

Quarterly Report

Quarter 4 2024



GLENORCHY
CITY COUNCIL

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STRATEGIC AND OPERATIONAL HIGHLIGHTS FOR THE QUARTER

I am pleased to bring you the strategic and operational highlights for the final quarter of the 2023/2024 financial year, ending 30 June 2024.

It was a busy quarter for Council. Along with delivering a raft of activities against the Strategic and Annual Plan, there was also a by-election held for Mayor and Elected Member following the resignation of former Mayor Bec Thomas. An elector poll was also held regarding the Glenorchy War Memorial Pool.

BY-ELECTION FOR MAYOR AND ELECTED MEMBER

On 24 June, Alderman Sue Hickey was sworn in as Glenorchy Council's twelfth Mayor and Justin Stringer were sworn in as an Alderman.

Mayor Hickey and Alderman Stringer both expressed their gratitude for being trusted to represent the community and promised to do their best for the City of Glenorchy.

Congratulations Mayor Hickey and Alderman Stringer!

Mayor Hickey was previously Deputy Mayor. The office of Deputy Mayor is currently vacant. Elected members will vote in a new Deputy Mayor at the Council meeting on 29 July.

TRIAL OF OPEN PUBLIC COUNCIL WORKSHOP SESSIONS

At its May meeting, Council approved a trial of holding open Council Workshops sessions once a month for a maximum of six months. The first open workshop was held on 8 July and featured Dr Lisa Denny briefing the community and Elected Members on Glenorchy's demographic profile and how it is changing. She provided insights into the drivers of population change in Glenorchy and what this means for strategic planning purposes.

Given that the main driver of population change for Glenorchy is overseas migration, insights into the type of overseas migration driving change in the area were emphasised. Future workshops will be advertised on our website and social media pages.

IMPROVING OUR PARKS AND RECREATION FACILITIES

Glenorchy City Council has remained committed to managing our amenities across the region. We have been upgrading more playspaces for the community, including commencing works at Roseneath Reserve and Coinda Park, completing new changerooms and toilets at KGV, and prioritising our rural roadworks program.

Glenorchy City Council also supports sports and sporting groups in our region, with works continuing at the iconic KGV Park to support the future of soccer in Glenorchy.

Contractors are upgrading changerooms, while demolishing and reconstructing existing facilities. These replacement works are being supported by a \$12.8 million grant from the Australian Government to fund major upgrades to soccer facilities in the northern suburbs. Stage 1 of the building works are nearly complete, with two new player changerooms being built. Stage 2 of these upgrades will include another two more change rooms and umpire change areas.

We have continued to upgrade waterways and rivulets, our cultural spaces like the Glenorchy War Memorial on Tolosa Street and prioritise youth engagement in our community.



We have also welcomed a new report from the State Government, naming Goodwood as the preferred location for a new, privately funded ice rink. Consultations will continue for this incredibly important piece of infrastructure.

OUR DIVERSE, MULTI-CULTURAL CITY

Glenorchy is a culturally diverse city, with Mayor Sue Hickey joining me to welcome over 50 new citizens from 14 different countries.

We are a part of the Welcoming Cities Network and are supporting renovations for multicultural community spaces like the Multicultural Council of Tasmania office in Moonah.

Council has supported a complete kitchen renovation, and funded training for residents to use the space to support a rich, vibrant, diverse community. This commitment was originally outlined in the adopted Multicultural Spaces Plan and continues today.

RESULTS OF THE ELECTOR POLL ON THE GLENORCHY WAR MEMORIAL POOL

The results of the elector poll on the Glenorchy pool were presented to the Council meeting on 24 June 2024. Glenorchy electors were invited to vote in an elector poll regarding the Glenorchy War Memorial Pool. The Poll was initiated by a petition delivered by Ms Janiece Bryan. The results were:

Question	Yes	No
1. Do you support the Council with committed government funding, urgently repairing and reopening the Glenorchy War Memorial Pool?	19, 637 (89.02%)	2, 421 (10.98%)
2. Should the Council apply for future government funding, to retain the pool and redevelop it into a modern public pool facility that will serve the Glenorchy area for the longer term	20, 547 (93.03%)	1, 539 (6.97%)

Voting in the elector poll was not compulsory, and the results are not binding on Council. 66.99% of electors voted in the Elector Poll. Council considered and noted the results of the Elector Poll at its June meeting.

Council also noted that:

- The project to repair and reopen the Pool using \$5M in State government funding is currently underway.
- The MI Global project on Pool Redevelopment and Alternative Options which explores a long-term solution for the Pool site is at an advanced stage, following extensive community engagement, with the report expected to be handed to Council for its consideration in August 2024



GLENORCHY CITY COUNCIL 2024/25 BUDGET AND ANNUAL PLAN

At a special meeting on 17 June, Council adopted its 2024/25 Budget Estimates 2024/25, Long-Term Financial Management Plan 2024/25 to 2033/34, Rates & Charges 2024/25, and Annual Plan.

Council has developed its 2024/25 Budget with an understanding of the cost-of-living pressures people are facing. The Budget has been designed to keep rates as low as possible while providing the services our community deserves.

The 2024/25 Budget seeks to balance financial sustainability and strategic plan objectives including:

- Ensuring there is sufficient cash to service operations within the Tasmanian Audit Office published range of 3 to 6 months
- Planning for a return to surplus in the 2025/26 budget year
- Providing enhanced services in line with community expectations and the strategic plan
- Completing grant funded major capital works projects by 30 June 2025

Key features of the proposed 2024/25 operating budget estimates are:

- Operating Deficit \$0.227 million
- Underlying Operating Deficit \$2.302 million
- Rate Revenue \$45.529 million
- Operating Revenue \$77.715 million
- Operating Expenditure \$77.942 million
- Depreciation and Amortisation \$16.282 million
- Asset Write-off and Disposal \$1.700 million
- Capital Expenditure \$26.9 million
- Cash Balance at 30 June 2025 \$29.6 million
- No new borrowings

This year's rates increase has been set at 5.95%. This increase means, on average, Glenorchy will continue to have some of the lowest rates per property of equivalent Local Government Areas in the state. The increase is also lower than other councils in the Greater Hobart Area.

It is municipal revaluation year and therefore the Valuer-General has revalued all properties in the City.

For those doing it tough, Council's [Financial Hardship Policy](#) continues to apply.

Council has committed to fully funding its renewal demand in transport, stormwater and property assets with a \$26.9 million Capital Works program. This ensures that the level of service provided to the community by our roads, footpaths, drainage, community buildings and recreation facilities is maintained.



2024/25 CAPITAL WORKS PROGRAM

Capital projects highlights for 2024/25 include:

- \$26.9 million in capital works
- Resurfacing more than 7km of roads
- Replacing more than 4km of footpaths
- Black spot projects at Grove Rd and Anfield St, Main Rd at Austins Ferry and Kensington St school crossing
- \$1.1 million on flood mitigation works
- \$1 million for parks and reserves, including the Claremont pump track
- \$450,000 for tracks and trails at Windermere Bay
- Continuation of work to repair and reopen the Glenorchy War Memorial Pool

Council has endorsed fees and charges for 2024/25, including waste management fees. All fees charged by council aim to balance the cost of delivering services with the community benefits those services provide. In some cases, fees also serve an additional purpose. For example, waste management fees are set to ensure that Council can provide a cost effective, high-quality service, and also encourage and incentivise separation of waste and extend the life of Council's landfill.

Council also adopted its Annual Plan for 2024/5-2027-8. The Annual Plan aligns with Council's Strategic Plan 2023-2032 and identifies actions that Council will undertake over the next four years to deliver on the community's goals and vision.

This is the second Annual Plan linked to this Strategic Plan. The Annual Plan maintains Council's commitment to building facilities and providing services that the community wants. The new program will build on the progress made in 2023/24 and will continue to put the community at the heart of Council's growth.

KEY FOCUS AREAS FOR 2024/25

The 10 key focus areas for 2024/25 incorporated into the Annual Plan are:

1. Commence the project to repair and reopen the Glenorchy War Memorial Pool
2. Actively pursue external grant funding to support and deliver on strategic priority projects including Tolosa Park Stage B and the Glenorchy War Memorial Pool
3. Increase Council's tracks and trails network through the Berriedale-Windermere Foreshore Project
4. Complete the delivery of the federally funded sport and recreation projects at KGV Football Park and North Chigwell Junior Soccer Club
5. Redevelop the Claremont Pump Track and Skate ramp
6. Extend the Jackson Street landfill cell to increase Council's waste management capacity
7. Deliver programs to improve opportunities for our young people
8. Partner with government and community organisations to deliver programs that improve community safety and inclusion
9. Research and recommend an improved approach to tackle graffiti in our City
10. Support increased housing supply in the City through land release, proactive planning and advocacy



STORMWATER SYSTEM MANAGEMENT PLAN

At its April meeting, Council adopted a Stormwater System Management Plan which comprehensively describes and addresses flood behaviours in the Glenorchy area. It also sets out several strategies for flood mitigation. Strategies cover large capital projects, as well as operational tasks such as maintenance of existing stormwater infrastructure including creeks and rivulets.

CLIMATE CHANGE PLAN

At its May meeting, Council endorsed the Glenorchy City Council Climate Change Adaptation Plan, which was prepared with the support of the Regional Climate Change Initiative (RCCI). Council understands the importance of acting on climate change and sustainability, and recognises that the primary action it can take is to reduce its own greenhouse gas emissions, which the Plan supports.

I am proud of the work Glenorchy City Council has achieved in this quarter and cannot wait to see what the new Financial Year brings us!

Tony McMullen

General Manager

July 2024



Image: Kelvin Ball



Financial Performance





Quarterly Financial Performance (Interim)

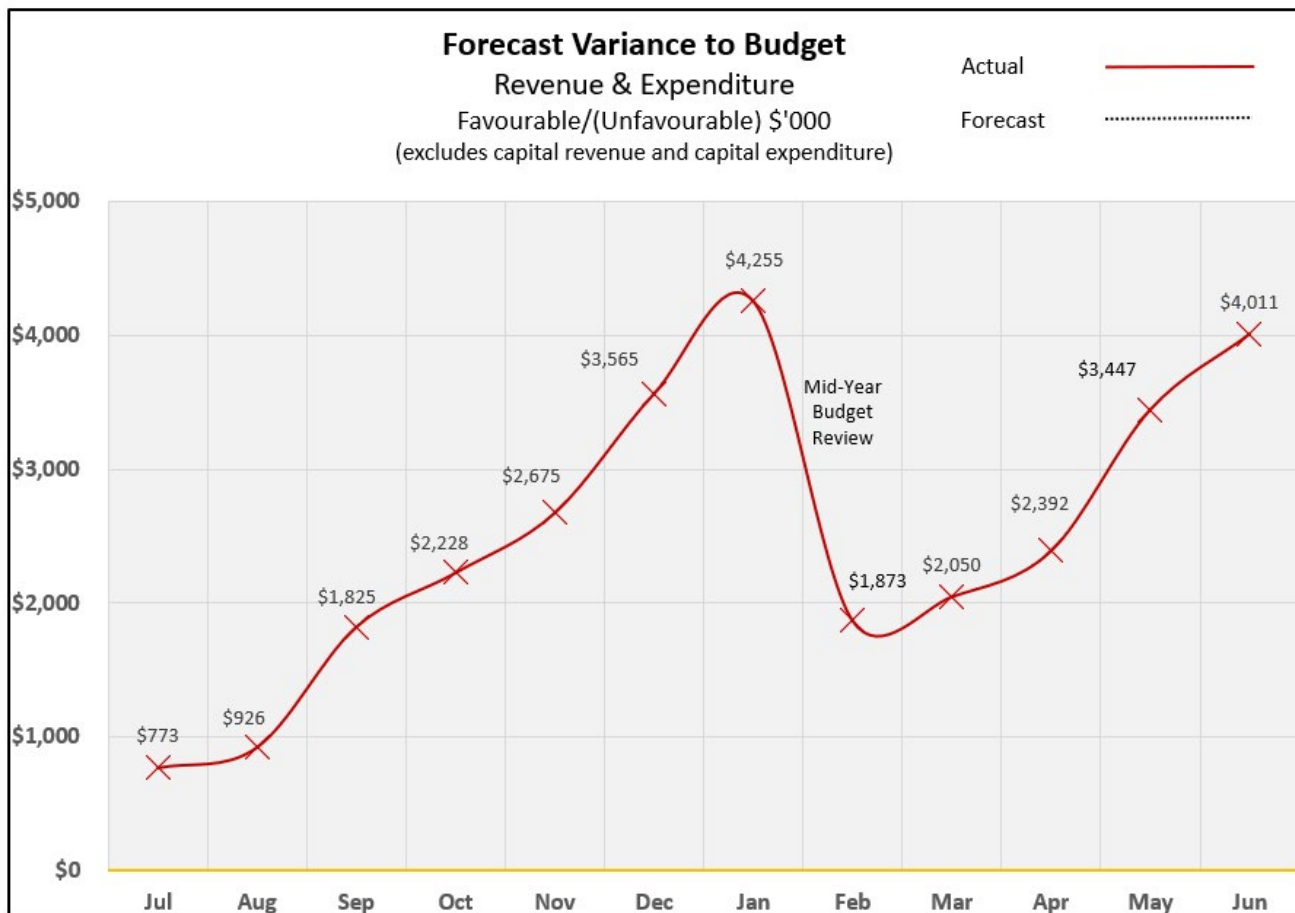
For the year ending 30 June 2024

OPERATING SUMMARY

Note: All actual operational Revenue and Expenditure figures in this report are interim and will not be finalised until completion of year end accounting adjustments and audit requirements for the 2023/24 financial year. It is expected there will be movement in both income and expenditure figures during the year end accounts finalisation process.

Council’s interim operating result at 30 June 2024 is \$4.011 million better than the budgeted position. The favourable variance is the combined result of \$1.745 million more revenue than budgeted and \$2.266 million less expenditure than budgeted.

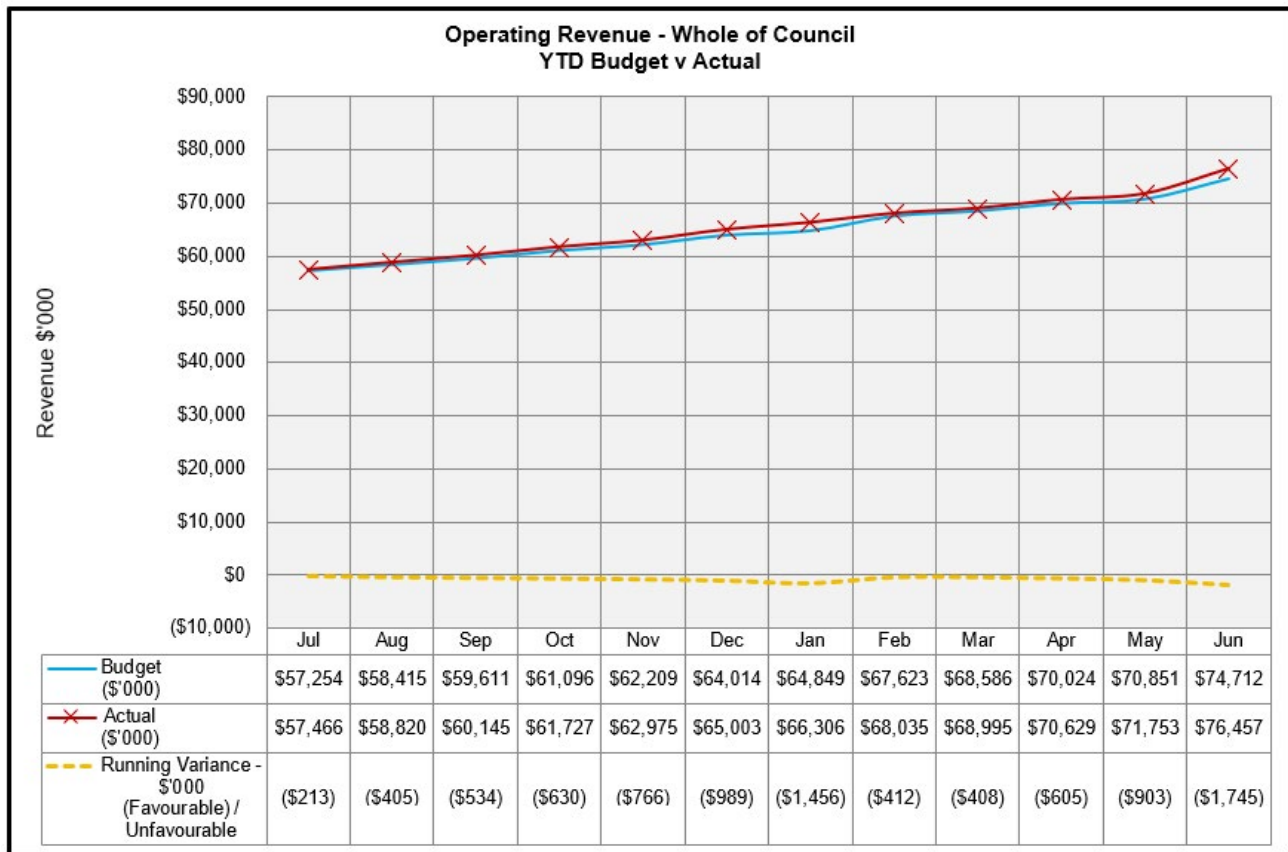
OPERATING FORECAST TO 30 JUNE 2024



Note 1: The data in this chart is a compilation of actual, budget and forecast revenue / expenditure. It is recalculated each month to ensure it represents the most up-to-date analysis of Councils financial position which may result in differences to previously reported charts.

OPERATING REVENUE

Interim operational revenue is \$76.457 million compared to a budgeted operational revenue of \$74.712 million. This represents a favourable result of \$1.745 million or 2.3% against budget.



Note: operational revenue does not include capital revenue or gain/loss on sale of assets but does include unspent grants received in the prior year.

NOTE 1 - RATES REVENUE

Materially in line with the annual \$49.488m budget, noting a \$41k variance.

NOTE 2 - USER CHARGES AND LICENCES REVENUE

Favourable against the annual \$14.595m budget by \$436k, noting increased other reimbursements \$295k and landfill user fees \$142k.

NOTE 3 - INTEREST ON INVESTMENTS

Favourable against the annual \$1.100m budget by \$787k, noting \$1.886m in interest has been received.

NOTE 4 - OPERATING GRANTS

Favourable against the annual \$6.757m budget by \$91k, noting increased childcare grants of \$318k less \$143k shortfall in the prepayment of the Federal Assistance Grant.

NOTE 5 - OPERATING CONTRIBUTIONS - MONETARY

Unfavourable against the annual \$41k budget by \$21k, noting no planning POS cash-in-lieu has been received to date and lower private stormwater connection applications.

NOTE 6 - TASWATER INCOME

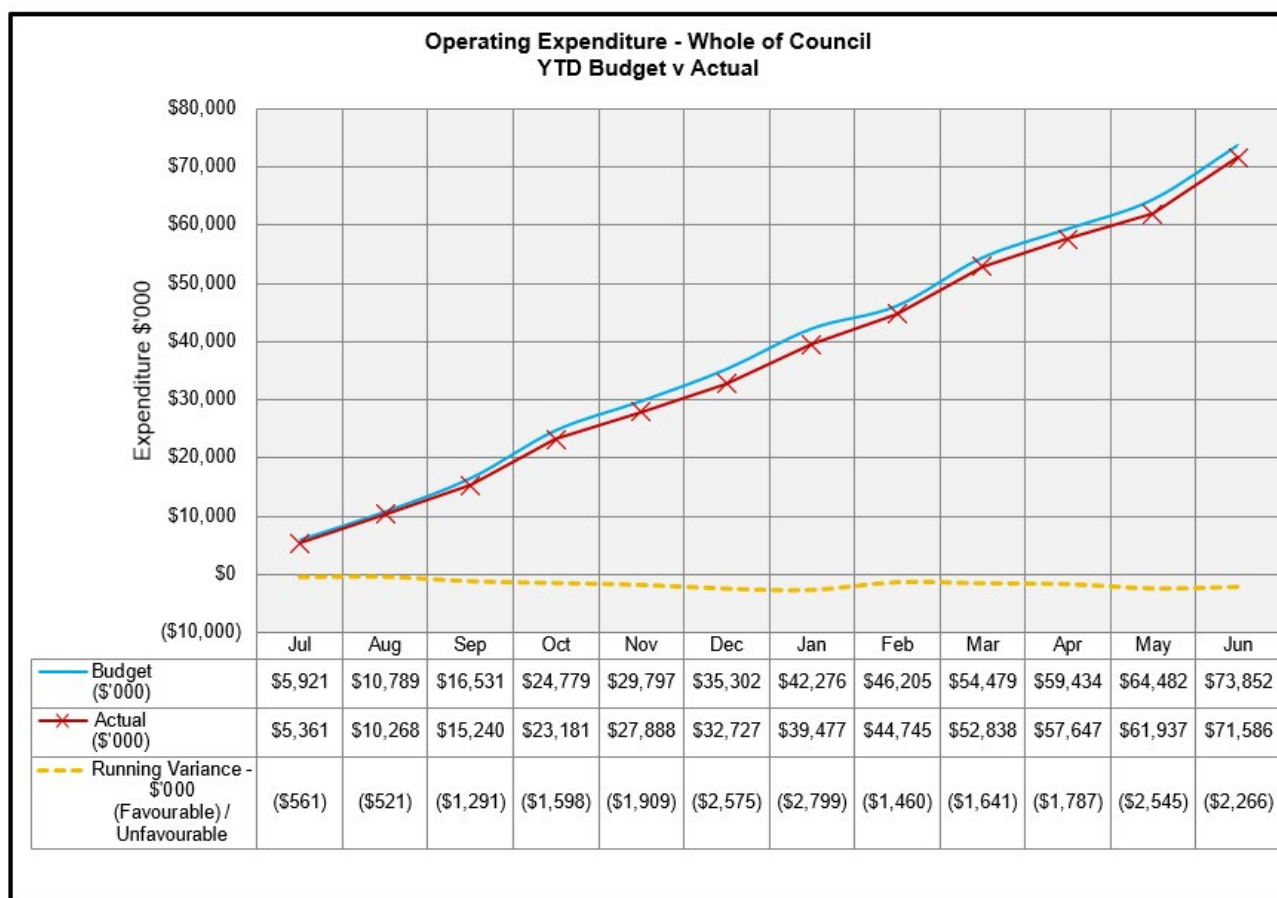
Favourable against the annual \$2.172m budget by \$434k, noting a special dividend was paid in June.

NOTE 7 - OTHER INCOME

Favourable against the annual \$559k budget by \$59k, noting \$56k childcare inclusion support subsidies have been received.

OPERATING EXPENDITURE

Interim operational expenditure is \$71.586 million compared to budgeted expenditure of \$73.852 million. This represents a favourable result of \$2.266 million or 3.1% against budget.



NOTE 8 - EMPLOYMENT COSTS

Materially in line with the annual \$28.069m budget, noting a \$157k variance.

NOTE 9 - MATERIALS AND SERVICES EXPENDITURE

Favourable against the annual \$18.777m budget by \$1.290m, noting delayed payments for the core information system replacement project \$1.143m, grant expenditure to be carried forward into next year \$279k and northern suburbs transit corridor contribution \$100k less municipal revaluation payments to date \$183k.

NOTE 10 - DEPRECIATION AND AMORTISATION

Favourable against the annual \$18.844m budget by \$0.912m, noting a final calculation will be undertaken for the 2023/24 annual accounts once all capitalisation of work in progress is completed.



NOTE 11 - FINANCE COSTS

Materially in line with the annual \$154k budget, noting a \$1k variance.

NOTE 12 - BAD AND DOUBTFUL DEBTS

The movement in the provision for bad and doubtful debts has been calculated at \$84k.

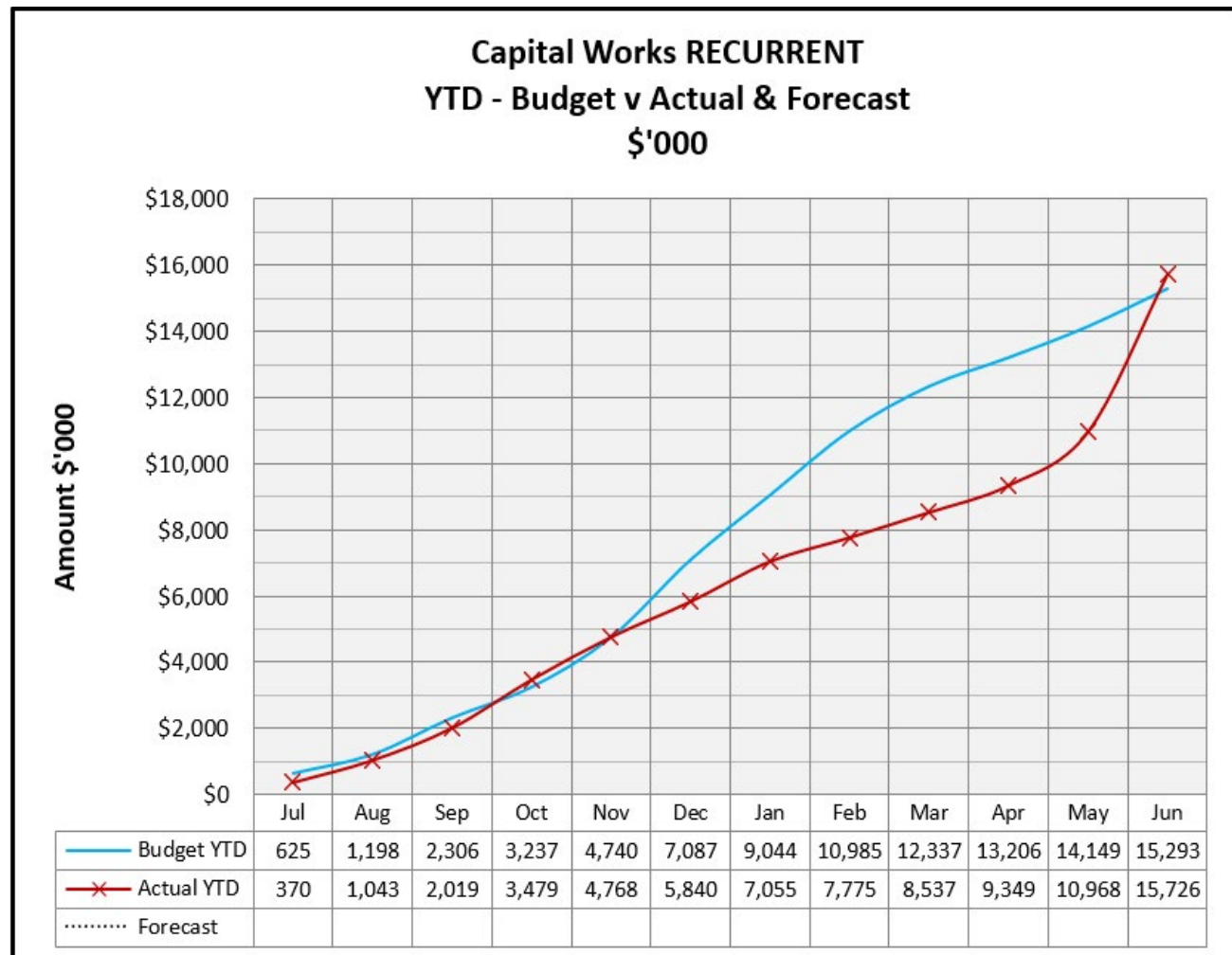
NOTE 13 - OTHER EXPENSES

Favourable against the annual \$8.007m budget by \$303k, noting a final lease calculation will be undertaken for the 2023/24 annual accounts to amortise fleet lease costs of \$372k.

CAPITAL WORKS

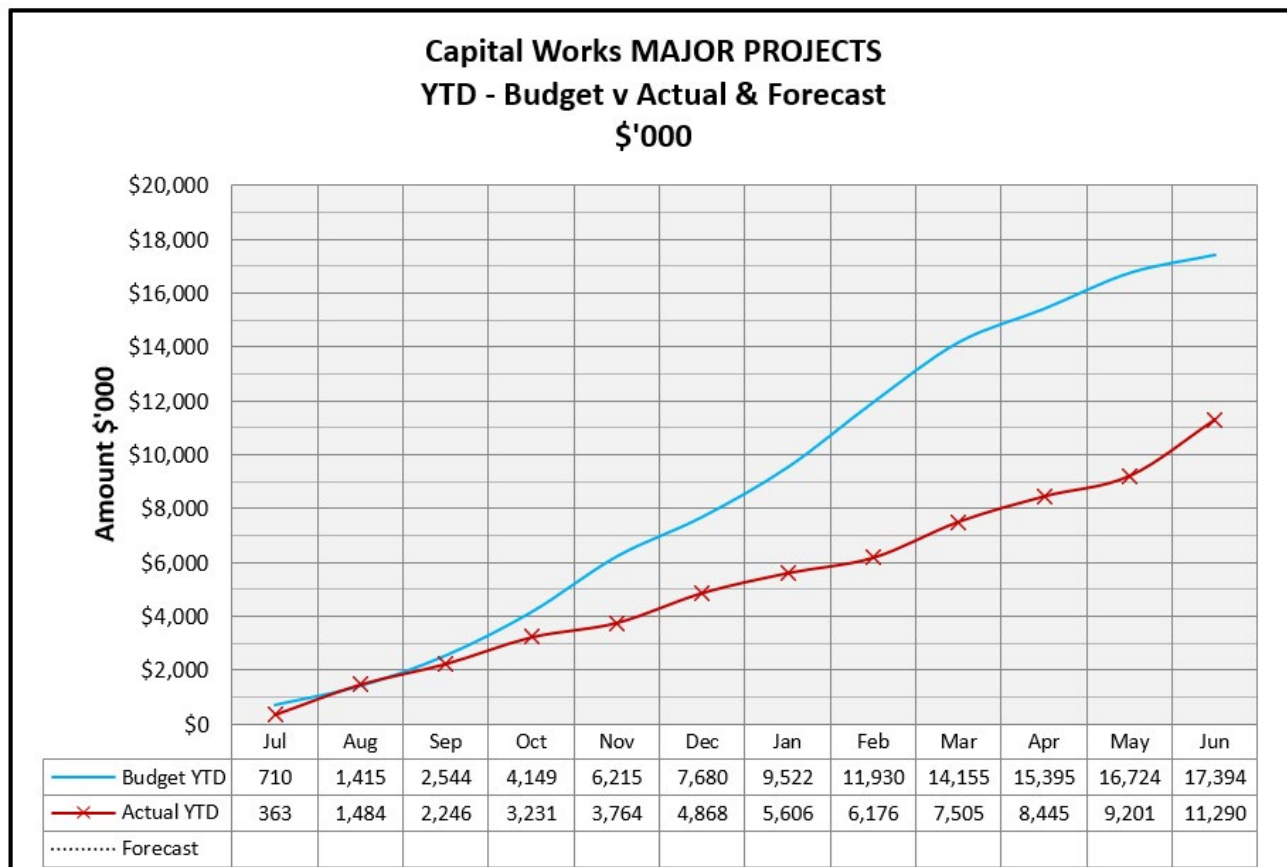
Interim Capital Works expenditure is \$27.016 million against a combined annual budget of \$32.687 million. Expenditure at 30 June 2024 for Recurrent projects is \$15.726 million or 103% of the \$15.293 million annual budget. Major projects recorded expenditure of \$11.290 million or 65% of the \$17.394 million annual budget.

CAPITAL PROGRAM - RECURRENT





CAPITAL PROGRAM – MAJOR GRANT FUNDED PROJECTS*



*The following projects form the Grant Funded / Major Projects capital works program:

Project	YTD Actual	ANNUAL Budget	ANNUAL Forecast
101059 - CSR - KGV Soccer - Design & Construction	\$1,987,764	\$2,500,000	\$1,877,887
101246 - Grant - Giblins Reserve Play Space	\$1,948,818	\$2,500,000	\$1,936,647
101250 - Grant - North Chigwell Football and Community Facility	\$1,096,361	\$4,000,000	\$613,164
101282 - Grant - Montrose Foreshore Park Skatepark	\$354,821	\$0	\$354,821
101517 - Upgrade Interchange Facilities at KGV Oval for GDFC	\$185,905	\$145,000	\$185,905
101518 - Upgrade to the Claremont Junior Football Clubrooms	\$0	\$0	\$0
101519 - New Lighting at Cadbury Oval	(\$107)	\$0	(\$107)
101536 - Tolosa Park Dam Rehabilitation	\$1,977,599	\$3,195,000	\$2,690,362
101767 - Relocation of Terry Street to Chambers	\$497,956	\$200,000	\$497,956
101914 - MP - Benjafield Playground Renewal	\$1,272,429	\$1,234,138	\$1,272,429
101915 - Grant - Playground Renewal - Federal	\$1,210,642	\$1,680,748	\$924,295
101916 - Benjafield Childcare Centre Stage 1 - Sleep Area	\$86,640	\$700,000	\$82,580
101917 - Benjafield Childcare Centre Stage 2 - Amenities	\$0	\$580,000	\$0
101930 - Eady St Sportsfield Lighting	\$127,020	\$0	\$127,020
101931 - Mountain Bike Renewal	\$245,639	\$0	\$245,639
101953 - Municipal Revaluation 2024	(\$19,750)	\$395,000	\$395,000
101954 - Multicultural Kitchen	\$122,835	\$164,000	\$164,343
101956 - Cadbury Changerooms	\$195,131	\$100,000	\$195,131
TOTALS	\$11,289,702	\$17,393,886	\$11,563,073

NON-OPERATING REVENUE

NOTE 14 - CONTRIBUTIONS - NON MONETARY ASSETS

Non-monetary asset contributions of \$1.978m have been received to date against an annual budget of \$3.500m. Additional assets will be realised during preparation of the 2023/24 annual accounts.

NOTE 15 - GAIN OR LOSS ON DISPOSAL OF FIXED ASSETS

Disposal of assets have recorded a loss of \$1.019m against a budgeted loss of \$418k through:

- Derecognition \$823k
- Net sale proceeds \$10k
- Land sale preparations \$185k

Additional gains or losses will be realised during preparation of the 2023/24 annual accounts.

NOTE 16 - CAPITAL GRANTS

Capital grants of \$9.210m have been received against an annual budget of \$11.971m. Delayed grant claims for the North Chigwell Sports Ground \$1.2m and Playground Renewal \$1.5m will be carried forward to next year.

NOTE 17 - CAPITAL CONTRIBUTIONS - MONETARY

Favourable against the annual \$149k budget by \$22k, noting two unbudgeted contributions of \$19k and \$3k have been received.

NON-OPERATING EXPENDITURE

NOTE 18 - ASSETS WRITTEN OFF

Assets of \$609k have been written off to date against an annual budget of \$1.920m. Additional assets will be written-off during preparation of the 2023/24 annual accounts.

CASH AND INVESTMENTS

At 30 June 2024, restricted and unrestricted funds totalled \$34.560m compared to \$35.055m for the same period last year. The funds are classified as follows:

10001 - Operating Account	\$5,086,629
10002 - Developer Contributions	\$265,947
10010 - Term Deposits	\$28,189,686
10012 - Cash Floats	\$4,000
10023 - Property Disposals Reserve	\$626,115
10024 - Special Projects Reserve	\$173,090
10025 - Open Space in Lieu Reserve	\$214,060

The relatively small decrease from last year's total is partly the result of the transition to a surplus budget by 2025/26 as outlined in the Long Term Financial Management Plan.

RATES COLLECTIONS

At 30 June 2024, Rates collected totalled 1.73% compared to 1.40% in the prior year. This years collection is an excellent result despite difficult economic conditions and the movement of the final instalment date from March to May which reduces the available time to collect overdue rates.

STATEMENT OF COMPREHENSIVE INCOME

Glenorchy City Council

Interim Financial Report

Statement of Comprehensive Income to 30 June 2024

Year-to-Date (YTD)	Note	2024 Budget \$'000	2024 Actual \$'000	2023 Actual \$'000	2024 Variance Actual to Budget
Operating Revenue					
Rates	1	49,488	49,447	45,833	▼
User charges and licences	2	14,595	15,031	13,936	▲
Interest	3	1,100	1,887	1,208	▲
Grants	4	6,757	6,848	6,519	▲
Contributions - cash	5	41	20	46	▼
Investment income from TasWater	6	2,172	2,606	2,606	▲
Other income	7	559	619	458	▲
Total Operating Revenue		74,712	76,457	70,605	▲
Operating Expenditure					
Employment costs	8	28,069	28,226	25,401	▲
Materials and services	9	18,777	17,486	19,380	▼
Depreciation and amortisation	10	18,845	17,933	15,207	▼
Finance costs	11	154	153	120	▼
Bad and doubtful debts	12	-	84	-42	▲
Other expenses	13	8,008	7,704	8,577	▼
Total Operating Expenditure		73,852	71,586	68,643	▼
Total Operating Surplus/(Deficit)		860	4,871	1,962	▲
Non-Operating Revenue					
Contributions - non-monetary assets	14	3,500	1,979	3,575	▼
Net gain/(loss) on disposal of property, infrastructure, plant, and equipment	15	-418	-1,019	-1,425	▼
Capital grants received specifically for new or upgraded assets	16	11,972	9,210	8,018	▼
Contributions - Monetary	17	128	150	-	▲
Total Non-Operating Revenue		15,182	10,319	10,167	▼
Non-Operating Expense					
Assets written off	18	1,920	609	754	▼
Total Non-Operating Expense		1,920	609	754	
Total Surplus/(Deficit)		14,121	14,582	11,376	▲

STATEMENT OF FINANCIAL POSITION

Glenorchy City Council Interim Financial Report Statement of Financial Position to 30 June 2024	30 June 2024 \$'000	30 June 2023 \$'000
Asset		
Current assets		
Cash and Cash Equivalents	6,370	7,395
Trade and Other Receivables	4,133	2,131
Inventories	163	118
Assets Classified as Held for Sale	2,082	1,197
Contract Assets	13	137
Current Investments	28,190	26,325
Other Current Assets	733	673
Total Current Assets	41,683	37,976
Non-Current Assets		
Property, Infrastructure, Plant and Equipment	858,941	859,308
Investment in Water Corporation	168,374	168,374
Intangible Assets	-	-
Right of Use Assets	1,529	1,529
Other Non-Current Assets	12,302	9,569
Total Non-Current Assets	1,041,146	1,038,780
Total Assets	1,082,828	1,076,756
Liabilities		
Current Liabilities		
Trade & Other Payables	6,751	4,446
Provisions	5,562	4,710
Borrowings	-	637
Trust Funds and Deposits	733	615
Lease Liabilities	559	559
Contract Liabilities	1,412	2,656
Other Liabilities	-	-
Total Current Liabilities	15,016	13,624
Non-Current Liabilities		
Provisions	7,810	7,536
Borrowings	534	984
Lease Liabilities	1,037	1,037
Total Non-Current Liabilities	9,381	9,558
Total Liabilities	24,398	23,181
Net Position	1,058,431	1,053,574

ADJUSTMENTS TO AMOUNTS PREVIOUSLY REPORTED

There are instances where ledger adjustments are required in respect of amounts reported in prior periods. These adjustments will be visible when comparing this report against previously presented Financial Performance Reports.



Measures





GCC Annual Plan Measures

MAKING LIVES BETTER

Percentage of direct Council operational expenditure on priority community services (parks, playgrounds, urban services, asset maintenance and community development and welfare programs).

PERCENTAGE OF DIRECT EXPENDITURE ON PRIORITY COMMUNITY SERVICES

1 July to 30 June 2024

Program	Targeted Expenditure	Employee Effort	Total Direct Expenditure	Percentage of Total Direct Expenditure	Annual Budget	Percentage of Program Annual Budget Spent
Bushfire Mitigation	\$156,164	\$223,387	\$379,551	2.73%	\$555,648	68.31%
Childcare	\$244,511	\$2,337,886	\$2,582,397	18.57%	\$2,900,496	89.03%
Community Development	\$444,268	\$672,365	\$1,116,633	8.03%	\$1,415,614	78.88%
Community Engagement	\$163,058	\$311,770	\$474,828	3.41%	\$532,370	89.19%
Community Recognition	\$7,382	\$36,779	\$44,161	0.32%	\$54,103	81.62%
Environment	\$86,463	\$315,543	\$402,006	2.89%	\$773,370	51.98%
Glenorchy Jobs Hub	\$174,682	\$376,226	\$550,908	3.96%	\$650,000	84.76%
Moonah Arts Centre	\$188,485	\$480,039	\$668,524	4.81%	\$724,998	92.21%
Parks & Recreation	\$635,440	\$1,307,685	\$1,943,126	13.97%	\$2,130,173	91.22%
Roads & Stormwater	\$1,329,926	\$1,334,111	\$2,664,037	19.15%	\$2,820,521	94.45%
Urban Services	\$835,961	\$1,011,399	\$1,847,360	13.28%	\$1,861,942	99.22%
Vegetation Control	\$569,320	\$666,059	\$1,235,380	8.88%	\$1,301,452	94.92%
Total Direct Expenditure - Priority Community Services	\$4,835,661	\$9,073,250	\$13,908,910	100%	\$15,720,688	



Image: Kelvin Ball

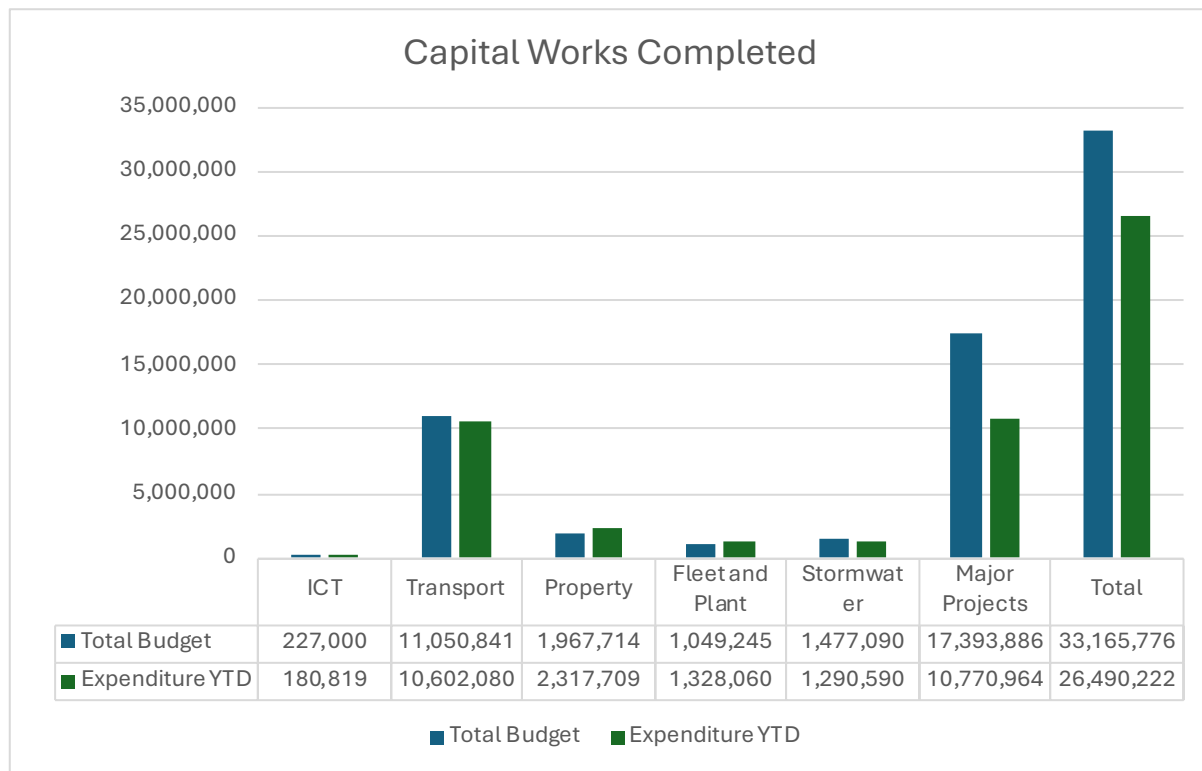


Percentage of capital works expenditure actual to budget.

Council’s Capital Works program has an annual budget for this year of \$33.2 million. At the end of Quarter 4, Council’s expenditure on its normal body of capital works was completely expended (100%). There was a minor overspend in the normal capital works program, due to a large amount of property and road works occurring in the month of June which exceed forecasts. The majority of all road, footpath, bridge, stormwater and property renewal works that had been planned for this financial year were completed, as well as a number of additional projects

Council is undertaking a large program of grant funded major projects, which involves some major sporting facility redevelopments. The scope and size of these projects is a resource intensive process.

Council is continuing to experience delays in the supply of materials and contract services due to market constraints, increases in construction costs and the availability of contractors, due to a buoyant and heated construction market. 62% of expenditure has been spent against original budgets, however it was already forecast that \$6M would not be spent under Major Projects in the 23/24 financial year and the expenditure has been included in the 2024/25 capital program. This includes funding for the North Chigwell Football and Community Facility and KGV Soccer Project.





Number of customers receiving services through Council partners

During the quarter Council has developed and maintained a number of key partnerships to deliver services to the community.

These partnerships include:

- Police Citizens Youth Club (PCYC) – The PCYC report that services are provided to a core group of 194 people with occasional support provided to others.
- 26TEN and Digital Literacy – Just over 200 people have participated in 40+ programmes/workshops/events during the April to June 2024 period.
- Mission Australia Youth Beat program - The Youth Beat program has had 10 sessions engaging with young people aged between 8 and 18 years during the last quarter.
- Full Gear Motorbike Safety program, including marketing campaign for young people, delivered at Karadi June 2024.
- 180 students engaged at primary schools in the B-Kinder program.

Amount of advocacy undertaken on community priorities

- *Number of mayoral advocacy letters and deputations*

Date of letter	Correspondence to	Subject	Author
18 April 2024	The Rt Hon Lord Mayor of Hobart Cr Anna Reynolds	River Line of Hobart - Children's Mayor Submission	Sue Hickey Acting Mayor
22 April 2024	The Hon. Jeremy Rockliff MP Premier of Tasmania cc. The Hon. Nic Street, Minister for Finance	Funding to repair and reopen the Glenorchy War Memorial Pool	Sue Hickey Acting Mayor and all Elected Members
23 April 2024	The Hon. Eric Abetz MP	Foreshore Road and Brooker Highway Traffic Signals	Sue Hickey Acting Mayor
14 May 2024	Ben Smith CEO, Basketball Tasmania	Basketball Infrastructure, Glenorchy Municipal Area	Sue Hickey Acting Mayor
6 June 2024	The Hon. Eric Abetz MP	Intersection of Foreshore Road, Brooker Highway and Duncan Street	Sue Hickey Acting Mayor and all Elected Members

Number of Council submissions on policy and legislation reviews

There were no submissions on policy and legislation reviews for this quarter.

Council land released for housing development and social housing projects.

Large residential zoned property at 23A Norman Circle, Glenorchy has been sold. Two residential zoned properties at 11 and 11a Nielson Drive, Montrose are currently listed for sale.



Number of rezoning amendments prepared to increase capacity for housing.

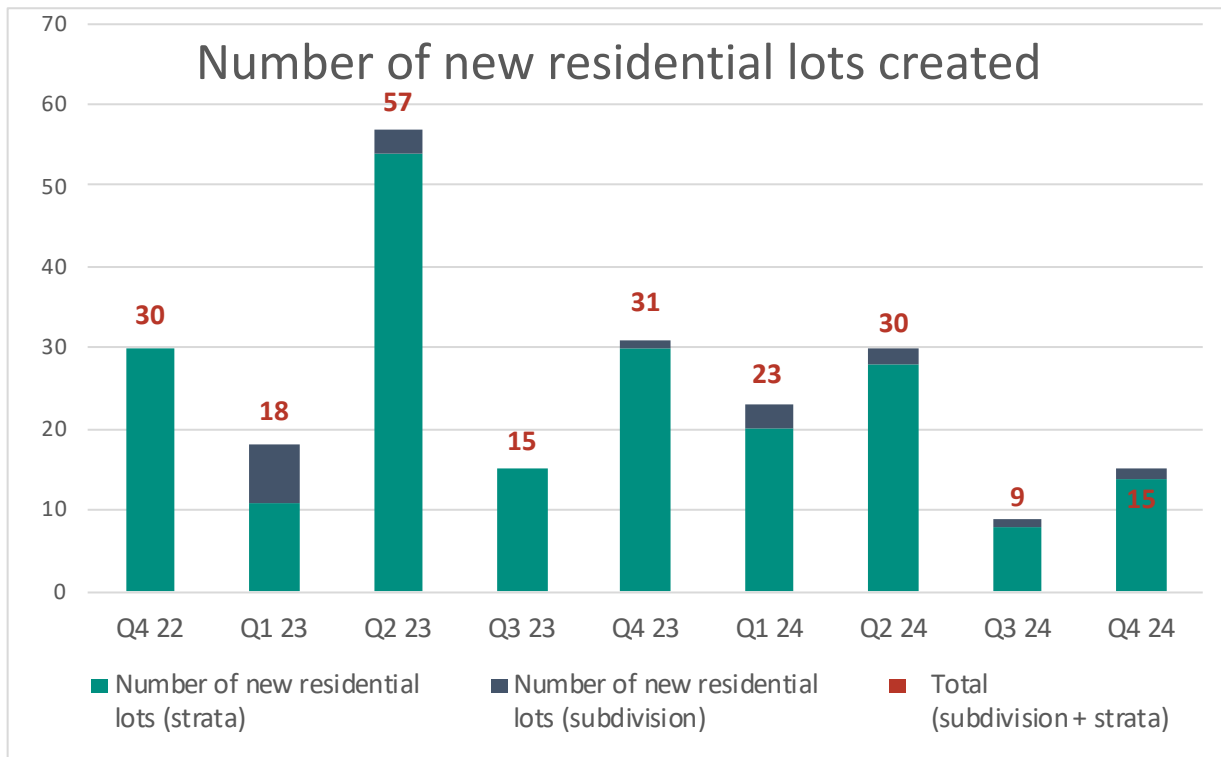
The Mill Lane Precinct specific area plan has undergone formal statutory consultation, with the merits of the representations received being considered at the Glenorchy Planning Authority on Monday 8 July 2024. The amendment proposes to rezone the land within the Mill Lane Precinct to an Urban-Mixed Use Zone so existing business can stay while providing opportunities for well-designed apartments close to the Glenorchy CBD.

A planning scheme amendment has been lodged for the Royal Agricultural Society of Tasmania showgrounds to facilitate redevelopment of the site to accommodate residential development. The application is not yet valid due to owner consent requirements however a letter explaining the additional information required was sent to the applicant on 4 June 2024 and a meeting held with them to discuss the issues raised.

Work on the review of the Regional Land Use Strategy continues, with officers participating in workshops and reviewing proposed methodology that will assist in developing growth management strategies (including for residential development)

Number of new residential lots created.

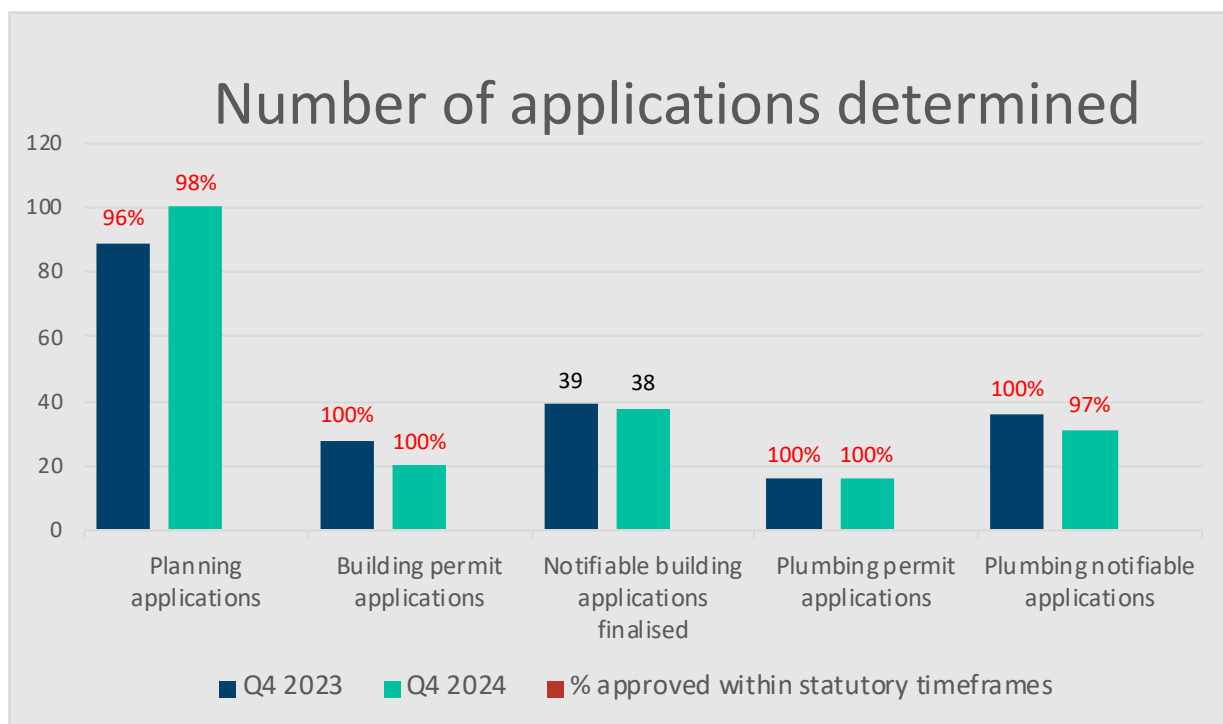
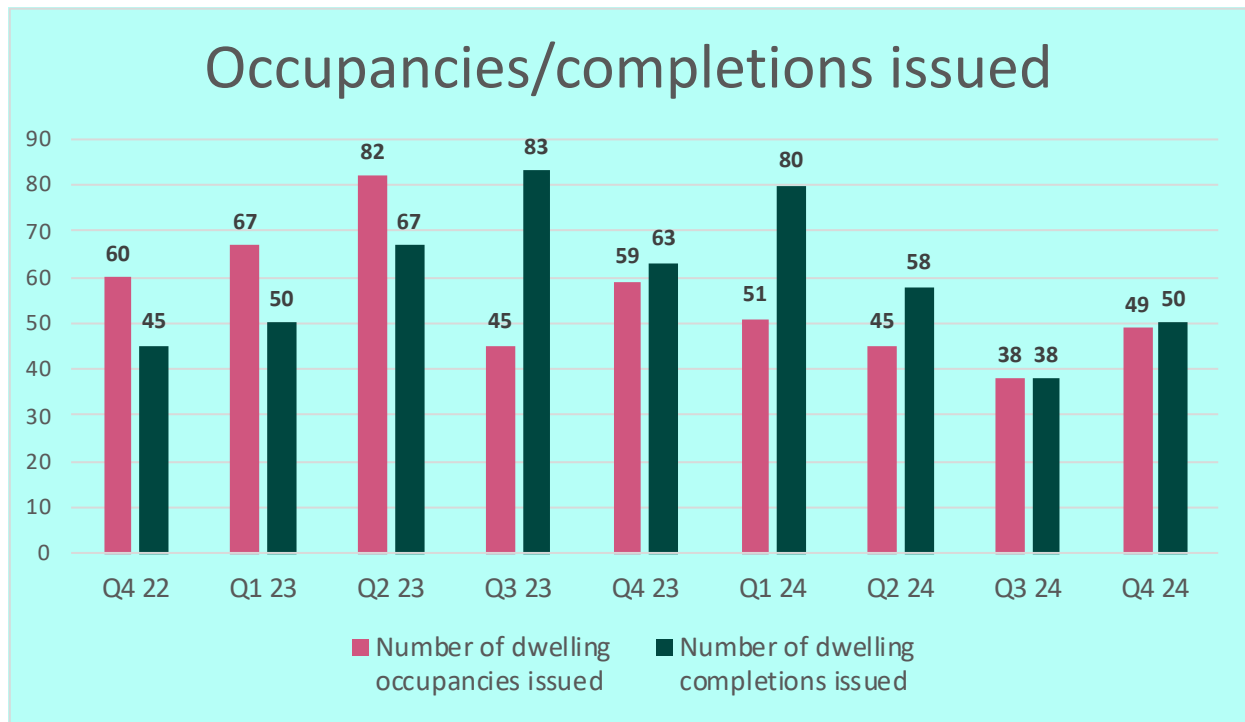
The number of new residential lots created by subdivision for Q4 was 1 which is similar to previous quarters, with the exception of Q2 where 72 new lots were created. Fourteen strata lots were also created in Q4 bringing the total number of lots created for FY24 to 154, which is higher than the two previous years.





Number of dwelling completions.

Application numbers have risen marginally over the last few months. This has contributed to a slightly higher number of completions, and only 5 less than last year. The completion statistics now fall in line with the occupancy statistics due to an increase in officer follow up on applications.



Status of the Northern Suburbs Transit Corridor project

Council officers and the General Manager, continue to work with the City of Hobart and State Government through the Northern Suburbs Transit Corridor Masterplan Steering Committee to advance the planning for the corridor, including consideration of a Growth Strategy for the Corridor and development of a brief for an Employment Lands Study.



BUILDING IMAGE AND PRIDE

Person hours of security patrolling as engaged by Council.

620 hours of security patrolling Glenorchy CBD were recorded during the quarter.

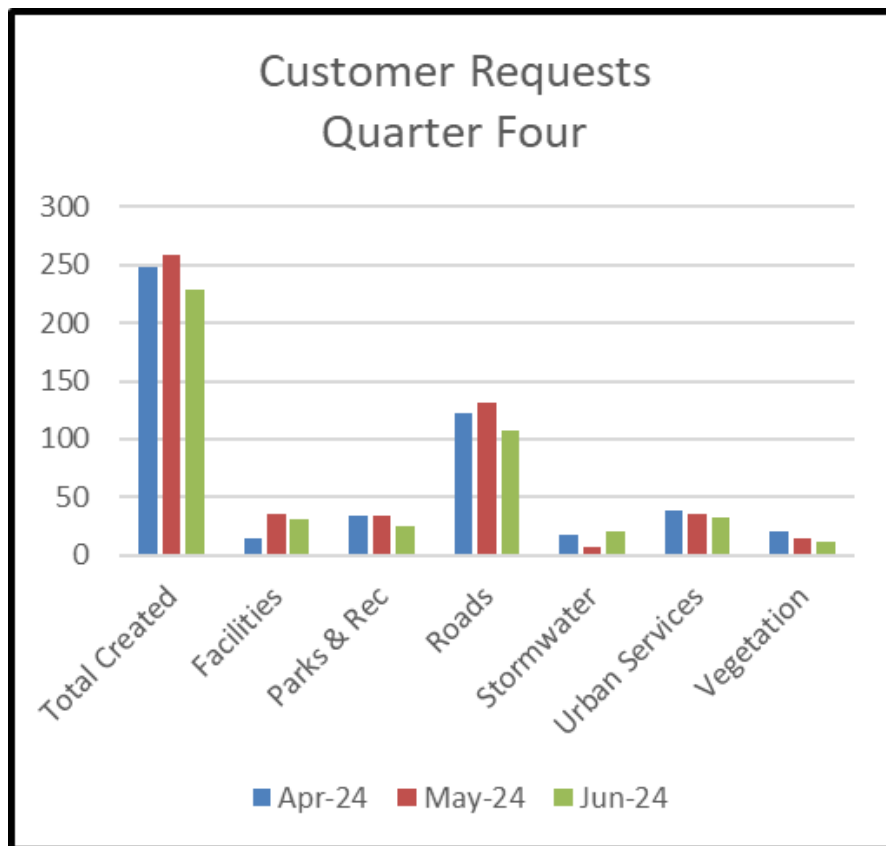
Number and type of Police and Community Youth Club (PCYC) contacts

From April 2024 to June 194 PCYC engagements were recorded.

Number of meetings with Glenorchy Police Inspector with Mayor / GM

During the quarter, three meetings were held between the Glenorchy Police Inspector, Mayor and General Manager.

In addition, the Glenorchy Police Inspector attended a Council Workshop during the quarter.



Frequency of principal activity centre cleaning activities and municipal street sweeping.

CBD:

- Footpath cleansing conducted quarterly
- Street sweeper attends CBD weekly and has a continuing city wide program
- CBD litter collected daily

Visitation at the Moonah Arts Centre and attendance at other Council-run Arts events.

Over the April to June quarter, 7,771 people attended Moonah Arts Centre:

- April - 2,532
- May - 3,024
- June - 2,209



Visitation at the Multicultural Hub.

150 bookings were made at the Multicultural Hub in the quarter with 5380 people visiting the Hub.



Overall estimated attendance at civic events (Citizenship Ceremonies, ANZAC Day Memorial, Community and Volunteer Awards).

Council hosted its second Citizenship Ceremony for 2024 on 16 April, where 56 conferees from 14 countries became Australian Citizens. A total of 120 guests, including new citizens, their friends and family, elected members, and special guests attended the ceremony.

On 25 April, Council delivered its annual ANZAC day service on the Council Forecourt Lawns. Approximately 250 people attended.

On 23 May, the Community and Volunteer Awards ceremony was held in the Derwent Room of MyState Bank Arena. There were 8 major award winners and 29 volunteers recognised for their efforts. 135 guests attended the ceremony.

Number of Reflect Reconciliation Action Plan actions implemented.

5 Action are now implemented. 9 Actions are now completed, and 7 actions ongoing.

OPEN FOR BUSINESS

Number and types of engagement with Glenorchy businesses.

Glenorchy Business Forum was held on 7 May 2024, attended by various business owners and operators.

Council Customer Service Satisfaction Rating (> 75%) - Contact and Guidance.

Council's Customer Satisfaction (CSAT) Score for the fourth quarter of 2023/24 is 87.9%. This score was calculated from 827 responses received from customers via after-call, e-mail signature and tablet surveys.

Number of Breaches or formal complaints received.

For this quarter, the Customer Service Centre answered 84% of the 7,604 calls received within 1 minute and completed 95% of the 4,618 enquiries at the front counter, in under 5 minutes. Council has responded to 6 (100%) of the 6 complaints received this quarter, within 10 days.



Unfortunately, according to our data, only 50% of the 831 call-back requests were returned by the end of the next business day. This is an area we can improve upon, however we are somewhat restricted by our core system in both completing the requests and reporting on them, so accuracy of this statistic can vary. Once our new corporate system is live, this figure is expected to become more accurate, and it is predicted to show a higher percentage.

Number of job placements through the Glenorchy Jobs Hub by type (casual, permanent etc.).

A total of 1322 positions have been filled and 1,775 Job Seekers have registered with the Jobs Hub since August 2021.

Status of structure plans for northern suburbs growth areas.

Council is awaiting further information/activity from the applicant for the Granton greenfield development (rezoning). No further work can be done until this is received.

Number of actions delivered from the Glenorchy Parking Strategy

During the quarter, progress on the Glenorchy Parking Strategy is as follows:

- Develop Parking Plan - 75% complete
- Develop Cash -in-lieu Policy - 75% complete

LEADING OUR COMMUNITY

Number of community engagements completed by type.

There are 1677 people registered on the Let's Talk site (40 new registrations during Q4). Let's Talk, Glenorchy received 3510 visits during Q4:

- 2581 aware participants visited at least one page
- 1059 informed participants viewed a video or photo, downloaded a document, visited multiple project pages, contributed to a tool
- 290 engaged participants participated in surveys or quick polls, contributed to ideas

There were four external engagement projects during Q4:

- GCC Climate Change Mitigation Plan
- Claremont Skatepark/Pumptrack Project
- Mill Lane Precinct Review
- New Planning Controls for Prince for Wales Bay

All four engagements are considered as crossing the "Inform" and "Consult" levels on the Spectrum of Public Participation.

All engagement projects sit at a Level 4 on the Level of Impact Scale (Lower Impact LGA).

There were no internal engagement projects during Q4.

Non-GCC engagements shared via Council's online engagement platform included:

- What's On at the Glenorchy Library
- Local Government Review
- CCYP Program

Ongoing projects include Reconciliation Action Plan, Council Land Disposals, Community Yarns and Pop-Ups and Youth Consultation.



During Q4 a Community Pop Up was held on the 11 April, a Yarn was held on 21 May and Pop Up was held on the 28 June. A budget information session was held on the 12 June.

Youth Consultation Activities:

- Chalk Drawing in Benjafield Park was conducted on the 13 May.
- Anonymous Survey at the Cops vs Youth basketball match on the 29 May.

The first open council workshop 'Looking back to look forward' was delivered by Dr Lisa was promoted on Let's Talk.

Claremont Community Library visitors:

- April - 49 members, 8 visitors
- May - 77 members, 19 visitors
- June - 75 members, 16 visitors

Number of Council initiatives being undertaken on community safety, access, housing and electronic gaming machines.

- Council Staff together with PCYC and Mission Beat delivered youth engagement activities every weekday in the CBD.
- Mission Australia (Youth Beat) delivers youth engagement activities on Council Lawn every Monday during school terms and have now added extra days each week.
- 1 x 8-week Full Gear Motorbike Safety program, including marketing campaign for young people delivered at Karadi.
- Access and Inclusion Committee established and held its first meeting.
- Meetings held with Wesley LifeForce have progressed and intervention training for the community is now booked.
- B-Kinder program is now implemented into our Child Care services as well as two local primary schools.

Number of resolutions made by Council / Proportion of Council decisions made in open meetings

The Council made 122 decisions this quarter, of which 102 were made in open Council.

Number of engagements with strategic partners and peak bodies

Throughout the quarter, the communities area was very active with significant engagement from various partners and organisations. This included Working it Out, Karadi, Glenorchy Library, and Metro Tas, as well as Mates 4 Mates, Reconciliation Tasmania, Youth Beat, Jobs Hub, Eureka Clubhouse, Salvation Army, and many others. In total, over 37 individual partners and organizations were involved during the quarter.

Metres of fire tracks maintained.

Approximately 55km of fire trails have been maintained to specification.

Number of storm water pits installed.

To the end of Q4, 156 stormwater pits were installed.

Metres of pipe and drains installed.

To the end of Q4, 2.35km of pipes and drains were installed including gravity mains, open drains and sub soil drains.



217 property connections have also been installed.

EMERGENCY MANAGEMENT ORGANISATION PREPAREDNESS.

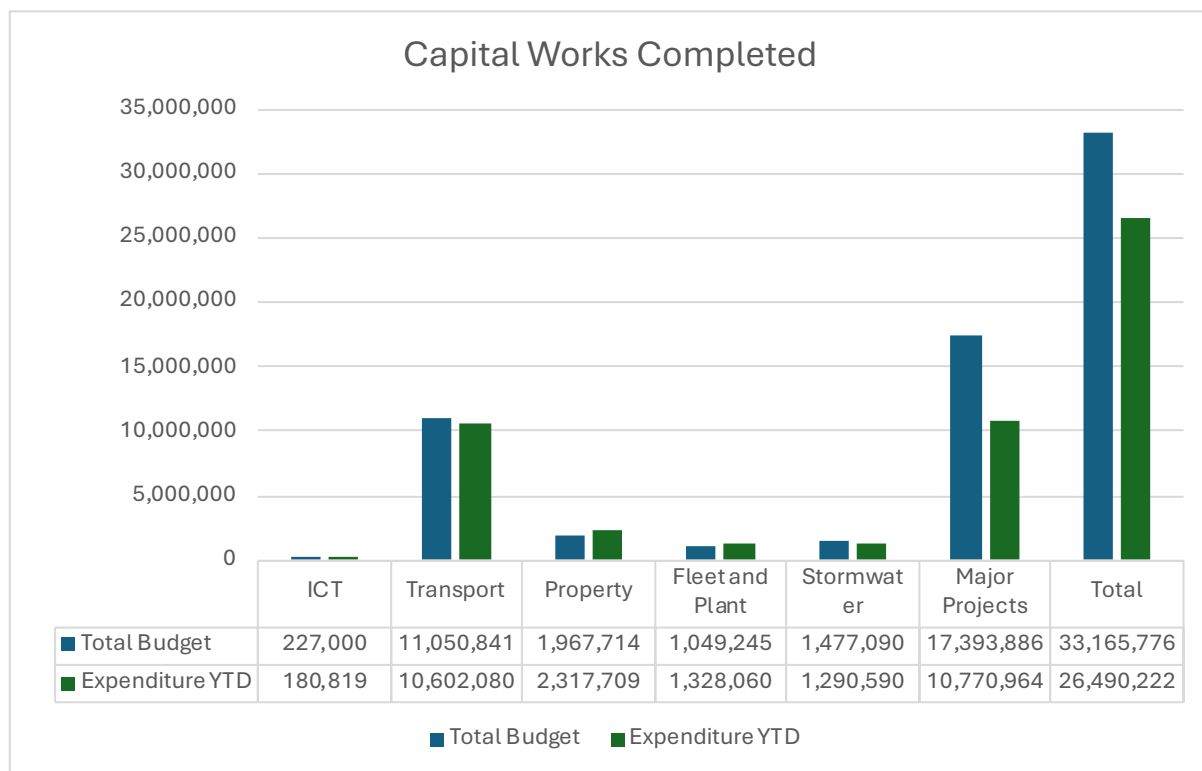
The Council’s Flood Response Plan has been reviewed and updated. Both the Municipal Emergency Management Coordinator and Recovery Coordinator have completed their Person Centred Emergency Preparedness Training (P-CEP) and are working with the SES to design workshops assisting persons with a disability prepare for an emergency.

Percentage of recurrent capital works program delivered against asset management plans.

Council’s Capital Works program has an annual budget for this year of \$33.2 million. At the end of Quarter 4, Council’s expenditure on its normal body of capital works was completely expended (100%). There was a minor overspend in the normal capital works program, due to a large amount of property and road works occurring in the month of June which exceed forecasts. The majority of all road, footpath, bridge, stormwater and property renewal works that had been planned for this financial year were completed, as well as a number of additional projects.

Council is undertaking a large program of grant funded major projects, which involves some major sporting facility redevelopments. The scope and size of these projects is a resource intensive process.

Council is continuing to experience delays in the supply of materials and contract services due to market constraints, increases in construction costs and the availability of contractors, due to a buoyant and heated construction market. 62% of expenditure has been spent against original budgets, however it was already forecast that \$6M would not be spent under Major Projects in the 23/24 financial year and the expenditure has been included in the 2024/25 capital program. This includes funding for the North Chigwell Football and Community Facility and KGV Soccer Projects.



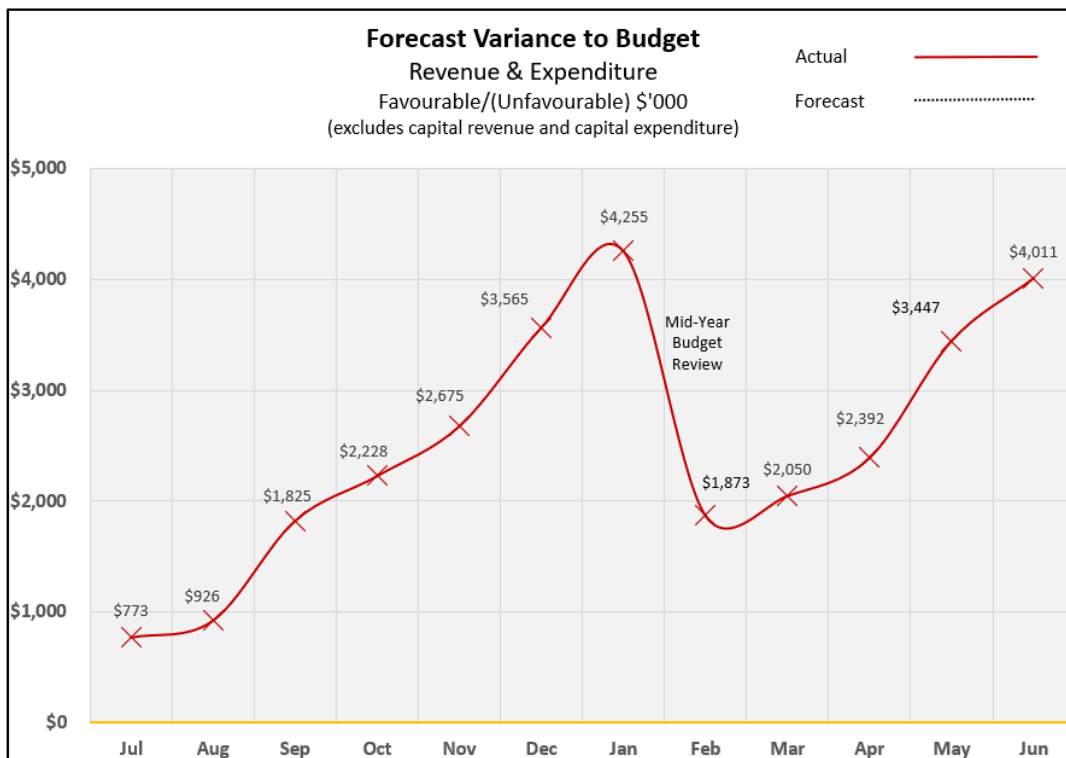


Number of Improvement Plan actions delivered from Council's Strategic Asset Management Plan.

Actions due this FY:

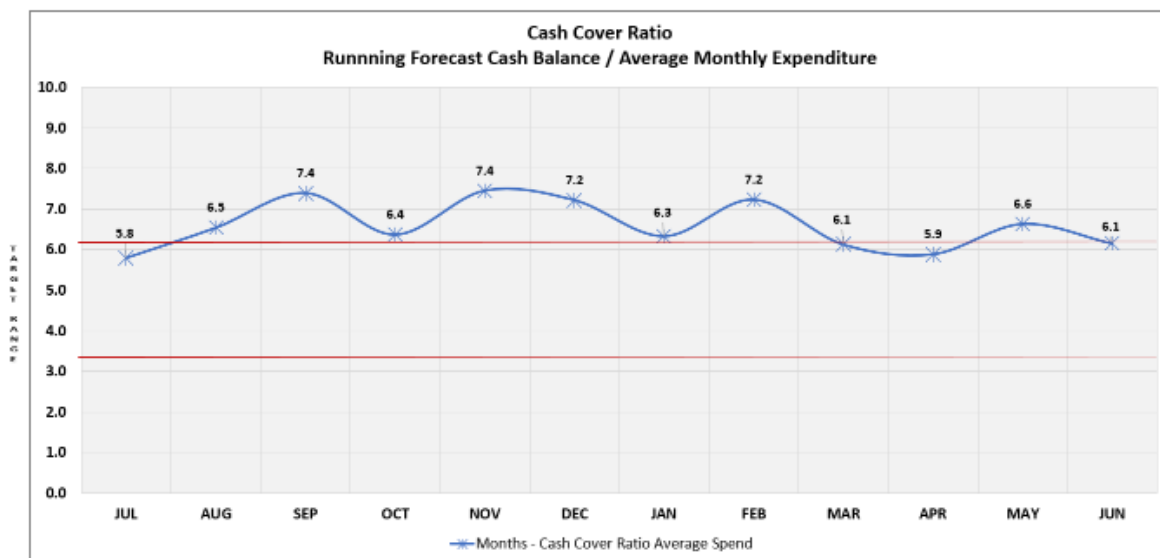
1. Develop Condition/revaluation specifications for four major asset classes, ensuring alignment to Council policies and relevant IPWEA practice notes. Condition assessment and asset revaluation will follow 4-year cycle. - 100% complete
2. Promote the awareness of asset management principals across the organisation, including Alderman, and highlight the importance of funding asset renewals - 100% - capital works workshop held in March including education on asset management and the importance of funding asset renewals.

Financial performance against budget reported monthly, quarterly and annually.



Note 1: The data in this chart is a compilation of actual, budget and forecast revenue / expenditure. It is recalculated each month to ensure it represents the most up-to-date analysis of Councils financial position which may result in differences to previously reported charts.

Cash cover ratio in months.





Peak Cash Flow Financial Months		
Rate Instalment Due	Fire Levy Instalment Due	Three Pay Periods
August	October	October
November	January	March
February	April	
May	June	

Percentage of strategic risks within agreed risk appetite.

100%

Percentage of internal audit recommendations completed.

78% completed within the agreed timeframes.

Number of staff participating in training.

203 employees attended training sessions this quarter.

VALUING OUR ENVIRONMENT

Number of natural environment engagement events.

22 care group activities (e.g. Landcare) supported by Council during Q4, equating to 445 volunteer hours.

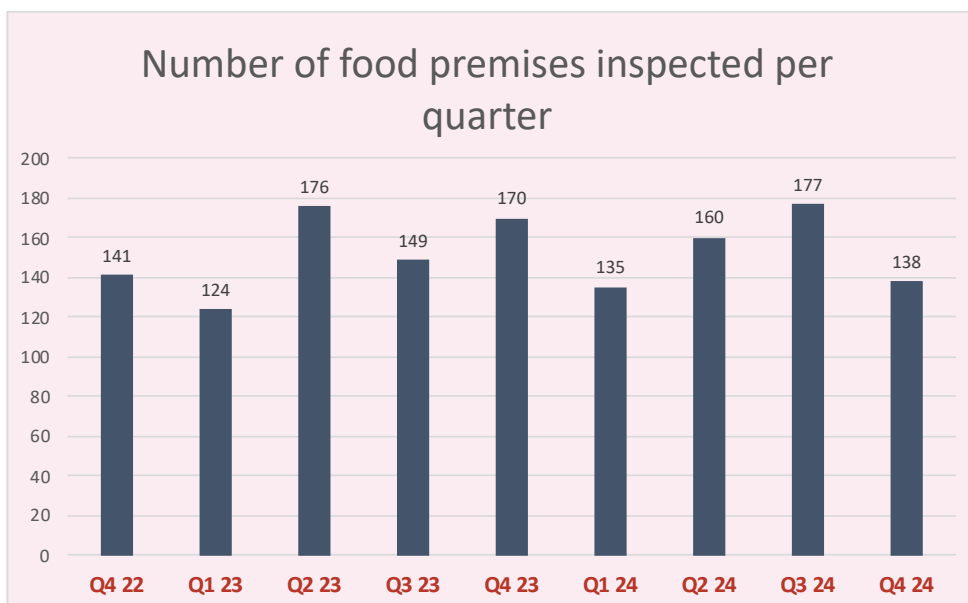
Number of water samples provided to the Derwent Estuary Program.

The Derwent Estuary Program Stormwater and Rivulet Sampling program commenced in May. Environmental water samples are being collected monthly from five sample points.

138 food premise inspections were conducted in the quarter. Environmental Health also responded to at least 128 customer requests for the period.

Environmental Health’s resource sharing agreement with Southern Midlands Council continued in Q4, with 12 weekly hours worked.

Three public immunisation clinics, eight school clinics, and two staff clinics were held. The EH team also facilitated two additional public clinics operated by TAS Department of Health.





Percentage of waste diverted from landfill.

342 tonnes of waste diverted from the Jackson Street Landfill in Q4 through recovery of materials such as metals and recovery shop salvaging. 858 tonnes of kerbside waste diverted through FOGO kerbside collection, and 879 tonnes through recycling kerbside collections in Q4.

Council's Climate Change Mitigation Action Plan developed.

Council's Climate Change Mitigation Action Plan was approved at the May Council Meeting. Work has now commenced to implement the plan.

Windermere Reserve Public Toilet delivered as an action under the Public Toilet Strategy.

The Windermere Reserve Public Toilet has been largely completed with some minor works continuing on internal fit out.

Percentage of major recreation projects at KGV, North Chigwell & Giblins Reserve delivered.

Giblins Reserve Regional Playspace is completed.

KGV pitch and lights upgrade was completed last FY. New changerooms and toilets completed this quarter. Refurbishment of old changerooms and grandstand next FY.

North Chigwell pitches and lighting upgrades completed last FY. The new changerooms and clubhouse is under construction with completion next FY.

Percentage of Tolosa Park Redevelopment Project Stage A completed.

The project is nearing completion and handover is scheduled for October to ensure the grass is well established.

Number of Playspaces upgraded.

The following list of playspaces have been upgraded/completed this FY:

- Giblins Reserve, Lutana
- Benjafield Reserve, Moonah
- Alroy Court, Rosetta
- International Peace Park, Berriedale
- Chandos Drive Reserve, Berriedale
- Pitcairn Reserve, Montrose
- Barossa Road, Glenorchy
- Battersby Drive, Claremont

In addition, the following playspaces commenced upgrade works during Q4, with completion next FY:

- Roseneath Reserve, Austins Ferry
- Cooina Park, West Moonah



Percentage of Federal Government Funded Black Spot program delivered.

Each year Council applies for funding under the Federally Funded Blackspot program which is used for road improvements where there is a potential road incident at risk of occurring. Council was successful in funding the two projects below:

- Butler / Central Ave Intersection -100%
- Collins Cap Road Guardrail Extension - 0% (not yet started - project currently out for tender)

Percentage of Vulnerable Road Users program delivered.

The Vulnerable Road User Program is a grant program that aims to improve road safety outcomes in Tasmanian urban areas. Council was successful in funding the projects below:

- Main Road Austins Ferry Crossing - 100%
- Main Road Granton Shared Path - 0% (works to commence in July)
- Intercity Cycleway Sunderland Street Crossing - 50% (pavement rehabilitation still required)
- Main Road 706 Berriedale Footpath Improvement - 100%

