



CITY OF HOBART

SUPPORTING INFORMATION

COUNCIL MEETING

OPEN PORTION OF THE MEETING

MONDAY, 25 AUGUST 2025

AT 4.00PM

VENUE: COUNCIL CHAMBER, TOWN HALL

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Tasmania's Taste of Summer Pty Ltd
20 Letitia Street, North Hobart
Tasmania, Australia 7000



To
Justyne Wilson
Manager Creative City
justyne.wilson@hobartcity.com.au

RE: Partnership Opportunity – Official Partner, Tasmania's Taste of Summer

Dear Justyne

Thank you once again, it was a pleasure reconnecting recently. We are genuinely excited about the opportunity to work together again on Tasmania's Taste of Summer in 2025, which is shaping up to be our biggest and best year yet.

Taste of Summer is one of Tasmania's premier events, an eight day festival that showcases the very best of the state's food, drink, and culture. Held on Hobart's iconic waterfront, it attracts close to 90,000 attendees annually and last year generated almost \$20 million to the local economy, injecting significant value into the region and cementing its reputation as one of Australia's leading summer festivals.

Key Outcomes in 2024-25

- **Record attendance:** 88,418 patrons over 8 days
- **Community Day growth:** 8,254 attendees (44% increase from previous year)
- **\$20 million economic impact** across Tasmania
- **64,646 visitor nights**, including 44,379 from interstate
- **95.7% of stallholders** reported positive business impact
- **93% of festival expenditure** spent within Tasmania
- **Gold Award** – Tasmanian Tourism Awards
- **Highly Commended** – Qantas Australian Tourism Awards

While nipaluna/Hobart is a popular year-round destination, there is something truly special about the city during the festive season. The vibrant energy, combined with world-class food, drink, and entertainment, makes this a time when the city comes alive, and Taste of Summer sits at the heart of it all.

The City of Hobart's continued support plays a vital role in this success. In particular, Community Day simply would not be possible without Council's generous contribution. Now a cornerstone of our program, Community Day ensures that Taste of Summer remains a celebration for everyone, inclusive, accessible, and affordable. It highlights Tasmania's diverse food culture, performing arts, and local talent, and continues to grow as a much-loved and meaningful feature of the festival.

For the 2025-26 Taste of Summer, we are pleased to propose the following partnership opportunity.

Tasmania's Taste of Summer Pty Ltd
20 Letitia Street, North Hobart
Tasmania, Australia 7000



Official Partner – Tasmania's Taste of Summer 2025-26
Partnership Value: \$65,000 ex GST, plus in-kind contribution

Inclusions & Rights Summary

BRAND POSITIONING & ACTIVATION

1. City of Hobart Community Day

We propose to continue the successful Community Day on 31st December offering:

- free entry for the public between 12noon – 4.00pm.
- inclusive programming and community-driven activations

2. In-Kind Support

Continued provision of hired goods and services, as per prior years, up to the value of \$400,000.

3. Additional Proposed Initiatives/ Support

We invite the city to collaborate further on cross-promotional campaigns and potential new initiatives, such as providing some additional support in activating the waterfront area between Tasmania's Taste of Summer and the Sydney to Hobart Race Village, which is celebrating its 80th year:

- By enhancing pedestrian safety, flow and enjoyment of the areas between the events.
- Additional availability of city flags/banners for marketing, with option to co-brand.
- Potential for supporting programming and activations in the area such as buskers.
- Additional parking/transport options such as extended hours for park and ride, additional temporary bike parking areas.

MARKETING & COMMUNICATIONS

- Media event announcing partnership.
- Official partner listing on the Taste of Summer website, including logo, short profile, and hyperlink.
- Opportunity for a homepage banner or featured spotlight during key promotional periods.
- Inclusion in two shared EDM campaigns distributed to the festival subscriber base.
- Three shared social media posts (Facebook and Instagram), aligned with key campaign moments.

Tasmania's Taste of Summer Pty Ltd
20 Letitia Street, North Hobart
Tasmania, Australia 7000



- Acknowledgement as the Official Partner in media releases and PR content, where appropriate.
- Opportunity to feature in a Taste of Summer blog.
- Logo presence and feature in the official event app (if applicable), and inclusion in both printed and digital versions of the festival guide and map.

ON-SITE PRESENCE & VISIBILITY

- Logo featured within the shared Official Partner signage package, displayed across high-traffic zones throughout the event precinct.
- Brand inclusion in official printed and digital event collateral, including the program, digital display screens, and wayfinding signage, where applicable.

HOSPITALITY & ENGAGEMENT

- Invitation to the official opening function, attended by key sponsors, Government officials, stakeholders, and media.
- 26 tickets to the New Year's Eve event.
- 80 General Admission tickets for community engagement, staff rewards, or promotional use.
- 3 Golden Tickets, all inclusive tickets which provide daily entry to the Taste of Summer and Yacht Club as well as New Year's Eve, for marketing and promotional use.

REPORTING

- A comprehensive post-event report tailored to City of Hobart, featuring audience metrics, engagement insights, and photographic documentation of branding and activation impact.

We look forward to working together once again on the 2025/26 Taste of Summer, which continues to foster civic pride and extends City of Hobart's long and proud history with this iconic Tasmanian event proudly hosted in nipaluna/Hobart, creating a celebration of the diversity, culture and way of life enjoyed in our beautiful city.

For any further queries please contact Taste of Summer's General Manager, Katharine Dean on 0418 327 742 or via email katharine@tasteofsummer.com.au.

Warm regards

A handwritten signature in dark ink, appearing to read 'K. Dean', with a stylized flourish at the end.

Katharine Dean
General Manager, Taste of Summer





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PinPoint Group and Tasmania’s Taste of Summer acknowledge Tasmanian Aboriginal people as the traditional and ongoing custodians of trouwunna | lutruwita/Tasmania. We pay respect to Tasmanian Aboriginal people, and Elders past and present.



FROM THE CHAIR & CEO

Tasmania's Taste of Summer 24/25 has been hailed our most successful yet, with 88,418 attendees over eight days enjoying an immersive Tasmanian food, drink and cultural experience in our harbour side capital city, Nipaluna/Hobart.

For the second year in a row Tasmania's Taste of Summer also represented Nipaluna/Hobart on the national stage, winning gold at the Tasmanian Tourism Awards and achieving highly commended with a score higher than 80% at the Qantas Australian Tourism Awards held in Adelaide in March 2025.

The success of Tasmania's Taste of Summer and the year on year growth we have achieved since taking on the festival in 2021 is a heartening way to honour the 'Taste' legacy. Our custodianship of this Tasmanian icon and important event for our city and our state is not a responsibility we take lightly.

This is why we were so pleased to work with our major funding partner Events Tasmania, and independent research house IER this festival, to collate formal data on the economic and social benefits of Tasmania's Taste of Summer.

The economic impact of Tasmania's Taste of Summer 24/25 has been estimated at more than \$16.4 million, delivering an excellent return for our funding partners, in addition to the many ways Taste of Summer benefits our local communities and a range of industries right across Tasmania.



Our research also found:

- All stallholders believe it is important for all levels of government and the business community to work together to deliver major events like the Taste of Summer.
- 95.7% of stallholders said Tasmania's Taste of Summer had a positive impact on their business.
- 88.8% of attendees agreed that Tasmania's Taste of Summer is important for the Hobart region, with 79.2% agreeing that it made them feel proud to live in Hobart.
- More than 81.4% of non-locals who travelled to attend the Taste of Summer stayed overnight, with an estimated 44,379 bed nights for the Greater Hobart Region, with the majority of these (34,854) generated by interstate visitors.
- 83.7% of interstate attendees surveyed said they were very likely or likely to visit Tasmania again in the future, with 13.9% stating within the next six months, and 31.0% stating within the next year.



FROM THE CHAIR & CEO CONTINUED

The insights gained from the research undertaken has provided strong metrics for us to work from as we continue to improve and evolve Tasmania's Taste of Summer. Of particular focus this year is sustainability to reach zero waste, and accessibility as we strive to make our festival as inclusive as possible.

95.7% of stallholders surveyed said that Taste of Summer helps to enhance community spirit, pride and enjoyment, a statistic that solidifies Taste's legacy of almost forty years of celebrating the very best of our island's food, drink and culture over our peak tourism season.

For all these reasons, we greatly appreciate City of Hobart's continued support of Tasmania's Taste of Summer, extending your organisation's long and proud history with this iconic Tasmanian event, to celebrate and showcase the diversity, culture and way of life enjoyed in our beautiful city.

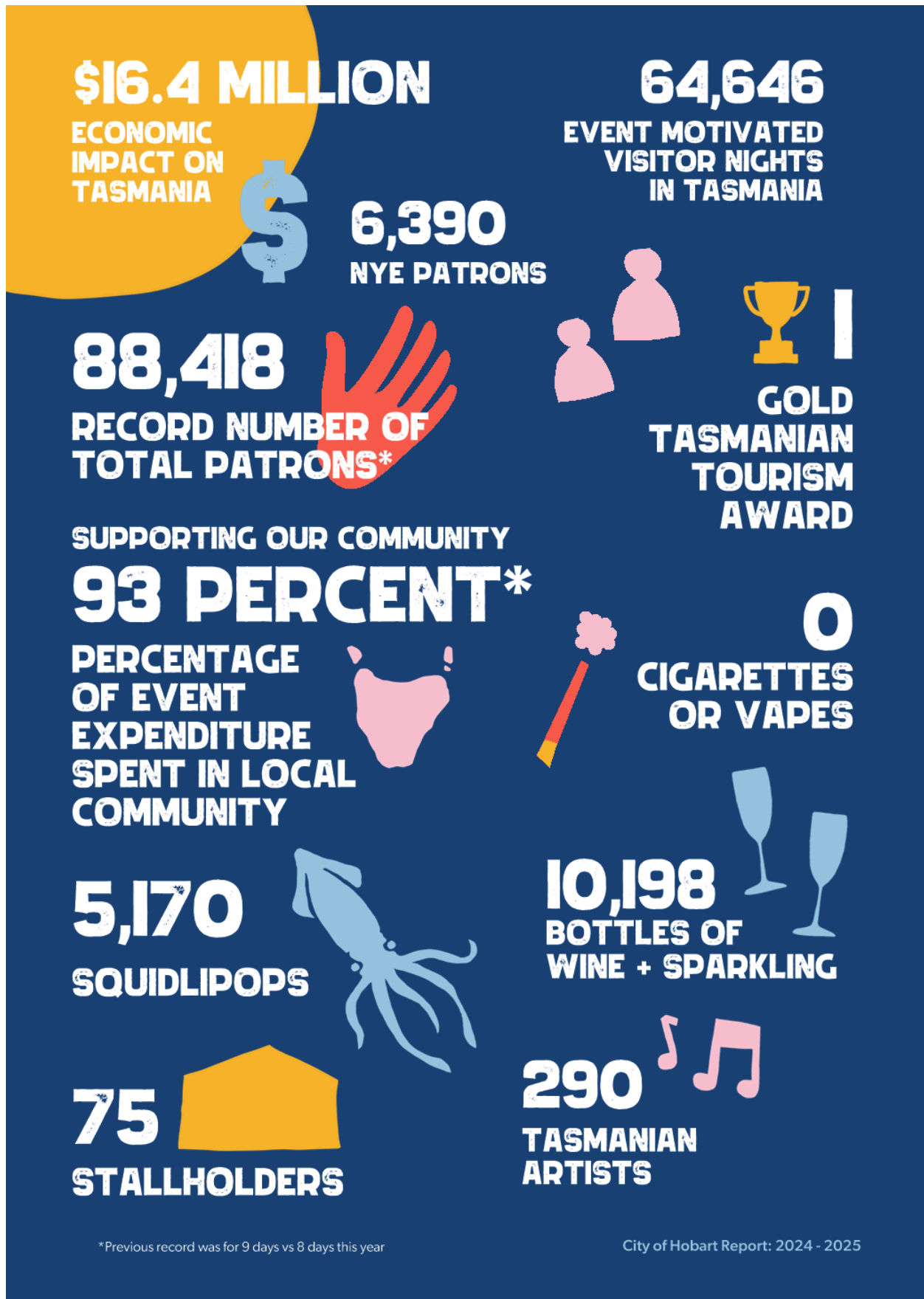


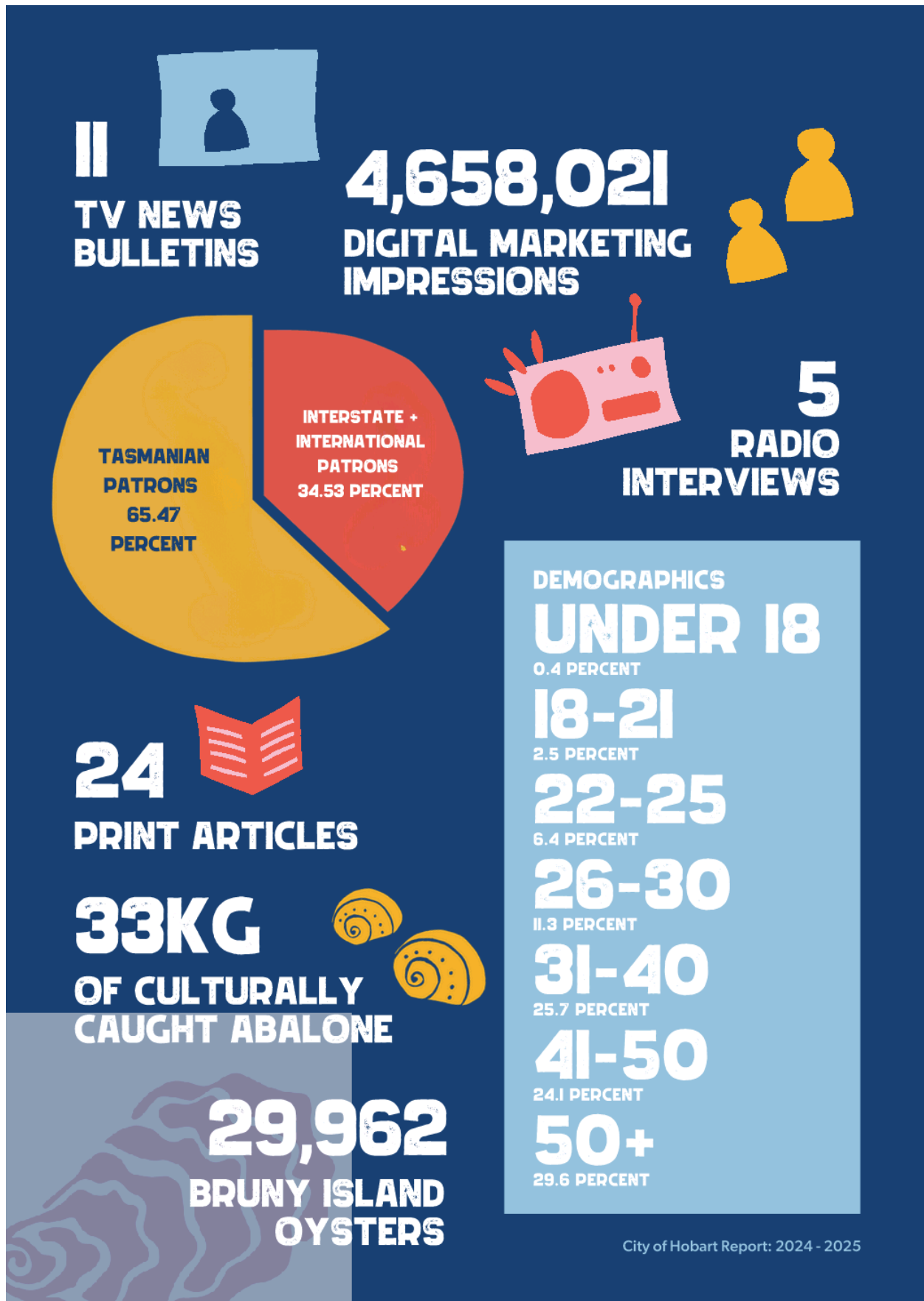
Jarrod Nation
Chair



Stephen McMullen
CEO







COMMUNITY DAY

The City of Hobart's Community Day at Tasmania's Taste of Summer provides tourists and our local community with free entry to the festival throughout the day on the 31st December, ahead of our New Year's Eve line up.

The theme of the 2024 Community Day remained unchanged from 2023, as 'Hobart Respects All', and was an invitation for the community to gather together at Tasmania's Taste of Summer in support of Hobart as a city that welcomes people of all backgrounds, race, religion, age, ethnicity, sexuality, gender or abilities.

This theme perfectly aligns with Tasmania's Taste of Summer, with these values mirrored both within our own organisation and across the festival. We promote Tasmania's Taste of Summer as a celebration of our island's summer, food, drink and culture that is family friendly, inclusive, and accessible for all.

Taste of Summer 24/25 welcomed 8,254 patrons through the gates on Community Day to enjoy City of Hobart's activations across the site, up from 5,726 patrons on Community Day the festival prior.



Community Day was promoted via the following channels:

- Taste of Summer and City of Hobart websites
- Cross promotion via Facebook and Instagram with reels and posts
- EDM content from Taste of Summer and City of Hobart
- A media event in December ahead of Tasmania's Taste of Summer.
- City of Hobart was promoted as a major event partner across all marketing and advertising channels, which this year also included multiple large LED screens behind our main stage featuring a sponsor loop.

Community Day highlights City of Hobart's partnership with Tasmania's Taste of Summer, and there is no doubt this programming would not take place without the valued financial and in-kind support provided.

We look forward to continuing to update you on Tasmania's Taste of Summer 25/26 throughout the remainder of the year



MARKETING

Marketing for Tasmania's Taste of Summer 24/25 was designed with a strategic focus on conversion, brand awareness and driving traffic to the Tasmania's Taste of Summer website. Our targeting strategy focused on Tasmania, with additional reach into mainland audiences in Melbourne, Sydney and Brisbane. Some key successes of this festival's marketing strategy included:

- 3,488,342 impressions with a total of 53,990 clicks between 1st November and 31st December, significantly increased traffic to our website.
- An impressive 12,415 conversions, highlighting our campaigns effectiveness in driving event engagement.
- Our organic social media campaign which ran from 1st November to 4th January 2025 also played a critical role in amplifying our reach with strong Meta performance results including 452,233 views, 283,415 impressions and 273,377 reach.
- Reels generated 56,826 plays, accumulating a total of 426,884 seconds of watch time, further extending our organic reach.
- Throughout the campaign period from 1st November to 4th January we saw a total of 153,541 users visit the website, with 150,814 being new users.
- In terms of geographical reach, Melbourne led with 61,829 active users, followed by Hobart (30,412), Sydney (27,139) and Brisbane (9,269). Additionally, a combined 8,581 active users accessed the website from locations such as Rockhampton, Cairns, Adelaide and Perth, further demonstrating the campaign's wide reach.

- Internationally, our website attracted visitors from ten different countries, with Australia leading the traffic followed by the United States, New Zealand, the United Kingdom, Japan, Canada, Singapore, France, Germany and Hong Kong. This global interest underscores the growing appeal of the event beyond domestic audiences.

The marketing plan was supported by stakeholder engagement and PR, which included earned media, paid media and leveraging the marketing channels of our event partners.

Overall, the strategic planning and execution of our marketing and communications campaign proved highly successful in achieving our key objectives of increasing conversion, boosting brand awareness and driving traffic to the Taste website.

The combination of targeted digital marketing, organic social media efforts and strategic advertising placements resulted in significant audience engagement and a high return on investment, and a record breaking crowd number exceeding 88,000 patrons.





POSITIVE IMPACT

Aligning with the outcomes identified in the Tasmanian Events Strategy 2023-2027 and 2030 Visitor Economy Strategy Tasmania to deliver year round positive impact for our island has been a key priority as we build the brand of Tasmania's Taste of Summer to deliver an authentic Tasmanian festival.

Tasmania's Taste of Summer creates employment opportunities for Tasmanians from right across the state

Taste of Summer employs 95 employees to deliver the festival and we seek to support local through our procurement processes wherever possible. This year 93% of festival expenditure was with Tasmanian suppliers and contractors.

Tasmania's Taste of Summer is Environmentally Sustainable

As an organisation, we are acutely aware that the issue of environmental sustainability is one of the biggest detractors of the positive impact of festivals and events. Since taking over Taste, we have researched and implemented the ways we can reduce our waste and ensure our waste handling procedures are best practice.

- We provide every stall with three bins – one for general waste, one for green waste and one for recyclables. This allows waste to be effectively sorted at the source, reducing contamination and improving our green waste and recycling efforts.
- Sustainability practices and our expectations form part of our stallholder briefing process.
- General waste, green waste and recycling bins are located right across the site, making it easy for patrons to dispose of their rubbish thoughtfully.
- Tasmania's Taste of Summer is free of single use plastics.
- Digital, paperless ticketing.
- Taste 'keep cups' are available for purchase throughout the festival.
- Used cooking oil is turned into Biofuel by Belgrove Distillery at Kempton.

Across festival 24/25 we further increased our waste handling efforts by engaging additional team members to sort waste onsite as another measure to mitigate against waste contamination and maximise the amount of waste diverted from landfill, with Veolia reporting 67% of all waste was diverted. We also partnered with local southern Tasmanian business Barwick's, sending our organic waste to them to be processed into high grade fertiliser.

TASMANIA'S TASTE OF SUMMER CELEBRATES OUR COMMUNITY

Tasmania's Taste of Summer is a celebration of our island's culture, community and diversity.

We foster and embrace these values within our own team and through the promotion of our commitment to creating a food and drink festival that is accessible, affordable and inclusive of all.

- We collaborate with Tasmania's Aboriginal Community to include meaningful opportunities for representation throughout our festival program. This festival that included a smoking ceremony by Tasmanian Aboriginal traditional and contemporary dance group pakana kanaplila. Takira Simon Brown from palawa Artz worked alongside children in our dedicated play area to create bush craft, and Guest Chef Sabina Newton served 33kg of culturally caught abalone at her stall Bass Strait Scallops.

This is the third year in a row we have through our guest chef program showcased the agreement between The Land & Sea Aboriginal Corporation Tasmania and the Tasmanian Government to harvest abalone.



This initiative was included at the Australian Symposium of Gastronomy held in Launceston in July 2024. Dr Emma Lee, a trawlulwuy woman from tebrakunna country in north east Tasmania and an internationally recognised expert on Indigenous methodologies, especially as applied to land and sea management, presented alongside Taste of Summer Festival Curator Jo Cook to provide a case study on the inclusion of this Tasmanian ingredient at the festival. This year we also did a media event in conjunction with the Land and Sea Aboriginal Corporation Tasmania specifically on this initiative.

- Accessibility – representatives from Tasmania's Taste of Summer continue to attend Hobart City's Equal Access Committee, formed to provide advice and assistance to the City of Hobart on matters related to access. This year we also had members from the City of Hobart's accessibility team address our stallholder briefing to provide suggestions on ways they could make their stalls more accessible and inclusive.



- Our curated line up of Tasmanian food and drink and musical performances highlights the diversity in our community, with delicious cuisine from all over the world prepared by passionate Tasmanians using fresh Tasmanian produce.
- We create a welcoming environment for families through the provision of our children's play area 'Little Hobart' and by offering free entry for patrons 16 years and under.
- We recognise the Companion Card and make it easy for patrons with carers to enjoy Tasmania's Taste of Summer.



Tasmania's Taste of Summer supports Southern Tasmania's visitor economy over peak season

Maximising our opportunities to enjoy a strong summer season is vital in the current operating environment. With the influx of tourists descending on Hobart's waterfront to coincide with the festive season and the Sydney to Hobart, Melbourne to Hobart and Launceston to Hobart yacht races, Tasmania's Taste of Summer supports local 'bricks and mortar' operators, by providing an immersive Tasmanian food and drink experience and relieving the pressure that Hobart's venues would otherwise experience over that period.

Tasmania's Taste of Summer delivers positive impact year round

100% of respondents in our internal 24/25 post-event stallholder survey said Tasmania's Taste of Summer is important for our island's tourism industry, and according to IER's research, there were no stallholders unhappy with their experience at Taste of Summer 24/25.

We know anecdotally that for many of our stallholders, the injection to cash flow they receive from participating in Tasmania's Taste of Summer helps them weather the seasonality of the shoulder and off seasons.

91.3% of stallholders told IER that Taste of Summer allows them to establish connections with other producers that may lead to opportunities to collaborate.



87% of stallholders agreed that Tasmania's Taste of Summer drives sales for them in the short-term.

82.6% of stallholders agreed that Tasmania's Taste of Summer drives awareness of their product with new customers.

100% of stall holders agreed that Tasmania's Taste of Summer helps to create jobs, bring visitors and money to Tasmania.

Beyond the bottom line, 95.7% of stallholders surveyed agreed that Tasmania's Taste of Summer raises the profile of Tasmania and promotes the state to interstate and overseas visitors.

100% of stallholders agreed it was either very important, or important for Tasmania to host cultural and community events.

100% of stallholders agreed that Tasmania's Taste of Summer showcases Tasmania's ability to host major events, with 95.7% stating Tasmania's Taste of Summer enhances community spirit, pride and enjoyment.



TASMANIA'S
TASTE
OF SUMMER

TASTE OF SUMMER.COM.AU

Stephen McMullen
Director/CEO
stephen@pinpointtas.com.au
0408 390 178

OUR PARTNERS


Events
Tasmania


City of HOBART


CLOVER HILL
TASMANIA


THE TASMAN
HOBART


st.lukes


BAR
BY VOLKSWAGEN


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PONTING

BUSINESS EVENTS TASMANIA

Funding Submission to City of Hobart 2025-2026 Financial Year

Introduction

Business Events Tasmania (BET) is a not-for-profit member organisation that offers specialist bidding services in order to deliver tangible benefits to the visitor economy, as well as to drive long lasting legacies through the attraction of strategically valuable business events to the state. Conference connections underpin knowledge creation and exchange, attract global talent, encourage trade and investment, nurture collaboration, foster innovation and provide social benefits to a city.

Working collaboratively with members, key stakeholders and local partners, BET takes a lead role in promoting Tasmania as business event destinations to national and international associations, corporate organisations and event planners.

The business event industry is known for attracting the highest yielding visitor to the visitor economy. Research on conferences in Tasmania shows that delegates spend between \$821 per day and stay on average 4.7 nights. Furthermore, 28% of delegates bring at least one other person with them and 20% disperse into regional destinations. Impressively, 89% of delegates intend to return to Tasmanian within the next three years.

Hobart being Tasmania's capital city, major gateway into the state, home to key meetings infrastructure and globally recognised marine, Antarctic and medical research, is at the forefront of all of BET's sales and marketing activities and is the primary beneficiary of BET activity.

The City of Hobart (CoH) and BET

In 2014 the CoH and BET signed a three-year Memorandum of Understanding (MOU) which provided a platform for working collaboratively on key priorities for the city. Another MOU was signed in 2017, ending in 2020. Due to the uncertainty brought on by COVID at the time, it was agreed that annual agreements would be a focus until business normalised. BET is seeking a return to a multi-year agreement to allow more strategic outcomes and collaboration to drive the strategic framework in developing and growing programs identified within the agreement. Any long-term agreement would remain being reported on annually.

Economic Development

The organisation's sales and marketing activities are centred around marketing Tasmania as a business events destination of choice and pitching the state's event hosting capabilities to secure business events into the City, sometimes years in advance. The table below shows the impact of the business events held in the City through the number of delegates and estimated economic impact from those events.

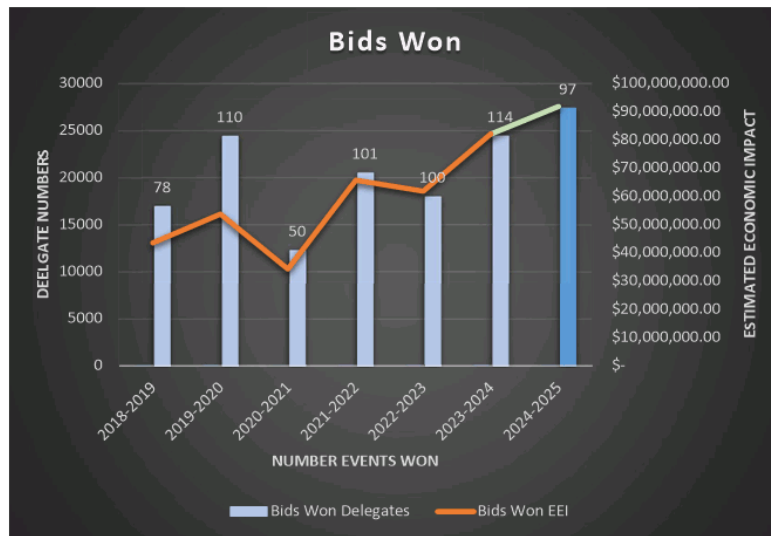
It is important to note that activity is still building for 2025/26 onwards (shaded in green). There are signs of strong delegates numbers in the coming years with delegate numbers for the 2025/26 financial year already surpassing the total number of delegates we saw here in 2023/24. Considering business events still pending for 2025/26, we are expecting a 20% growth in the below numbers for next financial year.

Events Held			
	Number of Events	Delegates	Estimated Economic Impact
2023-2024	103	17,644	\$ 59,054,826.00
2024-2025	90	18,790	\$ 64,170,277.00
2025-2026	56	17,895	\$ 58,018,670.00
2026-2027	18	6,470	\$ 23,564,960.00

During the year, 97 business events have been confirmed to Hobart. These events are scheduled to take place between 2025 and 2030 and have an estimated economic value of \$91.8M. Furthermore, they include topics that align with Hobart's competitive advantages and/or support the knowledge growth of our community. An example of some of these conferences are listed below.

- Rural Mental Health Conference 2025
- World Seabird Conference 2026
- Preventive Health Conference 2026
- Australian Meteorological and Oceanographic Society National Conference 2026

The graph following shows bid win activity over the last 7 years. Bids secured this year will result in 27,388 delegates coming to Hobart into the future which is a 12.1% increase in the number of delegates secured during 23/24FY.



Visionary Program

Through our Visionary Program we also work with local industry leaders to identify, bid on and secure business events that align to key priority areas for the state. Successes this year include:

- 4x Antarctic and Southern Ocean conferences
- 24x health conferences
- 3x tourism conferences

Business events secured through this program enhances the level of local knowledge, creates new professional pathways, and attracts national and international talent to the island. They promote Hobart on an international stage, attract investment and position Hobart as a place to live and do business.

CoH's Investment in Business Events Tasmania

Client visitation is a critical part of the sales process. Within the customer journey, BET, through the support from CoH's investment, supports client visits in two different stages.

The first visit is to introduce our clients (conference organisers) to Hobart and sell them the possibilities. Here, we guide the clients to experience what Hobart has to offer that other destinations don't. We build on our competitive advantages of storytelling, people and place. We give them the space to see the Hobart difference, that unlike other capital cities, Hobart gives you the space to stop, breathe and see things differently. From here, clients leave with a deep understanding that Hobart can deliver a business events like no other destination.

Then, with a specific piece of business in mind, often when 2-3 destinations are still being considered, the clients return to meet with suppliers, look at how the logistics of an event might work (the walkability, offsite attractions, catering etc). This is the final visit before a client decides which destination would best suit their business event.

There might be a 2–3-year time gap between these visits, but each one is critical to converting business into the City. The table below demonstrates the number of visits supported by BET across the last three years and the successes from these visits in terms of delegate numbers and economic impact from business events converted by these visits

	2022/2023	2023/2024	2024/2025
Client Visits	66	12	57
Delegates	4,983	3,025	8,560
EEl	\$16.6M	\$12.6M	\$27.9M
CoH Investment	\$114,932.00	\$80,000.00	\$80,000.00
ROI From every \$1 Investment	\$143	\$156	\$347

Funding provided by the CoH goes directly into supporting the facilitation of these visits and this year has delivered a **Return of investment of \$347 for every dollar spent.**

Future Collaboration

Sustainability is a core value of BET and an ever-growing consideration within the business events sector. A long-term agreement between the CoH and BET allows for the development of future programs that we have identified for collaboration including:

- Development of a program that allows business event organisers and/or delegates to support the CoH Street Tree Strategy and it's target to increase the canopy cover across Hobart to 40% by 2046. Initial ideas include a payment option for delegates when they are registering to attend a conference that funds the planting of a tree. Similarly, the conference could opt to fund tree planting as a way of leaving a legacy to the community.
- Work with the CoH to develop a suite of marketing tools that promotes the services of the Tasmanian Visitor Information Centre whilst promoting Hobart's attractions and experiences to conference delegates.

Conclusion

On behalf of the Board, members and businesses that benefit from business event delegates coming to Hobart, BET sincerely thanks the CoH for its ongoing support and now seek approval for \$80,000 in funding for 2025-2026FY with a request to consider a three-year agreement for the 25/26, 26/27 and 27/28 financial years.

Ongoing funding is critical for BET to continue to facilitate client visits to sell Hobart as a business event of choice whilst a long-term agreement allows for collaboration to further enhance the benefits of business events to the city.

I look forward to continuing to work with Councillors and Staff to further identify and develop opportunities to work collaboratively in attracting business events to Hobart and southern Tasmania.

Marnie Craig


Chief Executive Officer
Business Events Tasmania

BUSINESS EVENTS TASMANIA

To: Camilla Best, Project Manager Smart Economy, City of Hobart
From: Krystal James
Date: 31/7/2025
RE: 2024-25 Acquittal Report

Dear Camilla,

See below report to 30th June from BET for the 2024-25 financial year (FY).

KPIs listed are part of BET's 2024-2025 Funding Agreement with the City of Hobart.

To secure a minimum of 90 business events into the Hobart Local Government Area which includes correlated promotion of *Hello Hobart* and the *Tasmanian Travel and Information Centre* for pre- and post- event tours, hospitality, and retail activities

To heighten awareness of Business Events to held in the Hobart Local Government Area

Identify appropriate conferences and events that align to the *Invest Hobart Prospectus* and *City Economy Strategy* including their nominated priorities, opportunities and city competitive advantages, that create measurable visitation, economic and social benefit to the Hobart community

As at 30 June 2025, BET has secured 97 business events, attracting 27,388 delegates with an Estimated Economic Impact (EEI) of \$91.8M into the Hobart Local Government area.

There is a breakdown on how these correlate to promoting the Hello Hobart and Tasmanian Travel and Information Centre within the acquittal section tables to follow.

All business events align to city economy strategic priority; Position Hobart as an enviable place to visit, live and do business.

To conduct or collaborate with the Council, on de-identified (unless the participant specifies otherwise), surveys of event participants to determine their likelihood of future revisitation, their perception of Hobart as a City destination and their experiential perception of Hobart.

- Delegates were invited to respond to questions within a survey that asked for their feedback on their experience in Hobart, and what (if any) improvements they could recommend. Responses received have been provided to Council staff.

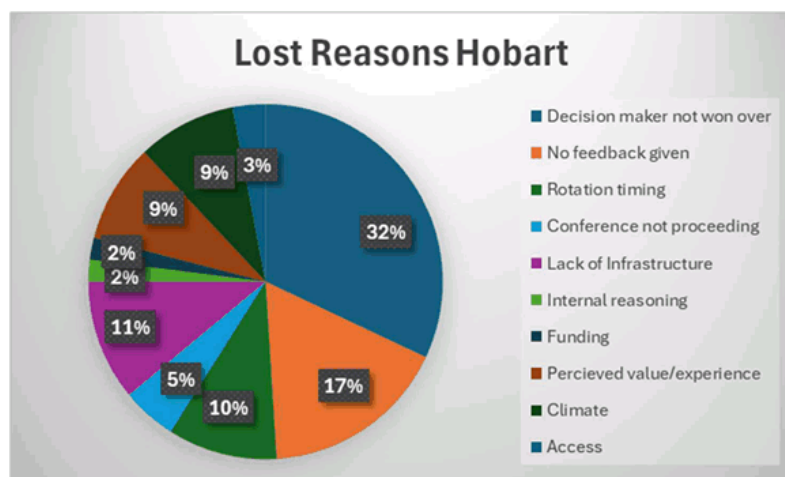
- In terms of future revisitation, research conducted by PWC has shown that 89% of delegates intend to return within 3 years after.

Provide reporting on the individual events in accordance with the Special Conditions.

6 Month Summary Report

In the 6-month period from the 1 January – 30 June 2025, BET submitted 127 bids. Of those 32 have since been won to Hobart, 23 have been lost and 72 remain pending.

From the unsuccessful bids across the 24-25FY lost reasons can be found in the below pie graph.



- There were 41 business events held during the 6-month period – January to June, bringing 7,777 delegates into Hobart.
- All conferences aligned to the City Economy Strategy; Position Hobart as an enviable place to visit, live and do business.
- Of the business events held, 4x conferences aligned to medical health, 1x conference was aligned to education, 2x aligned with food and agriculture, 4x conferences aligned to finance, banking, investment and insurance and 1x conference brought in high net-worth investors into the city. Other conferences included sales incentive trips and real estate conferences.
- Of the business events held, 372 attended from within Tasmania

- Of the business events held, 5,987 delegates were from Mainland Australia destinations. The majority being Victoria and NSW
- Of the business events held, 1,422 delegates were from overseas destinations. The most popular destinations being:
 - Mainland China
 - Singapore
 - New Zealand

Final 12 Month Report

Due within 60 days from the end of the Agreement please provide articulate responses demonstrating how Business Events Tasmania used the funding provided by the City of Hobart.

The recipient to deliver on the following:

- a) Attract at least ten (10) strategically important conference events, aligned to the city's competitive advantages and opportunities outlined in the Invest Hobart Prospectus and any of the relevant four (4) Strategic Priorities set out in the City Economy Strategy.**

Please note, all business events align to the City Economy strategic priority; Position Hobart as an enviable place to visit, live and do business.

As of the 30 June 2025, BET has attracted 34 business events that align to the City Economy / Invest Hobart Prospectus in addition to the above-mentioned strategic priority.

- b) Secure at least five (5) events that include content or activity relevant to workforce, economic development and/or skills development and/or cover contemporary research, best practices, new market opportunities, products, or services relevant to local businesses based in the Hobart Local Government Area.**

As at the 30 June 2025, BET has secured 15 events aligned to this KPI.

- c) Secure at least three conference places for staff of Hobart City Council to attend at each conference (at Council's discretion and by negotiation), particularly where those events appear strategically aligned to Council's Strategies.**

On submission of the signed agreement (19th December) a forward calendar of business events was supplied to Council to select which conferences they would like to attend. As at 30th June, attendance at 2 conferences had been requested. Refer to details below.

	Event and date	City of Hobart representative	Comments
1	Tourism Conference 2025	TBA	Tickets have been requested.
2	Antarctic Conference 2025	N/A	Due to the changing of conference format was decided not an appropriate conference to attend.

d) Secure at least three speaker spots for the Mayor or their nominated delegate, to participate in conferences where matters are topical and relevant to services offered by Council, challenges faced by Council or create future collaborative opportunities for Council; and


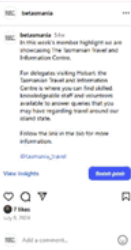

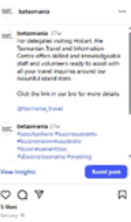
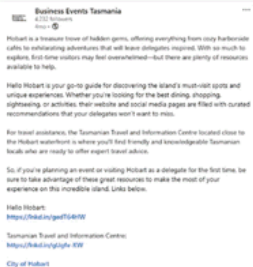

On submission of the signed agreement (19th December) a forward calendar of business events was supplied to Council to select which conferences the Lord Mayor would like to attend. As at 30th June, attendance at one conference has been requested. Refer to details below.

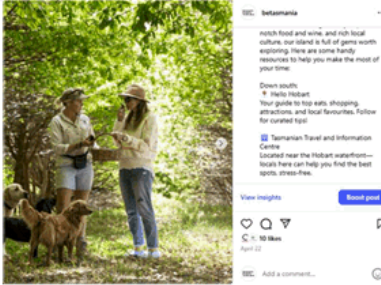
	Event and date	Speaker	Comments
1	Antarctic Conference 2025	N/A	Due to the changing of conference format was decided not an appropriate conference to attend.
2	27th International Clean Air & Environment Conference held in August 2024	Lord Mayor	Confirmed prior to 24-25 Funding Agreement in place.

e) Number of confirmed promotions of TTIC as the preferred booking partner for pre/post delegate touring for events held in the Hobart Local Government Area.

TTIC is a core component of the vast majority of bids seeking Hobart and Southern-based conference and/or off site venues. In FY25, TTIC was included in 147 digital bids to clients, 91 pre-event follow up emails, and 14 active recommendations were made to confirmed events that included direct contact details to the TTIC.

In addition, TTIC was included in the following marketing:




Content	Channel	Reach/Engagement	Creative
TTIC member showcase July-2024	Instagram Facebook	211/3.3% 854/1.4%	 
TTIC member showcase Jan-2025	Instagram	924/<1.0%	 
Hobart promotion of TTIC/Hello Hobart Mar-2025	Instagram LinkedIn	263/4.9% 478/3.4%	 


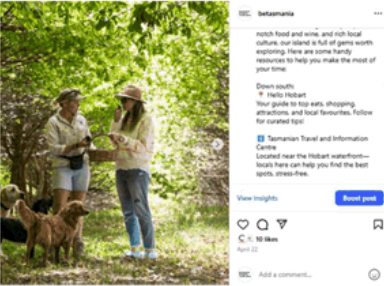
Pre/post delegate promotion Apr-2025	Instagram LinkedIn	462/2.8% 423/2.8%	

f) Promotions of Hello Hobart to interested conference organisers and visiting delegates for event, hospitality and retail activities within Hobart Local Government Area.

Hello Hobart website details are included in an email to all confirmed Hobart event organisers prior to the event being held (91 direct email referrals in FY25). Further, Hello Hobart content is provided adhoc for pre/post content requests and has also been profiled in BET’s magazine and social media:

Content	Channel	Reach/Engagement	Creative
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Monthly wrap up Jul-24	Facebook	128/<1%	<div><div><div><div><div><div></div><div>Business Events Tasmania</div><div>8 days ago · 🌐</div></div></div><div><div><div></div><div>Closing out the month we will be seeing 240 delegates visiting the state from across the country and resulting in \$547,602 for the state.</div><div>This includes the Australian Cherry Industry Conference 2024 which involves workshops and orchard tours in the Huon Valley showcasing the region and the industry.</div><div>Find out more about the event by following the link below: http://www.tas.org.au/CherryConference2024/</div><div>Cherry Growers Australia</div><div>Hello Hobart</div><div>#SeeClearHare #BETasmania #HobartandBeyond #Cherries #conference #tassievents</div></div></div><div></div></div></div></div>
Hello Hobart showcase Jan-2025	Instagram LinkedIn Facebook	396/2.5% 294/16.3% 327/<1%	<div><div><div><div><div><div></div><div>SeeClearHare</div><div>10 days ago · 🌐</div></div></div><div><div><div></div><div>SeeClearHare</div><div>10 days ago · 🌐</div></div><div><div><div></div><div>SeeClearHare</div><div>10 days ago · 🌐</div></div></div></div><div></div></div></div></div>
Hobart promotion of TTIC/Hello Hobart	Instagram LinkedIn	263/4.9% 478/3.4%	<div><div><div><div><div><div></div><div>Business Events Tasmania</div><div>8 days ago · 🌐</div></div></div><div><div><div></div><div>Hobart is a treasure house of hidden gems, offering everything from cosy harbourside cafes to exhilarating adventures that will leave delegates inspired. With so much to explore, first-time visitors may feel overwhelmed—but there are plenty of resources available to help.</div><div>Hello Hobart is your go-to guide for discovering the island's multi-faceted sights and unique experiences. Whether you're looking for the best dining, shopping, sightseeing or activities, our website and social media pages are filled with curated recommendations that your delegates won't want to miss.</div><div>For travel assistance, the Tasmanian Travel and Information Centre located close to the Hobart waterfront is where you'll find friendly and knowledgeable Tasmanian locals who are ready to offer expert travel advice.</div><div>So if you're planning an event or visiting Hobart as a delegate for the first time, be sure to take advantage of these great resources to make the most of your experience on this incredible island. Links below.</div><div>Hello Hobart: https://hobart.tas.gov.au/</div><div>Tasmanian Travel and Information Centre: https://tassietraveltourism.com.au/</div><div>City of Hobart</div></div></div><div></div></div></div></div>

<p>New & Noteworthy magazine inclusion</p> <p>Mar-2025</p>	<p>Magazine</p> <p>EDM</p> <p>Website</p> <p>LinkedIn</p> <p>Instagram</p>	<p>4,660 readers</p> <p>3,500 database</p> <p>216 page views</p> <p>436/3.9%</p> <p>162/9.2%</p>	 <p>17</p>
<p>Pre/post delegate post</p> <p>Apr-2025</p>	<p>Instagram</p> <p>LinkedIn</p>	<p>462/2.8%</p> <p>423/2.8%</p>	



CITY OF HOBART

DRAFT Parklet and Street-Side Dining Program Guidelines

Repurposing kerbside space for seating and dining

2025-26

V2.0 12 August 2025



Contents

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Program One: short term	8
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Technical guidelines for site considerations	16
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Key terminology

Term	Meaning
City	City of Hobart
Clear path of travel	<p>The area of the footpath is maintained for safe and equitable pedestrian circulation that is free from obstructions and assists in wayfinding and navigation. Also referred to as the continuous accessible path of travel, which is defined by the Australian Human Rights Commission in the Advisory Note on streetscape, public outdoor areas, fixtures, fittings and furniture (8 February 2013) as:</p> <p><i>An uninterrupted route to and within an area providing access to all features, services and facilities. It should not incorporate any step, stairway, turnstile, revolving door, escalator, hazard or other obstacle or impediment that would prevent it from being safely negotiated by people with disability.</i></p>
Permit	A permit obtained under the City's Public Space By-Law, By-Law 4 of 2018.
Permit holder	The person authorised to occupy the permit area more specifically described in the licence.
Permit area	The area authorised by the City to be occupied by the licensee under the City's Public Space By-Law, By-Law 4 of 2018.
Public space	Defined under the City's Public Spaces By-Law 2018.
Food business	Defined under Food Act 2003.
Outdoor dining	Dining spaces in public spaces.
Amplified Music	A live or recorded music that has been made louder or more powerful using electronic equipment.

About

Purpose of this Program guidelines

While Parklets have been a tool for cities and communities to enhance the vibrancy of their streets for over a decade, during the COVID-19 pandemic, many cities discovered the value of transforming on-street and kerbside space to extend outdoor dining space and waiting areas, to complement new restrictions on restaurant capacity, and to provide support to local activity centres by helping cafes, bars and restaurants to continue trading.

In Hobart, with the support of the Tasmanian Government support, expanded footpath areas for outdoor dining were installed in Elizabeth Street, between Melville and Brisbane Street.

This Program seek to build on the benefits of that initiative.

Specifically, it aims to support city businesses by providing higher-quality amenities for visitors and residents. The Program seeks to empower our business community to improve our public spaces in a collaborative, responsive and equitable way while improving the accessibility of Hobart's footpaths by removing obstructions from the building edge.

Further learnings have been captured through the Street-Side Dining Program to inform these guidelines.

These guidelines seek to assist traders who may wish to apply to install their own on-street space.



What is a Parklet?

A Parklet is a small, publicly accessible space, created by repurposing on-street parking spaces in an existing streetscape. Parklets repurpose part of the street for use by the community and add interest and amenity to the city. Parklets are for anyone to use and provide places to rest, eat, work or connect. Parklets provide basic amenities like bike parking, greening and seating and help businesses by encouraging people to stay longer in a precinct or city block. Parklets are a point of interest in an otherwise conventional streetscape, providing positive experiences for residents and visitors.

Parklets are public spaces and should be welcoming to all, even those who may not intend to patronise a specific business.



Figure 1. A one-day temporary Parklet example in Elizabeth Midtown.

What is Street-Side Dining?

Street-Side Dining is a commercial outdoor dining space created by repurposing on-street parking spaces in an existing streetscape. Unlike Parklets, Street-Side Dining provides spaces for the exclusive use of patrons of the host businesses, during the trading hours of those businesses.

The host trader participating in the Street-Side Dining Program, must have a permit to occupy the public space, in the same way that a permit is required for outdoor dining on the footpath.

While these areas function as exclusive commercial spaces during the business hours of the host business / businesses, **outside of these hours these areas MUST function as public spaces** and should therefore also be accessible and welcoming to passers-by.

The hours of commercial operation need to be clearly communicated on-site.

In Midtown Elizabeth Street for example, local traders are permitted to occupy the expanded outdoor dining area for commercial purposes during trading hours. At other times, these spaces are available for public use.



Figure 2. A Street-Side Dining example in Elizabeth Midtown.

What are the benefits of Parklets and Street-Side Dining?

- Promote vibrancy in the city centre and neighbourhoods.
- Empower our business community to improve our public spaces in a collaborative, responsive and equitable way.
- Improve the accessibility of Hobart's footpaths by removing obstructions from the building edge.
- Enhance walkability.
- Provide additional outdoor dining space supporting businesses.
- Support local city placemaking.
- Foster community interaction and connectivity.
- Increase activation and 'eyes on the street'.
- Provide lower cost options and trials.

Who can host a Parklet or Street-Side Dining?

Anyone with a presence on the street:

- Business owners in the City of Hobart.
- Property owners in the City of Hobart.
- Not for profit and community organisations in the City of Hobart.
- Shared / joint applications are strongly encouraged. In these situations, officers will work with groups (whether these be traders or community groups) to establish the most appropriate form of agreement with the City.

The City of Hobart offers 2 Programs to support Parklets and Street-Side Dining:

- Program one: short term (12 months only)
- Program two: long term (Up to 5 years)



Program One: short term

This Program provides interested parties with an installed 'kit of parts' to allow the installation of a Parklet or Street-Side Dining area for 12 months only, at **no cost** to the host.

Only three of these installations are available, so access is through a formal annual application process.

The City undertakes the installation and removal of the kit (including all signage, planning, and authority approvals) at no cost to the successful applicant.

The kit includes a modular decking system, precast concrete kerbing, planter boxes, and all on-ground and traffic signage. Furniture and other fittings are not included.

Installation requirements

- If the applicant is successful, the 'kit of parts' will be constructed and installed by the City.
- The applicant may choose to add other elements to the installation, including furniture and additional planting, subject to the General Guidelines.

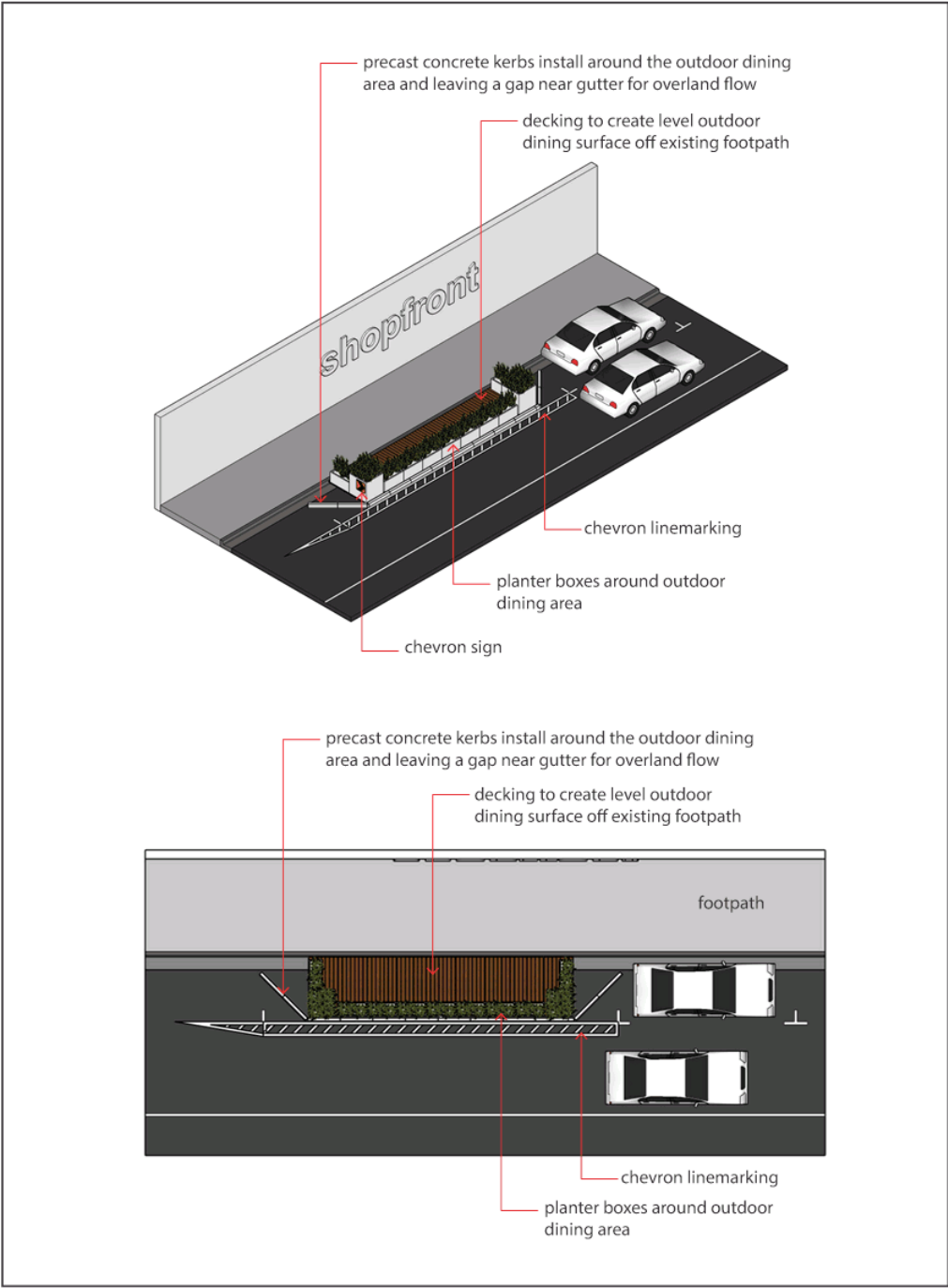


Figure 3. An illustration of a typical 'kit of parts' installation

Application and approval process

STEP 1 *Have a chat with us*

STEP 2 *Application form*

Apply to the Program using the online form when the Program is advertised.

STEP 3 *Assessment by City officers*

The City will assess the application using the following criteria:

- Alignment with the objectives of the Program.
- Safe and suitable location.
- Usage and activation potential.
- Community support. **Community support is defined as majority support from business, property owners and residents within 50 metres from the proposed location.** Evidence of support should be provided in the form of letters or emails addressed to the City that include the contact details of the supporter/s.
- Applicants must also demonstrate their own landlord or property owner's consent to the proposed installation in front of their property.

STEP 4 *Community consultation*

The City will send notices to businesses and residents affected by the proposal (usually this means occupiers in nearby shops and properties).

There be a 10-business day period during which community members can provide feedback.

STEP 5 *Officer recommendation*

The decision to approve a Parklet or Street-Side Dining will be based the following assessment criteria:

- The proposed location.
- The level of community (including surrounding business/property owners) support.
- The potential for the installation to contribute to the street through activation.
- Suitability of the site.
- Alignment with the Program guidelines.
- Meets all technical requirements.
- Demonstrated support from neighbouring residents and businesses.
- Support from adjacent property and business owners.
- Commitment of applicant to cleaning facility.

The final decision will reside with the Chief Executive Officer under delegated authority.

If an application is approved based on the assessment and consultation, we will be in touch to support you through the next steps.

If an application is declined, we will be in touch to explain the reasons why.

**Application and approval process
(cont.)****STEP 6 Agreement / permit**

A document detailing the responsibilities and rights of both parties will be drawn up and signed by the applicant and the City.

STEP 7 Construction and installation

The City will install the Parklet/Street Side-Dining area.

STEP 8 Ongoing maintenance

Successful applicant will need to keep the area clean and encourage public use.

The City will water planter boxes and undertake the general maintenance of the installation.

As Parklets and Street-Side Dining installations are located over kerb guttering, with stormwater channelled beneath the structure, the City will undertake the maintenance of these stormwater features.

STEP 9 Removal

After 12 months, the 'kit of parts' will be removed and hosts/operators will be given the option to install their own Parklet or Street-Side Dining installation in line with Program Two.

Fees and charges

- Application fee: \$0.
- Equipment hire and maintenance fees: \$0.
- Permit to occupy fee: As detailed in the City's Fees and Charges booklet.



Program Two: long term

This provides a clear pathway for interested parties to apply for the longer-term installation of a Parklet or Street-Side Dining area, using a standardised footpath extension methodology.

Street-Side Dining is at the applicant's own cost.

A budget allocation to allow the provision of Program Two style Parklets at no cost, on the proviso that these have no associated commercial activities, will be considered in a future financial year, depending on interest during the first year of the Program's operation. It is anticipated that these would be in the main initiated by community or resident groups, sometimes with the involvement of interested traders.

These can be installed initially for 5 years, with this term being renewed after this date.

An illustration of a typical footpath extension is shown in figures 4 and 5.

- This installation does not include planter boxes or furniture.
- Planters can be hired annually from the City.
- Furniture must be provided/constructed, and installed by the applicant.

A City designed fixed furniture design solution is available applicants to construct at their own cost. This will assist with the management of cross-fall, given the camber of the road.

Installation requirements

- For installations of more than 12 months, the City's concrete base solution **must** be used as a base to extend the footpath.
- This configuration will be designed by the City of Hobart in consultation with the applicant. applicant suitability will include an assessment of stormwater flow impacts and traffic engineering considerations. This may mean that some locations are not suitable.
- Where the structure is located over a City of Hobart asset (such as stormwater) a further engineering assessment may be required.
- If the applicant is successful, the base will be constructed and installed by the City of Hobart.
- **The cost of all the above services will be attributed to the applicant.**

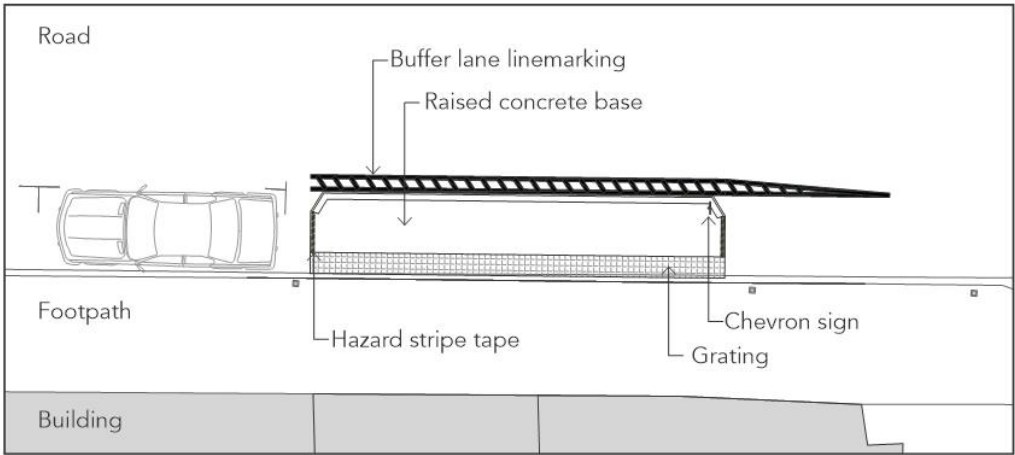


Figure 4. Typical footpath extension drawing.



Figure 5. Typical footpath extension with concrete base and grating in Collins Street, planter boxes are optional and with additional cost.

Application and approval process

STEP 1 *Have a chat with us*

STEP 2 *Officers will meet with the applicant on site, to:*

- Discuss plans and ideas.
- View the site.
- Provide advice on the next steps.

STEP 3 *Submit a proposal, including:*

- Application form.
- Furniture layout and any greening drawings.
- Evidence of community support.
Community support is defined as majority support from business, property owners and residents within 50 metres from the proposed location. Evidence of support should be provided in the form of letters or emails addressed to CoH that includes the contact details of the supporter/s.
- Applicants must also demonstrate their own landlord or property owner's consent to the proposed installation in front of their property.

STEP 4 *Assessment by City officers*

The City will assess the proposal using the following criteria:

- Meets the objectives of the Program and alignment with Program guidelines.
- The proposed location.
- Suitability of the site.
- The level of community (including surrounding business/property owners) support.
- The potential for the installation to contribute to the street through activation.
- Meets all technical requirements.
- Demonstrated support from neighbouring residents and businesses.
- Commitment of applicant to cleaning facility.

STEP 5 *Community consultation*

The City will send notices to businesses and residents affected by the proposal (usually this means occupiers in nearby shops and properties).

There be a 10-business day period during which community members can provide feedback.

Application and approval process (cont.)

STEP 6 *Officer recommendation*

If the application is approved based on the assessment and consultation, we will be in touch to support the applicant through the next steps.

If an application is declined, we will be in touch to explain the reasons why.

The final decision will reside with the Chief Executive Officer under delegated authority.

STEP 7 *Submit final design*

City officers will assess furniture and associated structure design for safety, structural integrity.

STEP 8 *Agreement / permit*

A document detailing the responsibilities and rights of both parties will be drawn up and signed by the applicant and the City.

STEP 9 *Construction and installation*

The City will install the footpath extension for the Parklet/Street Side-Dining area.

STEP 10 *Ongoing maintenance*

The applicant to keep it clean.

The City will water the hired planter boxes (if used) and undertake general maintenance of the base footpath installation.

Fees and charges

- Application and assessment fees: \$0.
- Design and construction contribution (for the design and construction of the footpath extension, including stormwater provision): Base fee of TBA.
- This fee may higher in some cases given the complexity of design, construction and stormwater provisions.
- There are two options for payment:
 - > In full prior to the commencement of works.
 - > Paid in installments of TBA per annum over 5 years and totaling TBA
- Equipment hire (planter boxes including plants) and maintenance fees: TBA.
- Permit to occupy fee: As detailed in the City's Fees and Charges booklet.

Technical guidelines and site considerations

The location and site must be safe and suitable for Parklet or Street-Side Dining installations.

A suitable location

Parklets and Street-Side Dining will only be considered in areas where, as assessed by the City, sufficient commercial or public activity is likely to exist. This is to ensure the area is used, cared for and enjoyed, contributing life to active streets. Ideal locations of Parklets include neighbourhood activity centres, retail precincts and the city centre.

Approval can only be given for Parklets and Street-Side Dining on City of Hobart owned roads.

Suitable speed limits

Parklets and Street-Side Dining installations are suitable on streets where the speed limit does not exceed 40km/h, or on streets where traffic calming is in place and the speed limit does not exceed 50km/h.



Suitable site conditions

Site suitability will be assessed for each application on a case-by-case basis.

Consideration of the road geometry including straightness of the location and exposure to turning traffic particularly heavy vehicles.

For a location to be considered appropriate, the geometry of the road will need to be considered. Two important factors are the straightness of the road, and the exposure of the site to turning traffic.

As a general guide, suitable sites for Parklets and Street-Side Dining will have the following features:

- Sufficient space for the installation structure to be contained wholly within the area directly in front of the benefiting business, without occupying space in front of adjoining businesses (unless otherwise agreed).
- Space for kerbside parking, metered or unmetered.
- A location with sufficient street lighting to minimise the risk of collision with the structure.
- A location where it will not obstruct access to fire plugs, manholes, or similar underground service hatches.
- In a location where it is considered acceptable that a street sweeper will not be able to brush / sweep the road surface and kerb.
- In locations where a minimum of 3.0m clear width is available between the inside (kerbside) edge of the chevron line marking and the nearest lane line / centre line or opposite parking lane.
- In a location where there is sufficient space for a driver to manoeuvre into and out of adjacent kerbside parking or driveways.
- Where the installation structure will not negatively impact:
 - > Pedestrian, bicycle or vehicular movement, sight lines at road junctions or vehicle access crossovers (driveways) or impede emergency vehicle movement.
 - > The use of parking bays adjacent to the applicant's premises with support from neighbouring businesses or residents.
- Steeper sites may be considered; however, this may not be possible given stormwater performance and cross-fall considerations.

General guidelines

The hosts and operators of Parklets or Street-Side Dining areas must comply with the following guidelines.

Installation of furniture and other fittings

- Beyond what is offered Program One, the City will not provide any furniture or fittings, and these must be provided by the applicant.
- Where the City's temporary kerbing and concrete or asphalt fill solution is used, applicants must undertake the design and installation of fixed furniture and fittings, including benches, tables, wind breaks and planter box systems.
- Please note that the surface of the installation will have the same cross-fall as the road surface on which it has been built. It is the responsibility of the trader to ensure that supplied furniture is safe and comfortable for use, given the cross-fall. Where gradients exceed 2.5%, or 1 in 40, It is recommended that furniture be adjustable so that seats and tables can be made level.
- Where additional structures are proposed (such as stepped or tiered decking to mitigate the slope of the street) this must be fully accessible, durable and non-slip, and loose material such as sand or stone are not permitted.
- Plastic grass is not permitted in any setting.
- While generally furniture and associated fitting must be removed and stored safely outside of outdoor dining trading/ operating hours, on a case-by-case basis the City is open to the consideration of the temporary installation of fit for purpose furniture.
- This is particularly the case in terms of Parklet style installations but will also be considered by Street-Side Dining. These spaces should however be accessible as public seating then the business is not in operation.
- Any such furniture will need to be in line with Council design as above.
- In these cases:
 - > All furniture should be fully prefabricated before being installed on site.
 - > All furniture and fittings must be temporary and if fixed in place must be able to be installed and removed within 24 hours.
 - > The applicant (or its contractor) should notify the City at least five (5) business days prior to starting to install or remove furniture and fittings, to schedule a pre-installation or post removal inspection.
 - > A Traffic Management Plan (TMP) must be provided to the City if required, at the applicant's expense, for approval prior to the installation or removal of furniture and fittings beyond that provided by the City.



Vertical elements including umbrellas and awnings

- Items such as shade structure and umbrellas and vertical barriers must be constructed using high quality materials, respecting the amenity of the area whilst being safe and durable for the users.
- umbrellas are required to be removed in periods of high winds and at the close of business each day.
- Umbrellas or shade structures must have a minimum clearance of 2.2 m (at the lowest point) between the underside of the structure and the footpath level.
- Umbrellas or other shade structures must not be closer than 750mm to adjacent traffic lanes when fully opened and must also consider local permanent conditions.
- Vertical elements must ensure visibility to vehicles (e.g. planters, fixed barriers, umbrellas and built-in furniture) must consider sightlines between drivers and pedestrians who may be crossing the road, and vertical elements on the road edge should not create a danger for passing cyclists.
- Accordingly vertical elements must maintain visual clearance above 1100mm height (including plantings).
- Commercial advertising can cover up to 33 percent of the total surface area of these items.

Electrical supply

- Proposals for the provision of electrical supply, including for heating and lighting in Parklets and Street-Side Dining installations are very difficult to deliver given land ownership, engineering and constructability considerations.
- Accordingly, these will be considered on a case-by-case basis.

Lighting

Private lighting is permitted within Parklet or Street-Side Dining installations and is required to:

- Operate outside daylight hours.
- Be placed within the permit area.
- Not diminish the safety and amenity of outdoor dining customers, the public and road users, and not feature flashing or strobe effects.
- Not reduce the amenity of other uses in the area by creating glare or light spillage/light pollution.
- Be constant, subtle and white, with a colour temperature of 3,000k or less.

Electrical supply will need to be considered on a case-by-case basis.

Accessibility

- Installations must only be accessible from the adjoining footpath via an unobstructed section which must be a minimum of 1.8 metres or 2.4 metres wide depending on the location.
- There are to be no steps or ramps required to access the space.

Other approvals, separate to the application process

- A planning permit is not generally required for other street locations within the Hobart City Council area, unless a permanent shade structure is included. At this point the design is no longer considered a minor development and requires a planning permit.
- For applicants of that plan to serve liquor, any liquor licences need to be obtained through the Tasmanian Government's Liquor and Gaming Branch.
- A building permit will be required where the installation is more than 2.4 metres in height.
- A Permit to Occupy – Outdoor Dining (under the Hobart City Council Public Space By-Law, By-Law 4 of 2018) will be required for Street-Side Dining.
- A Permit to Occupy – Other than Outdoor dining (under the Hobart City Council Public Space By-Law, By-Law 4 of 2018) will be required for a Parklet.

Design Considerations

Where possible, the City will consider the provision of bicycle parking at its cost. This may be incorporated into the design or on the street adjacent to the installation.

The design would also need to demonstrate:

- Sustainability – locally sourced, sustainably harvested and recycled materials should be used where possible.
- Quality elements should use high quality materials and planting, and seating comfortable.

Agreement

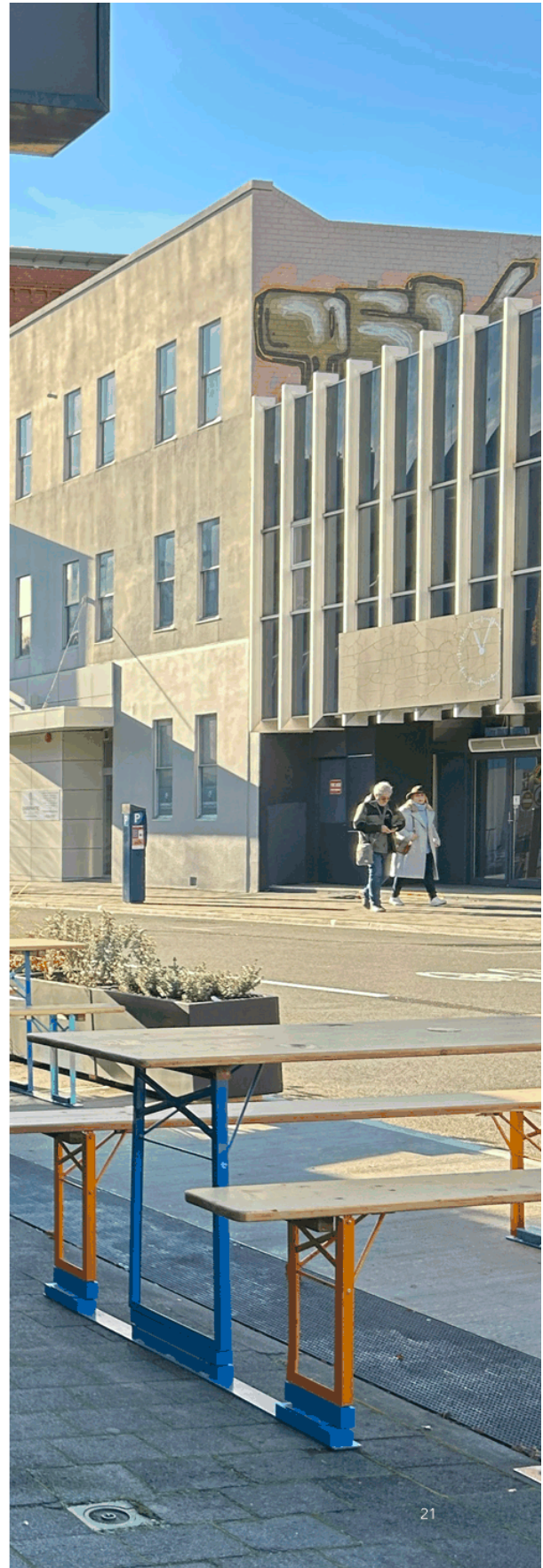
An agreement will need to be signed by the applicant defining their rights responsibilities under the two Parklet/Street-Side Dining Programs.

This will define operation and legal responsibilities, insurance requirements and the City's expectations of hosts/operators regarding:

- Maintenance, installation and removal.
- Cleaning.
- The enforcement of non-smoking compliance.
- Recognition of City of Hobart support.
- Data collection.

Public Liability Insurance

All applicants will be required to obtain and hold a current policy of Public Liability Insurance for an amount of not less than \$20,000,000 (twenty million dollars). A copy of the current certificate is to be provided to the City.





Hobart Town Hall,
Macquarie Street,
Hobart, TAS 7000
T 03 6238 2711
E coh@hobartcity.com.au
W hobartcity.com.au



City Mobility Unit Design Guidance Note #6

TITLE : Street Side Dining – Provision of Additional Space On Carriageway
DATE : 25 June 2024
OFFICER : **SENIOR TRAFFIC ENGINEER**

1. OVERVIEW

- 1.1. This design guidance note summarises the expectations for providing dedicated space for the provision of street side dining on the vehicle carriageway.
- 1.2. The aim of this Guidance is to summarise and assist in planning for the process of considering and undertaking assessments of appropriate locations for proposed street-side dining locations on public highways under the care and control of the City of Hobart, where the proposed street side dining would not be contained within the existing public footpath.

2. BACKGROUND

- 2.1. The City of Hobart issues permits to hospitality premises with ground floor road frontage, for the placement of and use of private furniture for outdoor dining on the road reserve.
- 2.2. Most commonly, this is in the form of tables and chairs placed entirely on the public footpath.



- 2.3. For special events, the City of Hobart also issues permits for the occupation of on-street parking spaces for outdoor dining. These permits consist of a permit to 'Hold a Special Event', issued by City Compliance under the Public Spaces By-Law, and a 'Permit to Occupy a Highway – Traffic Control Infrastructure' issued by City Mobility under the Infrastructure By-Law.



- 2.4. In many locations, where footpath widths are constrained, it is not practical to provide outdoor dining on the existing footpath due to the requirements to maintain a clear and accessible pedestrian path of travel, or to maintain a suitably wide pedestrian path for pedestrian comfort and amenity.
- 2.5. In the past, the City of Hobart has constructed a kerb bulbing to widen a footpath in front of a business to facilitate outdoor dining, at the cost of the benefiting business. At times this has included the approval / construction of 'deck' structures where conditions (gradient or planned future road re-construction) do not support the use of a conventional footpath.
- 2.6. The cost of constructing a conventional kerb bulbing is relatively high, particularly when the cost of construction is being borne by a private business in the hope that the outdoor dining space that such a kerb bulbing will facilitate will generate a financial return to that business.
- 2.7. The cost of such a bulbing will vary depending on the specifics of an individual site, but in 2024 a reasonable expected cost would be in the range of \$100k to \$150k.
- 2.8. It is difficult to justify public money being spent for the purpose of providing a private benefit to a specific business (particularly when that funding is derived from rates paid by other competing businesses, many of whom are in locations where any outdoor dining is impossible).
- 2.9. Similarly, costs of that order will be difficult for a benefiting business (many of whom are on relatively short-term retail leases or their premises) or building owner to justify funding, given the uncertainty about what long term financial benefit they may derive from the provision of an outdoor dining space in front of their business.
- 2.10. There are several Council Policies that document the principal that the City of Hobart should not fund or subsidise the undertaking of works for private benefit. The policy most relevant in this case, would be the Policy "Private Works – Charges", available at TRIM F16/65298, which states:

"The organisation has considerable in-house skills and resources which can be made available for supply to parties outside the organisation. On occasions that such private works are provided, all associated costs, at a minimum, need to be recouped."

"That in any case where the City has undertaken work, for which it is not responsible nor has directed to be undertaken, and is carried out at the specific request of a third party/organisation, that work shall be charged out to include all direct and indirect costs incurred by the City with an appropriate profit margin. Any request waiving or reducing a charge for private works will be referred to the Council for decision."
- 2.11. In recent years, there have been alternative arrangements implemented to test means of providing kerb bulbings to facilitate outdoor dining at a reduced cost. In 2021, on Elizabeth Street between Melville Street and Brisbane Street, a kerb bulbing was approved and installed comprising the placement of sections of pre-cast concrete kerb infilled with hotmix.
- 2.12. While able to be removed if necessary, this style of arrangement (shown in diagram below) is to the road user functionally identical to a standard footpath widening.

- 2.13. This style of pre-cast kerb with hotmix infill arrangement is approved using the same process as is a standard footpath widening.



- 2.14. Given the desire to provide a street side dining solution that is perceived to be less permanent and more adjustable, alternative technical solutions have been explored as part of the endorsed City's Street-Side Dining program. This has included internal requests to the City Mobility Unit for the consideration of the placement of planter boxes, tables and chairs directly on the road surface.
- 2.15. In terms of providing additional space for outdoor dining, this approach has an advantage of being quicker and cheaper to implement, as it includes installation of modular infrastructure that can be installed and removed quickly if needed.
- 2.16. The disadvantage is that it requires the placing of objects directly on the road surface, and the encouragement of people to sit and dwell on tables and chairs directly on the road surface, in a way that is self evidently much different to placing those items on a footpath.



- 2.17. This type of arrangement introduces a duty of care risk. There is no doubt that if an arrangement of this type were proposed as a part of a construction work site, it would require a temporary traffic management permit, and a qualified worksite traffic management provider to provide a traffic management plan to ensure that the requirements under the WH&S Act for people in this space are met.
- 2.18. It is also reasonable to say that if this were a worksite, it would not be acceptable for people to be working in the parking lane without the appropriate worksite traffic management, on the basis that if a footpath were constructed in that location, they would be working on the footpath and as such it isn't reasonable to require worksite traffic management.



- 2.19. It is acknowledged however that there is significant community interest in exploring low cost means to activate CBD streetscapes, and it is also acknowledged that these types of modular arrangements are utilised in other cities in Australia.
- 2.20. This guidance attempts to set out a process for City Mobility as road authority to consider and provide advice on such installations in Hobart.
- 2.21. This guidance is intended to be regularly updated, as necessary, to clarify matters that arise, or to reflect changes to Council policy, legislation, or best practice.

3. GUIDANCE

- 3.1. It is the view of the City Mobility Unit at the City of Hobart that the most appropriate location for outdoor dining for a private business (when space is not available on the private property) is on the public footpath directly in front of that business.
- 3.2. For short terms special events, a business can be supported to expand their outdoor dining area to include the road carriageway in front of their business, subject to their obtaining a Permit to Hold a Special Event, and a Permit to Occupy a Highway – Traffic Control Infrastructure. To obtain the Permit to Occupy a Highway – Traffic Control Infrastructure, the application would be supported by documentation from a qualified traffic management provider demonstrating that road users, pedestrians and people inside the area of occupation have been considered and treatments provided as necessary to meet the duty of care obligations under the Work Health and Safety Act.
- 3.3. For longer term expansions of space for kerbside dining beyond the existing footpath, the preference is for either:
 - 3.3.1. The construction of a permanent conventional permanent footpath widening (kerb bulbing), funded by the benefiting private parties, or subject to a Council resolution if public funds are to be utilised.
 - 3.3.2. If a lower cost solution is desired, or there is a view that it is appropriate to test the suitability of an arrangement prior to constructing a permanent footpath widening, it is a view of the City Mobility Unit that the construction of a temporary arrangement utilising precast concrete kerb, and hotmix infill is the most appropriate short to medium term arrangement.
- 3.4. The two options outlined above can be approved in the usual manner for any changes to kerblines, traffic signs and delineation, by approval under delegation by the City Mobility Unit.
- 3.5. If the above options are not considered appropriate, the following guidance is provided for consideration of a temporary occupation using modular infrastructure for a period of up to 12 months.
- 3.6. It is the view of the City Mobility Unit that there are inherent safety and duty of care concerns with the use of modular furniture placed on the road carriageway to facilitate outdoor dining.
- 3.7. To minimise the likelihood of an incident, a maximum of 12 months occupation is supported at a particular location. This is seen as sufficient time for the low-cost modular treatment to be deployed and a benefiting business be able to utilise and determine whether a higher cost permanent footpath widening is appropriate.

- 3.8. There are a number of pre-conditions that will need to be met in order for City Mobility to support the installation of such a treatment. These include, but will not be limited to:
- 3.8.1. Consideration of speed environment;
- 3.8.1.1. In order for a location to be considered appropriate for on-street dining, a speed limit of 40km/h or lower must be in effect. This is supported by national and international best-practice around speed management noting that lower speeds dramatically lower the risk of serious and fatal outcomes as a result of crashes, particularly in the case of vulnerable road users, for which outdoor dining patrons would be considered as such in this case.
- 3.8.1.2. Where a road section is subject to the urban default, of 50km/h, we would strongly encourage either a lower speed limit to be sought by applying to the Transport Commissioner, or an alternative location be pursued.
- 3.8.2. Consideration of appropriate barriers and delineation for the installation;
- 3.8.2.1. When located on the road surface, a dining area will be utilising road space which is normally utilised by motor vehicle users. Barrier treatments must therefore be implemented to provide some physical separation between diners and staff and moving traffic or vehicles entering/exiting adjacent parking. The use of barriers for on-road dining will be considered against the following two functions and a combination of devices should be considered to try to minimise the safety reductions for road users and patrons in the space:
- Delineation – reduces the likelihood of an errant vehicle running into the dining space;
 - Physical impediment – reduces the consequence of an errant vehicle running into the dining space on a user of the dining space;
- 3.8.2.2. The classification of a barrier treatment as a physical impediment or physical obstruction would be dependent on the speed limit and operating speed of adjacent traffic and the barrier's ability to protect on-road diners from an errant vehicle.
- 3.8.2.3. Delineation devices will not provide physical protection to diners from impacts of an errant vehicle, and therefore must not be used in isolation around on-road dining areas. Delineation provides protection by increasing visibility of on-road dining set-ups and increase motorist awareness to proceed in a safe manner. Delineation may be incorporated with devices acting as a physical impediment or physical obstruction. All delineation devices shall meet the requirements of the relevant Australian Standard. Typical delineation devices include: flexible bollards; plastic channelizing devices; lane separators; temporary pinned kerbing and temporary fencing to manage pedestrians.
- 3.8.2.4. Physical impediment Barriers acting as physical impediments against errant vehicles should be able to sustain relatively low speed impacts and remain in place away from diners while helping slow vehicles. This form of barrier should be provided at the minimum if physical obstruction around the entire boundary of on-road dining is not practical. Whilst these treatments may provide some level of protection, they are not considered an 'Accepted Road Safety Barrier Product' and are only deemed acceptable based on the site-specific conditions, including adjacent speeds. These devices must not snap or break away during impact and project into nearby pedestrians or vehicles. Examples of physical impediments include: isolated planter boxes of sufficient weight to resist the motion of a vehicle manoeuvring into or out of an adjacent parking space; short connected lengths of plastic water-filled barrier and a 500mm tall structurally supported wall. These should be supported by temporary pinned kerbing.
- 3.8.3. Consideration of the road geometry including straightness of the location and exposure to turning traffic particularly heavy vehicles;
- 3.8.3.1. In order for a location to be considered appropriate, the geometry of the road needs to be considered. Two important factors are the straightness of the road, and the exposure of the site to turning traffic.
- 3.8.3.2. The straightness of the road needs to be considered. In order for a site to be compliant, a site would generally be considered 'straight' for at least 50 metres on either side of the location. This then lowers the risk of exposing the site to turning traffic.
- 3.9. Figure 3.1, below, shows an example of a typical arrangement for a temporary arrangement utilising a parking lane suggested by City Placemaking, and supported in principle by City Mobility.

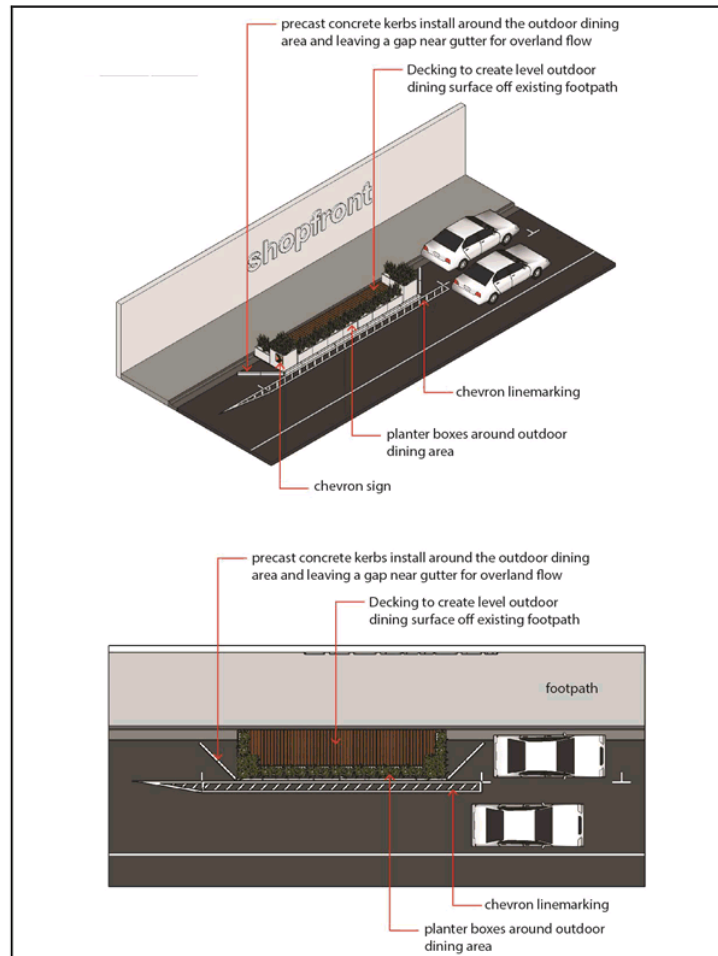


Figure 3.1 – Typical Modular Arrangement

- 3.10. To delineate the structure to ensure it is visible to passing road users, the structure shall be delineated by as a minimum:
 - 3.10.1. The placement of a 'D-4-1-2(A) Unidirectional Hazard Marker' on the approach and departure side of the treatment.
 - 3.10.2. The installation of linemarking (chevron linemarking of the same style as used in bicycle lane safety strips) to guide moving vehicles around and away from the treatment.
- 3.11. The location of the structure should be as follows:
 - 3.11.1. In locations with sufficient street lighting to minimise the risk of collision with the structure.
 - 3.11.2. In a location where it will not obstruct access to fire plugs, manholes, or similar underground service hatches.
 - 3.11.3. In a location where it is considered acceptable that a street sweeper will not be able to brush / sweep the road surface and kerb.
 - 3.11.4. In locations where a minimum of 3.0m clear width is available between the inside (kerbside) edge of the chevron linemarking and the nearest lane line / centre line or opposite parking lane.
 - 3.11.5. In a location where there is sufficient space for a driver to manoeuvre into and out of adjacent kerbside parking or driveways.

- 3.12. When considering potential locations, the following will need to be considered.
 - 3.12.1. The removal of conventional kerbside parking only for the purpose of facilitating a private benefit should be carefully considered and consulted with impacted residents and businesses.
- 3.13. In terms of installing or making changes to existing parking signage &/or yellow lines, the following shall be considered:
 - 3.13.1. If the treatment is placed within a section of existing parking sign controlled parking, additional parking signage may be required at one or both ends of the treatment to ensure that the parking zones on the side of the treatment open and close appropriately and are clear to road users.

4. COMMENCEMENT

- 4.1. This guidance will apply from 1 September 2024. Any existing 'modular' arrangements in place prior to that date may remain in place in compliance with this guidance for up to 12 months.

5. VARIATION

- 5.1. The Manager City Mobility may vary the requirements outlined in this design guide after considering the merits of an individual situation and proposal, or may refer the variation to the Director / CEO or Council Committee holding appropriate delegation, for a decision for matters outside of the requirements of this design guide.

6. LEGAL STATUS AND APPROVAL DELEGATION

- 6.1. Changes to traffic control devices (which may include in this context parking control signs and line marking, the placement of the hazard marker signs or other devices to guide the movement of people and goods) must be approved by a City of Hobart officer with delegation to act on behalf of the Hobart City Council to approve changes to traffic control devices under Section 30 of the Local Government (Highways) Act 1982.
- 6.2. Section 30 of the Local Government (Highways) Act is extracted below:

"LOCAL GOVERNMENT (HIGHWAYS) ACT 1982 - SECT 30
Division 2 - Provisions relating to specific matters Improvement, &c., of highways

(1) Subject to sections 49 and 59 of the Traffic Act 1925, a corporation may, under or on a local highway maintainable by the corporation, carry out such works and do such other things as it considers necessary or desirable for rendering the use of the highway safer or more convenient or for improving its appearance.

(2) The powers of the corporation under this section shall be deemed to include power to provide and maintain in, under, or upon the highway and, if it thinks fit, remove from the highway all or any of the following buildings, structures, works, or other things:

 - (a) buildings, shelters, works, equipment, and devices for the guidance, protection, or convenience of persons using or requiring to use the highway or for the regulation of traffic on the highway, other than traffic signs erected by the Transport Commission;*
 - (b) receptacles for litter, refuse, or other abandoned or unwanted matter;*
 - (c) trees, shrubs, and other plants, and lawns, gardens, and rockeries;*
 - (d) statues, monuments, fountains, and similar works of public benefit or interest;*
 - (e) sanitary conveniences for the use of the public.*

(3) The corporation shall not, in the exercise of its powers under the foregoing provisions of this section, create a serious obstruction to traffic."
- 6.3. There is also a direction "Transport Commission Direction – 2022/1" and "Transport Commission Direction – 2022/2", relating to road authorities like Councils making modifications to traffic control devices, and which constitutes the Transport Commissions direction under Section 59 of the Traffic Act 1925. Copies of these are available at TRIM F22/122583 and F23/3446.
- 6.4. The Manager City Mobility holds delegation to approve changes to traffic signs and line marking) under Section 30 of the Local Government (Highways) Act.
- 6.5. It is required that an officer with delegation to approve the installation of traffic signs and linemarking view and approve plans for any proposed installation that includes alterations to or installation of devices to guide the movement of people and goods, and that the signed plans

demonstrating that the delegation has been exercised be recorded in accordance with the approved procedure "Traffic Signs (and Linemarking) – Approval of Installation / Removal / Modification".

- 6.6. The Council endorsed policy "Private Works – Charges" sets the organisational requirements for the funding of works for private benefit.
- 6.7. The placement of temporary furniture by a private party for outdoor dining, and the approval for the undertaking of outdoor dining on a public highway by a private party, is controlled by the City of Hobart 'Public Spaces By-Law (By-Law 4 of 2018).
- 6.8. Under this by-law, it is an offence for a person to occupy a public space without a permit to do so (6 of Division 1), and to "occupy" is defined as:

"occupy includes:

- (a) to place tables and chairs, umbrellas, signs or barriers to enable the service of food or beverages;*
(b) to use cranes, concrete pumps or any other special vehicle used for building work;
(c) to fence or divide any part of a public space to exclude members of the public;
(d) to place an object within or over a highway; and
(e) to build or erect any structure;"

- 6.9. The decision to issue a permit for outdoor dining is made by the City Inspector, who holds delegation to act on behalf of the City of Hobart to approve the placement of temporary furniture to facilitate outdoor dining and to approve its use under permit by a private party.

7. REFERENCE DOCUMENTS

- 7.1. The following were considered in the preparation of this document:
- 7.1.1. Local Government (Highways) Act 1982 (Section 30);
- 7.1.2. Transport Commission Direction – 2022/1 (Trim F22/122583);
- 7.1.3. Transport Commission Direction – 2022/2 (Trim F23/3446);
- 7.1.4. City of Hobart Procedure - Traffic Signs (and Linemarking) – Approval of Installation / Removal / Modification (Trim F15/22880);
- 7.1.5. City of Hobart 'Public Spaces By-Law' (By-Law 4 of 2018)
- 7.1.6. City of Hobart Policy – Private Works – Charges (Trim F16/65298).

8. RECOMMENDED & ENDORSED



25/6/2024

Recommended
Owen Gervasoni
Senior Traffic Engineer

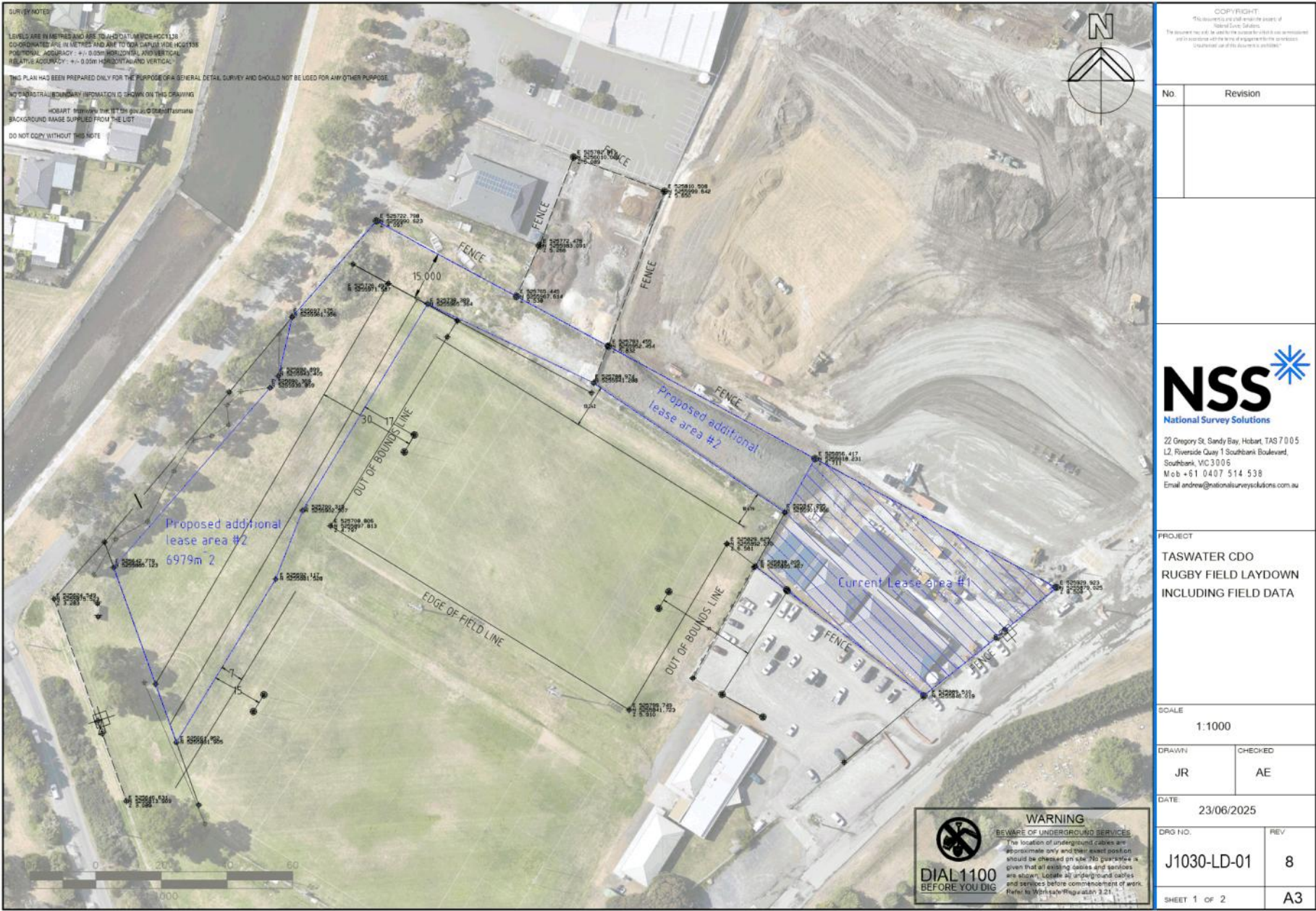


25/6/2024

Approved
Dan Verdouw
Manager City Mobility

9. VERSION CONTROL

Rev	Date	Description	Changes
Rev 00	08/03/2024	Initial Draft Release	
Rev 01	3/4/2024	Updated Draft	Minor changes to clarify points of uncertainty. Added 'Commencement' section.
Rev 02	25/6/2024	Updated – Approved	Added variation and reference to Policy on private works





City of Hobart

Policy

Title: Electric Vehicle Charging Infrastructure
(Draft)

Category:

Date Last Adopted: 25 August 2025

1. Objectives

This policy sets out the City of Hobart's ("City") approach and role in enabling electric vehicle charging infrastructure within the Hobart municipal area.

The objectives of the Policy are to:

- Support Hobart's transition to zero emissions vehicles under Priority 1.3 of the *Climate Ready Hobart Strategy*;
- Specify the general requirements for the installation of public electric vehicle ("EV") charging stations on City land;
- Ensure a consistent and transparent approach to the provision of this information and the engagement process for selecting EV charging infrastructure and service providers ("Providers"); and
- Define the roles and responsibilities of both the City and Providers that enable an effective and reliable EV charging network for the community.

2. Background

Australia's transition to zero emission EVs is essential to reducing transport-related emissions. In Tasmania, EVs are an increasing proportion of new vehicle registrations, with the number of EVs in Hobart doubling year-on-year since 2021.¹

While it is not traditionally the role of the City to provide fuel for private vehicles, a role typically filled by the market, the City of Hobart recognises that local government plays a role in enabling zero emissions vehicles. Through our authority to plan, licence land for use, and facilitate the installation of infrastructure by third party

¹ Source: Australian Automobile Association's (AAA) Electric Vehicle Index. aaa.asn.au/research-data/electric-vehicle

Providers, the City can support the development of an effective and reliable EV charging network for the benefit of the community.

However, the rapid pace of change in EVs and EV charging technology presents uncertainties for the City which will need to be reviewed and managed. By responding to actions outlined in the *Hobart Transport Strategy* and *2040 Climate Ready Hobart Strategy*, this Policy aims to provide guidance and enable engagement with Providers in this evolving space. It is also a demonstration of the City's commitment to contributing to goals and outcomes in these Strategies and Plans.

Strategy/Plan	Goal/Action
<i>Hobart Transport Strategy 2024</i>	Action A.25 Develop a policy and clarify community expectations around future fuels and infrastructure for all transport modes, clearly defining the City of Hobart's role, broader strategy objectives and vision.
<i>2040 Climate Ready Hobart Strategy</i>	Priority 1.3 Transition to zero emissions vehicles. Action: Develop a policy and partner with government and private sector to support an effective and reliable electric vehicle charging network.
<i>Capital City Strategic Plan 2019-2029</i> (and 2023 update)	Strategy 5.2.1 Prioritise zero emissions and energy efficient transport and technology initiatives that improve City life.
<i>Hobart Design Guidelines</i>	4.08 Minimise the impact of cars; and 7.06 Collect and store renewable energy.

3. Policy

This Policy embraces the City of Hobart's responsibility as a municipal organisation to provide for the health, safety and welfare of the community; to represent and promote the interests of the community; and to provide for the peace, order and good government of the municipal area. Thus, the City's strategic position is to:

1. Support third party Providers to deliver an effective and reliable electric vehicle (EV) charging network that enables Hobart's transition to zero emissions vehicles.
2. Encourage third party investment in public EV charging infrastructure that is located on City land.

3. Encourage Providers to have a mix of public and private infrastructure options including in private developments consistent with this policy.
4. Engage with Providers about their installation of EV charging infrastructure appropriate to different charging needs across different charging sites.

City of Hobart's Role

The City of Hobart does not see its role as an owner or operator of public EV chargers. The City will rely on the skill, knowledge and experience of Providers to enable suitable installations across the municipal area. The City as the responsible authority will advertise through a transparent process for Providers who can plan, install, maintain and supply relevant EV charging equipment. The City can make this happen through the licensing of land for use and liaise and negotiate with Providers to scale appropriate installation of EV charging infrastructure. As such:

5. The City will conduct a public procurement process to select suitable Providers to deliver and operate a discrete suite of public EV chargers on City land subject to any regulatory or planning approval and licence conditions.
6. The City does not accept unsolicited proposals from prospective Providers.
7. The City, upon completing the public procurement process, will enter into a licence agreement that is subject to conditions and includes and permit and/or consent relevant to the particular site for the operation of an agreed number of and type of EV charging devices.
8. The City may charge a licence fee to the Provider and may also charge users a parking fee to cover its operational and capital costs. Fees and charges for parking are listed in the City of Hobart's Fees and Charges Schedule and are updated from time to time.
9. To encourage private market uptake and avoid risk through over-exposure from a single supplier, the City may elect, in line with the procurement process, to offer sites for licence to differing operators across the Hobart municipal area. This means that price is not the single determiner and that factors such as renewal of technology, community ease and benefit and other relevant factors are taken into account as part of the procurement process.
10. The City may lead the financing or pursuit of grant funding in appropriate circumstances. However, it is principally the responsibility of Providers to fund the equipment, installation costs and maintenance costs during the Term of the Licence.

11. The City will be clear and responsive to the community about EV charging infrastructure by making information available to the community such as the locations of charging stations.

Provider's Role

Where EV infrastructure will be installed on City land:

12. Providers are required to enter into a licence with or obtain a permit or consent from the City, subject to the specific site.
13. In accordance with the procurement process, Providers may be required to prepare and negotiate a design plan for selected site(s), which must take into account any design requirements including operational and environmental controls and due diligence around appropriate locations and their capacity to host chargers.
14. Providers will lead consultation with electricity network service providers, including TasNetworks, to ensure appropriate capacity is available or attainable to cater for EV charging infrastructure.
15. Providers are responsible for installation of the latest technology, operation, management, maintenance, periodic upgrade, and removal associated with the EV charging infrastructure and all supporting infrastructure. These obligations may form essential terms in special conditions of any licence agreement.
16. Providers are responsible for and bear the cost of any upgrades required to the existing electrical supply infrastructure.
17. Providers must agree to the City's requirements regarding:
 - a. Service level agreements
 - b. Operating standards
 - c. Available uptime
 - d. Product maintenance schedules
 - e. Manufacturer repair and parts accessibility
 - f. Agreed outage schedules
 - g. Data sharing conditions including the provision of records information such as the number and duration of charging sessions, post code of customers, and station uptime
 - h. Any other special conditions imposed by the City as detailed in the licence agreement or related contract terms

Locations for public EV charging infrastructure

18. Locations that the City of Hobart may consider for public EV charging infrastructure include any locations where there is currently public parking available:
 - I. City owned off-street car parks
 - II. Crown land car parks, subject to permissions from the Crown to facilitate the installation of EV charging
19. When reviewing the appropriateness of a City owned or Crown land site for public EV charging infrastructure, it is the City's role to consider:
 - a. Current and anticipated future land use of the site.
 - b. Where there is low off-street parking provision (such as heritage areas).
 - c. Proximity to amenities and typical dwell time to match with appropriate charger type.
 - d. Minimising interference and conflicts with active travel routes, public transport routes and access, and other uses of public space as it exists today or could in the future, primarily through preferencing off-street parking locations.
 - e. A preference to maintain a mix of parking spaces to cater well for all types of vehicles and accessibility needs.
 - f. Access to existing grid connection with appropriate capacity, noting that it is the Provider's requirement to provision power to the EV charger.
 - g. Accessibility for people with additional mobility needs.
 - h. Accessibility during day and night as well as across the week.
 - i. Safety and visibility, noting that the City cannot control individual users' safety at any one time.
 - j. The Provider's response to *Hobart Design Guidelines*, as adopted from time to time, to minimise the impact of cars on the streetscape.
 - k. Any other infrastructure that the Provider wishes to install on the site, whether or not directly related to the EV charger (such as solar panels or a community battery).
 - l. Any regulatory requirements that relate to the site and/or the proposal.

Parking restrictions for public EV charging infrastructure

20. All public EV charging stations will be accompanied by parking restrictions to ensure their efficient use and accessibility by multiple users. This will be managed and arranged by the City. Fees and charges for parking are listed in the City of Hobart's Fees and Charges Schedule and are updated from time to time.
21. Restrictions may vary for different locations, charger types and preferred linger times.

22. Parking bays, whether or not marked as EV only, that normally attract a parking fee will be charged in accordance with the City of Hobart's Fees and Charges Schedule.

Private EV charging infrastructure

23. The City supports and encourages the installation of charging infrastructure on private land for EVs, including for other types of electric vehicles. It is important that any works are carried out in a manner that meets the relevant Australian Standards for electrical works, the Building Code of Australia, and any required planning approval or specific licence conditions.
24. Generally, no planning approval is required from the City when an EV charger is installed at an existing private separate dwelling, exclusively for private use. However, installers are encouraged to check what City-controlled regulatory restrictions may apply.
25. When an EV charger is to be installed at a private property that is heritage listed or in a heritage precinct, a planning approval may be required. Installers are encouraged to check what City-controlled regulatory restrictions may apply.
26. The City supports and encourages installation of EV enabling infrastructure ("EV ready") and EV charging infrastructure as part of new development proposals.
27. Installing EV charging infrastructure in a new development may require planning approval. Installers are encouraged to check what Council controlled regulatory restrictions may apply.
28. Charging any EV via a cable that crosses a private property boundary is not allowed under Tasmania's *Electrical Safety Act 2022*.

Kerbside or pole-mounted charging on roads under the City's care and control

29. The City understands that most EV charging will be done at home. However, some EV owners do not have access to off-street parking to charge an EV. The City may participate in a pilot study of kerbside or pole-mounted charging to increase EV charging options for EV drivers with limited or no access to off-street parking conditions. Any pilot study will aim to:
- a. Balance the City's functions and powers under the Local Government Act with the strategic purpose of this Policy.
 - b. Coordinate with the State and TasNetworks.
 - c. Align with the site considerations for public EV charging infrastructure listed in this Policy.

- d. Comply with any laws now and in the future that regulate the locations for EV charging infrastructure.
- e. Not negatively impact current or planned bicycle networks.
- f. Regulate the locations for EV charging infrastructure in consideration of streetscape and other visual amenity factors, including potentially limiting the placement of EV charging infrastructure to only one side of the street.
- g. Consider both current use and how future development may impact future use based on known criteria.
- h. Consider the potential impact on street assets including, but not limited to, trees, street furniture, footpaths and the overall character and amenity of the location
- i. Restrict installations to appropriate EV charging infrastructure that can match dwell time and parking restrictions that pre-exist or change within a specific area.

Grid-Friendly Charging

- 30. The City encourages electric vehicle owners to charge at home, during the day when solar power is more likely to be abundant in circumstances that are practicable for the driver. As a secondary preference to middle-of-the-day charging, the City encourages EV charging at night, after peak load electricity times.
- 31. The City supports Providers to develop and promote products designed to reward consumers who charge at grid-friendly times.

4. Legislation, Terminology and References

Local Government Act 1993 (Tas)
Local Government (Highways) Act 1982 (Tas)
Electrical Safety Act 2022 (Tas)
Road Rules 2019 (Tas)

City means the City of Hobart

City land, for the purpose of this Policy, encompasses land owned by the City of Hobart and roads under the City's care and control.

Electric vehicle (EV), for the purpose of this Policy, means a battery electric vehicle that is capable of parking in a standard parking bay such as a private car, 4-wheel drive, van, or motorbike. However, there are many types of electric vehicles including e-bikes, e-scooters and other vehicles defined in 'Other electric vehicle'

EV charging infrastructure - Level 1 is the slowest rate of charge, approximately 10-25 kilometres of range per hour of charging

EV charging infrastructure - Level 2 is a faster rate of charge, approximately 30-100 kilometres of range per hour of charging

EV charging infrastructure - Level 3 is the fastest rate of charge, upwards of 150 kilometres of range per hour of charging. This level requires a special cable to handle larger loads of electricity. It is normally found in public EV charging installations rather than in home installations.

EV ready means development that has infrastructure ready to power an EV charger but does not include the installed EV charger itself. It may include the physical space and the electrical circuitry, wiring and circuit breakers that will allow an EV charger to be easily installed in the future.

Grid-friendly means charging when solar power is most likely abundant (i.e. 9 a.m. to 3 p.m.) or charging when demand for energy is most likely lowest (i.e. midnight-6 a.m.).

Other electric vehicle (OEV), for the purpose of this Policy, includes (but is not limited to) electric bikes (e-bikes), electric scooters, electric buses, electric trucks, electric ferries, etc.

Pilot means an initial small-scale installation that is used to prove the viability of an idea.

Provider is a company or organisation which supplies, installs and maintains EV charging infrastructure.

Public EV charging infrastructure means EV charging infrastructure that is:

1. intended for use by members of the public, including those situated in public car parks; and
2. not intended for:
 - a. exclusive use of vehicles produced by a specific manufacturer
 - b. exclusive use by persons whilst at their place of employment, including visitors; or
 - c. exclusive use by occupiers of, or visitors to, residential premises; and
3. is charged on a fee for service basis.

Private EV charging infrastructure means usage in the standard course of the normal approved use of a dwelling by someone who resides at, is a guest or client of, or an employee at the private property.



Station uptime is the amount of time that an EV charging station is functioning as expected, optimally, in accordance with design specifications. It is taken to be a measure of how reliable the charging infrastructure is.

Zero emissions vehicles are vehicles that produce no tailpipe emissions while in use. This includes electric vehicles.

Responsible Officer:	Director Strategic and Regulatory Services
Policy first adopted by the Council:	25 August 2025
History	
Amended by Council	Not applicable
Next Review Date:	Within one year from date of first adoption
File Reference:	F25/60104

City of Hobart

Policy

Title: Elected Member Issue Resolution Policy

Category: Corporate Governance

Date Last Adopted: 24 February 2020

1. Overview

Elected members recognise that the democratic process of local government involves holding, and expressing, different and sometimes opposing viewpoints.

It is a normal, and vital function of this process that all views are expressed and shared in a considered and informed way.

Although all elected members must strive to engage in positive, constructive and respectful interactions, issue, conflict and/or disputes may arise.

The primary purpose of this issue resolution policy is to provide elected members with support to resolve issues, conflicts or disputes in a manner that enables them to move forward and establish and maintain effective working relationships, so as not to damage the reputation or overall performance of the Council or any individuals.

This policy should be read in conjunction with the City of Hobart's Code of Conduct and the following Council policies relating to elected members:

- Code of Conduct
- Elected Member Development and Support Policy;
- Elected Member Fitness to Undertake Duties Policy
- Elected Member Behaviour Policy
- Meeting Procedures Policy

Regular training and development will be provided to elected members to ensure awareness and adherence to the Code of Conduct and elected member policies.

2. Scope

The intent of this policy is to provide an elective framework for Hobart City Council elected members who wish to resolve an issue, conflict or dispute with another elected member, or members, in an informal, conciliatory manner.

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TRIM Ref: F20/51445

In the interests of maintaining good governance of our capital city and earning the highest level of confidence in our elected members from our community, the Hobart City Council has endorsed this Elected Member Issue Resolution policy as a complimentary document to the Elected Member Behaviour Policy and as a first recourse prior to the use of the legal framework of the Code of Conduct.

The policy does not displace any external avenues provided for by legislation for the reporting and resolution of issues and disputes. The Code of Conduct sets out avenues for reporting real or perceived breaches by elected members.

The policy does not deal with allegations of criminal misconduct as they are to be raised with the relevant authority.

3. Elected Member Issue Resolution Undertaking

In the interests of ensuring that the Hobart City Council operates as effectively as possible it is important that all elected members recognise that they hold an individual and collective responsibility to demonstrate a high standard of conduct in undertaking their duties as representatives of the community.

Where there may be interpersonal issues, conflict and disputes, the first recourse in addressing differences should involve an informal proactive approach, recognising the need for the respectful treatment of colleagues at all times.

Prior to commencing a formal Code of Conduct Complaint, elected members who are parties to any disagreement should endeavour to resolve their differences through informal discussion, recognising that they have been elected to act in the best interests of the community.

4. Issue Resolution Options

Where appropriate, elected members who are parties to an issue, conflict or dispute are encouraged to use their best endeavours to resolve their issue, conflict or dispute in a courteous and respectful manner, between themselves, stop any behaviour that is causing issues, conflict or dispute and avoid them escalating and threatening the effective operation of Council.

Where elected members have not been able to resolve their issue between themselves, the following informal options are available. These are summarised in the attached flow-chart:

4.1 Principle Conduct Officer

The General Manager will nominate a Principal Conduct Officer (PCO) who will act as the first point of contact for elected members who wish to pursue informal issue resolution, with Council's assistance.

The PCO will be a senior employee of the City of Hobart, experienced in the political environment of Council and familiar with the roles and functions of the

organisation and elected members.

The PCO will assist elected members in discussing available options which could provide positive outcomes, or may facilitate any other necessary arrangements to support the best possible outcomes.

4.2 Respectful Conduct Advisor

Upon the request of an elected member, a Respectful Conduct Officer

(RCA), who is not an employee of the City of Hobart, may be assigned to support elected members' participate in informal resolution processes.

The role of the RCA would be to provide support and practical assistance to elected members, individually or collectively.

In selecting persons to act in the capacity of RCA, the General Manager will take into account the nature of the issue under discussion, an appropriate skills-set within the local government context, experience in issues resolution and interpersonal skills which can most likely assist in resolving matters of conflict.

4.3 External Assistance

Elected members wishing to undertake informal issue resolution may, in discussion with the PCO or RCA seek assistance from the Council's Employee Assistance Program provider(s), an independent facilitator, mediator, counsellor or such other assistance which they may consider appropriate in resolving the issue at hand.

Where an issue cannot be resolved in an informal manner, the formal Code of Conduct process may provide the next steps for the parties involved.

5. Elected Member Commitment to the Policy

In accordance with the Council's endorsement of the Code of Conduct, the Elected Member Behaviour, Issues Resolution and Elected Member Fitness to Undertake Duties policies, elected members are required, upon election (and in circumstances where the policies may be changed by the Council) to commit their adherence to the Code of Conduct and policies which relate to elected member behaviour and support.

Elected Member Attestation:

I acknowledge that I have been elected by the community to a position of significant responsibility with the expectation that I will act in accordance with the principles and behaviours of good governance and demonstrate values which are accepted within our society.

I declare my commitment to abide by this expectation by attesting my adherence to the Elected Member Issues Resolution Policy.

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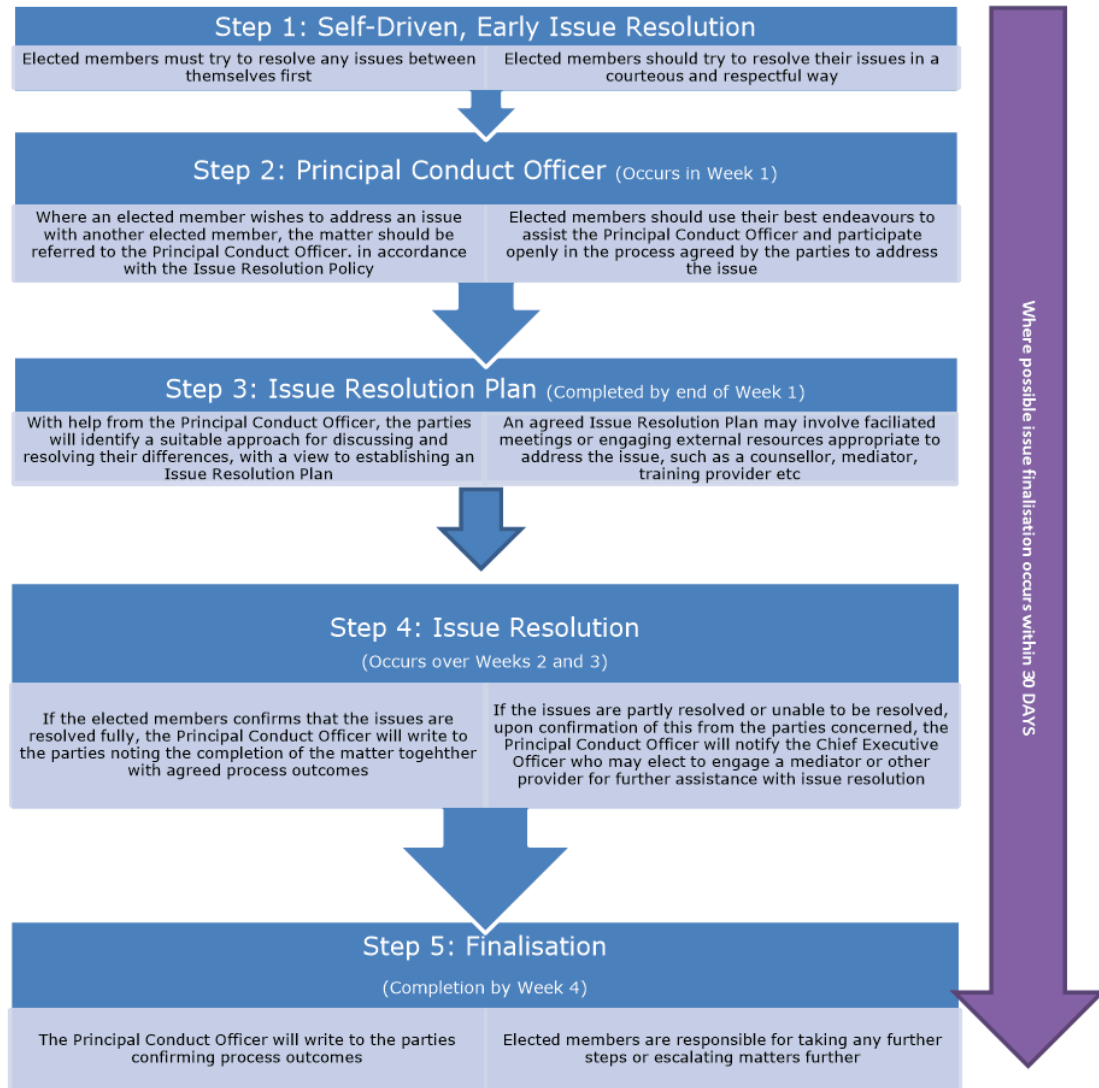
6. Policy Review

This policy will be reviewed every twelve months, at which time, the Council will review its policies applying to elected members to ensure that they continue to meet the standards required by the Council and expected by the community.

Responsible Officer:	Director City Enablers
Policy first adopted by the Council:	24 February 2020
History	
Amended by Council	Not applicable
Next Review Date:	Within 2 years of last review.
File Reference:	F20/51445

City of Hobart

Elected Member Informal Issue Resolution Process Guidelines



Model Dispute Resolution Policy

Template prepared by the Local Government Association of Tasmania, December 2024

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1. Purpose

To establish the principles and procedures for dispute resolution with, and between, councillors related to matters outlined under the Code of Conduct in accordance with *Local Government Act 1993* Section 28JA, the *Local Government (General) Regulations 2025*.

2. Scope

This policy applies to disputes with, and between, councillors. Matters of dispute include those under the Code of Conduct and behaviour of councillors towards each other, council employees and community members more broadly.

2.1. Relationship to the Code of Conduct

This policy is to support the resolution of disputes with, and between, councillors before a Code of Conduct complaint is lodged.

Where a Code of Conduct complaint is lodged, the *Local Government Act 1993* requires that a complainant details why the outcome from the dispute resolution process was not satisfactory¹, or if the process was not used, why the dispute resolution process was not appropriate for the circumstances². **For the avoidance of doubt, the complainant must take positive steps to resolve a potential Code complaint via an alternate dispute resolution process.** An exception to that is where the dispute resolution process is not appropriate to resolve the dispute.

2.2. When this policy may not be appropriate

A Code of Conduct complaint may be required where either party is unable, or unwilling to participate in some, or all, of the dispute resolution process, such as mediated discussions. Reasons for not utilising alternate dispute resolution process will be documented by the Dispute Resolution Officer in their advice to the Chief Executive Officer regarding an initial assessment under section 28Y of the *Local Government Act 1993*.²

Other matters such as, but not limited to, health and safety risks, criminal misconduct, discrimination, breaches of the *Local Government Act 1993* are to be addressed outside this policy.

¹ *Local Government Act 1993*, Section 28V (fc).

² *Local Government Act 1993*, Section 28V (fd).

3. Principles

3.1. Procedural fairness

The principles of procedural fairness, or natural justice, will apply when dealing with a dispute under this Policy.

In particular:

- (i) the parties in the dispute will be afforded equitable opportunities to be heard
- (ii) any recommendations, or dispute resolution plans will be based on genuine consideration of the circumstances and evidence
- (iii) the roles in the process will support procedural fairness.
- (iv) The complainant must clearly identify the nature of the potential Code breach to the Dispute Resolution Officer for the purpose of them instructing an independent mediator and to allow for procedural fairness to

3.2. Roles

Complainant

The person raising the dispute about a relevant matter.

Respondent

The councillor(s) that are subject to a dispute.

Mayor

The mayor as Chairperson of the council may ask for parties to engage in the dispute resolution process.

General Manager/Chief Executive Officer (CEO)

The General Manager/CEO is responsible for identifying a council officer to act as the Dispute Resolution Officer. Where the Dispute Resolution Officer has an actual or perceived conflict of interest with the parties in dispute, the General Manager may appoint an alternative officer. The General Manager may appoint themselves where no other person is able to perform this role, and they can meet the requirements of this policy.

The General Manager is to identify a panel of Dispute Resolution Advisors for use under this Policy. Alternatively, councils may access the provider panel developed by the Local Government Association of Tasmania (LGAT).

Dispute Resolution Officer

The Dispute Resolution Officer manages the process, is responsible for maintaining the records of the process and appoints the Dispute Resolution Advisor. The Dispute Resolution Officer does not have a role in assessing the dispute.

Dispute Resolution Advisor (the Advisor)

The Advisor is a person external to the council who undertakes the dispute resolution process with the parties in dispute. Refer to section 4.4 for more detail on the Advisor.

Support person

The support person is a person who may support the complainant or respondent as part of the dispute resolution process. Refer to Section 4.7 for more detail.

3.3. Personal and shared responsibility

Councillors represent the views of the community, so at times they may hold and express views that are different, and opposing, to their fellow councillors. The democratic process means that there may be active debate that should be considered and respectful.

However, this debate may become a conflict or dispute. Where this happens, the parties should use their best endeavour to resolve the issue or dispute in an informal and courteous manner.

Where the parties have been unable to resolve the issue or dispute themselves, or it is not appropriate, then the dispute resolution process can then be applied. The process is to be approached by the parties in good faith to find a resolution.

3.4. Confidentiality

All parties will take all reasonable steps to maintain confidentiality when dealing with the dispute, to protect both the complainant and respondent.

With the mutual agreement of the complainant and respondent a closed meeting of Council may be advised that the parties are participating in dispute resolution process.

3.5. Accessibility

The Council will ensure that information on how to lodge a dispute, including this Policy, is available via its customer service centre(s) and on the Council's website. The Council will make information available in accessible formats if requested. Any person wishing to lodge a dispute may contact the Dispute Resolution Officer if they require assistance in completing the dispute resolution form or otherwise navigating the dispute resolution process.

3.6. Equitable access

This Policy and process is designed to address the different needs and priorities of all persons, including of different genders. It provides measures that address different levels and types of experiences, power, information and influence. These measures include:

- Addressing power imbalances with an external neutral Dispute Resolution Advisor to support dispute resolution and providing for support person(s), detailing access to information, and maintaining accurate, clear records.
- Providing a safe environment through confidentiality and neutral party lodgement.
- Requiring Dispute Resolution Advisors with appropriate training for inclusiveness, gender responsiveness and trauma.

4. Procedures

4.1. Lodging and withdrawing disputes

Any person may lodge a dispute regarding a councillor's behaviour.

The Dispute Resolution Form must be completed in full to lodge a dispute. Completed forms must include the name and contact details of the complainant. A dispute must specify the part(s) of the Code of Conduct that the behaviour relates to.

Anonymous disputes cannot be accepted. Where an individual wishes to remain anonymous or does not want to put their complaint in writing the Dispute Resolution Officer may direct them to alternative avenues outside this Policy.

Where a Dispute Resolution Form omits required details, the Dispute Resolution Officer will invite the complainant to provide this information for the dispute to be progressed.

The dispute lodgement fee is 25 fee units. Separate costs and processes apply to Code of Conduct complaints.

Disputes may be withdrawn by the complainant by writing to the Dispute Resolution Officer. The Dispute Resolution Officer will provide written notice of the withdrawal to the respondent. Notice will not be provided if the withdrawal is prior to the respondent being notified of a dispute being lodged (Refer Section 4.3).

4.2. Notice to complainant

Within 10 business days after receiving a dispute, the Dispute Resolution Officer will provide written notice to the complainant that:

- (i) confirms receipt of the dispute
- (ii) outlines the process that will be followed
- (iii) notes the confidentiality requirements of section 3.4 of this Policy
- (iv) includes a copy of this Policy.

4.3. Notice to respondent

Within 15 business days after receiving a dispute, the Dispute Resolution Officer will provide written notice to the respondent that:

- (i) advises that a dispute has been made in accordance with this Policy
- (ii) includes a completed Dispute Resolution Form
- (iii) outlines the process that will be followed
- (iv) notes the confidentiality requirements of section 3.4 of this Policy
- (v) includes a copy of this Policy.

4.4. Appointment of Dispute Resolution Advisor

The Dispute Resolution Officer is to engage a Dispute Resolution Advisor (Advisor) to conduct dispute resolution. The Advisor must:

- not be an employee of Council
- not have any direct relationship to the parties
- must be objective and impartial, with no real or perceived bias
- must be able to demonstrate that their practice is gender and trauma aware
- be accredited under the National Mediator Accreditation System (NMAS), or its successor, the Australian Mediator and Dispute Resolution Accreditation Standards (AMDRAS); or have a minimum of a Diploma in Mediation or Dispute Resolution.

In selecting a person to act in the capacity of the Advisor, the Dispute Resolution Officer will consider the nature of the issue under discussion, , knowledge/experience of local government and interpersonal skills that can most likely assist in resolving matters of conflict.

The Dispute Resolution Officer will provide written notice of the appointment of the Advisor to the complainant and the respondent.

The parties may object to the Dispute Resolution Officer if they believe that the Advisor does not meet the requirements detailed in this section and will provide

evidence to substantiate their view. The Officer will consider an objection and determine whether an alternate Advisor is to be appointed.

It is expected that there be no conflicts of interest between the Advisor and the complainant or respondent. If during the review process a conflict of interest arises between any party, the party must notify the Dispute Resolution Officer promptly. Where the Dispute Resolution Officer determines there is an actual conflict of interest, an alternative Advisor is to be appointed.

4.5. Dispute resolution process

4.5.1. Commencement

In commencing the dispute resolution process, the Advisor will bring together the parties to conduct an initial facilitated discussion or mediation. Where needed they may also undertake initial individual interviews with the parties and others.

The initial discussion is to provide a general picture of the dispute and to allow the Advisor to provide an estimate of the timeframe for the process based on the parties' willingness and availability. This discussion will support the Advisor's consideration of the appropriateness of undertaking the process including:

- the parties' willingness to participate in the process
- health and safety risks to the parties, or others.

The Advisor may determine that the process cannot continue due to:

- the risk that the process may cause harm to the health and safety of either of the parties; or
- one of the parties is unwilling or unable to participate; or
- initial engagement reveals circumstances that must be addressed through a different process, such as those outlined in Section 2.2
- The Party alleging a potential harm is to provide evidence to support their claim for the purpose of aiding the Officer or Advisor to make an objective assessment. Evidence to support such claims may include, but are not limited to, a medical certificate, statutory declaration or court order such as a restraining order.

Where the Advisor has determined the process cannot continue, they will provide a report to the Dispute Resolution Officer. The report will provide their reasons and state their determination that the dispute will need to be resolved through alternative avenues. The Advisor may make recommendations regarding these avenues.

4.5.2. Process

The Advisor will determine the appropriate resolution processes based on their expertise and experience. This may include, but not be limited to, approaches such as mediation and facilitated restorative processes.

Resolutions may include, but not be limited to:

- a commitment to changing behaviours
- a commitment to cease the behaviour
- a commitment to apologise
- counselling
- undertaking professional development.

The Advisor may also make a recommendation to the Council that it review a policy, procedure, or other document related to the dispute.

The parties must represent themselves.

The maximum timeframe for a dispute resolution process is three months. At this time the Advisor is to provide a report to the Dispute Resolution Officer and close the dispute. This timeframe may be extended on the Advisor's recommendation and with the mutual agreement of the parties.

4.5.3. Information requests

Councillors and council staff are to respond to the Advisor's reasonable requests for information about the dispute. Information pertaining to a third party will require their consent for the information to be released.

The Advisor may request the Dispute Resolution Officer to search for any relevant records or information in the Council's Record Management System. The Advisor must provide the complainant and respondent with a copy of any records that are identified.

In addition, where a clarification or additional information has been sought from the complainant by either the Dispute Resolution Officer or the Advisor, copies must also be provided to the complainant and respondent.

4.6. Order of disputes

Disputes will normally be dealt with in the order in which they are received. If more than one dispute is received that relates to the same alleged breach, the Dispute

Resolution Officer may progress those disputes concurrently, provided confidentiality can be maintained.

4.7. Support person

Complainants and respondents may include a support person as part of the dispute resolution process.

The role of the support person is to observe and provide emotional support. They are not to provide views on the process or on legal context. The support person must not be an Australian lawyer.

The parties are to provide written notice to the Dispute Resolution Officer of their intention to include a support person in the dispute resolution process. This notice is to include the person's name, occupation and relationship to the party.

The Advisor is to consider, before and during the process, the impact of the support person's participation on the principles in this Policy. The Advisor has absolute discretion to remove, or not to allow the person to participate in some, or all, of the process. The Advisor's determination will be provided in writing to the parties and to the Dispute Resolution Officer.

5. Reporting obligations

5.1. Report from Dispute Resolution Advisor

The Advisor must include in the confidential report to the Dispute Resolution Officer and to the parties:

- (i) the process and methods that were used
- (ii) outcomes of the process including commitments made by one or more of the parties
- (iii) the views of the parties regarding the outcomes of the process.

5.2. Council

In accordance with *Local Government (General) Regulations 2015*, Regulation 30B, Council is required to maintain a record of the number of disputes, including whether they were determined, withdrawn or underway, and their total costs. This information is to be reported in its Annual Report.

6. Implementation and Communication

The General Manager/CEO is responsible for the implementation of this Policy in accordance with responsibilities outlined.

7. Approval

Council approval date	Xx month yyyy
Review	Every four years following the council election.
Internal document reference	

Dispute Resolution Form

Instructions for Use

This form is for lodging a dispute under <Insert name> Council's Dispute Resolution Policy.

This form has been provided to ensure that you include all the information required under the *Dispute Resolution Policy* in your dispute. You will need to complete all the sections in this form.

To make a valid dispute, you will need to:

- ☐ Complete this form.
- ☐ Lodge the dispute with the General Manager of Council within two months of the alleged behaviour by the councillor or councillors.
- ☐ Pay the fee for lodging a complaint to the relevant council. 25 fee units (\$46.75 in 2024-2025). The Complainant is to pay at the Customer Service Centre, 16 Elizabeth Street, 8.15 am to 5.15 pm, Monday to Friday (except public holidays).

The fee may be waived if the applicant can demonstrate to the satisfaction of the General Manager that they would find it difficult to pay the fee, for example they are receiving income support or are in financial hardship.

Contact Details (of person lodging the dispute – the complainant)	
Name:	Telephone (mobile):
Address (Residential):	Telephone (work):
Address (Postal):	Telephone (home):
Email address:	Preferred mode of contact:
Summary of dispute	
Name of councillor who you are in dispute with (the respondent):	
Part(s) of the Code of Conduct that you believe have been infringed:	
Date(s) of incident(s):	
Location(s) of incident(s):	

Details of the dispute (further information may be attached)	
Witnesses (include anyone with knowledge of what happened)	
Have you previously made a dispute about this matter?	
<input type="checkbox"/> Yes	<input type="checkbox"/> NO
If yes, when and to whom did you make the dispute?	

Have you made any efforts to resolve the dispute directly with the respondent?

(Note: this section is compulsory. Incomplete forms will be returned)

☐ YesBriefly describe the efforts that you have made **(Note: You must complete this section)**☐ No

Include a brief statement explaining why you have not made any efforts to resolve the issue with the respondent.

Desired outcome of dispute

Please explain what you would like to happen because of lodging this dispute.

Please sign and date

Signature:

Date:

The City of Hobart is committed to upholding the right to privacy of all individuals who have dealings with us. The City of Hobart will take the necessary steps to ensure that the personal information that members of the public share with us remains confidential.

A full copy of the City's Privacy Statement can be found at
<https://www.hobartcity.com.au/Council/Legislation-and-by-laws/Privacy-statement>