



CITY OF HOBART

AGENDA

Finance and Governance Committee Meeting

Open Portion

Tuesday, 21 July 2020

at 4:30 pm

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.

APOLOGIES AND LEAVE OF ABSENCE

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Finance and Governance Committee Meeting (Open Portion) held Tuesday, 21 July 2020 at 4:30 pm.

This meeting of the Finance and Governance Committee is held in accordance with a Notice issued by the Premier on 3 April 2020 under section 18 of the *COVID-19 Disease Emergency (Miscellaneous Provisions) Act 2020*.

COMMITTEE MEMBERS

Zucco (Chairman)
Deputy Lord Mayor Burnet
Sexton
Thomas
Coats

Apologies:

Leave of Absence: Nil.

NON-MEMBERS

Lord Mayor Reynolds
Briscoe
Harvey
Behrakis
Dutta
Sherlock
Ewin

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 of [Tuesday, 17 March 2020](#) and the Open Portion of the Finance and Governance Committee meeting held on [Tuesday, 16 June 2020](#), 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 General Manager.

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 City of Hobart Rates and Charges Policy Amendment File Ref: F20/72954; 22-2-2

Report of the Manager Finance and City Procurement and the Deputy General Manager of 15 July 2020 and attachment.

Delegation: Council

REPORT TITLE: CITY OF HOBART RATES AND CHARGES POLICY AMENDMENT**REPORT PROVIDED BY:** Manager Finance and City Procurement
Deputy General Manager**1. Report Purpose and Community Benefit**

- 1.1. The purpose of this report is to seek Council's approval of amendments to the *City of Hobart Rates and Charges Policy* to reflect changes to the City's green waste collection service charge, the introduction of a City of Hobart Financial Hardship Assistance Policy, the City's Community Vision, the new Capital City Strategic Plan 2019-2029 and general updates arising from review.
- 1.2. The amendments to the City's Rates and Charges Policy will increase transparency and community awareness.

2. Report Summary

- 2.1. The City of Hobart Rates and Charges Policy has been updated to reflect recent Council decisions to introduce a Food Organics Garden Organics collection service, adopt a Financial Hardship Assistance Policy for Rates, adopt the City's Community Vision and new 10 year Capital City Strategic Plan 2019-29 and to reflect outcomes from general review.
- 2.2. It is proposed that the Council adopt the attached *City of Hobart Rates and Charges Policy*, as amended, and make copies available to the public in a paper format from the Customer Service Centre and in an electronic format prominently from Council's website.

3. Recommendation***That:***

1. ***The Council adopt the amended City of Hobart Rates and Charges policy marked as Attachment A to this report.***
2. ***The General Manager 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.***

4. Background

- 4.1. In December 2011, the *Local Government Act 1993* (LG Act) was amended to require councils to implement rates and charges policies by 31 August 2012, to provide transparency in decision-making, and to educate their communities about how revenue is raised.
- 4.2. The Rates and Charges policy is required to be a plain English explanation of the judgements made by the Council to raise revenue for the community.
- 4.3. At its meeting on 27 August 2012, the Council adopted its Rates and Charges policy. Since then the Council has resolved to amend the policy on five occasions to reflect the limited rates remission delegation to the General Manager, the introduction of the Green Waste Management Service Charge, the legislatively required 4-year review, the introduction of conditions and criteria for the remission of penalty and interest and changes to the City's landfill rehabilitation service charge.
- 4.4. Section 86B(4)(e) of the LG Act states that:

A council must review its rates and charges policy at the same time as, or before, altering the circumstances in which a rate, charge or averaged area rate, or a variation of a rate or charge, is to apply to rateable land.
- 4.5. In 2019, the Council endorsed a new 10 year Capital City Strategic Plan, 2019-2029, which is built around eight pillars from the City's Community Vision, developed for Council by residents in 2017-18. In November 2019 Council introduced a Food Organics Garden Organics (FOGO) kerbside collection service to complement the existing green waste collection service for certain ratepayers. In April 2020, the Council adopted a Financial Hardship Assistance Policy to assist ratepayers experiencing genuine financial hardship and unable to meet their rates obligations to Council.
- 4.6. General updates have also been made to the document, given the amendments required coincide with the legislatively required 4-year review.
- 4.7. Pursuant to section 86B(4)(e) of the LG Act, the *City of Hobart Rates and Charges Policy* has been amended to reflect these changes – **refer Attachment A.**

5. Proposal and Implementation

- 5.1. It is proposed that the Council adopt the attached *City of Hobart Rates and Charges Policy*, as amended, and make copies available to the public in a paper format from the Customer Service Centre and in an electronic format prominently from the Council's website.

6. Strategic Planning and Policy Considerations

- 6.1. This report is consistent with Pillar 8, outcome 8.5 and strategy 8.5.8 of the City of Hobart Capital City Strategic Plan 2019-2029, which states:

Maintain a rating system that supports fairness, capacity to pay and effectiveness.

7. Financial Implications

- 7.1. Funding Source and Impact on Current Year Operating Result

7.1.1. Not applicable.

- 7.2. Impact on Future Years' Financial Result

7.2.1. Not applicable.

- 7.3. Asset Related Implications

7.3.1. Not applicable.

8. Legal, Risk and Legislative Considerations

- 8.1. These have been considered elsewhere in this report.

9. Delegation

- 9.1. 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.



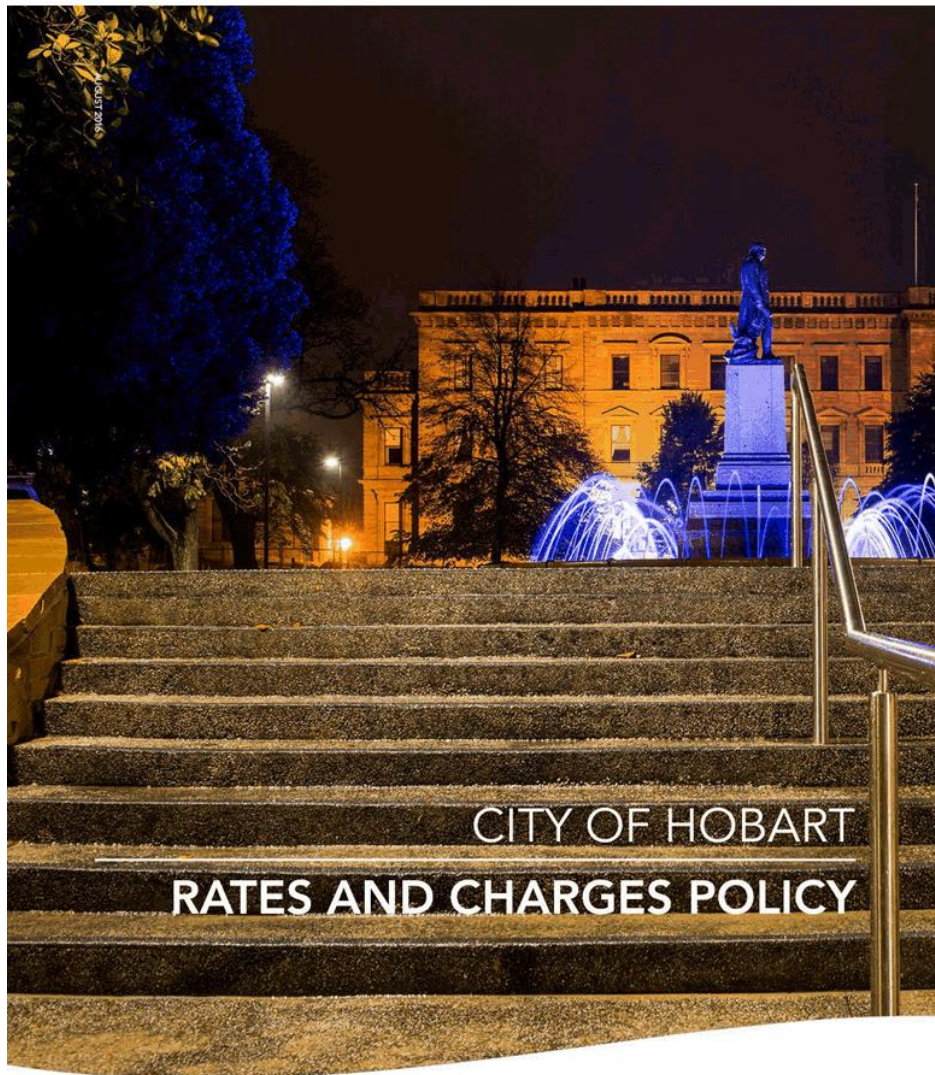
Lara MacDonell
**MANAGER FINANCE AND CITY
PROCUREMENT**



Heather Salisbury
DEPUTY GENERAL MANAGER

Date: 15 July 2020
File Reference: F20/72954; 22-2-2

Attachment A: Amended City of Hobart Rates and Charges Policy ↓



City of Hobart Rates and Charges Policy

Document Control

Policy Name	City of Hobart Rates and Charges Policy
First issued/approved	August 2012
Source of approval/authority	Council Section 86B of the <i>Local Government Act 1993</i>
Last reviewed	May 2018
Next review date	August 2024
Version number	6.0
Responsible Officer	Manager Finance and City Procurement
Department responsible for policy development	City Governance
Strategic Plan reference	Outcomes 8.4
Related policies	<ul style="list-style-type: none"> • <i>Local Government Act 1993</i>, Part 9 – Rates and Charges • Council Policy - Collection of Rates Arrears • Council Policy - Rate Postponements • Council Policy - Rate Remissions – Service Rates and Charges • Council Policy - Rates Exemption – Charitable Purposes • Council Policy - Rates Remissions • City of Hobart Financial Hardship Assistance Policy
Publication of policy	City of Hobart website at: https://www.hobartcity.com.au/Council/About-Council/Council-policies

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City of Hobart Rates and Charges Policy

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City of Hobart Rates and Charges Policy

1. Introduction

Rates and charges are an important revenue source for local government, comprising approximately 65% of the City of Hobart's (Council's) annual income. In setting its rates and charges Council has the challenge of balancing the need to fund existing services, the continual demand for increased services, the need to maintain and renew essential infrastructure and the desire to keep increases to rates and charges to a minimum.

Council uses the revenue collected from rates and charges to fund the provision of more than 300 programs and services to the community and provide the infrastructure required and expected of a modern, well serviced Capital City.

This documents sets out the City of Hobart policy for setting and collecting rates from its community and meeting the requirements of Part 9 of the *Local Government Act 1993* (the Act).

This Rates and Charges policy will explain:

- The relationship between Council's Strategic Plan, budget and rates;
- Council's goal in setting its rates and charges;
- The principles Council uses when setting its rates and charges;
- How Council sets its rates and charges for the year;
- What rates and charges are levied in the Hobart municipal area;
- The services that rates and charges fund for the benefit of the community;
- Rates rebates and remissions;
- How and when to pay rates and the consequences of late payments; and
- Ratepayer objection rights.

The City of Hobart Rates and Charges Policy will be reviewed at least every 4 years by 31 August unless a change occurs that requires Council to amend its Rates and Charges Policy under section 86B(4) of the Act.

2. Relationship between Council's Strategic Plan, Budget and Rates

The Rates and Charges Policy has been prepared within the context of Council's strategic planning and reporting framework, which is intended to ensure the best possible results by considering issues and pressures that may affect the community and the level of resources available to achieve the priorities and aspirations. In setting its rates Council gives primary consideration to the long-term vision for the city, strategic directions, financial sustainability and the likely impacts on the community.

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The City's Community Vision was developed for Council by residents in 2017-18. In 2019 the Council endorsed a new 10 year Capital City Strategic Plan, 2019-2029, for the City of Hobart. All Councils are required to have a 10 year plan which is reviewed every four years. The new Plan replaced the previous 10 year Capital City Strategic Plan, 2015-2025. The Plan is built around eight pillars from the community vision and will guide the City's work over the next 10 years. Each pillar has outcomes that detail what we are trying to achieve and the strategies and actions we will use to get there.

City of Hobart Rates and Charges Policy

Performance in achieving the major actions and initiatives outlined in the Annual Plan are reported to the community through Council's Annual Report.

2.1 Pillars

Pillar 1 – Sense of place

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

Pillar 2 – Community inclusion, participation and belonging

- Hobart is a place that recognises and celebrates Tasmanian Aboriginal people, history and culture, working together towards shared goals.
- 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.
- Hobart communities are active, healthy and engaged in lifelong learning.
- Hobart communities are safe and resilient, ensuring people can support one another and flourish in times of hardship.

Pillar 3 – Creativity and culture

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

Pillar 4 – City economies

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

Pillar 5 – Movement and connectivity

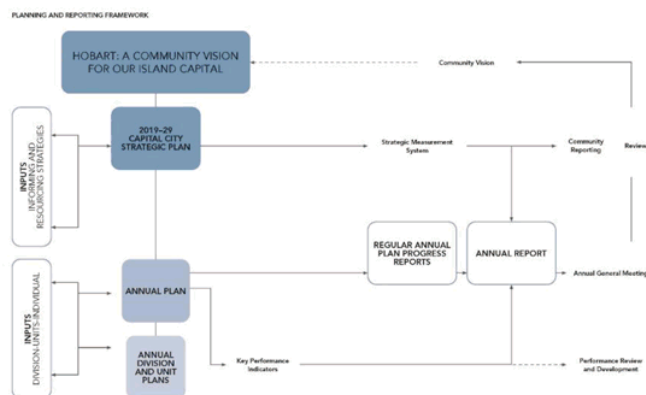
- An accessible and connected city environment helps maintain Hobart's pace of life.
- Hobart has effective and environmentally sustainable transport systems.
- Technology serves Hobart communities and visitors and enhances quality of life.
- Data informs decision-making.

Pillar 6 – Natural environment

- The natural environment is part of the city and biodiversity is preserved, secure and flourishing.

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The City's strategic planning and reporting framework is outlined in the following diagram:



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2.1 Council's Vision and Future Directions

In 2025 Hobart will be a city that: -

- Offers opportunities for all ages and a city for life,
- is recognised for its natural beauty and quality of environment,
- is well governed at a regional and community level,
- Achieves good quality development and urban management,
- is highly accessible through efficient transport options,
- Builds strong and healthy communities through diversity, participation and empathy; and
- is dynamic, vibrant and culturally expressive.

Offers opportunities for all ages and a city for life

In 2025 Hobart will be a city that provides opportunities for education, employment and fulfilling careers. A city that is able to retain its young people and provide a lifestyle that will encourage all ages to see the city as a desirable location and lifelong home.

Is recognised for its natural beauty and quality of environment[¶]

¶ In 2025 Hobart will be a city that respects the natural beauty of Mount Wellington, the Derwent River, the bushland surrounds and waterfront locations. It has worked to enhance the community connection through the protection of views, vistas, access and linkages and the physical environment has been conserved in a manner that will ensure a healthy and attractive city.¶

Is well governed at a regional and community level[¶]

In 2025 Hobart will be a city that works effectively to lead an integrated approach to the planning and development of the

Communi

INFORMING STRATEGIES

- CoH Planning Scheme/Local Area Plans
- Regional Land Use Strategy
- Economic Development Strategy
- Inner City Development Plan
- Public Health Statement and supporting Plans
- Emergency Management / Disaster Recovery Plans
- Climate Change Adaptation Plan
- Social Inclusion Strategy
- Strategic Risk Register
- 2013 Cultural Strategy – Creative Hobart
- Management Plans and Strategies
 - Waste Management
 - Rates, Fees & Charges
 - Open Space and Reserves
 - Infrastructure
 - Parking
 - Sustainable Transport

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City of Hobart Rates and Charges Policy

2.2 Long-term Financial Management Plan

Council's Long-term Financial Management Plan (LTFMP) provides a plan to resource Council's future directions outlined above and ensure Council's financial sustainability in the long-term. Council defines financial sustainability as follows:

"A Council's long-term financial performance and position is sustainable where planned long-term service and infrastructure levels and standards are met without unplanned increases in rates or disruptive cuts to services."

Financial sustainability is particularly important for local government because councils hold assets worth in the billions of dollars (large relative to their revenue bases), that have lives of in some cases well over 100 years.

Council has over \$2 billion in physical assets, managed through Asset Management Plans, including buildings, parks infrastructure, plant, vehicles and equipment, playground equipment, road infrastructure, stormwater infrastructure and The Doone Kennedy Hobart Aquatic Centre. The expected life of Council's infrastructure assets varies from 3 years to 160 years. It is important for Council to adequately fund asset management to ensure its assets achieve their full expected service life but can also be renewed without incurring large rates increases in the future.

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Council's LTFMP is used in the preparation of its annual budget and Council's rates and charges policy is prepared within its context. Information on how rates and charges are calculated is included in section 5 and 6.

3. Goal

Council's goal in raising rates and charges is to ensure a sufficient revenue base for Council to:

- Continue to provide existing activities, programs and services to the community.
- Provide new or expanded services to the community.
- Ensure a balanced budget and provide a strong financial basis for effective management of expenditure programs to provide for both current and future community requirements.
- Encourage a strong, growing and sustainable local economy with appropriate levels of infrastructure assets and facilities.
- Provide certainty of funding for the provision of infrastructure identified by Council in its Long-term Financial Management Plan and Asset Management Plans.

4. Policy Principles

In adopting its Rates and Charges Policy and making decisions concerning the making of rates, Council has taken into account the following pursuant to section 86A(1) of the Act:

- (a) rates constitute taxation for the purposes of local government, rather than a fee for a service; and

City of Hobart Rates and Charges Policy

- (b) the value of rateable land is an indicator of the capacity of the ratepayer in respect of that land to pay rates.

Council currently raises revenue for the vast majority of its services through the Assessed Annual Value (AAV) rating system and not through a user pays pricing system. Council's rating system does not separate those aspects of a particular service that may have a public benefit from those that have a more private benefit such as a kerbside waste collection. Council rates are based on property values and are therefore a property tax. Generally the Act expects that the higher the value of the property the higher the rates to be paid.

Council determines rates and charges after due consideration of the following:

- The principles of taxation outlined in section 86A(1) of the Act, outlined above.
- The objectives, strategies and actions outlined in the Council's Strategic Plan, Annual Plan and Long-term Financial Management Plan.
- Council's legislative obligations.
- The needs and expectations of the general community.
- The level of the cost of maintaining existing facilities and necessary services.
- The need for additional services and facilities.

In setting its policy on rates and charges, Council has applied the following principles of taxation:

- Equity – by taking into account the different levels of capacity to pay within the local community;
- Benefit – by recognising that Council services benefit the community as a whole.
- Simplicity – by using a rating system that is simple and cost effective to administer.
- Sustainability – by making revenue decisions that support the financial strategies for the delivery of infrastructure and services identified in Council's Long-term Financial Management Plan and Asset Management Plans.
- Effectiveness / efficiency – by meeting the financial, social, economic and environmental, and other strategic objectives outlined in Council's Strategic Plan.
- Transparency – by being open in the processes involved in the making of rates and charges.
- Timeliness – by ensuring all ratepayers are given adequate notice of their liability to pay rates and charges.
- Flexibility – by responding where possible to unforeseen changes in the economy.
- Compliance – by complying with the requirements and intent of relevant legislation.

5. Property Valuation Base

Under section 89A of the Act Council has the choice of three bases of value of land:

- Land Value – the value of the property excluding all visible improvements such as buildings, structure, fixtures, roads, etc.
- Capital Value - the total value of the property, excluding plant and machinery and includes the land value; or
- Assessed Annual Value (AAV) - the estimated yearly rental value of the property, excluding GST, council rates and land tax, but is not to be less than 4% of the capital value of the property.

City of Hobart Rates and Charges Policy

Council uses the AAV of a property as a basis for valuing land in the municipal area. While some Tasmanian councils have recently adopted Capital Value as their valuation base, AAV is the most widely used property valuation base in Tasmania and has been used by Council since the 1850s. The AAV method of valuing land reflects the property usage and notional income earning capacity of the property and therefore addresses the equity principle of taxation by determining ratepayers of similar wealth and calculating similar rates and determining that ratepayers of greater wealth pay more rates than ratepayers of lesser wealth. Although expressed in terms of a notional rental value, the AAV has the same effect as an implied return on investment for the property with a minimum level of 4 percent.

Adoption of Valuations

Setting rates based on property values, whether on land value, capital value or the assessed annual value (AAV) as determined by the Valuer-General, is a requirement of the *Local Government Act 1993*.

Under the *Valuation of Land Act 2001* the Valuer-General must determine the land value, capital value and assessed annual value of each property in the Hobart municipal area and provide this information to Council. Council has no role in the process of determining the valuations ascribed to individual properties.

Council adopts the valuations made by the Valuer-General as provided to the Council and uses the valuation of each property as the basis for calculating the rates on that property.

All land within the Hobart municipality is rateable except for land specifically exempt under section 87 of the Act.

Ratepayers are encouraged to contact the Office of the Valuer General if they have any objections in relation to their property valuation.

6. Rates and Charges

Rates and charges are calculated each year during Council's budget process. The budget process involves Council setting its priorities and expenditure levels to enable the key strategic objectives outlined in Council's Annual Plan to be implemented.

Through the budget process Council also specifies its capital requirements to renew infrastructure assets, plant and equipment and create new essential infrastructure for the City; as well as the community programs and services it will provide in the next financial year; and how much these will cost.

A Council budget also estimates the revenue to be collected from other sources such as parking fines, Commonwealth and State grants, distributions from Council's ownership interest in TasWater, rents, interest income and parking and other fees and charges. Using these estimates Council determines the amount of revenue it needs to collect in rates revenue to meet its financial responsibilities for the coming year.

City of Hobart Rates and Charges Policy

Council uses property values as the basis for calculating how much each property owner pays in rates. Property values are not calculated by Council; they are provided to Council by the Office of the Valuer-General.

After identifying how much it needs to collect in rates and charges, Council calculates the total amount required to fund waste management services, stormwater services, the State Government fire levy and landfill rehabilitation services leaving the balance required from General Rates.

Generally, the rate in the dollar is calculated by dividing the amount of money Council needs to raise to provide programs and services by the total \$AAV of all rateable properties in the Hobart municipal area.

The rate in the dollar is then multiplied by the value of a property, using the Assessed Annual Value, to establish the amount to be paid by each property owner.

Example:

The total AAV of rateable properties within the municipality is \$600,000,000 and Council needs to collect \$44,000,000 in rates. The rate in the dollar is 7.33 cents ($44,000,000 \div 600,000,000$). The annual rates payable on a property with an AAV of 18,800 would be \$1,378.04.

Council sets its budget annually to ensure it raises the budgeted amount required. Valuations do not determine the rates income of a Council, and as a result, Councils do not gain windfalls from valuation increases and an increase in property values does not cause a rate rise.

Council has adopted a simple rating structure by having one rate in the dollar for all properties. Council raises its rates and charges through the following:

6.1 General Rate

Pursuant to section 90 of the Act, the General Rate is levied on all rateable properties within the Hobart municipality and provides revenue to fund over 300 Council programs and services, except those related to Council's stormwater removal services, waste management services, food organics garden organics collection services, landfill rehabilitation services and the State Government fire levy. More information on the programs and services funded through General Rates is provided in section 7 below.

6.2 Stormwater Removal Service Rate

Pursuant to section 93 of the Act, the Stormwater Removal Service Rate is levied on all rateable properties within the Hobart municipal area. It provides revenue that covers the operation and maintenance of the piped and non-piped stormwater systems and the waterways, which includes major rivulets and a host of minor watercourses.

In addition this revenue funds Council's flood management activities and provides for the replacement of elements of the stormwater and waterways asset base. This includes the

City of Hobart Rates and Charges Policy

kerb and guttering and underground stormwater pipes along Council's roads and the general maintenance of Council's rivulet's and their tributaries. As such these services have a public and community-wide benefit.

The Stormwater Removal Service Rate also contributes towards stormwater works in all roads, which allows residents to travel along those roads safely during rainfall.

Council also has in place litter traps within stormwater systems and waterways to limit the amount of pollution entering the River Derwent.

6.3 Fire Service Rate

Pursuant to the *Fire Services Act 1979*, local government acts as a collection agent for this State Government tax, which is paid directly to the State Fire Commission.

Council has no control over the level of the Fire Service Rate. It is required to collect this revenue on behalf of the State Government which is then passed onto the Tasmanian Fire Service.

The State Fire Commission identifies 3 districts for the Hobart municipality, being:

- Fern Tree Volunteer Brigade Rating District;
- Permanent Brigade Rating District; and
- General Land.

There is a different fire service rate for each district, which is achieved through rates remissions.

6.4 Waste Management Service Charge

Pursuant to section 94 of the Act, the Waste Management Service Charge is levied on all rateable properties within the Hobart municipal area.

In addition to the standard kerbside waste and recycling collections, the waste management service charge provides revenue that covers a number of activities with a more general benefit such as solid waste minimisation initiatives and contributions to a range of recycling initiatives, which have a public and community-wide benefit.

In 2010/11 Council introduced a waste management service charge following its decision to move away from AAV based rates for waste management and introduce a flat charge that all properties would pay. Council felt that this would make the waste management service fairer and more equitable across the community.

Non-residential properties pay double the waste management service charge of residential properties reflecting that a standard garbage collection service means:

- In the case of a residential property, 120 litres of solid waste per week; or
- In the case of a non-residential property, 240 litres of solid waste per week.

City of Hobart Rates and Charges Policy

6.5 ~~Food Organics Garden Organics Collection~~ Service Charge

Pursuant to section 94 of the Act, a Waste Management Service Charge for ~~food organics garden organics~~ collection is levied on all rateable properties within the Hobart municipal area to which Council supplies or makes available a ~~food organics garden organics~~ collection service utilising a ~~food organics garden organics~~ collection bin.

Service is provided to residential properties:

- With three or less tenancies;
- A land area between 400m² and 4000m²; and
- Located outside Sullivans Cover, the CBD and Fern Tree.

Properties outside the above area are able to Opt-in to the service.

All material collected goes to the McRobies Gully Waste Management Centre for processing into organic products such as mulch and compost.

For more information on the ~~Food Organics Garden Organics waste~~ collection service visit: hobartcity.com.au/FOGO.

6.6 Landfill Rehabilitation Service Charge

From 1 July 2011 Council introduced a temporary ratepayer levy to fund the rehabilitation of the McRobies Gully Waste Management Centre. The levy appears on the annual rates notice as a Landfill Rehabilitation Service Charge. The temporary landfill rehabilitation service charge was introduced because the McRobies Gully Waste Management Centre was considered to be nearing the end of its life as an active landfill.

The City has a permit to operate the landfill until 2030, at which point it will close and no new permit will be sought to operate a landfill within Hobart. As such the City has a detailed level of certainty on key factors such as how long the landfill has left, how much rehabilitation is required, and how much it will cost to complete the works. The Landfill Rehabilitation Service Charge has been amended to a lower annual amount, collected over a longer timeframe, and will be recovered from the rates commencing 1 July 2018 and ending on 30 June 2027.

Non-residential properties pay double the landfill rehabilitation service charge of residential properties reflecting the different waste collection volumes, being:

- In the case of a residential property, 120 litres of solid waste per week; or
- In the case of a non-residential property, 240 litres of solid waste per week.

Rehabilitation of the landfill involves installing an impervious layer of capping over the landfill and landscaping. These works are required so as to prevent methane and other greenhouse gasses entering into the atmosphere, and to prevent rainwater entering the landfill, and are required by law under the permit issued by the Environment Protection Authority to rehabilitate the landfill upon closure.

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City of Hobart Rates and Charges Policy

The levy will apply until 2027. The revenue received from the levy will be spent solely to rehabilitate the landfill.

7. What Programs and Services does Council provide?

Rates and charges revenue funds more than 300 services for the benefit of the Hobart community. Many of Council's services, such as stormwater drainage, are largely invisible, but they may prevent flooding in Hobart streets each year.

Services include:

Roads <ul style="list-style-type: none"> + Maintenance of roads, footpaths, walkways and cycleways + Street lighting + Traffic Policy & Management - road safety, arterial route traffic management & local area traffic management + Special event traffic and pedestrian management 	Parking <ul style="list-style-type: none"> + Operation and maintenance of off-street parking + On-street parking
Planning <ul style="list-style-type: none"> + Planning approval process for domestic construction or renovations 	Community Initiatives <ul style="list-style-type: none"> + The Taste Festival + City of Hobart floral shows + Salamanca Market (Incl Busking) + Hobart Christmas Pageant + Carols by Candlelight + Sister City program + Public Art Program + Carnegie Gallery + City of Hobart Art Prize + Mathers House + Youth Arts and Recreation Centre + Civic Duties - Citizenship Day etc. + Bush Adventures Activities + Cultural and community grants program + Climate Change actions
Public Health <ul style="list-style-type: none"> + School Immunisation Program + Council Immunisation Clinic + Availability and maintenance of public toilets and parenting rooms + Dog registration and livestock permits + Dealing with complaints about animals, including roaming, barking or dangerous dogs + Dogs on the Domain Program + Registration of food businesses and 	Waste Management <ul style="list-style-type: none"> + Operation of the McRobies Gully Tip and the Recycling Centre + Availability and emptying of public rubbish and recycling bins + Household waste and recycling collection + Roads & footpaths street cleaning, kerb & gutter crossovers and driveway care + Graffiti removal + Compost bins and compost + Worm farms

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City of Hobart Rates and Charges Policy

licensing of temporary food stalls + Food surveillance + Food handler training + Immunisation Clinics: Free clinics + Water treatment + Air quality + Noise	+ Food organics garden organics collection
Parks, Gardens & Bushland Reserves + Maintenance of parks, reserves and playgrounds + Removal of trees and clearance of vegetation + Street tree planting + Streetscape maintenance + Fire management + Weedbuster program + Bushcare program + Maintenance of bushland reserves and parks i.e. New Town Rivulet Linear Park, Knocklofty Reserve, Bicentennial Park, The Queens Domain, Waterworks and Ridgeway Reserves, Wellington Park	Sports and Recreation Facilities + Operation and maintenance of the Doone Kennedy Hobart Aquatic Centre + Learn to swim program + The Tasmanian Travel and Information Centre + Maintenance of sports and recreational facilities and sports grounds + Hire of venues

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8. Rebate of Rates

Under section 87 of the Act Council is required to grant a rebate of the General Rate to specific properties that are owned for specific purposes outlined in the Act.

Applications for the rebate of rates under section 87 of the Act must be made in writing and include appropriate documentation to support the application.

Council's Policy Rates Exemption – Charitable Purposes is available from Council's website at: http://www.hobartcity.com.au/Council/Council_Policies

For more information contact Council's Rates Office on tel: 03 – 6238 2787 or email: rates@hobartcity.com.au.

9. Rates Remissions

9.1 Pensioner Remissions

Pensioners eligible for assistance under the *Local Government (Rates and Charges Remission) Act 1991* may receive a rebate as follows, noting that limits apply:

- State Government - 30% (maximum limits apply)
- State Fire Commission - 20% (of the Fire Service Rate)
- Hobart City Council - \$10

City of Hobart Rates and Charges Policy

Pensioners are eligible for a remission if they hold the following cards:

- Centrelink or Department of Veterans' Affairs Pensioner Concession Card
- Centrelink Health Care Card
- Department of Veterans' Affairs 'Gold Card' endorsed with TPI or War Widow

The card holder must be legally responsible for the rates on the property and be their principal place of residence. In the case of joint ownership, at least one of the owners must meet the eligibility criteria. There is a limit of one remission per year per pensioner household.

Pensioners who received a remission last year should receive a remission automatically. Any pensioner who has not previously received a remission must complete an application form and possess a current Pensioner Concession Card (PCC) with a date of grant on or before 1st July of the current financial year.

An application form is available from the Customer Service Centre, 16 Elizabeth Street, Hobart. It is necessary that current concession cards be presented to Customer Service when submitting an application form.

Eligibility of a pensioner remission is determined by the State Government - Department of Treasury and Finance and not by Council.

Pensioners in receipt of a Commonwealth Seniors card or who are members of the Independent Retirees (that are not already receiving the State Government pensioner remission) are eligible for the \$10.00 remission from Council.

9.2 Rate Remissions

Pursuant to section 129 of the Act, a ratepayer may apply to the Council for remission of all or part of any rates paid or payable or any penalty imposed or interest charged under section 128 of the Act.

Applications for rates remissions should be made in writing and addressed to the General Manager.

The General Manager is authorised to grant a rates remission up to the value of \$4000. Where the value of the rates remission exceeds \$4000 the authority of the Council is required, by absolute majority.

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Generally, a property will only receive a remission of the stormwater service rate and / or the waste management service charge in the event that:

- The property does not receive and is not capable of receiving a standard garbage collection service or stormwater service from the Council whatsoever; and
- Even if the property were capable of receiving such a service, a request to Council for such a service would be denied.

The term 'standard garbage collection service' means:

City of Hobart Rates and Charges Policy

- In the case of a residential property, 120 litres of solid waste per week; or
- In the case of a non-residential property, 240 litres of solid waste per week.

This does not affect any remissions the Council may grant as part of setting the General Rate and Service Rates and Charges in any given year.

The criteria for granting a remission of penalty and/or interest charges is based on extenuating circumstances, as follows:

- Penalty was incurred as a result of an error on the part of Council staff such as a receipting error;
- The amount was paid to a past property or using an incorrect property number;
- The ratepayer is able to provide evidence that their payment has gone astray in the post or late payment has otherwise resulted from matters outside their control e.g. a disruption to normal banking service;
- If a new owner receives penalty and / or interest resulting from the Notice of Sale procedure i.e. lateness of issue of sale notice, incorrect postal address or late payment of rates on property settlement.
- Council accepts that there are extraordinary or compassionate grounds for the remission. Examples are:
 - Serious illness or accident of ratepayer or family member at the due date;
 - Death of immediate family member at the due date; and
 - Birth.
- Other extenuating circumstances not outlined above that are considered reasonable by the General Manager.

Requests for penalty and/or interest remissions should meet the following conditions:

- Requests must be made in writing to the General Manager.
- A good payment history which means that over the past 2 years all instalments of rates have been paid on time and payment is made within a short time following the ratepayer becoming aware of the non-payment.
- No previous penalties or interest amounts have been remitted for the two years immediately prior to the application for penalty and/or interest remission.
- The ratepayer attempted to have the amount paid on time and/or extenuating circumstances exist for its non-payment on time.

City of Hobart Rates and Charges Policy

Each application will be considered on its merits and remission will be granted where it is considered just and equitable to do so.

10. Payment of Rates

Council levies the rates once a year and issues an annual rates notice to all ratepayers. Rates are due for payment on the following dates each year:

- 15 August
- 15 November
- 15 February
- 15 April

Rates can be paid in full by the first instalment due date, by two equal amounts on the first and third instalment due date or paid in four equal amounts on the instalment due dates shown above.

Council does not offer a discount for the early payment of rates or for paying rates in full by the first instalment due date.

Council offers a range of convenient and flexible payment options for the payment of rates, as follows:

Payment in Person

The rates notice should be presented intact when making a payment at the Customer Service Centre, 16 Elizabeth Street, Hobart between 8.15am and 5.00pm, Monday to Friday.

Telephone

Telephone payments can be accepted for holders of Visa or MasterCard by calling the payments hotline on 1300 886 745, 24 hours a day, every day.

Internet

Internet payments can be made by Visa or Mastercard at Council's [Payments page](#). Call your bank, credit union or building society to arrange payment from your cheque or savings account.

BPay

Bpay payments can be made from a cheque, ~~credit, transaction or savings account~~. Please refer to your rates notice for your BPay reference number.

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Mail

Cheques or money orders should be made payable to Hobart City Council and posted to 'The General Manager, Hobart City Council, GPO Box 503, Hobart 7001'. Receipts for cheques are subject to due collection of money. Council will not accept post dated cheques.

Australia Post

Payment is accepted at all Australia Post offices in the state. Payment must be made by the due date and the notice presented intact at time of payment.

City of Hobart Rates and Charges Policy

Direct Debit

Payment can be made by direct debit through weekly, fortnightly, monthly or instalment payments that are automatically debited from your bank account. For further information about payment of rates by direct debit please contact the Rates Office on 6238 2787, email rates@hobartcity.com.au or complete the online Direct Debit Request form and return it to Council.

11. Late Payments

Council will exercise its rate recovery powers under the Act in order to reduce the overall rate burden on ratepayers and to better manage the scarce financial resources of Council. It will be guided by the principles of:

- Responsibility – making clear the obligations of ratepayers to pay rates.
- Transparency – making clear the consequences of failing to pay rates.
- Accountability – ensuring due legal processes are applied to all ratepayers in the recovery process.
- Capacity to pay – negotiating arrangements for payment where appropriate.
- Equity – applying the same treatment for ratepayers with the same circumstances.

Rates are due for payment on the instalment due dates outlined in section 10. Council does not send final reminder notices to those property owners that do not pay their rates by the instalment due date.

Where rates remain unpaid after the instalment due date Council will charge a penalty on unpaid instalments in accordance with section 128(1)(c) of the Act, and thereafter interest will be charged monthly.

The purpose of penalty and interest is to act as a deterrent to ratepayers who might otherwise fail to pay their rates on time, to allow Council to recover the administrative cost of following up unpaid rates and to cover any interest cost the council may meet because it has not received the rates on time.

Any ratepayer who may, or is likely to, experience difficulty with meeting the standard instalments and due dates can contact Council to discuss alternative payment arrangements. Requests should be made in writing. It should be noted that penalty and interest will still be levied in accordance with section 128(1)(c) of the Act under any payment arrangement.

Rates and charges are payable within the period as stated on the rate notice. Should a ratepayer fail to pay within the stipulated period or not enter into an approved arrangement to pay Council may institute the following procedure.

- If rates are not paid, a letter will be sent advising the ratepayer that any arrears will be summonsed unless arrears are paid or a satisfactory arrangement entered into. Council will make every effort to contact ratepayers to collect outstanding rates prior to taking further action.

City of Hobart Rates and Charges Policy

- In response to approaches by ratepayers who have difficulty in meeting scheduled payments, suitable arrangements for payments will be considered and may be entered into.
- Where rates remain unpaid, a summons for arrears is issued.
- However, if a ratepayer has made satisfactory arrangements with Council to clear rates arrears and has adhered to those arrangements, summons will not be required.

Section 131 of the Act provides that when the Council receives a payment in respect of the rates, the Council applies the money received as follows:

- First – to satisfy any costs awarded in connection with court proceedings
- Second – to satisfy any interest imposed
- Third – to satisfy any penalty imposed
- Fourth – in payment of rates, in chronological order (starting with oldest amount first).

11.1 Sale of Land for Non-Payment of Rates

Section 137 of the Act provides that a Council may sell any property where the rates have been in arrears for three years or more. Council is required to notify the owner of the land of its intention to sell the land, provide the owner with details of the outstanding amounts, and advise the owner of its intention to sell the land if payment of the outstanding amount is not received within one month.

12. Financial Hardship Assistance

The City recognises that some ratepayers may experience significant financial hardship. The City has adopted a Financial Hardship Assistance Policy to provide assistance to ratepayers in meeting their rates payment obligations to Council.

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Ratepayers in the Hobart municipal area experiencing genuine and serious financial hardship and needing assistance should contact the City's Rates Team as soon as possible on 03 – 6238 2787, email rates@hobartcity.com.au or apply online for financial hardship assistance.

To view the City of Hobart's Financial Hardship Assistance Policy or to apply online, visit hobartcity.com/rates-assistance.

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13. Objection Rights

Pursuant to section 123 of the Act a person may object to a rates notice on the following grounds:

- The land specified in the rates notice is exempt from the payment of the rates.
- The amount of the rates is not correctly calculated.
- The basis on which the rates have been calculated does not apply.
- He or she is not liable for payment of the rates specified in the rates notice.
- He or she is not liable to pay the rates for the period specified in the rates notice.

An objection is to be made in writing within 28 days after receipt of the rates notice and lodged with the General Manager.

City of Hobart Rates and Charges Policy

If a ratepayer has enquiries related to their property valuation or is dissatisfied with a property valuation then an objection may be made to the Office of the Valuer-General (OVG) by contacting.

Office of the Valuer-General
GPO Box 44
Hobart TAS 7001
Phone: 03 6165 4444 (Option 2)

Email: ovg.enquiries@dpiwve.tas.gov.au

13. More Information

For more information on Council rates and charges please contact Council's Rates Unit on:
Tel: 6238 2787

Email: rates@hobartcity.com.au

Or visit Council's website at: <https://www.hobartcity.com.au/City-services/Rates>

Deleted: Tel: 6238 2183
Tel: 6238 2833

7. COMMITTEE ACTION STATUS REPORT

7.1 Committee Actions - Status Report

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: Open Status Report

FINANCE AND GOVERNANCE COMMITTEE - STATUS REPORT

OPEN PORTION OF THE MEETING

July 2020

Ref	Title	Report / Action	Action Officer	Comments
1.	<p>CITY HALL – DEVELOPMENT OPPORTUNITIES – VENUES</p> <p>Council, 23/2/2015 Item 12</p> <p>CITY HALL RESTORATION</p> <p>Council, 22/02/2016 Item 19</p>	<p>That: 1. A consultant be engaged to develop a business plan for the City Hall, as a matter of urgency to inform long term infrastructure investment, the future management and operational model for the facility, at an approximate cost of \$100,000 to be funded from 2015/2016 operational savings.</p> <p>2. A further report also be prepared that provides details of all Council physical building assets and their current uses including options for maximising community usage for buildings that are underutilised.</p>	<p>Executive Manager City Place Making</p>	<p>1. A report presenting a summary of Draft Master Plan options for the Hobart City Hall was considered in the closed portion of the June 2019 Finance and Governance Committee meeting. This matter is reported on in the Status Report in the closed section of this meeting.</p> <p>2. Officers are currently scoping the preparation of a report detailing Council physical building assets and their current and potential use.</p>

Ref	Title	Report / Action	Action Officer	Comments
2.	NOTICE OF MOTION COUNCIL CAR PARKS - SECURE SHORT TERM BICYCLE FACILITIES Council, 23/05/2016 Item 14	That a report be prepared on options for appropriate secure short-term cycling facilities with a focus on the 42 vacant spaces in the Argyle Street car park along with other Council car parks, for people who choose to cycle into the city.	Director City Innovation	<p>An Elected Member workshop was held on 16 July to discuss a range of strategic options relating to the City's off-street parking facilities.</p> <p>Additionally, an initiative has been included for in the <i>Connected Hobart Action Plan</i>.</p> <p>Further actions will be identified in the <i>Parking Action Plan 2020-2025</i> currently in draft</p>
3.	SANDY BAY BATHING PAVILION, LONG BEACH Council, 24/7/2017 Item 15	That proposals associated with the development of a new second floor restaurant above the Sandy Bay Bathing Pavilion be proceeded with and the expenditure of \$16,800 be approved.	General Manager	<p>Upper floor: Architects Terroir have developed a new design in conjunction with the Pavilion's original architect, Mr Dirk Bolt who supports the design.</p> <p>Pre-application advice has been received from City of Hobart Planning and Heritage teams, as well as Heritage Tasmania.</p> <p>Endorsement for the design was granted by Council on 17 June 2019. The next step is to lodge a DA.</p> <p>Ground floor: A new lease has been offered to Surf Life Saving Tasmania for a reduced footprint (this is subject to community consultation).</p> <p>A new proposal for the use of the ground floor of the Pavilion has been submitted to Council</p>

Ref	Title	Report / Action	Action Officer	Comments
				<p>for a café. Control over the leasable area for a café has been retained by the City of Hobart.</p> <p>The proponent will be consulting with Heritage Tasmania and the original architect of the Pavilion before lodging a DA.</p> <p>It is anticipated that both DAs will be considered at the same time.</p> <p>A memorandum in relation to this matter has been included on the closed Finance and Governance agenda of 21 July 2020.</p> <p style="text-align: center;">COMPLETE</p>
4.	<p>ELECTRIC VEHICLES AND CHARGING STATIONS</p> <p>Council, 25/7/2016 Item 20</p>	<p>That: 1. Council officers continue to monitor the types of electric and hybrid vehicles available on the market to determine whether any would be suitable for inclusion in the City's fleet.</p>	<p>Director City Innovation</p>	<p>1. Officers are monitoring electric and hybrid vehicle models for potential inclusion in the fleet. Models have now been added to the State Government list and we are looking to include these on the City's list. The range of suitable vehicles available in Australia continues to be very limited, though is expected to improve over the next 12-24 months. A draft initiative has been included for public consideration in the Sustainable Hobart program.</p>

Ref	Title	Report / Action	Action Officer	Comments
		<ul style="list-style-type: none"> 2. City employees be canvassed to determine demand for electric bicycle charging stations at the City's corporate buildings. If there is sufficient demand, then power outlets be installed in suitable locations. 3. Appropriate street signage be installed to direct users of electric vehicles (EV) and bicycles to the charging stations located at the Hobart Central Car park. 4. The Hobart Bicycle Advisory Committee be requested to consider initiatives to encourage the wider use of electric bicycles. 		<ul style="list-style-type: none"> 2. Options for canvassing employees are being considered. Charging stations have been installed in the Hobart Central Car Park on a trial basis. Further assessment is required. Charging stations are being modified to allow two different types of charge ports to increase useability. 3. Officers are investigating broader wayfinding signage options. 4. The Committee has provided input into the Connected Hobart development process and will be further consulted on the draft framework and action plan in 2019.
5.	<p style="text-align: center;">COUNCIL AND COMMITTEES - STRUCTURE AND GOVERNANCE MATTERS</p> <p style="text-align: center;">Council 4/12/2017 Item 21</p>	That further consideration of the strategic realignment of its existing committee structure occur after the completion of the Council's visioning project.	Deputy General Manager	Possible options for the structure of Committees were discussed at a workshop on 4 February 2020. This will be further considered and a report provided at the mid point of the Council term (November 2020).
6.	<p style="text-align: center;">SHAPING THE CITIES OF HOBART AND GLENORCHY – DETERMINING THE BENEFITS OF ENHANCED LAND VALUE THROUGH INVESTMENT IN A PUBLIC TRANSIT SYSTEM</p>	That the Council initiate a Public Transit Corridor Urban Utilisation and Economic Benefit project for the current rail corridor, based on the proposal titled 'Shaping the Cities of Hobart and Glenorchy – Determine the Benefits of Enhanced Land Value through Investment in a Public Transit System', subject to the matched support of the Glenorchy City Council.	General Manager	At its 20 August 2018 meeting, the Council resolved that further activities by the Hobart Glenorchy Public Transit Corridor Committee be put on hold pending finalisation of the Hobart City Deal process.

Ref	Title	Report / Action	Action Officer	Comments
	Council 9/2/2016 Supp Item 16			
7.	REVIEW OF PARKING - NORTH HOBART (UPDATE ON ACTIONS) Council 19/2/2018 Item 15	That 1. Following the finalisation of the consultation, a Council workshop open to the public be held to review all data collected and to consider all options, and potential costs, including; (a) additional on-street car parking spaces; (b) additional metered parking spaces; (c) development of the Condell Place car park.	Director City Innovation	As detailed in Item 9, Assessment of clauses 1(a), (b) and (c) have been included in the Place Vision and an Access and Parking Plan project currently being undertaken. .
8.	CONDELL PLACE CAR PARK - DEVELOPMENT OPPORTUNITIES AND EOI REQUEST Council, 23/7/2018 Item 17 NOTICE OF MOTION CONDELL PLACE CAR PARK - REDEVELOPMENT Council, 23/9/2019 Item 17	That: 1. An urgent report be prepared addressing any issues for the Council immediately pursuing expressions of interest for the redevelopment of the Condell car park in North Hobart, as per the most recent report to Council (as attached to the agenda for the Finance and Governance Committee meeting held on 17 July 2018).	Deputy General Manager / Director City Planning	Placemaking specialists Village Well and sustainable transport planners MRCagney were engaged to develop an integrated Place Vision and an Access and Parking Plan to guide the future delivery of better public amenity, access and parking in the Elizabeth Street retail and entertainment precinct. As advised to Elected Members via the Hub on Wednesday 3 June 2020, the outcomes from this engagement, together with the consultants'

Ref	Title	Report / Action	Action Officer	Comments
		<ol style="list-style-type: none"> 2. A further report to also address the broader parking, mobility and smart cities issues and solutions for North Hobart (as per the Council decision of 23 July 2018). 3. The report to consider any other existing report relevant to the development of car parking within the North Hobart precinct. 4. The Council's preferred position be subject to community engagement at the appropriate time. 		<p>other investigative work in response to the project brief, will inform a <i>Place Vision Framework</i> and an <i>Access and Parking Plan for the North Hobart Retail and Entertainment Precinct</i>, as well as specific recommendations for Condell Place Car Park. The outcome of the consultant reports was reported to the Council meeting of 6th July 2020.</p>
9.	<p>OUTSTANDING PARKING DEBT DECEMBER 31, 2017</p> <p>Finance and Governance Committee 15/5/18 Item 6.1</p>	<p>That:</p> <ol style="list-style-type: none"> 1. The General Manager investigate owners of vehicles who have at least 3 outstanding infringements of 90 days old having their vehicles clamped. 2. Costs associated with the clamping of vehicles and subsequent 	Director City Innovation	A strategy for debt collection, including the capacity to clamp vehicles is currently being investigated.

Ref	Title	Report / Action	Action Officer	Comments
		<p>recoveries be charged to the owner of the vehicle.</p> <p>3. A warning be included in the second infringement notice that the Council will clamp vehicles where 3 or more infringements exceeding 90 days are currently outstanding on a vehicle.</p>		
10.	<p>2019-20 FEES and CHARGES – CITY GOVERNANCE</p> <p>Council, 20/05/2019 Item 26</p>	That a fee structure be investigated for hall and venue hire which represents potential full cost recovery or a percentage thereof.	Deputy General Manager	A model for the capture of full costs is nearing completion. Given the current hold on increases in fees and charges, details will be used to more accurately inform fee structures into the future.
11.	<p>2019-20 FEES and CHARGES – PARKING OPERATIONS</p> <p>Council, 20/05/2019 Item 27</p> <p>Finance and Governance Committee, 13/08/2019 Item 6.3</p>	<p>That. 1. Investigations be undertaken with appropriate hotel and accommodation establishments for the use of the Council's off street parking facilities outside of normal business hours.</p> <p>2. That 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>(a) Pensioner voucher parking scheme;</p>	Director City Innovation	<p>1. A report is being prepared for the Committee following completion of pending commercial negotiations with new hotel operators.</p> <p>All suppliers have been issued purchase orders to facilitate 24h access at Hobart Central and currently awaiting parts from Germany to commence works.</p> <p>2. Responses are being consolidated in the Parking Action Plan 2020-2025 currently in draft.</p>

Ref	Title	Report / Action	Action Officer	Comments
		<ul style="list-style-type: none"> (b) 90 minute free parking in short term car parks; (c) On-street rates (floating rates); (d) Off-street parking technologies; (e) Hours of operation of car parks; (f) Peripheral parking (commuter shuttle service); (g) Commuter parking in inner city areas; and (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. 		
12.	MAWSON PLACE – MATILDA Council, 21/10/2019 Item 19	That: 1. The Council authorise the General Manager to formally approach the Port Arthur Historic Site with regard to the return of the Matilda.	Deputy General Manager	Initial approach made to Port Arthur Historic Site. Informal advice received, seeking written confirmation.

Ref	Title	Report / Action	Action Officer	Comments
		2. If the Port Arthur Historic Site is not interested in the return, an Expression of Interest be called to identify possible options for the future of The Matilda		
13.	ELECTED MEMBERS DEVELOPMENT AND SUPPORT – POLICY Council, 18/11/2019 Item 12	<p>That: 1. Clause G titled <i>International Relationships</i> of the Elected Members' Development and Support policy be deferred and be the subject of a further report following the outcomes of the following investigations:</p> <ul style="list-style-type: none"> (i) The future of international city relationships. (ii) The Risk and Audit Panel be engaged to assess and provide a recommendation to the Council on an appropriate budget allocation for Elected Members in regards to travel for international relationships. <p>2. The General Manager refer the following allocation amounts, contained within the Elected Members' Development and Support Policy, to the Risk and Audit Panel for consideration with</p>	Deputy General Manager	<p>A report was provided to the Risk and Audit Panel at its meeting of 3 December 2019 advising of the Council's decision. The RAP considered that its role was to review the process of setting limits within the policy and would consider this at a meeting early in the New Year.</p> <p>The matter was formally considered by the RAP on 5 March 2020. The RAP advice will be provided to the Council.</p>

Ref	Title	Report / Action	Action Officer	Comments
		<p>a recommendation provided back to Council:</p> <ul style="list-style-type: none"> (i) Section C – Elected Member Professional Development - \$5,000 per annum; (ii) Section H – General Provisions - \$40 daily travel allowance; (iii) Section K – Expense Reimbursement: <ul style="list-style-type: none"> 1. Telecommunications - \$2,000 per annum. 2. Local travel – 1,500 litres of fuel per annum, and other transport costs. (iv) Section M – Benefits: <ul style="list-style-type: none"> 1. Community Activities Participation: <ul style="list-style-type: none"> (a) Lord Mayor \$5,000 per annum. (b) Deputy Lord Mayor \$2,500 per annum. (c) Elected Members \$1,000 per annum. 		
14.	<p>PARKING IN NORTH HOBART - HOURS OF OPERATION OF CAR PARKS</p> <p>Council, 18/11/2019 Item 12</p>	Dynamic pricing options for paid parking in both the Condell Place and Lefroy Street Car Parks in North Hobart be explored and be the subject of a further report.	Director City Innovation	Dynamic pricing is currently being addressed as referenced in clause 12, 2(d) above.

Ref	Title	Report / Action	Action Officer	Comments
15.	SOLAR PANELS ON COUNCIL BUILDINGS Council, 16/12/2019 Item 10	That a report be prepared (including an external audit) to review the ongoing environmental and financial case for continuing with the program of installing solar panels on Council buildings that was commenced in 2016, given the increasing proportion of renewable energy generation in Tasmania and technological advances in other sectors such as transport over the past three years.	Director City Innovation	A report was presented to the 29 June CIC Committee and went to Council on 6 July where officer recommendations were supported. COMPLETE.
16.	CITY OF HOBART MULTI-STORY CAR PARKS – REMOVAL OF EARLY BIRD PARKING Council, 16/12/2019 Item 19	That: <ol style="list-style-type: none"> 1. The Early Bird parking program be removed completely from the Hobart Central and Centrepont Car Parks from 1 January 2021. 2. The Council notify the removal of the service to relevant stakeholders including customers, businesses, car park operators and Metro and collaborate regarding alternative transport options. 3. Number plate recognition be brought forward as a matter of urgency. 	Director City Innovation	<ol style="list-style-type: none"> 1. Early Bird parking recommenced in Hobart Central and Centrepont car parks on the 2 January 2020. Operation will continue throughout the year and will be removed on or before the 31 December 2020. 2. The process of notification will commence with advice to customers by way of advertising in the car parks. Notification to all other stakeholders will progress throughout the year. 3. Licence Plate Recognition is currently operating in both early bird car parks. Modification of the system to detect “turn-around” drivers will be progressed with the system suppliers.

17.	<p>COVID-19 COMMUNITY SUPPORT PACKAGE – RATES RELIEF</p> <p>Council, 22/06/2020</p> <p>Item 15</p>	<p>That:</p> <ol style="list-style-type: none"> 1. The information contained in the memorandum titled COVID-19 Community Support Package – Rates Relief be received and noted. 2. The Council reaffirm its decision of 27 April 2020 to provide a rates relief support package including waiving penalties and interest, negotiated payment plans, formal postponements and remissions on application on a case by case basis in accordance with the City's Financial Hardship Assistance policy. 3. The Financial Hardship Assistance policy be amended to articulate Council's specific intent to support the ratepayers of the City of Hobart through the COVID-19 pandemic and the policy be reviewed in six months time. 4. The policy also specifically address the following: <ol style="list-style-type: none"> (i) The specific impact of Covid-19 on commercial ratepayers acknowledging that the ratepayer for commercial 	Deputy General Manager	<p>The revised City of Hobart Financial Hardship Assistance Policy has been finalised and made available from the City's website.</p> <p style="text-align: center;">COMPLETE</p>
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		<p>properties is the entity that holds the property.</p> <p>(ii) Applications by commercial ratepayer should reflect rental impacts from tenancies due to COVID-19 and the <i>COVID-19 Disease Emergency (Commercial Leases) Act 2020</i> or as a result of the impact of government policy on profitability, such as closing the borders, imposing restrictions or closures.</p> <p>(iii) The applicant would be required to provide clear evidence that the entity who owns the property (the rate paying entity) has experienced financial hardship, and consistent with the <i>COVID-19 Disease Emergency (Commercial Leases) Act 2020</i> any support provided by Council for landlords as a result of financial hardship of a tenant be passed onto the tenant.</p> <p>(iv) While generally residential investment properties are excluded from the policy,</p>		
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		<p>applications from ratepayers in financial hardship as a result of tenants not paying rent as a result of Covid-19 will be considered.</p> <p>(v) Rate postponements be considered as the first option in assisting ratepayers affected by Covid-19 where rent deferrals have been put in place with commercial tenancies and not rent discounts. Remissions to be applied for reductions in revenue and profitability that cannot be recaptured.</p> <p>(vi) Acceptable evidence to support commercial ratepayer hardship include:</p> <ul style="list-style-type: none">• (*) An application in writing detailing the reasons why the ratepayer is unable to pay the rates and charges when they fall due and payable, including a statutory declaration that all the information provided is true and correct;		
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		<ul style="list-style-type: none">• (*) Assessment by a suitably qualified financial advisor, when the rates remission applied for is above \$4,000, demonstrating an inability to both pay rates and to rearrange asset portfolios to facilitate payment;• A statutory declaration from someone who is familiar with the applicant's circumstances (e.g. a family doctor for health-related evidence, a bank official, insurance policy manager, Government agency, etc.);• (*) Commercial lease agreements;• Statement from company accountant;• (*) Details of business closure if applicable;• Notice of impending legal action;		
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		<ul style="list-style-type: none">• Bank notice for example, overdraft call or mortgaged property repossession;• (*) Evidence of qualification for government assistance in response to the COVID-19 pandemic crisis if applicable;• (*) Evidence of support being provided to tenants if applicable;• (*) Audited or unaudited financial statements (for the current and previous financial year), including the most recent monthly profit and loss and balance sheet information with comparatives;• Cash flow statements with comparatives. <p>Item with (*) are mandatory.</p> <p>5. Should the Council support the above proposed policy amendments, a marked up version of the policy be provided prior to the Council meeting on 22 June 2020.</p>		
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18.	<p>WORKING WITH VULNERABLE PEOPLE REGISTRATION – ELECTED MEMBERS</p> <p>Council, 22/06/2020</p> <p>Item 16</p>	<p>That: 1. Elected members be provided the opportunity to attain a Working with Vulnerable People (Children) registration.</p> <p>2. As a cost related to carrying out the duties of the role as an elected member, the costs associated with the registration will be met from the Elected Member Allowances and Expenses budget function.</p> <p>3. The Local Government Association of Tasmania be advised of the resolution, recommending it encourage other Council's to adopt the initiative.</p>	Deputy General Manager	<p>A memorandum has been distributed to elected members seeking nominations to obtain a Working with Vulnerable People (Children) registration and any nominations will be facilitated.</p> <p>Complete.</p>
19.	<p>COVID-19 RATES REMISSION GRANTS REPORT</p> <p>Finance and Governance Committee, 16/06/2020</p> <p>Item 8</p>	<p>The provision of a report to Elected Members in relation to Rates Remissions Granted due to COVID-19 on a monthly basis.</p>	Deputy General Manager	<p>A report of rates remissions granted due to COVID-19 will be provided to Elected Members on a monthly basis.</p>

8. RESPONSES TO QUESTIONS WITHOUT NOTICE

Regulation 29(3) *Local Government (Meeting Procedures) Regulations 2015*.
File Ref: 13-1-10

The General Manager reports:-

"In accordance with the procedures approved in respect to Questions Without Notice, the following responses to questions taken on notice are provided to the Committee for information.

The Committee is reminded that in accordance with Regulation 29(3) of the *Local Government (Meeting Procedures) Regulations 2015*, the Chairman is not to allow discussion or debate on either the question or the response."

8.1 COVID-19 - Working From Home Analysis

File Ref: F20/62160; 13-1-10

Memorandum of the General Manager of 15 July 2020.

8.2 Attendance at Council and Council Committee Meetings Post COVID-19

File Ref: F20/63805; 13-1-10

Memorandum of the General Manager of 15 July 2020.

8.3 Halls Saddle Project

File Ref: F20/62234; 13-1-10

Memorandum of the Director City Amenity of 16 July 2020.

8.4 Project Phoenix

File Ref: F20/62220; 13-1-10

Report of the Deputy General Manager of 16 July 2020.

Delegation: Committee

That the information be received and noted.



City of **HOBART**

Memorandum: **Acting Lord Mayor**
 Elected Members

Response to Question Without Notice

COVID-19 - WORKING FROM HOME ANALYSIS

Meeting: Finance and Governance Committee **Meeting date:** 16 June 2020

Raised by: Alderman Behrakis

Question:

During this time there has been the need for staff members to work from home. There have also been suggestions by some commentators that this should potentially be extended in the interest of promoting flexibility for our workforce.

Has there been any impacts, either positive or negative to the productivity of staff?

Is there any way to measure said productivity of workers that are working remotely?

If so, what have those metrics shown?

Response:

In alignment with daily directions provided by the State Government more than 300 staff were approved to work from home during the COVID-19 pandemic.

For all employees working from home, the area manager completed an individual work plan in consultation with the affected employee, setting out tasks to be undertaken. The employee also completed a workplace health and safety checklist to ensure arrangements at home were appropriate and safe.

Managers regularly checked in with employees at home, including through extensive use of the Teams platform and monitored completion of the work plans.

The City Innovation Division utilised a number of technologies to provide staff with access to all Council systems in a way that replicated their office environment experience.

When combined, these technologies now enable staff to continue to perform office duties using for example, email, video conferencing, internet telephony, financial processing, records management, network drives and regulatory planning as well as self-service leave requests and payroll management.

In order to ensure that the Council could continue to meet its service delivery requirements and manage the operational efficacy of the workforce, existing technology was also enhanced to ensure security and compliance against Council's regulatory systems, and monitor general activity against critical business applications in a work-from-home environment.

New productivity management metrics first implemented during this period included:

- Total number of remote access connections per day (how many at home).
- Total number of individual Microsoft 365 users per day.
- Total active remote access connections
- Business applications utilised (for example Jarvis for e-planning).
- Total meetings per day and by type (calls, meetings).
- Total network data utilised by user.
- Log-in locations (network access) for work-from-home staff.

The metrics continue to indicate, at an aggregate level, no degradation in the overall productivity amongst work-from-home employees, and may even support improved communication, collaboration and engagement in the majority of cases.

The necessity of quickly operationalising a work-from-home environment during the pandemic, while not universally accepted or functionally appropriate for all roles, has created potential advantages to both individual employees and to the Council.

An all employee opinion survey is currently underway to gain an understanding of how we performed managing the effects of COVID-19, covering issues such as productivity, communications, system support and employee wellbeing. The survey is open until 30 July.

The outcomes will help us plan for future emergencies, as well as inform reviews of the City's current flexible working arrangements policies and *Travel to Work Plan*.

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.



N D Heath
GENERAL MANAGER

Date: 15 July 2020
File Reference: F20/62160; 13-1-10



City of **HOBART**

Memorandum: **Acting Lord Mayor**
 Elected Members

Response to Question Without Notice

ATTENDANCE AT COUNCIL AND COUNCIL COMMITTEE MEETINGS POST COVID-19

Meeting: Finance and Governance Committee **Meeting date:** 16 June 2020

Raised by: Councillor Ewin

Question:

Could the General Manager please advise if there is anything to preclude Council and Council Committee meetings from being attended online post COVID-19?

Response:

This question was the subject of a special report from the General Manager on the Council agenda of 6 July 2020.

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.

N D Heath
GENERAL MANAGER

Date: 15 July 2020
File Reference: F20/63805; 13-1-10



City of **HOBART**

Memorandum: **Acting Lord Mayor**
 Elected Members

Response to Question Without Notice

HALLS SADDLE PROJECT

Meeting: Finance and Governance Committee **Meeting date:** 16 June 2020

Raised by: Councillor Coats

Question:

Could the General Manager please advise why the Halls Saddle project is appearing on the Capital Works program considering the project is yet to be endorsed by the Council and is listed for consideration at its meeting of 22 June 2020?

Response:

The Council, at its meeting held on 25 May 2020, approved the City's revised 2020/21 Capital Works, listing those projects that are to be funded by the City.

Whilst the Halls Saddle proposal was not listed as part of this Council decision, accompanied to the report was a table listing those projects that the City had submitted to various funding bodies or potential state and federal government stimulus initiatives (Refer Attachment F to item 10 of the Council agenda of 25 May 2020).

The Council did resolve at its 25 May 2020 meeting to note the additional projects which could be progressed subject to securing external grants (Part 7 of item 10 on the 25 May 2020 Council agenda) which included Halls Saddle.

Many of the funding initiatives do not have detailed criteria for funding fully developed. The listing also included some potential funding opportunities raised by either Federal Ministers or federal and state parliamentary representatives.

The COVID-19 pandemic has prompted numerous potential funding opportunities to emerge, as the State and Federal governments seek to identify mechanisms to stimulate economies and generate employment, especially in those sectors significantly impacted by the pandemic.

The Council originally considered the Halls Saddle proposal on 23 September 2019 when it was resolved that a comprehensive assessment of the City-owned land at Ridgeway be undertaken.

At that time, the Council resolved as follows:

- That:*
1. *The Springs Visitor Centre Concept as developed to date, not be progressed.*
 2. *Comprehensive assessment and feasibility assessment be undertaken into the Halls Saddle site to establish its potential role as the primary road-based gateway entrance facility for servicing visitor access to the mountain.*
 3. *This work to involve:*
 - (i) *Concept development – including confirming required site functions and feasibility assessment.*
 - (ii) *Site master planning to ensure any required functions can fit within the site.*
 - (iii) *A transport / access analysis – including the site's potential role in providing for a regular mountain bus service.*
 - (iv) *Determination of infrastructure and services requirements at the site.*
 - (v) *Compliance with planning scheme, including bushfire risk requirements.*
 - (vi) *Preparation of a high level assessment of the financial investment required to develop the Halls Saddle site as proposed.*
 - (vii) *The identification of potential grant funding and other external funding opportunities that could provide the investment required to develop the Halls Saddle site.*
 4. *The costs associated with the work to investigate the Halls Saddle concept, estimated to be in the order of \$100,000 be allocated from the 2019-2020 Bushland Capital Works budget.*
 5. *A report be provided on the findings of the above for the Council's consideration by February 2020.*

It is noted that item 3(vii) above specifically authorises the potential for external grant funding to be identified.

Given the Council's decision of September 2019 and the various stimulus funding opportunities on offer, it was considered appropriate that Halls Saddle be included.

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.



Glenn Doyle
DIRECTOR CITY AMENITY

Date: 16 July 2020
File Reference: F20/62234; 13-1-10



City of **HOBART**

Memorandum: **Acting Lord Mayor**
 Elected Members

Response to Question Without Notice

PROJECT PHOENIX

Meeting: Finance and Governance Committee **Meeting date:** 16 June 2020

Raised by: Alderman Behrakis

Question:

In regards to the Council's "Project Phoenix":

What was the expected or budgeted cost for the project?

What was the realised cost of implementing the project?

What was the expected implementation timeframe for the project?

What was the realised time to implement the project?

What KPI's were set for the project?

How did it perform against these KPI's?

Response:

Background

Project Phoenix was formally wound up as at 30 June 2019.

The City entered into a contract with technical partner Open Office in November 2016 to replace the City's core business systems.

Project Phoenix however was a lot more than a new technology package. It had set objectives about reinventing core business processes, developing a strategic approach to information management and use of new technologies, driving cultural change and bringing into sharper focus service for our customers, both outside and within the organisation.

Implementation commenced with the roll out of a new external web site (Open Cities) in July 2017.

Open Office modules implemented during the life of the project included:

- Microsoft Navision Payroll including Employee Self Service kiosk, Lanterion to manage workflows and Single Touch Payroll reporting to the Australian Taxation Office.
- Permits and Licences including 'open forms' on the City's website and forms were redrafted into 'plain English'.
- Health Manager – previously an Open Office product was upgraded.
- Waste Water – also pre-existing, but upgraded.
- Animal Management.
- Bookings – for sportsgrounds, Waterworks reserve and other recreational sites
- Hazard Identification.
- Microsoft Navision Finance (Accounts Receivable) and Cashlink Receipting including all in-bound payments to the City – Bpoint, BPay and over the counter transactions.
- Property and rating.

Since the project wound up, the remaining Navision Finance functionality - Procure to Pay and the new Chart of Accounts (reducing the previous four general ledgers to one) has been implemented.

The work completed to date provides the City with a new technical platform for ongoing business system enhancements into the future.

The following sub projects are being completed as individual 'business-as-usual' implementations, rather than under the Phoenix banner:

- Infringements (preparing for go-live end August 2020).
- Customer requests (now in user acceptance testing).
- Parking Permits (post infringements – above).
- Planning, building and plumbing (under development, expected go live end October 2020).
- Assets (under development).

Project Phoenix had a solid project management framework, overseen by a Steering Committee chaired by the General Manager. Six monthly reports were provided to elected members to keep them updated on the Project and the Project was also monitored by the City's Risk and Audit Panel. In addition, data migration and process audits were undertaken by the City's internal auditors during the life of the Project.

Budget, Timeframes and KPIS

As advised in the General Manager's memo of 31 July 2019, at the end of the Project (30 June 2019) total expenditure was \$5.371M. Some \$791K was carried forward to complete the stand-alone projects while a further \$70K was budgeted in operating and capital budgets in 2019-20 for close out activities. The original project budget was estimated to be \$4.94M.

The most significant internal cost associated with the Project was staff backfill and represented the bulk of additional costs. This item was underestimated both in terms of scale and duration at the outset of Project Phoenix. The vast majority of Councils do not cost these expenses to their ERP projects but we opted to fully attribute the cost of resourcing internal experts to support implementation by the contracted vendor. Accounting for costs of backfill labour ensures that the fully capitalised costs of new assets are accounted for, can be depreciated and future asset renewal is appropriately funded in future capital works programming.

In terms of timelines, the technical partner was contracted in November 2016 and it was initially considered that the project would be complete by July 2018. In the event implementation of modules took longer than expected and the scope of the project was greater than anticipated. Examples include, in the case of Navision, a total revamp of the City's chart of accounts, reducing four ledgers to one as well as standardisation of on-costs and overhead methodologies. We also took the opportunity to review the forms we use and the standard correspondence the City sends out with a view to ensuring they have a plain language approach.

In terms of KPIs, a formal close-out report was complete in July 2019 outlining achievement in terms of modules delivered (as outlined earlier in this memo). In addition, a more detailed Phoenix Benefits Realisation Report was prepared in August outlining achievement of target outcomes (identified at the beginning of the project), as well as additional or unexpected benefits resulting from the Project as a whole as well as each individual module. This document remains 'active' as additional sub projects are implemented, post-implementation issues are resolved and additional benefits are identified.

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.



Heather Salisbury
DEPUTY GENERAL MANAGER

Date: 16 July 2020
File Reference: F20/62220; 13-1-10

9. 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 General Manager or the General Manager'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, General Manager or General Manager'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.

10. 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:

- Expression of interest involving Council land;
- Commercial information of a confidential nature that, if disclosed, is likely to prejudice the commercial position of the person who supplied it; and
- Information that, if disclosed, is likely to confer a commercial advantage or impose a commercial disadvantage on a person with whom the council is conducting, or proposes to conduct, business

The following items are listed for discussion:-

- | | |
|--------------|--|
| 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 | Civic Square EOI Process
LG(MP)R 15(2)(f) |
| Item No. 4.2 | Sandy Bay Bathing Pavilion Update
LG(MP)R 15(2)(c)(i) |
| Item No. 4.3 | 160 Elizabeth Street, Hobart - The Rox Apartments
LG(MP)R 15(2)(b) |
| Item No. 4.4 | Financial Hardship - Rates Remission Requests
LG(MP)R 15(2)(j) |
| Item No. 4.5 | Food Organics Gardens Organics (FOGO) Service - Evaluation of the City's Introduction of the Program
LG(MP)R 15(2)(b), (c)(i) and (d) |
| Item No. 5 | Committee Action Status Report |
| Item No. 5.1 | Committee Actions - Status Report
LG(MP)R 15(2)(b), (c)(i), (c)(ii), (d), (f), (g), (i) and (j) |
| Item No. 6 | Responses to Questions Without Notice |
| Item No. 6.1 | Internal Complaints Process
LG(MP)R 15(2)(g) |
| Item No. 6.2 | TasWater
LG(MP)R 15(2)(g) |
| Item No. 6.3 | TasWater
LG(MP)R 15(2)(g) |
| Item No. 7 | Questions Without Notice |