388		388
Rate Remissions - Pensioners Net Expenditure	Reduced Rates	Reduced Rates	-	-	Council	8.5.8	26,132		26,132
North Hobart Football Club Rental Rebate	Reduced Fees or Charges		-	-	Council	8.5.8	4,061		4,061
Stormwater Removal Service Rates Remission	Reduced Rates	Reduced Rates	-	-	Council	8.5.8	58,614		58,614
Sultan Holdings Pty Ltd - Development Assistance - Rates Remission	Reduced Rates	Reduced Rates	-	-	Council	1.2.5	419,793		419,793
Katinka Howell Dineen- Local Business Grant - Lily & Dot	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Business	Local Business for a Better Community Grant	Under CEO Delegation	2.2.3	3,548		3,548
The Trustee for Chris Hood Family Trust- Local Business Grant- LB210919	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Business	Local Business for a Better Community Grant	Under CEO Delegation	2.3.1	5,500		5,500
The Trustee for Hadley's Unit Trust - Hadley's Orient Hotel	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Business	Local Business for a Better Community Grant	Under CEO Delegation		5,500		5,500
Multicultural Council of Tasmania Inc. - Creative and Performing Arts Workshop - Quick Response International Student Support Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Community	International Student Support Quick R	Under Director Delegation	2.2.3	2,200		2,200
Archipelago Productions - The Carbon Neutral Adventures of the Indefatigable Enviroteens - Creative Hobart Medium Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Creative Hobart	Creative Hobart Medium Grant	Under CEO Delegation	3.1.5	5,700		5,700
Blue Cow Theatre Inc. - Creative Hobart Medium Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Creative Hobart	Creative Hobart Medium Grant	Under CEO Delegation	3.1.5	16,500		16,500
Drill Performance Company Inc - Creative Hobart Medium Grant - CHM210912	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Creative Hobart	Creative Hobart Medium Grant	Under CEO Delegation	3.1.5	11,118		11,118
Salamanca Arts Centre - Creative Hobart Medium Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Creative Hobart	Creative Hobart Medium Grant	Under CEO Delegation	3.1.5	10,450		10,450
Singers of Southern Tasmania	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Creative Hobart	Creative Hobart Medium Grant	Under CEO Delegation	3.1.5	15,000		15,000
Terrapin Puppet Theatre Limited - Creative Hobart Medium Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Creative Hobart	Creative Hobart Medium Grant	Under CEO Delegation	3.1.5	16,500		16,500
Julian Bugden - A Beating Heart	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Creative Hobart	Creative Hobart Small Grant	Under CEO Delegation	3.1.5	3,400		3,400
Matt Daniels - Creative Hobart Small Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Creative Hobart	Creative Hobart Small Grant	Under CEO Delegation	3.1.5	5,500		5,500
Rose Ertler - Creative Hobart Small Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Creative Hobart	Creative Hobart Small Grant	Under CEO Delegation	3.1.5	5,000		5,000

Grants, Assistance and Benefits Provided as at 30 June 2022

Section 77 (1)

Detail	Policy grouping	Program grouping Level 1	Program grouping Level 2 (stream)	Program grouping Level 3 (grant)	Approval	Column1	Cash (GST Inclusive)	In-kind (GST Inclusive)	Total (GST Inclusive)
Tasmanian Museum and Art Gallery - Major Cultural Organisation Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Creative Hobart	Major Cultural Organisation Grant	Council	3.1.5	38,500		38,500
Tasmanian Symphony Orchestra Pty Ltd - Major Cultural Organisation Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Creative Hobart	Major Cultural Organisation Grant	Council	3.1.5	27,500		27,500
Theatre Royal Management Board - Major Cultural Organisation Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Creative Hobart	Major Cultural Organisation Grant	Council	3.1.5	38,500		38,500
City of Hobart Eisteddfod Society Inc. - Major Sponsorship for Eisteddfod 2021	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	City Partnership Grant	Council	2.2.3	2,500		2,500
Royal Hobart Regatta Association - Hobart Regatta 2022- Partnership Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	City Partnership Grant	Council	3.1.5	29,319		29,319
Sandy Bay Regatta Association - The Sandy Bay Regatta	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	City Partnership Grant	Council	3.1.5	31,056		31,056
Theatre Council of Tasmania - City Partnership Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	City Partnership Grant	Council	3.1.5	10,273		10,273
Kickstart Arts Incorporated - Event Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	Event Medium Grant	Under CEO Delegation	2.2.3	20,900		20,900
Salamanca Arts Centre - Event Grant 2021-22	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	Event Medium Grant	Under CEO Delegation	3.1.5	31,350		31,350
Taspride - Event Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	Event Medium Grant	Under CEO Delegation	3.1.5	10,000		10,000
Trail Ventures - Event Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	Event Medium Grant	Under CEO Delegation	3.1.5	16,500		16,500
Van Diemen's Band - Event Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	Event Medium Grant	Under CEO Delegation	3.1.5	13,266		13,266
Australian Antarctic Festival - Events Partnership	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	Event Partnership Grant	Council	3.1.5	66,000		66,000
Australian Institute of Architects - Event Partnership Grant	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	Event Partnership Grant	Council		36,300		36,300
Beaker Street Ltd. - Beaker Street Festival - Events Partnership Grant 2021-22	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	Event Partnership Grant	Council	3.1.5	47,300		47,300
Festival of Voice Inc. - Events Partnership Grant 2021-22	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	Event Partnership Grant	Council	3.1.5	93,500		93,500
Tasmanian Museum and Art Gallery - Events Partnership	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Grants Program	Event	Event Partnership Grant	Council	3.1.5	48,400		48,400

Grants, Assistance and Benefits Provided as at 30 June 2022

Section 77 (1)

Detail	Policy grouping	Program grouping Level 1	Program grouping Level 2 (stream)	Program grouping Level 3 (grant)	Approval	Column1	Cash (GST Inclusive)	In-kind (GST Inclusive)	Total (GST Inclusive)
Business Events Tasmania - Annual Grant 2021-22	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Other program	Sponsorship / Investment - Econ Annual contribution		Council	3.1.5	120,291		120,291
Cycling South - 2021-22 Contribution	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Other program	Sponsorship / Investment - Econ Annual contribution			3.1.5	13,200		13,200
Dogs' Homes of Tasmanian Canine Defence League - Funding Contribution -	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Other program	Sponsorship / Investment - Econ Annual contribution		Council	3.1.5	99,407		99,407
Bicycle Network Incorporated - Sponsorship of the National Ride2Work Day Breakfast in Hobart	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Other program	Sponsorship / Investment - Economic, Cultural, Festivals and Events			3.1.5	1,000		1,000
Epic Events & Marketing Pty Ltd - Sponsorship - Run The Bridge 2022	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Sponsorship Program	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Sponsorship Program	Council	3.1.5	7,700		7,700
Vibestown - Party in the Apocalypse Sponsorship	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Sponsorship Program	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Sponsorship Program	Council	3.1.5	30,800		30,800
Darklab Pty Ltd- Dark Mofo 2022 sponsorship	Sponsorship / Investment - Economic, Cultural, Festivals and Events	Sponsorship Program			Council	3.1.5	165,000		165,000
Wellington Park- Contr. to WPMT Admin+Tech Support 2021-22	Wellington Park Mangement Trust - Contributin to WPMT Regulations Awareness Program for 2021-22	Other program	Wellington Park Mangement Trust - Contributin to WPMT Regulations Awareness Program for 2021-22	Memorandum of Understanding (3 yrs)	Council	3.1.5	69,903		69,903
Total							2,950,685	68,697	3,019,382

6.5 Customer Service Complaints and Compliments Report
File Ref: F22/76978

Report of the Principal Advisor - Customer Relations and the Director
City Futures of 9 August 2022 and attachment.

Delegation: Council

REPORT TITLE: CUSTOMER SERVICE COMPLAINTS AND COMPLIMENTS REPORT**REPORT PROVIDED BY:** Principal Advisor - Customer Relations
Director City Futures**1. Report Purpose and Community Benefit**

- 1.1. The purpose of this report is to provide the annual report in relation to complaints and compliments for 2021/2022 received by the City of Hobart.

2. Report Summary

- 2.1. Section 339F (5) of the *Local Government Act 1993* requires the General Manager to provide the Council with a report at least once a year on the number and nature of complaints received against the Customer Service Charter.
- 2.2. During 2021/22, the City received 43 complaints and 123 compliments.
- 2.3. This report provides an overview of the type of complaints and compliments and a comparison to the 2019/20 year.

3. Recommendation

That in accordance with Section 339F (5) of the Local Government Act 1993 the Council note this report provided in respect of the complaints and compliments received during the 2020-21 financial year.

4. Background

- 4.1. Section 339F (5) of the *Local Government Act 1993* requires the General Manager to provide the Council with a report at least once a year on the number and nature of complaints received against the Customer Service Charter.
 - 4.1.1. During 2020/21, the City received 43 complaints and 123 compliments.
 - 4.1.2. Of the 43 formal complaints received 13 were unsubstantiated. Either they were not a Council staff member or there was contradictory evidence, such as video footage.
 - 4.1.3. Comparatively, the number of complaints recorded for the previous financial year 2020/2021 was 77 for complaints and 125 for compliments.

4.1.4. Complaints are categorised in terms of:

- Unreasonable delay in response or inaction;
- Employee behaviour; and
- General Council process or handling of a service.

- 4.2. The complaints are categorised against the old divisional structure which was in place July 2021.
- 4.3. The complaints process involves investigation by the respective manager or technical delegate with feedback or a resolution provided to the complainant.
- 4.4. Complaints against the Charter are received via the Customer Relations unit who oversee the complaints to ensure they are reviewed and the complainant receives a response and appropriate action.
- 4.5. Of the relevant complaints received during 2021/22, 47% were in relation to employee behaviour and 37% were around Council process and 17% for unreasonable delay or lack of response.
- 4.6. By way of comparison the types of complaints received for 2020/21 were 62% for employee behaviour 28% for Council process, and 9% for unreasonable delay.
- 4.7. The employee behaviour complaints are significantly higher this year than last. The previous City Innovation Division had the highest number of employee behaviour complaints, followed by the City Amenity Division. This is not surprising as these divisions have a high customer facing presence.
- 4.8. Parking which were part of the City Innovation Division, has been a contentious subject this year and the community appear to have a heightened dissatisfaction with parking operations. In the last year there were complaints about the price rise (council process) difficulty getting out of 'blocked' car parks and the subsequent employee attitude when customers complained.
- 4.9. City Amenity employee behaviour complaints are focused on field workers. Poor driving behaviours or Council staff is an area regularly reported by customers.
- These complaints are reported to management who take appropriate and considered action. One of the steps taken has been awareness raising with staff around customer scrutiny and the need to ensure behaviour and presentation are always of a high standard.
- 4.10. Of the process complaints, City Innovation received the highest number of complaints. These revolved predominantly around our pricing and the costs involved in when a car park ticket is lost.

- 4.11. Of the 30 relevant complaints 70% were closed in 10 days the remaining 30% took longer. There are no open complaints from 2020/21.
- 4.12. The number of compliments recorded for the 2021/22 period was 123.
- 4.13. Approximately 60% of the compliments related to the actions of the City Amenity Unit, with the next highest division being community life at 20%.
- 4.14. The Capital City Strategic Plan 2015-2025 commits the organisation to "Deliver best practice customer service across the organisation".

5. Delegation

- 5.1. This matter is delegated to the Council.

As signatory to this report, I certify that, pursuant to Section 55(1) of the Local Government Act 1993, I hold no interest, as referred to in Section 49 of the Local Government Act 1993, in matters contained in this report.




Anna Holland
**PRINCIPAL ADVISOR - CUSTOMER
RELATIONS**

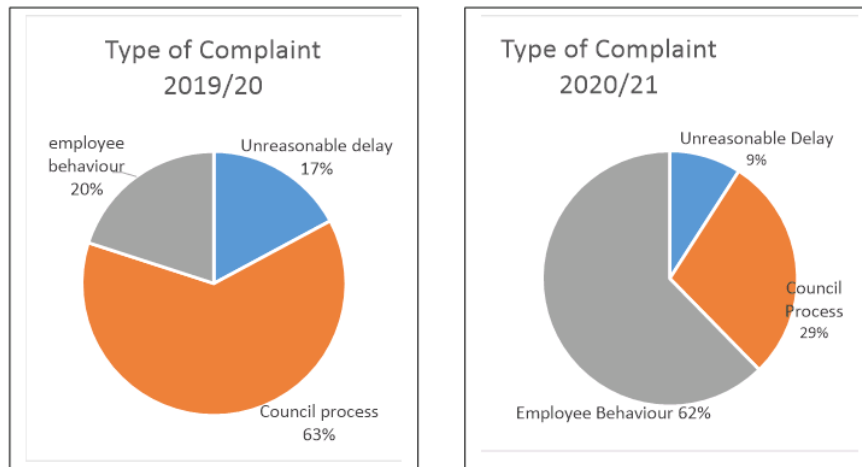


Katy Cooper
DIRECTOR CITY FUTURES

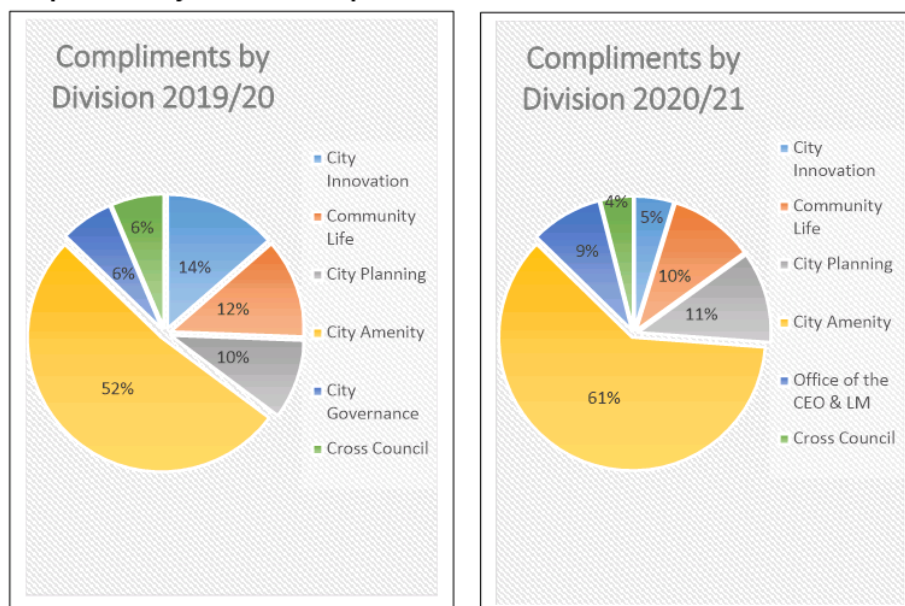
Date: 9 August 2022
File Reference: F22/76978

Attachment A: Complaints and Compliments Comparison ↓ 

Complaint type comparison



Compliments by division comparison



6.6 Annual Elected Member Representation on External Bodies
File Ref: F22/77209

Memorandum of the Chief Executive Officer of 18 August 2022.

Delegation: Committee



City of **HOBART**

MEMORANDUM: FINANCE AND GOVERNANCE COMMITTEE

Annual Elected Member Representation on External Bodies

In accordance with the Council's policy titled *External Bodies – Representations and Reporting on Activities*, annual reports are provided by both elected members and officers who have been nominated to represent the Council on external bodies, with respect to the activities undertaken during the year in review.

The policy states that:

1. Where the Council has representatives on an outside body, it appoints a proxy to represent the Council on such bodies which have indicated that a proxy would be accepted in the absence of the duly appointed representative.
2. Reports from representative on outside bodies be made once each year and an item for this purpose be listed annually on the Finance and Governance Committee agenda.
 - (i) The annual reporting, where possible, should include the number of meetings held by the body and the number of meetings which have been attended by the Council representative.

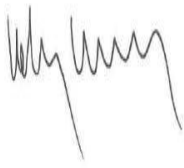
For the purposes of this report the reporting period is for the period commencing 1 January 2021 to 30 June 2022.

Elected Members have been invited to provide verbal reports at the Finance and Governance Committee meeting.

RECOMMENDATION

That the information contained in the verbal reports provided by Elected Members, be received and noted.

As signatory to this report, I certify that, pursuant to Section 55(1) of the Local Government Act 1993, I hold no interest, as referred to in Section 49 of the Local Government Act 1993, in matters contained in this report.

A handwritten signature in black ink, appearing to read 'Kelly Grigsby', with a stylized, wavy line extending from the end.

Kelly Grigsby
CHIEF EXECUTIVE OFFICER

Date: 18 August 2022
File Reference: F22/77209

7. COMMITTEE ACTION STATUS REPORT

7.1 Committee Actions - Status Report - OPEN

A report indicating the status of current decisions is attached for the information of Elected Members.

RECOMMENDATION

That the information be received and noted.

Delegation: Committee

Attachment A: Committee Action Status Report - OPEN

FINANCE AND GOVERNANCE COMMITTEE - STATUS REPORT
OPEN PORTION OF THE MEETING
23 August 2022

Ref	Title	Report / Action	Action Officer	Comments
1	SPECIAL REPORT – CEO NORTH HOBART PETITION, DIGITAL SIGNS AND REINVESTMENT Council, 20/9/2021 Item 16	That the Council: 1. Approve the preparation of a Precinct Plan for North Hobart to be developed in consultation with key agencies and stakeholders including North Hobart traders, landowners and residents. 2. Facilitate place-making activities across North Hobart that are community driven; and deliver on feedback received during the period of community consultation. 	CEO	An update to all Your Say North Hobart survey participants, including the provision of the engagement summary report and the key actions arising from the Council's decision (20 September 2021), has been provided.
	NORTH HOBART PARKING OPERATIONAL POLICY CHANGES Council, 23/11/2020 Item 15	5. Explore and implement enhanced mobility options; to encourage visitors into the precinct using alternate modes of transport; including trialling low-cost micro mobility modes. 6. Authorise the CEO to undertake all necessary actions to pursue opportunities to increase off street car parking stock within the coming months to accommodate future growth and install dynamic signage to alter motorists to available on street and off street parking.		Further: 1. The development of a Precinct Plan for North Hobart will be progressed following the development of the draft Central Hobart Precincts Plan in 2022.
	NOTICE OF MOTION CONDELL PLACE CAR PARK – REDEVELOPMENT Council, 23/9/2019 Item 17	7. Engage with North Hobart Traders to design and implement a marketing campaign; as part of Hello Hobart to promote (NoHo) and encourage visitation.		2. Place-making activities will be developed once the marketing campaign has been established with the North Hobart trader community.
	CONDELL PLACE CAR PARK –			

Ref	Title	Report / Action	Action Officer	Comments
	DEVELOPMENT OPPORTUNITIES AND EOI REQUEST Council, 23/7/2018 Item 17			<p>5. Micromobility trial launched December 17 2021 and ongoing.</p> <p>In excess of 367,000 rides to date across the two operators.</p> <p>Throughout the trial, the footpath and road of Elizabeth Street North Hobart have both been off limits to e-scooters, so there has been limited ability for e-scooters to alleviate car use in the precinct.</p> <p>6. Two new off-street locations being prepared for use as car parks in North Hobart, increasing off-street parking stock from 95 to about 140 spaces.</p> <p>Planning associated with the extension of the Lefroy Street car park extension is underway with the application for a planning permit lodged now.</p>

Ref	Title	Report / Action	Action Officer	Comments
				<p>Investigations for the public usage of other sites are being progressed.</p> <p>The digital signs have been procured with officers now working through the DA process, power and communications conduits and integrating with the parking system.</p> <p>7. NH campaign is currently being developed as part of a wider place-based demand-driving promotion. Will draw on diversity & strengths of each locale & include an overlay of existing events, activities, free parking & refreshed marketing approach with The20, & internal comms. Specific parking areas could be switched on/off in the campaign in conjunction with programed events.</p>

Ref	Title	Report / Action	Action Officer	Comments
2	2019-20 FEES AND CHARGES – PARKING OPERATIONS Finance and Governance Committee, 13/08/2019 Item 6.3 Council, 20/05/2019 Item 27	<p>That.</p> <p>2. The Finance and Governance Committee note the following nine topical areas to be reviewed by officers within the City Innovation Division, and report back to Council:</p> <p>(b) Pensioner voucher parking scheme;</p> <p>(g) Peripheral parking (commuter shuttle service);</p> <p>(h) Commuter parking in inner city areas; and</p> <p>(i) Off-street, off-peak parking demand management solutions to encourage the spread of shopping and trade, including late night trading and night-shift worker safety.</p>	<p>Director Connected City and Director City Futures</p>	<p>No changes were applied to the Pensioner Voucher Parking Scheme (Item 2.b) in 2021-22.</p> <p>Item 2 g), h) and i) are part of a broader access parking policy being undertaken by the Manager City Mobility.</p> <p>Further, these items will be addressed as part of the Central Hobart Precincts Plan.</p>
3	REINVESTMENT OF PARKING REVENUE IN THE CBD Council, 7/12/2020 Item 12	<p>1. A report be prepared that a percentage of CBD parking revenue be reinvested in the CBD.</p> <p>i) The report be prepared consistent with the Council's decision of 23 November 2020 requesting a report considering North Hobart parking charges being reinvested into amenity upgrades to the area of North Hobart.</p> <p>ii) The Parking Benefit District Policy be developed in line with the General Manager's advice.</p> <p>2. The report also give consideration for all precinct shopping strips and centres within the City.</p>	<p>Director Connected City and Director City Futures</p>	<p>Officers are actioning the decision and a report will be provided to Committee in 2022.</p>

Ref	Title	Report / Action	Action Officer	Comments
4	PARKING INFRASTRUCTURE Council, 22/02/2021 Item 11	<p>That Council:</p> <ol style="list-style-type: none"> 1. Note the work being undertaken under the Hobart City Deal to improve public transport infrastructure within Greater Hobart, and continue to work with the State Government to expedite the implementation of policies to improve public transport services within the City; 2. Note that the choice to work to improve public transport services and road/parking infrastructure are not mutually exclusive solutions to improving the commute of Hobartians, and that a combination of policies are required; 3. Investigates locations within the municipality which could be utilised as full day park and ride facilities. 	Director City Futures	Officers are investigating the matter and a report will be provided to Committee in 2022
5	PARKING METERS IN THE CITY Council, 11/10/2021 Item 10	<p>That:</p> <ol style="list-style-type: none"> 1. The Hobart City Council re-evaluate on street parking meters in Salamanca & the central business districts as per any impact that the meters may have either in general or the recent parking fee increases on the relevant business areas and a report be forthcoming. 2. The CEO be provided delegated authority to consult with business owners and traders as per the current on street parking requirements and implement their needs as per signage and as part of the re-evaluation in accordance with the Council's engagement/communications policy. 3. The CEO also investigate the possibility of a "Shop and Save" incentive similar to "Victoria Gardens" whereby shoppers swipe their receipt and receive discounts on parking. 4. The CEO also provide a report that evaluates the re-establishment of a "parking fund" similar to previous and prior to changes to the Local Government Act. <ol style="list-style-type: none"> a. This could be that the entire parking or a percentage being used for Parking & Park and Ride purposes rather than consolidated revenue. 	Director Connected City	Officers are investigating the matter and will report back to the Council.

Ref	Title	Report / Action	Action Officer	Comments
7	Applying Variable (Differential) Rates to Encourage Better Housing Options in Hobart Council, 15/03/2022 Item 12	That:	Director City Enablers	The report was included on the July 2022 Committee Agenda.
		1. An urgent report be prepared to determine appropriate variable (differential) rates for the following:		
		a. Properties listed as whole house visitor accommodation that currently have rates based on the Assessed Annual Value as a residential property; and		Closed
		b. Vacant land zoned as Residential		
		2. The report also provide advice on rates rebates and possible state government incentives for (new) residential properties approved and built as either the principle place of residence for the applicant, or that are tenanted through long-term rental."		

Ref	Title	Report / Action	Action Officer	Comments
8	Response to Petition - Reduction to On-Street Parking Fees Council, 16/05/22 Item 15	<p>That:</p> <ol style="list-style-type: none"> 1. The petition titled Reduction to On-street Parking Fees, be received and noted. 2. The request for permanent price decreases, proposed in the petition titled Reduction to On-Street Parking Fees, be rejected. 3. The request for further and more detailed analysis of the impact of parking costs on businesses and visitor numbers, proposed in the petition titled Reduction to On-Street Parking Fees, be undertaken and the results be published. 4. The City continues to plan for time limited parking campaigns and related promotional activity targeted to support retailers in specific areas and the effect of these campaigns be used as data for more detailed analysis of parking in the City. 5. The detailed analysis also considers provision of affordable parking for those members of the community with mobility issues who visit the CBD. 6. An urgent report be forthcoming on a "shop and save" parking discount system comparable to Victoria Gardens or similar programs for both on and off street metered parking where paid parking is provided. The report consider a phasing in program including best times of day week for use of a "shop and save" discount parking system including which businesses partake in such a program and in particular financial implications. 7. The petitioners be notified of the Council resolution. 	Director Connected City	<p>No further action required for items 1 and 2.</p> <p>Officers are progressing actions 3, 4 and 5 for a future report to Council.</p> <p>Officers are investigating parking discount models as per item 6 for an upcoming report to Committee.</p>

Ref	Title	Report / Action	Action Officer	Comments
		of 24 May 2022, and totalling \$19.083M, be deferred for completion in the 2022-23 financial year.		
10	2022-2023 Fees and Charges Council 14/06/22 Item	<p>That:</p> <ol style="list-style-type: none"> 1. The schedule of fees and charges for Council services marked as Attachment B (inclusive of Attachment A variations) to the Special Finance and Governance Committee agenda of 14 June 2022, be adopted for the 2022-23 financial year, with the exception of existing fees and charges relating to Food Truck Permits which are to be maintained at the 2021-22 rate. 2. Officers prepare a report considering separate fees for residential planning applications for developments costing between \$200,001 and \$600,000 to recognise affordable housing development. 	<p>Acting Director City Enablers Director City Life</p>	<p>Officers are actioning the decision and a report will be provided to Committee in 2022.</p>

11	Budget Estimates 2022-23 Council 27/06/22 Item	<p>That: 1. The expenses, revenues, capital expenditure, and plant and equipment expenditure detailed in the document 'City of Hobart Budget Estimates 2022-23 Financial Year', marked as Attachment A to item 6.1 of the Open Finance and Governance Committee agenda of 21 June 2022, be approved.</p> <p>2. New borrowings of \$1.5 million to be further considered if required for the Doone Kennedy Hobart Aquatic Centre upgrade.</p> <p>3. The Council delegate to the Chief Executive Officer the power to enter into loan agreements to source the above borrowings if required on the most favourable terms.</p> <p>4. The City of Hobart Rates Resolution 2022-23, marked as Attachment C to item 6.1 of the Open Finance and Governance Committee agenda of 21 June 2022, be adopted as follows:</p> <p>(i) Pursuant to s.90 of the <i>Local Government Act 1993</i>, a General Rate of 10.50471 cents in the dollar of Assessed Annual Value (AAV) be made.</p> <p>(ii) Pursuant to s.88A of the <i>Local Government Act 1993</i> the Council by absolute majority sets a maximum percentage increase cap on the general rate (as previously made) at 2.6% where that increase has occurred as a result of municipal revaluation undertaken in accordance with s.20 of the <i>Valuation of Land Act 2001</i>.</p> <p>(iii) Pursuant to s.88A(1)(b) and s.107 of the <i>Local Government Act 1993</i> the Council by absolute majority declares that the maximum percentage increase cap on the general rate referred to at 4(i) above is varied to 1.6% for all land which is used or predominately used for commercial purposes.</p> <p>(iv) Pursuant to s.88A(2)(b) of the <i>Local Government Act 1993</i> the Council by absolute majority fixes the condition that to qualify for the maximum percentage increase cap (as previously made and varied above) the rateable land must not be subject to a</p>	<p>Acting Director City Enablers</p>	<p>The Council's decisions have been scheduled for implementation accordingly.</p> <p>Closed</p>

		<p>supplementary valuation used by the Valuer-General during the period from 1 July 2022 to 30 June 2023.</p> <p>(v) Pursuant to s.93A of the <i>Local Government Act 1993</i> and the provisions of the <i>Fire Service Act 1979</i> (as amended) the Council makes the following rates for land within the municipal area:</p> <p>a) A permanent brigade district fire rate of 1.04486 cents in the dollar of AAV subject to a minimum amount of \$44 in respect of all rateable land within the permanent brigade rating district.</p> <p>b) A Fern Tree volunteer brigade district fire rate of 0.28 cents in the dollar of AAV subject to a minimum amount of \$44 in respect of all rateable land within the Fern Tree volunteer brigade rating district.</p> <p>c) A general land fire rate of 0.25 cents in the dollar of AAV subject to a minimum amount of \$44 in respect of all rateable land within the municipal area which is not within the permanent brigade rating district or the Fern Tree volunteer brigade rating district.</p> <p>(vi) Pursuant to s.107 of the <i>Local Government Act 1993</i> Council declares by absolute majority that the permanent brigade district fire rate is varied within the permanent brigade rating district according to the use or predominant use of land, as follows:</p> <p>a) for land used for commercial purposes, vary the permanent brigade district fire rate to 1.30 cents in the dollar of AAV.</p> <p>b) for land used for industrial purposes, vary the permanent brigade district fire rate to 0.99 cents in the dollar of AAV.</p> <p>c) for land used for primary production purposes, vary the permanent brigade district fire rate to 0.94 cents in the dollar of AAV.</p> <p>d) for land used for public enterprise purposes, vary the permanent brigade district fire rate to 1.46 cents in the dollar of AAV.</p> <p>e) for land used for residential purposes, vary the permanent brigade district fire rate to 0.89 cents in the dollar of AAV.</p> <p>f) for land used for sporting or recreation facilities, vary the permanent brigade district fire rate to 0.54 cents in the dollar of AAV.</p> <p>g) for non-use of the land, vary the permanent brigade district fire rate to 0.82 cents in the dollar of AAV.</p>		
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	<p>(vii) A Waste Management Service Charge be made and varied according to the use or predominant use of land as follows:</p> <p>a) A Service charge of \$260 to apply to residential properties; and</p> <p>b) A Service charge of \$520 to apply to non-residential properties.</p> <p>(viii) A Waste Management Service Charge of \$65 be made for kerbside food organics garden organics waste collection for all rateable land within the municipal area to which Council supplies or makes available a food organics garden organics waste collection service fortnightly utilising a food organics garden organics waste collection bin.</p> <p>(ix) Pursuant to s.94 of the <i>Local Government Act 1993</i>, a Waste Management Service Charge for food organics garden organics collection be made in the sum of \$150.00 for all rateable land within the municipal area to which Council supplies or makes available a food organics garden organics waste collection service weekly utilising a food organics garden organics collection bin</p> <p>(x) Pursuant to s.94 of the <i>Local Government Act 1993</i>, a service charge be made for waste management services to offset a levy payable by the Council to the State Government under the Waste and Resource Recovery Act 2022 (a Waste Management Levy Offset Service Charge) and varied according to the use or predominant use of land as follows:</p> <p>a) A Service charge of \$10 to apply to residential properties; and</p> <p>b) A Service charge of \$20 to apply to non-residential properties.</p> <p>5. The penalty on unpaid rates be 3 per cent of the amount.</p> <p>6. The interest rate on unpaid rates be 8.13 per cent per annum, charged monthly.</p> <p>7. Unspent 2021-22 capital funding be carried-forward into 2022-23, with any necessary adjustments to be made in the September 2022 quarter financial report to the Council.</p> <p>8. The 2022-23 Annual Plan, marked as Attachment D to item 6.1 of the Open Finance and Governance Committee agenda of 21 June 2022 be adopted.</p>		
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		<p>9. The Long Term Financial Management plan 2023-32, marked as Attachment B to item 6.1 of the Open Finance and Governance Committee agenda of 21 June be adopted.</p> <p>10. The following delegations be approved:</p> <p>(i) Pursuant to Section 22 of the <i>Local Government Act 1993</i>, the Council delegate to the Chief Executive Officer, being the General Manager as appointed by Council pursuant to section 61 of the <i>Local Government Act 1993</i> (Tas) the power to expend monies on the Council's behalf identified as Delegation Classification 1 items in the Council's Annual Plan 2022-23; and, the Council authorise the Chief Executive Officer to delegate, pursuant Section 64 of the <i>Local Government Act 1993</i>, to such employees of the Council as she considers appropriate, the power to expend monies on the Council's behalf identified as Delegation Classification 1 items in the Council's Annual Plan.</p> <p>(ii) Pursuant to Section 22 of the <i>Local Government Act 1993</i>, the Council delegate to all the Council Committees the power to expend monies on the Council's behalf identified as Delegation Classification 2 items in the Council's Annual Plan 2022-23.</p> <p>11. The Council note that a mid-year review of the 2022-23 Budget Estimates and Long Term Financial Management Plan 2022-32 will be undertaken.</p> <p>12. The Council note that a review of the mechanism adopted to determine future rate increases will be undertaken during the 2022- 23 financial year.</p> <p>13. The Council adopt the amended City of Hobart Rates and Charges policy, marked as Attachment E to item 6.1 of the Open Finance and Governance Committee agenda of 21 June 2022.</p> <p>14. The Chief Executive Officer be authorised to finalise the City of Hobart Rates and Charges Policy and arrange for it to be made available to the public in a paper format from the Council's Customer Service Centre and in an electronic format from Council's website.</p>		
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Ref	Title	Report / Action	Action Officer	Comments
		15. The Council note the observations of the Risk and Audit Panel as detailed in this report.		

12	<p>Response to Notice of Motion – UTAS Move to the City Council : 27/6/22 Item 6.2</p>	<p>PART A That:</p> <ol style="list-style-type: none"> 1. The Council notes the officer report regarding the UTAS public meeting motions and questions; 2. That attendees of the meeting be thanked, and that information and responses to questions contained in this report and Item 6.4 of the Open Finance and Governance Committee agenda of 21 June 2022, be emailed or mailed to those people who registered for the public meeting; 3. The relevant institutions and representatives (including UTAS Council Members, and relevant State government representatives) be sent all public meeting motions and the Council's response to the motions from the public meeting for their information and consideration; 4. In response to concerns raised by the public, and the motions from the UTAS public meeting, the following information be collated under a UTAS tab on Council's website: <ol style="list-style-type: none"> a. the supporting information attachments of Item 6.4 and this report marked as Item 6.5, from the Open Finance and Governance Committee agenda of 21 June 2022; b. a timeline diagram outlining the chronology of dates, meetings, announcements, policies and decisions agreed by Council relating to the UTAS proposals since 2009; c. information to specifically explain the statutory obligations Council has relating to acting as a planning authority, as well as obligations elected members have to consider development applications without apprehended bias, according to the Local Government Act; d. the CEO consider any other communications that might help the public's understanding of the roles of responsibilities of Council in this matter; 	<ol style="list-style-type: none"> 1. No action required 2. COMPLETE 3. The University of Tasmania, the University Council Members individually, the Premier and the Minister for Education have all been written to. COMPLETE 4a. COMPLETE 4b. COMPLETE 4c. COMPLETE 4d. COMPLETE
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	<p>5. Council notes that as part of the role as city manager, Council officers engage and discuss plans and city-shaping proposals with all large employers and city stakeholders, including UTAS, in accordance with the City's strategic, social and economic goals, always in accordance with the law;</p> <p>6. In relation to the City of Hobart and UTAS Governance forum;</p> <p>a. Council notes that the Governance Forum, established by unanimous resolution of the Council in 2019, has not met since September 2021 and not since the release of the Sandy Bay Master Plan;</p> <p>b. the City of Hobart and UTAS Governance forum be disbanded</p> <p>7. On the matter of declaring interest in regard to matters relating to UTAS, elected members continue with the standard practice as set out in the <i>Local Government Act (1993)</i> as per s48(2) and s54 noting that elected members may voluntarily declare and provide additional information if they wish, as deemed appropriate at any time;</p> <p>8. Council notes that a parliamentary inquiry into UTAS is being considered. Should the Council make a submission, then the report marked as Item 6.5 and attachments of Item 6.4, of the Open Finance and Governance Committee agenda of 21 June 2022, be considered to form the basis of that submission;</p> <p>9. The Council write to the University requesting it provide permission for the public release of the relevant notes taken from the City of Hobart and UTAS Governance Forum meetings.</p>		<p>5. No Action Required</p> <p>6a. No Action Required</p> <p>6b. COMPLETE</p> <p>7. No Action Required</p> <p>8. Draft correspondence with Head of Intergovernmental Relations and Partnerships COMPLETE</p> <p>9. Correspondence was provided and this information was released on the City's website on 3 August. COMPLETE</p>
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	<p>PART B That subject to qualified advice the Council make public the relevant report, with appropriate redactions if required, prior to the City Deal being agreed to which was put before a special closed meeting of the Finance and Governance Committee in December 2018.</p> <p>PART C That the questions asked by Mr Michael Foster at the Finance and Governance Committee meeting of 21 June 2022, be the subject of a further officer report to address them:</p> <ol style="list-style-type: none"> 1. Consequent upon the Council's 6 February 2017 resolution to undertake joint initiatives on the socio-economic impact of relocation, what joint initiatives were undertaken, where are the reports, and if none then what steps will Hobart City Council take to have such studies completed before the Council has to consider any applications relating to relocation? 2. At pages 21, 24 and 26 the officers' report it says that all the necessary research and analysis in relation to residential amenity, traffic and impact on the CBD of relocation cannot be undertaken until the university clarifies its plans. What steps does Hobart City Council intend to undertake to ensure that such reports are completed before the Hobart City Council has to consider any applications by the university (including Development Applications and rezoning), noting that the developer may not undertake them and that if it did they would not be independent? 3. What research underlies the statement at page 25 that "experience from elsewhere indicates that the move of universities downtown generally have a positive effect on business" or that such a statement has any relevance to the actual relocation proposal in Hobart? 4. What research underlies the statement at page 26 that there is the opportunity for relocation to be positive for overall traffic? 	<p>Head of Intergovernmental Relations and Partnerships</p>	<p>PART B. COMPLETE</p> <p>PART C. A draft report is required and will be provided to the Finance and Governance Committee in due Course.</p>
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Ref	Title	Report / Action	Action Officer	Comments
		5. What research underlies the supposition at page 26 that in the context of relocation in Hobart it is likely that travel patterns will not be "business as usual" with many trips taken by car? 6. What steps has the university taken to put in place a Community Engagement process, with in-depth material and transparency and an openness to modify plans and the presentation of tangible options for compromise, as requested by the Hobart City Council on 23 March 2022 and is the Hobart City Council satisfied that sufficient steps have been taken and if not then what steps will the Hobart City Council take to request the university to comply with the request? 7. What steps will the Hobart City Council take to ensure that the Community Engagement process to be conducted by the university will be completed before the Hobart City Council considers and applications by the university?		
13	Lease of Mariners Cottage, Battery Point Slipways Council 26/07/22 Item 6.4	That: 1. Council grant a lease of the Mariners Cottage, situated at 18-44 Napoleon Street, Battery Point in Tasmania to the Wooden Boat Guild of Tasmania Inc for a period of five (5) years at \$50.00 per annum (plus GST) in accordance with the Council's Policy: Leases to Non-Profit Organisations 2. The benefit provided by Council be reported in the Council's Annual Report in accordance with the Council's Policy: Leases to Non-Profit Organisations. 3. The Chief Executive Officer be delegated the authority to negotiate and agree to the final lease terms.	CEO	The Wooden Boat Guild of Tasmania has been advised of the Council's decision and a draft lease is being prepared. COMPLETE

8. QUESTIONS WITHOUT NOTICE

Section 29 of the *Local Government (Meeting Procedures) Regulations 2015*.
File Ref: 13-1-10

An Elected Member may ask a question without notice of the Chairman, another Elected Member, the Chief Executive Officer or the Chief Executive Officer's representative, in line with the following procedures:

1. The Chairman will refuse to accept a question without notice if it does not relate to the Terms of Reference of the Council committee at which it is asked.
2. In putting a question without notice, an Elected Member must not:
 - (i) offer an argument or opinion; or
 - (ii) draw any inferences or make any imputations – except so far as may be necessary to explain the question.
3. The Chairman must not permit any debate of a question without notice or its answer.
4. The Chairman, Elected Members, Chief Executive Officer or Chief Executive Officer's representative who is asked a question may decline to answer the question, if in the opinion of the respondent it is considered inappropriate due to its being unclear, insulting or improper.
5. The Chairman may require a question to be put in writing.
6. Where a question without notice is asked and answered at a meeting, both the question and the response will be recorded in the minutes of that meeting.
7. Where a response is not able to be provided at the meeting, the question will be taken on notice and
 - (i) the minutes of the meeting at which the question is asked will record the question and the fact that it has been taken on notice.
 - (ii) a written response will be provided to all Elected Members, at the appropriate time.
 - (iii) upon the answer to the question being circulated to Elected Members, both the question and the answer will be listed on the agenda for the next available ordinary meeting of the committee at which it was asked, where it will be listed for noting purposes only.

9. CLOSED PORTION OF THE MEETING

RECOMMENDATION

That the Committee resolve by majority that the meeting be closed to the public pursuant to regulation 15(1) of the *Local Government (Meeting Procedures) Regulations 2015* because the items included on the closed agenda contain the following matters:

- Confirm the minutes of the Closed portion of the meeting
- Questions without notice in the Closed portion
- Request to waive requirement to Tender
- Contract extension
- Outstanding rates

The following items are listed for discussion:-

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| Item No. 1 | Minutes of the last meeting of the Closed Portion of the Committee Meeting |
| Item No. 2 | Consideration of supplementary items to the agenda |
| Item No. 3 | Indications of pecuniary and conflicts of interest |
| Item No. 4 | Reports |
| Item No. 4.1 | Request to Waive Requirement to Tender - Australia Post PostBillPay Services
LG(MP)R 15(2)(d) |
| Item No. 4.2 | Contract Extension - Provision of GIS Product and Services
LG(MP)R 15(2)(d) |
| Item No. 4.3 | Outstanding Rates as at 30 June 2022
LG(MP)R 15(2)(g) and (j) |
| Item No. 5 | Responses to Questions Without Notice |
| Item No. 5.1 | Enforcement Action - Blue Truck
LG(MP)R 15(2)(i) |
| Item No. 6 | Committee Action Status Report |
| Item No. 6.1 | Committee Actions - Status Report - CLOSED
LG(MP)R 15(2)(b), (c)(i), (f) and (g) |
| Item No. 7 | Questions Without Notice |