



City of
LAUNCESTON

COUNCIL MINUTES

**COUNCIL MEETING
THURSDAY 25 JULY 2024
1.00PM**

The Ordinary Meeting of the City of Launceston Council was held at the Council Chambers, Town Hall, St John Street, Launceston:

Date: 25 July 2024

Time: 1.00pm

Certificate of Qualified Advice

Background

To comply with section 65 of the *Local Government Act 1993* (Tas):

1. A general manager must ensure that any advice, information or recommendation given to the council or a council committee is given by a person who has the qualifications or experience necessary to give such advice, information or recommendation.
2. A council or council committee is not to decide on any matter which requires the advice of a qualified person without considering such advice unless -
 - (a) the general manager certifies, in writing -
 - (i) that such advice was obtained; and
 - (ii) the general manager took the advice into account in providing general advice to the council or council committee; and
 - (b) a copy of that advice or, if the advice was given orally, a written transcript or summary of that advice is provided to the council or council committee with the general manager's certificate.

Certification

I certify that:

- (i) the advice of a qualified person has been sought where required;
- (ii) this advice was taken into account in providing general advice to the council or council committee; and
- (iii) a copy of the advice, or a written transcript or summary of advice provided orally, is included with the agenda item.



**Sam Johnson OAM
Chief Executive Officer**

AUDIO of COUNCIL MEETINGS

An audio recording of this Council Meeting, except for any part held in Closed Session, will be made in accordance with our Council Meetings - Audio Recording Policy - 14-Plx-008.

This Council Meeting was streamed live to and can be accessed at:
www.launceston.tas.gov.au/Council/Meetings/Listen.

The following information was provided to members of the public in respect of attendance at the Council Meeting.

PUBLIC QUESTION TIME - AGENDA ITEM 8

Questions received in writing by close of business Wednesday of the week prior to the Council Meeting are treated as Questions on Notice. Your question and an answer will be published in the Agenda of the Council Meeting. Questions may be submitted to the Chief Executive Officer at contactus@launceston.tas.gov.au, PO Box 396, Launceston TAS 7250, or Town Hall, St John Street, Launceston.

If attending the Council Meeting in person, you may ask up to three questions during Public Question Time. If accepted, your questions will be either answered at the Meeting, or Taken on Notice and answered at a later Council Meeting.

PUBLIC COMMENT ON AGENDA ITEMS

When attending the Council Meeting, you will be asked if you wish to comment on an item in the Agenda. Prior to debate on that Agenda Item, you will be invited by the Chair to move to the public microphone at the doors to the Council Chambers and state your name and address.

Please note the following important information:

- Each item on the Agenda includes a Recommendation prepared by a Council Officer.
- You may speak for up to two minutes, either for or against the Recommendation.
- You may not ask questions or enter into debate with Councillors or Council Officers.
- Your statement is not to be defamatory, inappropriate or abusive, or be intended to embarrass any person, including Councillors or Council Officers.
- The Chair may direct you to stop speaking if you do not follow these rules, or if your statement repeats points that have already been made.
- Audio from our Council Meetings is streamed live via YouTube.

Your respectful contribution is welcome and appreciated.

LEGISLATIVE TERMINOLOGY - GENERAL MANAGER

At the City of Launceston, the positions of General Manager Community and Place, General Manager Organisational Services, General Manager Infrastructure and Assets and General Manager Creative Arts and Cultural Services do not assume the functions and powers of the term *general manager* in a legislative sense: any legislative functions and powers to be delegated to these roles will be made by Council or the Chief Executive Officer. At the City of Launceston, the title Chief Executive Officer is a term of reference for the General Manager as appointed by Council pursuant to section 61 of the *Local Government Act 1993 (Tas)*. For the avoidance of doubt, *Chief Executive Officer* means *General Manager* for the purposes of the *Local Government Act 1993 (Tas)* and all other legislation administered by or concerning Council.

Present:

Mayor Councillor M K Garwood
Deputy Mayor Councillor D H McKenzie
Councillor D C Gibson
Councillor A E Dawkins
Councillor A G Harris
Councillor T G Walker
Councillor J J Pentridge
Councillor A J Palmer
Councillor L M McMahon
Councillor S Cai (retired from the Meeting at 3.41pm)
Councillor A J Britton

In Attendance:

Sam Johnson OAM (Chief Executive Officer)
Chelsea van Riet (General Manager Community and Place Network) (Until 1.49pm)
Louise Foster (General Manager Organisational Services Network)
Shane Eberhardt (General Manager Infrastructure and Assets Network)
Nathan Williams (Chief Financial Officer)
Kelsey Hartland (Team Leader Governance)
Zara Dawtrey (Senior Communications Officer)
Lorraine Wyatt (Council and Committees Officer)
Dileep Karna (Town Planner) (Item 11.1)
Michelle Ogulin (Manager Liveable Communities) (Items 16.1, 16.2, 17.1 and 17.2)
Angie Hart (Team Leader Tourism and Events) (Items 16.1 and 16.2)
Leanne Purchase (Manager Governance) (Items 20.1, 20.6 and 20.7)
Sharin Imlach (Lease Officer) (Items 20.2 and 20.3)
Samuel Kelty (Manager Finance) (Item 20.4)

Apologies:

Councillor A E Dawkins

ORDER OF BUSINESS

1. OPENING OF MEETING - ATTENDANCE AND APOLOGIES.....	10
2. MAYORAL ACKNOWLEDGEMENTS	10
3. DECLARATIONS OF INTEREST	10
4. CONFIRMATION OF MINUTES.....	10
5. COUNCIL WORKSHOPS	11
5.1. Council Workshops Report - 11 July 2024 to 18 July 2024	11
6. COUNCILLORS' LEAVE OF ABSENCE APPLICATIONS	14
7. COMMUNITY REPORTS	14
7.1. Community Report - Amanda McAvoy (Executive Officer) - Launceston Central	14
8. PUBLIC QUESTION TIME	14
8.1. Public Questions on Notice.....	14
8.1.1. Public Questions on Notice - Margaret Rich - Building Maintenance - Dogs Home of Tasmania, Mowbray - 5 July 2024	14
8.1.2. Public Questions on Notice - Ian Lyttle - Anti-Social Behaviour in the Central Business District - 6 July 2024.....	16
8.1.3. Public Questions on Notice - Rodney Jesson - Strata: Awning Protrusion into Quadrant Mall - 11 July 2024.....	17
8.1.4. Public Questions on Notice - Robin Smith - Permitted Use for Activities in Civic Areas, and City Heart Stage 2 - 11 July 2024.....	18
8.1.5. Public Questions on Notice - Ray Norman - QVMAG Financial Reporting and Metrics Data, and Resource Recovery - 17 July 2024	19
8.1.6. Public Questions on Notice - Robin Smith - Graffiti Removal, Clock in Brisbane Street Mall and, Thylacine Statues - 17 July 2024	21
8.2. Public Questions Without Notice.....	23
8.2.1. Public Questions Without Notice - Rocelyn Ives - Industrial and Cultural Heritage, Tamary Peace Festival, and Celebrating Launceston's Unique Built Heritage - 25 July 2024	23

8.2.2. Public Questions Without Notice - Robin Smith - Hooning and What Council Can Do, Customer Service Charter - 25 July 2024	25
9. PETITIONS.....	26
10. DEPUTATIONS	26
11. PLANNING AUTHORITY	27
11.1. DA0166/2024 - 36 Watchorn Street South Launceston with Shared Access with 35-37 Watchorn Street - Business and Professional Services - Change of Use to Offices, Partial Demolition, and Construction of Alterations and Additions to a Building	27
12. ANNOUNCEMENTS BY THE MAYOR.....	39
12.1. Mayor's Announcements.....	39
13. COUNCILLORS' REPORTS	40
14. QUESTIONS BY COUNCILLORS	41
14.1. Councillors' Questions on Notice.....	41
14.1.1. Councillors Questions on Notice - Councillor D C Gibson - Albert Hall Reopening - 11 July 2024	41
14.1.2. Councillors Questions on Notice - Councillor D C Gibson - Notice of Motion 10 March 2022 - Windermere/Swan Bay Roads - 11 July 2024	42
14.2. Councillors' Questions Without Notice.....	43
15. NOTICES OF MOTION	43
15.1. Notice of Motion - Tamar Valley Peace Festival Funding - Councillor D C Gibson	43
16. COMMITTEE REPORTS.....	45
16.1. Heritage Advisory Committee Meeting - 19 June 2024.....	45
16.2. Cultural Advisory Committee Report - 5 June 2024.....	46
17. COMMUNITY AND PLACE NETWORK	47
17.1. Customer Service Charter 2024	47

17.2. 213-215 & 217-229 Wellington Street, Launceston - Request to Waive Planning Permit Fees	62
18. CREATIVE ARTS AND CULTURAL SERVICES NETWORK.....	64
19. INFRASTRUCTURE AND ASSETS NETWORK.....	64
19.1. Princess Theatre - Conservation Management Plan - Endorsement	64
20. ORGANISATIONAL SERVICES NETWORK	66
20.1. Determination Report - Code of Conduct Complaint - Councillor J J Pentridge.....	66
20.2. Northern Tasmania Netball Association	68
20.3. Lease - South Launceston Football Club.....	71
20.4. 2023/2024 Budget - Budget Amendments.....	74
20.5. 2024/2025 Budget - Budget Amendments.....	76
20.6. Councillor Professional Development - Online Learning Module Participation Report to June 2024	77
20.7. Local Government Association of Tasmania - Voting Directions for Annual General Meeting and General Meeting 26 July 2024.....	79
21. CHIEF EXECUTIVE OFFICER NETWORK	87
22. LATE ITEMS	87
23. CLOSED COUNCIL	87
23.1. Confirmation of the Minutes.....	87
23.2. Tender - Forster St Cycle Way - CD013/2024.....	87
23.3. Councillor's Leave of Absence	88
23.4. Punchbowl Cottage Lease.....	88
23.5. End of Closed Session	88
24. MEETING CLOSURE.....	89
25. NEXT COUNCIL MEETING DATE.....	89

1. OPENING OF MEETING - ATTENDANCE AND APOLOGIES

The Mayor, Councillor M K Garwood, opened the Meeting at 1.00pm and noted an apology from Councillor A E Dawkins.

2. MAYORAL ACKNOWLEDGEMENTS

No Mayoral Acknowledgements were identified as part of these Minutes

3. DECLARATIONS OF INTEREST

Local Government Act 1993 (Tas) - section 48

(A councillor must declare any interest that the councillor has in a matter before any discussion on that matter commences).

Councillor A G Harris declared an interest in Agenda Item - 15.1 Notice of Motion - Tamar Peace Valley Festival Funding - Councillor D C Gibson.

Councillor J J Pentridge declared an interest in Agenda Item 20.1 - Determination Report - Code of Conduct Complaint - Councillor J J Pentridge.

4. CONFIRMATION OF MINUTES

Local Government (Meeting Procedures) Regulations 2015 - Regulation 35(1)(b)

RECOMMENDATION:

That the Minutes of the Ordinary Meeting of the City of Launceston Council held on 11 July 2024 be confirmed as a true and correct record.

DECISION: 25 July 2024

MOTION

Moved Councillor A J Britton, seconded Councillor A G Harris.

That the Minutes of the Ordinary Meeting of the City of Launceston Council held on 11 July 2024 be confirmed as a true and correct record.

CARRIED 11:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahon, Councillor S Cai and Councillor A J Britton

AGAINST VOTE: Nil

5. COUNCIL WORKSHOPS

Local Government (Meeting Procedures) Regulations 2015 - Regulation 8(2)(c)

5.1. Council Workshops Report - 11 July 2024 to 18 July 2024

FILE NO: SF4401

AUTHOR: Lorraine Wyatt (Council and Committees Officer)

APPROVER: Louise Foster (General Manager Organisational Services Network)

DECISION STATEMENT:

To consider Council Workshops conducted since the last Council Meeting.

RELEVANT LEGISLATION:

Local Government (Meeting Procedures) Regulations 2015 - Regulation 8(2)(c)

RECOMMENDATION:

That Council, pursuant to Regulation 8(2)(c) of the *Local Government (Meeting Procedures) Regulations 2015*, notes the Council Workshops conducted and attended since the last Council Meeting, for the purposes described:

1. pre-Council Workshop conducted on 11 July 2024:

Design Centre Briefing

Councillors received a briefing on the Design Centre.

In Attendance: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A E Dawkins, Councillor A G Harris, Councillor T G Walker, Councillor J J Pentridge, Councillor L M McMahon, Councillor S Cai and Councillor A J Britton

Apologies: Councillor Prof G Razay and Councillor A J Palmer

2. Workshop conducted on 18 July 2024:

Visit Northern Tasmania

Tracey Mallett (Chief Executive Officer, Visit Northern Tasmania) presented on tourism activities undertaken across the region along with specific activities relevant to the Launceston municipality for the 2023/2024 financial year.

Update - Redevelopment of 118-122 and 124 Brisbane Street

Councillors received a progress update on the redevelopment of 118-122 and 124 Brisbane Street.

Princess Theatre Project Update and Development Application Preview

Councillors received an update regarding the Princess Theatre and Earl Arts Centre Project.

Infrastructure for People Experiencing Homelessness

Councillors had a discussion about options for infrastructure to support people experiencing homelessness.

In Attendance: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A E Dawkins, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahon and Councillor S Cai
Apologies: Councillor A J Britton

DECISION: 25 July 2024

MOTION

Moved Councillor D C Gibson, seconded Councillor T G Walker.

That Council, pursuant to Regulation 8(2)(c) of the *Local Government (Meeting Procedures) Regulations 2015*, notes the Council Workshops conducted and attended since the last Council Meeting, for the purposes described:

1. pre-Council Workshop conducted on 11 July 2024:

Design Centre Briefing

Councillors received a briefing on the Design Centre.

In Attendance: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A E Dawkins, Councillor A G Harris, Councillor T G Walker, Councillor J J Pentridge, Councillor L M McMahon, Councillor S Cai and Councillor A J Britton
Apologies: Councillor Prof G Razay and Councillor A J Palmer

2. Workshop conducted on 18 July 2024:

Visit Northern Tasmania

Tracey Mallett (Chief Executive Officer, Visit Northern Tasmania) presented on tourism activities undertaken across the region along with specific activities relevant to the Launceston municipality for the 2023/2024 financial year.

Update - Redevelopment of 118-122 and 124 Brisbane Street

Councillors received a progress update on the redevelopment of 118-122 and 124 Brisbane Street.

Princess Theatre Project Update and Development Application Preview

Councillors received an update regarding the Princess Theatre and Earl Arts Centre Project.

Infrastructure for People Experiencing Homelessness

Councillors had a discussion about options for infrastructure to support people experiencing homelessness.

In Attendance: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A E Dawkins, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahon and Councillor S Cai
Apologies: Councillor A J Britton

CARRIED 11:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahon, Councillor S Cai and Councillor A J Britton
AGAINST VOTE: Nil

6. COUNCILLORS' LEAVE OF ABSENCE APPLICATIONS

Councillors' Leave of Absence Applications will be considered in Closed Council at Agenda Item 23.3 - Councillors' Leave of Absence.

7. COMMUNITY REPORTS

(Community Reports allow an opportunity for Community Groups to provide Council with a three minute verbal presentation detailing activities of the group. This report is not intended to be used as the time to speak on Agenda Items; that opportunity exists when that Agenda Item is about to be considered. Speakers are not to request funding or ask questions of Council. Printed documentation may be left for Councillors).

7.1. Community Report - Amanda McAvoy (Executive Officer) - Launceston Central

FILE NO: SF6368

SUMMARY OF PRESENTATION

Amanda McEvoy and Nieve Halley provided an update on The Lounge Project.

This project has seen the transformation of an unoccupied shop in the Central Business District into The Lounge, a bustling inner city community hub. This space was initially set up for eight weeks however through generous community in-kind sponsorship, this has been extended for an additional 4 weeks. Activities include a schedule of music and drop-in activities for the community.

8. PUBLIC QUESTION TIME

Local Government (Meeting Procedures) Regulations 2015 - Regulation 31

8.1. Public Questions on Notice

Local Government (Meeting Procedures) Regulations 2015 - Regulation 31(1)

8.1.1. Public Questions on Notice - Margaret Rich - Building Maintenance - Dogs Home of Tasmania, Mowbray - 5 July 2024

FILE NO: SF6381

AUTHOR: Lorraine Wyatt (Council and Committees Officer)

APPROVER: Sam Johnson OAM (Chief Executive Officer)

QUESTIONS AND RESPONSES:

The following question, submitted to Council on 5 July 2024 by Margaret Rich, has been answered by Georgia Strickland (Building Asset Project Officer).

Questions:

1. As the Dogs Home leases these premises from the Council is it not the Council's responsibility to maintain them?

Response:

In recent months, the Building Assets and Investigations Team have made considerable investments into maintenance at the Dogs Home of Tasmania site, including upgrades to heating in the administration building and re-fencing of exercise yards, among other items. The City of Launceston is continuing to work closely with the staff at the Dogs Home to identify other areas for improvement and to plan ongoing maintenance works. Under the lease arrangement maintenance of the site is shared between the tenant and the City of Launceston.

8.1.2. Public Questions on Notice - Ian Lyttle - Anti-Social Behaviour in the Central Business District - 6 July 2024

FILE NO: SF6381

AUTHOR: Lorraine Wyatt (Council and Committees Officer)

APPROVER: Sam Johnson OAM (Chief Executive Officer)

QUESTIONS AND RESPONSES:

The following question, submitted to Council on 6 July 2024 by Ian Lyttle, has been answered by Erica Deegan (*Manager Infrastructure and Engineering*).

Questions:

1. As the local government representatives for Launceston, what is being done to tackle anti-social behaviour on Friday, Saturday and Sunday nights in respect to repeated 'hooning' around the Central Business District and noise pollution until at times, 4.00am. What initiatives and strategies are in place to deal with this issue and how will the local government deal with this going forwards?

Response:

Anti-social behaviour as outlined in the question is a policing matter and should be referred to Tasmania Police.

The City of Launceston have implemented a number of traffic calming initiatives throughout the Central Business District (CBD); most recently speed limit changes in 2023 to reduce the speed limit in the CBD from 50 km/h, to 40 km/h and remain committed to improving the liveability of our CBD.

8.1.3. Public Questions on Notice - Rodney Jesson - Strata: Awning Protrusion into Quadrant Mall - 11 July 2024

FILE NO: SF6381

AUTHOR: Lorraine Wyatt (Council and Committees Officer)

APPROVER: Sam Johnson OAM (Chief Executive Officer)

QUESTIONS AND RESPONSES:

The following question, submitted to Council on 11 July 2024 by Rodney Jesson, has been answered by Louise Forster (General Manager Organisational Services Network).

Questions:

1. I am a small business owner who recently moved into the Quadrant Mall (also known as Bookmakers Lane). The final part of my project requires a strata as there is an awning that overhangs into the Quadrant which is a public road, and this needs to be permitted by Council before the Strata can be granted. An application was lodged in March and correspondence from Council, indicated this matter would be presented to Council today however inspection of the Agenda indicates it is still outstanding. Why has the matter not been brought to Council today?

Response:

Council officers have workshopped the approach to protrusions with elected representatives. Following requests for additional information regarding the legislative framework and potential implications, Councillors will receive a further briefing at workshop on 25 July 2024 and the item will be part of the formal agenda for the Council meeting to be held on 8 August 2024.

8.1.4. Public Questions on Notice - Robin Smith - Permitted Use for Activities in Civic Areas, and City Heart Stage 2 - 11 July 2024

FILE NO: SF6381

AUTHOR: Lorraine Wyatt (Council and Committees Officer)

APPROVER: Sam Johnson OAM (Chief Executive Officer)

QUESTIONS AND RESPONSES:

The following questions, submitted to Council on 11 July 2024 by Robin Smith, have been answered by Leanne Purchase (Manager Governance) and Shane Eberhardt (General Manager Infrastructure and Assets Network).

Questions:

1. How would you vote on a motion to have the activities of boycotting, protesting, divesting or sanctioning of a business or industry as a 'not permitted use' on permits for activities that take place in an area council issues permits to conduct an activity?

Response:

The Council welcomes motions that are lawful and otherwise in accordance with the requirements of the Local Government (Meeting Procedures) Regulations 2015. Each Councillor will make a decision on the matter before the Council at that time.

2. Can I be clear with the question that I asked at the last council meeting that it was Metro Tasmania as a bus operator who gave their preference for on-street bus stops on city streets rather than a central interchange or termini given their experience with anti-social behaviour at Glenorchy and Rosny bus interchanges?

Response:

The Tasmanian Government provide bus services and we note that a commitment was made during the 2024 election regarding investment in improved bus stops/interchange for Launceston. Council will work with the State on this investment to ensure matters such as antisocial behaviour and improved services can be provided.

8.1.5. Public Questions on Notice - Ray Norman - QVMAG Financial Reporting and Metrics Data, and Resource Recovery - 17 July 2024

FILE NO: SF6381

AUTHOR: Lorraine Wyatt (Council and Committees Officer)

APPROVER: Sam Johnson OAM (Chief Executive Officer)

QUESTIONS AND RESPONSES:

The following questions, submitted to Council on 17 July 2024 by Ray Norman, have been answered by Shane Fitzgerald (General Manager Creative Arts and Cultural Services), and Shane Eberhardt (General Manager Infrastructure and Assets Network).

Questions:

1. Given the backgrounding set out in the context to this question, will Councillors now ensure that the QVMAG places on the record quarterly line item financial progress reports that clearly demonstrate that the operation is expending ratepayers' and taxpayers' funds for the purpose for which they are intended and in a timely way?

Response:

The administration cannot speak on behalf of Councillors. We encourage you to refer to all previous answers relating to this matter.

2. Will Council publish the QVMAG's metrics now and on a quarterly basis until the operation transitions to a Company Limited by Guarantee (CLG) and after that require that QVMAG CLG reports its metrics quarterly as a condition of ongoing recurrent funding in open competition with other operations?

Response:

QVMAG will continue to report in accordance with its adopted governance framework. We encourage you to refer to all previous answers relating to this matter.

3. Will Council NOW take immediate steps to ensure the appointment of a qualified Convenor with the expertise and skill sets to:
 1. Initiate an Entrepreneurial Citizens Resource Recovery Cooperative; and
 2. Facilitate a Citizen Forum and Publication to advance the cause of resource recovery from the region's so-called 'waste stream'; and
 3. Accordingly, proactively seek funding to advance research – academic and citizen researchers – in the area of localised resource recovery; and
 4. Put in place proof of concept projects that engage with activists and community groups across the region

Response:

As previously advised, Council will continue to deliver its endorsed Sustainability Action Plan and participate in Circular North.

8.1.6. Public Questions on Notice - Robin Smith - Graffiti Removal, Clock in Brisbane Street Mall and, Thylacine Statues - 17 July 2024

FILE NO: SF6381

AUTHOR: Lorraine Wyatt (Council and Committees Officer)

APPROVER: Sam Johnson OAM (Chief Executive Officer)

QUESTIONS AND RESPONSES:

The following questions, submitted to Council on 17 July 2024 by Robin Smith, have been answered by Leanne Purchase (Manager Governance), Maree Morrison (Insurance Officer) and Trevor Clarke (Team Leader Recreation and Parks).

Questions:

1. Would council consider again removing the graffiti vandalism from the outside rear of 118-123 Brisbane Street Mall (Birchalls building)?

Response:

A customer service request has been raised.

2. I raised the matter of the clock in the Brisbane Street Mall at a council meeting earlier this year (22 February [item 8.2.1]) having placed a service request, yet, without it being fixed. I did receive a reply 18th July 2022 and since that time there had been a succession of follow-ups but it is still behind. Over the last few years since first writing it has run out to being now over 10 hours slow. Can I ask the same question as I did in 8.2.1 please?

Response:

A customer service request has been raised.

3. Do I take it that with the installation of the bronze Thylacine statues on raised plinths or platforms (in Civic Square) that there have been no reports of trips or falls to the ground since?

Response:

Records demonstrate that there has been no reports of trips or falls related to the installation of the Thylacines in Civic Square.

4. I am looking at bringing a motion to council to have some of the bronze Thylacines returned to the Brisbane St. and installed in this less problematic method. Would council have any objection to such a proposal?

Response:

The Council welcomes motions that are lawful and otherwise in accordance with the requirements of the Local Government (Meeting Procedures) Regulations 2015. Each Councillor will make a decision on the matter before the Council at that time.

8.2. Public Questions Without Notice

Local Government (Meeting Procedures) Regulations 2015 - Regulation 31(2)(b)

8.2.1. Public Questions Without Notice - Rocelyn Ives - Industrial and Cultural Heritage, Tamary Peace Festival, and Celebrating Launceston's Unique Built Heritage - 25 July 2024

- 1. Item 11.1 DA0166/23024 with proposed change in use, partial demolition and alterations to 35-37 Watchorn Street, a former television studio, without heritage listing, yet considered of unique value and importance to Tasmania's cultural history. What responsibility on behalf of the community who council represents, and outside their role as a planning authority, do council believe they should take, in ensuring safe and long term preservation of technical and historic items within such buildings? Respecting there are no restrictions under the planning scheme and similar questions were raised about the recently approved for demolition James Nelson's building's facade, when does council believe they should take a leadership role in ensuring items related to Launceston's industrial and cultural history be retained?**

- 2. Thanks to Councillor Danny Gibson for his notice of motion today (15.1) for COL council to fund in 2024 the now celebrated Tamar Valley Peace Festival. I have been involved at different times with this important event. In today's world, with both global and domestic aggressions present in so many lives, it is more significant than it has ever been to address the pursuit of peace. Launceston council was an initial sponsor of this unique Tasmanian event, which has been drawing threads together in the community since 2015, under the important banner of universal human rights and resolving conflict. What were the criteria that rated this event not able to meet the score for sponsorship in 2024?**

- 3. Last council meeting it was the lauding of our built heritage by councillors that resonated. Jess Horton, Council's heritage officer, presented the recent recommended new listings and de-listings for the local heritage register. Last Sunday the, "Cya on the Road Virtual Tour" presentation by Wendy Roberts and Catherine Pearce for the Launceston Historical Society, was a rich and powerful reveal of just a small number of our heritage treasures. It is recognised that Launceston has the most intact and extensive collection of heritage buildings nationally. International travellers also gasp with astonishment at the extensiveness often commenting on the unexpected historic architectural delights not seen elsewhere. How can the Launceston community better value and celebrate what they may walk past but not consciously appreciate how special these architectural treasures are and the significance of intact street-scapes and differing architectural styles? Would Council consider establishing a public annual celebration of heritage through scheduling a calendar event? Initially maybe a day event alongside Junction Arts Festival could be used for a trial. Architectural students, historical society leaders, QVMAG staff etc. could be guides or operate as leaders and interpreters. Would it be plausible to have a celebration of churches one year, halls, theatres and public facilities and institutions the next, commercial beginnings and maritime and transport in the**

following year? An open doors style event over a weekend or one particular date annually scheduled as Launceston's heritage celebration. As one national political leader once used as a catch cry "It's Time".

The Mayor, Councillor M K Garwood, advised that questions 1 and 2 will be considered as part of discussions relating to Agenda Items 11.1 DA0166/2024 - 36 Watchorn Street and 15.1 Notice of Motion Tamar Valley Peace Festival Funding - Councillor D C Gibson, as they are active items in today's Agenda, however question 3 would be Taken on Notice and a response provided in the Council Agenda of 25 July 2024.

8.2.2. Public Questions Without Notice - Robin Smith - Hooning and What Council Can Do, Customer Service Charter - 25 July 2024

- 1. Council's response to Question on Notice in the Agenda for 25th July 2024, Item 8.1.2 Launceston CBD Traffic Road Racing - Is there not more council could have provided to the questioner in response to tackling antisocial behaviour from the way cars are being driven in the CBD at the weekends? Might you consider mentioning the Launceston Safer Communities Partnership, Traffic Inspectors and random drug and alcohol road-side testing checkpoints?**

The Mayor, Councillor M K Garwood, advised that this question would be Taken on Notice and a response provided in the Council Agenda of 8 August 2024.

- 2. [Regarding Agenda Item 15.1 - Customer Service Charter 2024] It says a complaint exists when a customer initiates further contact after an initial service has been provided and expresses dissatisfaction with that service, but then it goes on to say, if it is identified that a service is not available or provided by Council then it is not a complaint. Is that indicative of how customer service workflow would treat a complainant? Its not clear and this is meant to be a front facing document for the public to use. Could you help me understand that process, how you identify a complainant, and how you process that?**

The Mayor, Councillor M K Garwood, advised that this question will be considered as part of discussions relating to Agenda Item 17.1 - Customer Service Charter 2024 as it is an active item in today's Agenda.

9. PETITIONS

No Petitions have been identified as part of this Agenda

10. DEPUTATIONS

No Deputations have been identified as part of this Agenda

11. PLANNING AUTHORITY

Under the provisions of the *Land Use Planning and Approvals Act 1993*, Council acts as a Planning Authority in regard to items included in Agenda Item 9 - Planning Authority.

11.1. DA0166/2024 - 36 Watchorn Street South Launceston with Shared Access with 35-37 Watchorn Street - Business and Professional Services - Change of Use to Offices, Partial Demolition, and Construction of Alterations and Additions to a Building

FILE NO: DA0166/2024

AUTHOR: Dileep Karna (Town Planner)

APPROVER: Chelsea Van Riet (General Manager Community and Place Network)

DECISION STATEMENT:

To consider and determine a development application pursuant to the *Land Use Planning and Approvals Act 1993*.

PLANNING APPLICATION INFORMATION:

Applicant:	Design Intent Architecture + Management
Property:	36 Watchorn Street and 35-37 Watchorn Street, South Launceston
Zoning:	Commercial, Low Density Residential
Receipt Date:	18/04/2024
Validity Date:	13/06/2024
Further Information Request:	17/05/2024
Further Information Received:	13/06/2024
Deemed Approval:	25/07/2024
Representations:	5

RELEVANT LEGISLATION:

Land Use Planning and Approvals Act 1993
Tasmanian Planning Scheme - Launceston

STANDARDS REQUIRING PLANNING DISCRETION:

17.3.3 - Discretionary uses
C2.5.3 - Motorcycle parking numbers

RECOMMENDATION:

That, in accordance with sections 51 and 57 of the *Land Use Planning and Approvals Act 1993* and the Tasmanian Planning Scheme - Launceston, a permit be granted for DA0166/2024 Business and Professional Services - Change of use to offices, partial demolition, and construction of alterations and additions to a building at 36 Watchorn Street with shared access over 35-37 Watchorn Street, South Launceston subject to the following conditions:

1. ENDORSED PLANS & DOCUMENTS

The use and development must be carried out in accordance with the endorsed plans and documents to the satisfaction of the Council unless modified by a condition of the Permit:

- a. Cover Page, Prepared by Design Intent, Page No 1.
- b. Site Plan, Prepared by Design Intent, Drawing No. A001, Revision No. 02, Dated 12/06/2024
- c. Lower Ground Demolition Plan, Prepared by Design Intent, Drawing No. A100, Revision No. 02, Dated 12/06/2024
- d. Ground Floor Demolition Plan, Prepared by Design Intent, Drawing No. A101, Revision No. 02, Dated 12/06/2024
- e. Upper Floor Demolition Plan, Prepared by Design Intent, Drawing No. A102, Revision No. 02, Dated 12/06/2024
- f. Lower Ground Floor Plan, Prepared by Design Intent, Drawing No. A103, Revision No. 02, Dated 12/06/2024
- g. Ground Floor Plan, Prepared by Design Intent, Drawing No. A104, Revision No. 02, Dated 12/06/2024
- h. Upper Floor Plan, Prepared by Design Intent, Drawing No. A105, Revision No. 02, Dated 12/06/2024
- i. Elevations, Prepared by Design Intent, Drawing No. A200, Revision No. 02, Dated 12/06/2024
- j. Planning Report, Prepared by Design Intent, Project No. 220059, Page No 10 - 15, Dated 16/04/2024

2. PLANT EQUIPMENT

Roof top mechanical plant and service infrastructure must be contained within the roof or screened from public spaces and adjoining properties.

Other mechanical plant, such as heat pumps, air conditioning units, switchboards, hot water units and the like must be screened from the street and other public spaces.

3. LOADING AND UNLOADING

Loading and unloading of delivery goods and merchandise and the like must be carried out within the boundaries of the subject land and must be confined to:

- a. 7:00am and 9:00pm Monday to Saturday.
- b. 8:00am and 9:00pm Sunday and Public Holidays.

4. LEGAL TITLE

All development and use associated with the proposal must be confined to the legal title of the subject land.

5. USE LIMITATION

The car parking has been assessed using the calculation of one space per 40sqm of floor area of the building for office use. Note: In the event that a future use generates the need for additional car parking spaces, further planning approval may be required.

6. TASWATER

The development must comply with the requirements of TasWater as detailed in the form Submission to Planning Authority Notice, Reference No. TWDA 2024/00603-LCC, dated 13/06/2024 and attached to the permit.

7. BUSINESS HOURS

The operation of the proposed office use within tenancies 1, 3, 4 and 5 must be confined to:

- a. 7:00am and 9:00pm Monday to Saturday.
- b. 8:00am and 9:00pm Sunday and Public Holidays.

Tenancy 2 will be used by the existing business (SCA), which will operate within the existing hours.

8. HOURS OF CONSTRUCTION

- a) Unless otherwise approved in writing by the Manager Health and Compliance construction activities must only be carried out between the hours of:
 - i. Monday to Friday - 7 am to 6 pm; and
 - ii. Saturday - 8 am to 6 pm.
- b) Notwithstanding the above paragraph, construction activities must not be carried out on public holidays that are observed state-wide (Easter Tuesday excepted).

9. DRIVEWAY AND PARKING AREA CONSTRUCTION

Before the use commences, areas set aside for parking vehicles and access lanes as shown on the endorsed plans must:

- a) Be properly constructed to such levels that they can be used in accordance with the plans;
- b) Be surfaced with an impervious all weather seal;
- c) Be adequately drained to prevent stormwater being discharged to neighbouring property;
- d) Be line-marked or otherwise delineated to indicate each car space and access lanes.

Parking areas and access lanes must be kept available for these purposes at all times and maintained for the life of the development.

10. DAMAGE TO COUNCIL INFRASTRUCTURE

The developer is liable for all costs associated with the repair of damage to Council infrastructure resulting from non-compliance with the conditions of the Planning Permit and any by-law or legislation relevant to the development activity on the site. Damage may also include the undertaking of unauthorised works to Council infrastructure such as driveways, footpaths and stormwater infrastructure. The developer will also be liable for all reasonable costs associated with the enforcement of compliance with the conditions, by-laws and legislation relevant to the development activity on the site.

11. WORKS WITHIN/OCCUPATION OF THE ROAD RESERVE

All works in (or requiring the occupation of) the road reserve must be carried out in accordance with a detailed Traffic Management Plan prepared by a qualified person in accordance with the requirements of Australian Standard AS1742. A copy of such plan is to be maintained on site and available for inspection upon request by an Authorised Officer.

The explicit permission of General Manager - Infrastructure & Assets Network is required prior to undertaking works where the works:

- a. require a road or lane closure;
- b. require occupation of the road reserve for more than one week at a particular location;
- c. are in nominated high traffic locations; or
- d. involve opening or breaking trafficable surfaces.

Where the work is associated with the installation, removal or modification of a driveway or a stormwater connection, the approval of a permit for such works shall form the explicit approval.

12. SOIL AND WATER MANAGEMENT PLAN

Prior to the commencement of the development works the applicant must install all necessary silt fences and cut-off drains to prevent the soil, gravel and other debris from escaping the site. Additional works may be required on complex sites. No material or debris is to be transported onto the road reserve (including the nature strip, footpath and road pavement). Any material that is deposited on the road reserve as a result of the development activity is to be removed by the applicant. The silt fencing, cut off drains and other works to minimise erosion are to be maintained on the site until such time as the site has revegetated sufficiently to mitigate erosion and sediment transport.

13. FACILITIES AND HIGHWAYS BY-LAW

Prior to the placement of any skip bin, security fencing, hoarding, shipping containers, site offices or amenities within a local highway, the person, corporation or other legal entity must seek and have issued a permit pursuant to the Facilities and Highways By-Law (No. 1 of 2021). The payment of the scheduled Occupation Fee (comprising a minimum base fee and a square metre weekly rate) is required prior to the occupation commencing. No occupation of the road reserve is permitted without approval.

14. AMENITY - COMMERCIAL/INDUSTRIAL USE

The construction phase and on-going use on this site must not adversely affect the amenity of the neighbouring properties and the general locality by reason of the processes carried on; the transportation of materials, goods or commodities to or from the subject land; the works or materials; the emission of noise, artificial light, vibration, odour, smoke, dust, waste water, waste products, oil or any other source of nuisance.

15. BUILDING ACT 2016 REQUIREMENTS

Prior to acting on this permit, it is recommended that an architect, a licensed building practitioner such as a building surveyor or a building designer be consulted to determine the requirements for any associated building, plumbing or demolition work under the Building Act 2016.

Notes

A. General

This permit was issued based on the proposal documents submitted for DA0166/2024. You should contact Council with any other use or developments, as they may require the separate approval of Council. Council's planning staff can be contacted on 03 6323 3000.

This permit takes effect after:

- a. The 14 day appeal period expires; or*
- b. Any appeal to the Tasmanian Civil & Administrative Appeal Tribunal (TASCAT) is withdrawn or determined; or*
- c. Any agreement that is required by this permit pursuant to Part V of the Land Use Planning and Approvals Act 1993 is executed; or*
- d. Any other required approvals under this or any other Act are granted.*

The permit lapses after a period of two (2) years if the development or use has not substantially commenced within that period. An extension may be granted subject to the provisions of the Land Use Planning and Approvals Act 1993 as amended, by request to Council.

B. Restrictive Covenants

The granting of this permit takes no account of any covenants applicable to the land. The permit holder and any other interested party, should make their own enquiries as to whether the proposed development is affected, restricted or prohibited by any such covenant.

If the proposal is non-compliant with any restrictive covenants, those restrictive covenants should be removed from the title prior to construction commencing or the owner will carry the liability of potential legal action in the future.

C. Appeal Provisions

A planning appeal may be instituted by lodging a notice of appeal with the Registrar of the Tasmanian Civil & Administrative Tribunal (TASCAT).

A planning appeal may be instituted within 14 days of the date the Corporation serves notice of the decision on the applicant.

For more information see the Tasmanian Civil & Administrative Tribunal (TASCAT) website www.tascat.tas.gov.au <<http://www.tascat.tas.gov.au>>

D. Permit Commencement.

If an applicant is the only person with a right of appeal pursuant to section 61 of the Land Use Planning and Approvals Act 1993 and wishes to commence the use or development for which the permit has been granted within that 14 day period, the Council must be so notified in writing. A copy of Council's Notice to Waive Right of Appeal is attached.

E. No Approval for alterations to Driveway Crossover

No approval to install a new, or alter an existing, driveway crossover in any way has been granted or is implied by the issue of this Planning Permit.

F. Protection of Sculpted Mural

It is recommended that the existing Stephen Walker sculpted mural be retained on-site, until a suitable alternative location is determined in the future.

G. Signage

Separate approval may be required for any signage proposed on the site.

Richard Jamieson (Manager City Development) and Dileep Karna (Town Planner) were in attendance to answer questions in respect of this item and advised of an additional condition and note for inclusion in the Recommendation prior to members of the public speaking to the item.

The following additional condition and note were included in the Recommendation.

Additional Condition:

16. SITE INTERPRETATION

Within 6 months of the occupancy of the refurbished buildings provision for onsite interpretation must be made to recognise the birthplace of television in Northern Tasmania and the contribution that TNT9 Tas and Southern Cross have made to the Tasmanian community since 1962.

Additional Note:

H. Consultation with Heritage Tasmania

Heritage Tasmania would welcome the opportunity to assist the land owner with relevant research in the preparation of the site interpretation.

Heath Clayton spoke to the Recommendation.

DECISION: 25 July 2024

MOTION

Moved Deputy Mayor Councillor D H McKenzie, seconded Councillor A G Harris.

That, in accordance with sections 51 and 57 of the *Land Use Planning and Approvals Act 1993* and the Tasmanian Planning Scheme - Launceston, a permit be granted for DA0166/2024 Business and Professional Services - Change of use to offices, partial demolition, and construction of alterations and additions to a building at 36 Watchorn Street with shared access over 35-37 Watchorn Street, South Launceston subject to the following conditions:

1. ENDORSED PLANS & DOCUMENTS

The use and development must be carried out in accordance with the endorsed plans and documents to the satisfaction of the Council unless modified by a condition of the Permit:

- a. Cover Page, Prepared by Design Intent, Page No 1.
- b. Site Plan, Prepared by Design Intent, Drawing No. A001, Revision No. 02, Dated 12/06/2024
- c. Lower Ground Demolition Plan, Prepared by Design Intent, Drawing No. A100, Revision No. 02, Dated 12/06/2024
- d. Ground Floor Demolition Plan, Prepared by Design Intent, Drawing No. A101, Revision No. 02, Dated 12/06/2024
- e. Upper Floor Demolition Plan, Prepared by Design Intent, Drawing No. A102, Revision No. 02, Dated 12/06/2024
- f. Lower Ground Floor Plan, Prepared by Design Intent, Drawing No. A103, Revision No. 02, Dated 12/06/2024
- g. Ground Floor Plan, Prepared by Design Intent, Drawing No. A104, Revision No. 02, Dated 12/06/2024
- h. Upper Floor Plan, Prepared by Design Intent, Drawing No. A105, Revision No. 02, Dated 12/06/2024
- i. Elevations, Prepared by Design Intent, Drawing No. A200, Revision No. 02, Dated 12/06/2024
- j. Planning Report, Prepared by Design Intent, Project No. 220059, Page No 10 - 15, Dated 16/04/2024

2. PLANT EQUIPMENT

Roof top mechanical plant and service infrastructure must be contained within the roof or screened from public spaces and adjoining properties.

Other mechanical plant, such as heat pumps, air conditioning units, switchboards, hot water units and the like must be screened from the street and other public spaces.

3. LOADING AND UNLOADING

Loading and unloading of delivery goods and merchandise and the like must be carried out within the boundaries of the subject land and must be confined to:

- a. 7:00am and 9:00pm Monday to Saturday.
- b. 8:00am and 9:00pm Sunday and Public Holidays.

4. LEGAL TITLE

All development and use associated with the proposal must be confined to the legal title of the subject land.

5. USE LIMITATION

The car parking has been assessed using the calculation of one space per 40sqm of floor area of the building for office use. Note: In the event that a future use generates the need for additional car parking spaces, further planning approval may be required.

6. TASWATER

The development must comply with the requirements of TasWater as detailed in the form Submission to Planning Authority Notice, Reference No. TWDA 2024/00603-LCC, dated 13/06/2024 and attached to the permit.

7. BUSINESS HOURS

The operation of the proposed office use within tenancies 1, 3, 4 and 5 must be confined to:

- a. 7:00am and 9:00pm Monday to Saturday.
- b. 8:00am and 9:00pm Sunday and Public Holidays.

Tenancy 2 will be used by the existing business (SCA), which will operate within the existing hours.

8. HOURS OF CONSTRUCTION

- a) Unless otherwise approved in writing by the Manager Health and Compliance construction activities must only be carried out between the hours of:
 - i. Monday to Friday - 7 am to 6 pm; and
 - ii. Saturday - 8 am to 6 pm.
- b) Notwithstanding the above paragraph, construction activities must not be carried out on public holidays that are observed state-wide (Easter Tuesday excepted).

9. DRIVEWAY AND PARKING AREA CONSTRUCTION

Before the use commences, areas set aside for parking vehicles and access lanes as shown on the endorsed plans must:

- a) Be properly constructed to such levels that they can be used in accordance with the plans;
- b) Be surfaced with an impervious all weather seal;
- c) Be adequately drained to prevent stormwater being discharged to neighbouring property;
- d) Be line-marked or otherwise delineated to indicate each car space and access lanes.

Parking areas and access lanes must be kept available for these purposes at all times and maintained for the life of the development.

10. DAMAGE TO COUNCIL INFRASTRUCTURE

The developer is liable for all costs associated with the repair of damage to Council infrastructure resulting from non-compliance with the conditions of the Planning Permit and any by-law or legislation relevant to the development activity on the site. Damage may also include the undertaking of unauthorised works to Council infrastructure such as driveways, footpaths and stormwater infrastructure. The developer will also be liable for all reasonable costs associated with the enforcement of compliance with the conditions, by-laws and legislation relevant to the development activity on the site.

11. WORKS WITHIN/OCCUPATION OF THE ROAD RESERVE

All works in (or requiring the occupation of) the road reserve must be carried out in accordance with a detailed Traffic Management Plan prepared by a qualified person in accordance with the requirements of Australian Standard AS1742. A copy of such plan is to be maintained on site and available for inspection upon request by an Authorised Officer.

The explicit permission of General Manager - Infrastructure & Assets Network is required prior to undertaking works where the works:

- a. require a road or lane closure;
- b. require occupation of the road reserve for more than one week at a particular location;
- c. are in nominated high traffic locations; or
- d. involve opening or breaking trafficable surfaces.

Where the work is associated with the installation, removal or modification of a driveway or a stormwater connection, the approval of a permit for such works shall form the explicit approval.

12. SOIL AND WATER MANAGEMENT PLAN

Prior to the commencement of the development works the applicant must install all necessary silt fences and cut-off drains to prevent the soil, gravel and other debris from escaping the site. Additional works may be required on complex sites. No material or debris is to be transported onto the road reserve (including the nature strip, footpath and road pavement). Any material that is deposited on the road reserve as a result of the development activity is to be removed by the applicant. The silt fencing, cut off drains and other works to minimise erosion are to be maintained on the site until such time as the site has revegetated sufficiently to mitigate erosion and sediment transport.

13. FACILITIES AND HIGHWAYS BY-LAW

Prior to the placement of any skip bin, security fencing, hoarding, shipping containers, site offices or amenities within a local highway, the person, corporation or other legal entity must seek and have issued a permit pursuant to the Facilities and Highways By-Law (No. 1 of 2021). The payment of the scheduled Occupation Fee (comprising a minimum base fee and a square metre weekly rate) is required prior to the occupation commencing. No occupation of the road reserve is permitted without approval.

14. AMENITY - COMMERCIAL/INDUSTRIAL USE

The construction phase and on-going use on this site must not adversely affect the amenity of the neighbouring properties and the general locality by reason of the processes carried on; the transportation of materials, goods or commodities to or from the subject land; the works or materials; the emission of noise, artificial light, vibration, odour, smoke, dust, waste water, waste products, oil or any other source of nuisance.

15. BUILDING ACT 2016 REQUIREMENTS

Prior to acting on this permit, it is recommended that an architect, a licensed building practitioner such as a building surveyor or a building designer be consulted to determine the requirements for any associated building, plumbing or demolition work under the Building Act 2016.

16. SITE INTERPRETATION

Within 6 months of the occupancy of the refurbished buildings provision for onsite interpretation must be made to recognise the birthplace of television in Northern Tasmania and the contribution that TNT9 Tas and Southern Cross have made to the Tasmanian community since 1962.

Notes

A. General

This permit was issued based on the proposal documents submitted for DA0166/2024. You should contact Council with any other use or developments, as they may require the separate approval of Council. Council's planning staff can be contacted on 03 6323 3000.

This permit takes effect after:

- a. The 14 day appeal period expires; or*
- b. Any appeal to the Tasmanian Civil & Administrative Appeal Tribunal (TASCAT) is withdrawn or determined; or*
- c. Any agreement that is required by this permit pursuant to Part V of the Land Use Planning and Approvals Act 1993 is executed; or*
- d. Any other required approvals under this or any other Act are granted.*

The permit lapses after a period of two (2) years if the development or use has not substantially commenced within that period. An extension may be granted subject to the provisions of the Land Use Planning and Approvals Act 1993 as amended, by request to Council.

B. Restrictive Covenants

The granting of this permit takes no account of any covenants applicable to the land. The permit holder and any other interested party, should make their own enquiries as to whether the proposed development is affected, restricted or prohibited by any such covenant.

If the proposal is non-compliant with any restrictive covenants, those restrictive covenants should be removed from the title prior to construction commencing or the owner will carry the liability of potential legal action in the future.

Appeal Provisions

A planning appeal may be instituted by lodging a notice of appeal with the Registrar of the Tasmanian Civil & Administrative Tribunal (TASCAT).

A planning appeal may be instituted within 14 days of the date the Corporation serves notice of the decision on the applicant.

For more information see the Tasmanian Civil & Administrative Tribunal (TASCAT) website www.tascat.tas.gov.au <<http://www.tascat.tas.gov.au>>

C. Permit Commencement.

If an applicant is the only person with a right of appeal pursuant to section 61 of the Land Use Planning and Approvals Act 1993 and wishes to commence the use or development for which the permit has been granted within that 14 day period, the Council must be so notified in writing. A copy of Council's Notice to Waive Right of Appeal is attached.

D. No Approval for alterations to Driveway Crossover

No approval to install a new, or alter an existing, driveway crossover in any way has been granted or is implied by the issue of this Planning Permit.

F. Protection of Sculpted Mural

It is recommended that the existing Stephen Walker sculpted mural be retained on-site, until a suitable alternative location is determined in the future.

G. Signage

Separate approval may be required for any signage proposed on the site.

H. Consultation with Heritage Tasmania

Heritage Tasmania would welcome the opportunity to assist the land owner with relevant research in the preparation of the site interpretation.

CARRIED 11:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahon, Councillor S Cai and Councillor A J Britton
AGAINST VOTE: Nil

Chelsea van Riet (General Manager Community and Place Network) withdrew from the meeting at 1.49pm

The Mayor, Councillor M K Garwood, announced that Council no longer sits as a Planning Authority.

12. ANNOUNCEMENTS BY THE MAYOR

12.1. Mayor's Announcements

FILE NO: SF2375

Saturday 13 July 2024

- Attended AFL Game, Hawthorn V GWS Giants, UTAS Stadium
- Officiated at the Launceston Competitions - Dance, Princess Theatre

Sunday 14 July 2024

- Attended the New Horizons Tasmania's 2024 Champions Graduation, UTAS Stadium

Friday 19 July 2024

- Attended the RI District 9830 Cocktail Party hosted by Rotary Club of Youngtown, The Tailrace

Saturday 20 July 2024

- Attended the Tasmania V Sydney Canberra Match Day, UTAS Stadium
- Attended Netball Tasmania Grand Final, Silverdome

Tuesday 23 July 2024

- Officiated at the Lexus Melbourne Cup Tour, Rowella
- Officiated at the Chamber of Commerce and S Group Partner Event - Inner City Living, S Group

Wednesday 24 2024

- Conducted Public Citizenship Ceremony, Tramsheds Function Centre
 - Attended Mudlark Theatre's production *The Box*, Earl Arts Centre
-

13. COUNCILLORS' REPORTS

(This item provides an opportunity for Councillors to briefly report on the activities that have been undertaken in their capacity as a representative of the Council. It is not necessary to list social functions that have been attended).

Councillor J J Pentridge withdrew from the Meeting at 1:55 pm

Councillor J J Pentridge re-attended the Meeting at 1:56 pm

Councillor A G Harris

- **23 July 2024 - Attended Launceston Chamber of Commerce, Vision for Inner City Living**

Deputy Mayor Councillor D H McKenzie

- **13 July 2024 - Attended the Hawthorn verses Fremantle AFL game at UTAS Stadium**
- **24 July 2024 - Attended the Citizenship Ceremony**

Councillor L M McMahon

- **14 July 2024 - Attended the New Horizons Tasmania 2024 Champions Graduation Ceremony for young people with a disability**

Councillor S Cai

- **14 July 2024 - Attended the New Horizons Tasmania 2024 Champions Graduation Ceremony for young people with a disability**
- **21 July 2024 - Attended the Launceston historical Society Boot Up for a Byte of History, a virtual walking tour of Launceston's Central Business District with 'Cya on the Road'**
- **24 July 2024 - Attended the Citizenship Ceremony**

Councillor D C Gibson

- **Reflected on the presentation given by Launceston Central and acknowledged the work being undertaken with regard to marketing and activation of the CBD**
- **Thanked Civic Affairs Attendant, Rosie, for her almost 35 years of service to the Elected Members and the City of Launceston and wished her all the best for her retirement**

14. QUESTIONS BY COUNCILLORS

14.1. Councillors' Questions on Notice

Local Government (Meeting Procedures) Regulations 2015 - Regulation 30

(A councillor, at least seven days before an ordinary Council Meeting or a Council Committee Meeting, may give written notice to the Chief Executive Officer of a question in respect of which the councillor seeks an answer at that Meeting. An answer to a Question on Notice will be provided in writing).

14.1.1. Councillors Questions on Notice - Councillor D C Gibson - Albert Hall Reopening - 11 July 2024

FILE NO: SF2375

AUTHOR: Lorraine Wyatt (Council and Committees Officer)

APPROVER: Sam Johnson OAM (Chief Executive Officer)

QUESTIONS AND RESPONSES:

The following question, submitted to Council on 11 July 2024 by Councillor D C Gibson, has been answered by Shane Fitzgerald (General Manager Creative Arts and Cultural Services).

Questions:

1. Albert Hall Reopening - Given the great excitement surrounding the Albert Hall with construction currently scheduled for completion in March 2025, could Council's QVMAG consider a wonderful 2025 exhibition to chart the impact, world-leading history and the regard this important facility has?

Response:

QVMAG's 2025 forward programming is currently committed with budgeting, planning and development well established for the projects underway.

The development of an exhibition on Albert Hall is an exciting prospect and QVMAG will schedule a briefing and scoping meeting with Councillor Gibson in relation to this topic and further explore opportunities to showcase this important part of Launceston's history.

**14.1.2. Councillors Questions on Notice - Councillor D C Gibson - Notice of Motion
10 March 2022 - Windermere/Swan Bay Roads - 11 July 2024**

FILE NO: SF2375

AUTHOR: Lorraine Wyatt (Council and Committees Officer)

APPROVER: Sam Johnson OAM (Chief Executive Officer)

QUESTIONS AND RESPONSES:

The following question, submitted to Council on 11 July 2024 by Councillor D C Gibson, has been answered by Michael Newby (Chief Infrastructure Officer).

Questions:

1. Further to Councillor Gibson's Notice of Motion and the subsequent very detailed investigation report provided at 5 May 2022, Council Meeting, can an update of works undertaken be provided, in order to close this item out to our community?

Response:

The Council was successful in receiving funding through the State Government's Safer Rural Roads Program to upgrade the junction of John Lees Drive and Windermere Road. The installation of a painted channelised right turn lane on John Lees Drive as well as the installation of a solid island on Windermere Road at the junction was completed in June 2024.

14.2. Councillors' Questions Without Notice

Local Government (Meeting Procedures) Regulations 2015 - Regulation 29

(Questions Without Notice, and any answers to those questions, are not required to be recorded in the Minutes of the Meeting).

No Councillors' Questions Without Notice were identified as part of these Minutes

15. NOTICES OF MOTION

Local Government (Meeting Procedures) Regulations 2015 - Regulation 16(5)

15.1. Notice of Motion - Tamar Valley Peace Festival Funding - Councillor D C Gibson

FILE NO: SF5547

AUTHOR: Lorraine Wyatt (Council and Committees Officer)

APPROVER: Sam Johnson OAM (Chief Executive Officer)

DECISION STATEMENT:

To consider a Notice of Motion submitted by Councillor D C Gibson regarding funding of Tamar Community Peace Trust's 2024 Tamar Valley Peace Festival by way of \$10,000 from Council funds.

RELEVANT LEGISLATION:

Local Government (Meeting Procedures) Regulations 2015 - Regulation 16(5)

RECOMMENDATION:

That Council supports the Tamar Community Peace Trust's 2024 Tamar Valley Peace Festival by way of \$10,000 from Council funds.

Due to a Declaration of Interest Councillor A G Harris withdrew from the Meeting at 2:04 pm

Donna Bain spoke for the Recommendation.

MOTION 1

Moved Councillor D C Gibson, seconded Councillor J J Pentridge.

That Council supports the Tamar Community Peace Trust's 2024 Tamar Valley Peace Festival by way of \$10,000 from Council funds.

NO VOTE WAS TAKEN AS AN AMENDMENT WAS PUT

DECISION: 25 July 2024

MOTION 2

Moved Councillor T G Walker, seconded Councillor S Cai.

That Council supports in principle the Tamar Community Peace Trust's 2024 Festival by way of \$10,000 from Council funds pending a successful budget amendment within 14 days.

LOST 5:5

FOR VOTE: Councillor D C Gibson, Councillor T G Walker, Councillor J J Pentridge, Councillor S Cai and Councillor A J Britton

AGAINST VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor Prof G Razay, Councillor A J Palmer and Councillor L M McMahon

DECISION: 25 July 2024

MOTION 3

Moved Deputy Mayor Councillor D H McKenzie, seconded Councillor A J Britton.

That the item be deferred to a future Workshop.

CARRIED 7:3

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor Prof G Razay, Councillor A J Palmer, Councillor L M McMahon, Councillor S Cai and Councillor A J Britton

AGAINST VOTE: Councillor D C Gibson, Councillor T G Walker and Councillor J J Pentridge

16. COMMITTEE REPORTS

16.1. Heritage Advisory Committee Meeting - 19 June 2024

FILE NO: SF2965

AUTHOR: Marcus Grantham (Team Leader Place Making)

APPROVER: Chelsea van Riet (General Manager Community and Place Network)

DECISION STATEMENT:

To receive and consider a report from the Heritage Advisory Committee Meeting held on 19 June 2024.

RECOMMENDATION:

That Council receives the report from the Heritage Advisory Committee Meeting held on 19 June 2024.

Michelle Ogulin (Manager Liveable Communities) was in attendance to answer questions in respect of this item.

Councillor A G Harris re-attended the Meeting at 2:53 pm

**Councillor T G Walker withdrew from the Meeting at 2:53 pm
Councillor T G Walker re-attended the Meeting at 2:54 pm**

DECISION: 25 July 2024

MOTION

Moved Councillor S Cai, seconded Councillor J J Pentridge.

That Council receives the report from the Heritage Advisory Committee Meeting held on 19 June 2024.

CARRIED 11:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahon, Councillor S Cai and Councillor A J Britton

AGAINST VOTE: Nil

16.2. Cultural Advisory Committee Report - 5 June 2024

FILE NO: SF7357

AUTHOR: Marcus Grantham (Team Leader Place Making)

APPROVER: Chelsea van Riet (General Manager Community and Place Network)

DECISION STATEMENT:

To review and consider a report from the Cultural Advisory Committee Meeting held on 5 June 2024.

RECOMMENDATION:

That Council receives the report from the Cultural Advisory Committee held on 5 June 2024.

Michelle Ogulin (Manager Liveable Communities) was in attendance to answer questions in respect of this item.

DECISION: 25 July 2024

MOTION

Moved Councillor T G Walker, seconded Councillor A J Britton.

That Council receives the report from the Cultural Advisory Committee held on 5 June 2024.

CARRIED 11:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahan, Councillor S Cai and Councillor A J Britton
AGAINST VOTE: Nil

17. COMMUNITY AND PLACE NETWORK

17.1. Customer Service Charter 2024

FILE NO: SF0413

AUTHOR: Philippa Lees (Manager Community Relations)

APPROVER: Chelsea van Riet (General Manager Community and Place Network)

DECISION STATEMENT:

To consider and adopt the revised Customer Service Charter for the City of Launceston.

RELEVANT LEGISLATION:

Section 339F of Local Government Act 1993 (Tas.)

PREVIOUS COUNCIL CONSIDERATION:

Council Workshop – 1 February 2024 – Agenda Item 1.3 Customer Service Charter

RECOMMENDATION:

That Council endorses the revised Customer Service Charter as follows:

Customer Service Charter

PURPOSE

For the City of Launceston (Council) to formally document its Customer Service Charter. In accordance with the *Local Government Act (Tas.) 1993, section 339F*, Our Customer Service Charter details council's service standards and explains what you can do if we have not delivered a service to that standard. Our Charter has been developed to further build and enhance relationships with our community and customers and to provide a system for continuous improvement in customer service delivery.

SCOPE

The Charter applies to our customers who can be anyone including individuals, families, carers, groups or organisations that have dealings, alliances or partnerships with council or its venues and facilities, including the Queen Victoria Museum and Art Gallery, Launceston Leisure and Aquatic Centre, University of Tasmania Stadium and the Launceston Visitor Information Centre.

Our Vision

Inspired people, working together to create the best outcomes for our community.

Our Purpose

We are a progressive organisation, working with our community to create a positive future for Launceston.

Our Values

City of Launceston is a values-based organisation, which means that we employ people who share and behave in a way that is aligned to our values.

Our commitment

We will:

- Provide a prompt, friendly and professional customer experience.
- Promptly answer your enquiries via whichever way you choose to communicate with us.
- Welcome your feedback at any time to help us improve.

Our principles relating to customer service are to:

- Listen
- Treat you with dignity and respect
- Be fair and honest.
- Provide clear and accurate information.
- Seek to resolve your request at first contact.
- Respect and maintain your privacy and confidentiality.
- Respect cultural diversity
- Keep you informed.

Please help us by:

- Providing accurate, timely and relevant information.
- Treating staff with respect and dignity.
- Respecting the rights of other customers.
- Respecting community property.
- Providing us with constructive and honest feedback

Our service delivery

We work hard to deliver services to the standards specified in the table below. If this is not achievable, we will let you know

Service	Standard
All of Council	
Answer your telephone call	Always
Return your call	Within 1 working day unless otherwise specified
Acknowledge your communication (please note, if a detailed reply is required it may take additional time to research; we will let you know if this is the case)	Within 10 working days
Action formal complaints (provided in writing)	Acknowledge within 3 working days with an estimate of the date by which a detailed response will be provided
Notify you as soon as practical if there is a delay on our service commitment to you	Always
Provide after-hours service for emergencies	Always
Endeavour to refer you to an appropriate service provider if we cannot provide the service you require	Always

A counter service queuing time of less than	10 minutes
Reasons for our decisions whether they are agreeable to you or not	Always
To be seen on time if you have an appointment	Always
Acknowledge and advise how we will handle your written enquiries	10 working days
Expected Service Delivery for specific enquiries	
Animal Control	
Respond to emergency dog attacks*	24 hours a day
Respond to routine dog complaints	3 working days
<i>* For safety reasons, Council only responds to after-hours emergency dog attacks where Tasmania Police has requested assistance. Council is not able to respond to after-hours calls about stray or lost dogs</i>	
Building	
Process a building permit	Within 7 working days
Undertake building inspections	Within 2 working days
Process a plumbing permit	Within 21 working days
Undertake plumbing inspections	Within 2 working days
Provide applicants with an initial review of decisions	Always
Drainage/Stormwater	
Respond to drainage emergencies	24 hours a day
Respond to seepage/drainage problems	Within 10 working days
Parks and reserves	
Inspect, assess and respond to requests in relation to park maintenance	Within 10 working days
Urban parks / sportsground maintenance	Fortnightly
Inspect, assess and respond to requests in relation to tree maintenance	Within 10 working days
Urban tree inspection and maintenance	Annually
Inspect, assess and respond to requests in relation to playground maintenance	Within 10 working days
Playground inspection and maintenance	3 monthly
Environmental Health	
Respond to food complaints	48 hours
Respond to urgent environmental nuisances and high-risk public health matters	24 hours a day
Inspect registered food premises	Every 3-24 months*
Conduct immunisation clinics	Weekly
Conduct school immunisation clinics	Annually
<i>* as determined by the Tasmanian Food Business Risk-Classification System - Food Business Inspection Frequency</i> Food Business Inspection Frequency RCS guide DoHTasmania.pdf (health.tas.gov.au)	
Finance	
Payment of accounts	By due date
Respond to rates enquiries	Within 10 working days
Fire Hazards	
Respond to fire hazard notifications (during permit period)	Within 5 working days
Governance	
Legislative requirements	Always
Review our Strategic Plan	Every 5 years

Publish Annual Report	Every November
Have Council Meeting Agenda available	4 days prior to the meeting
Human Resources	
Acknowledge receipt of job applications	Within 10 working days
Provide outcomes of job applications	Within 10 working days
Planning/Subdivision	
Respond to a planning query email/letter	Within 5 working days
Lodge a received planning application	Within 1 working day
Process a planning application	42 statutory* days
Process a permitted application	28 statutory* days
*defined as all days between lodgement of a valid application and decision making (excluding days where further requests are outstanding)	
Roads	
Inspect, assess and respond to requests about potholes, edge breaks and cracks	Within 10 working days
Grade unsealed roads	Minimum of once per year
Attend to identified damaged street furniture	Within 10 working days
Road sweeping of Council-owned roads with kerb and gutter	Every 2 months
Waste	
Garbage collection	Weekly
Recyclables collection	Fortnightly
FOGO collection	Fortnightly
Provide new or replacement wheelie bins	Within 5 working days
Emergencies	
An emergency is regarded as an issue relating to Council property or practices that may threaten life or property or one that may cause environmental harm.	Within 2 hours

Customer response prioritisation

Council's system has five response priority levels. When you contact us, we will let you know what level your request has been assigned.

The five levels are:

- **Urgent** Immediate action required (same day)
- **High** Next working day response required
- **Medium** Response required by 10 working days
- **Low** Response required by 20 working days
- **Scheduled** Greater than 20 days in line with scheduled work.

Contacting us

There are a number of ways to contact Council.

- **Reporting damage to council property**

To report any damage to council infrastructure please call 03 6323 3000 or after hours on 03 6323 3333;

Customer Service Centre
Town Hall, 18-28 St John Street
Launceston TAS 7250
Open: Monday to Friday from 8.30am to 5pm

- **Phone**
Customer Service Centre
03 6323 3000
- **Email**
contactus@launceston.tas.gov.au
- **Post**
City of Launceston
PO Box 396
Launceston TAS 7250
- **Fax**
03 6323 3001
- **After Hours**
After hours emergencies involving City of Launceston facilities: 03 6323 3333
After hours emergency dog attacks: Tasmania Police 131 444
- **National Relay Service**
The City of Launceston is National Relay Service (NRS) friendly. If you are deaf or have a hearing or speech impairment, you can call us through the [NRS](#) and ask to be connected to 03 6323 3000. TTY users can call 13 36 77. Speak and listen (speech-to-speech) users can call 1300 555 727. To make other relay calls, visit the NRS <http://relayservice.gov.au/>.
- **Snap Send Solve**
Snap Send Solve is a free application for smartphones that allows you to quickly report issues to the City of Launceston. Your report is sent from the app using your email address so that the City of Launceston can respond directly to you to solve the issue. To install, simply search for Snap Send Solve in Apple's app store or visit www.snapsendsolve.com
- **Councillors**
Contact details for each Councillor is located on our website www.launceston.tas.gov.au
Or call the Customer Service Centre on 03 6323 3000.

Community Engagement

- **Website** www.launceston.tas.gov.au
Visit the City of Launceston's website for online services, latest news and notifications, and Council's meeting agendas and minutes.

Look for this symbol to locate our website's accessibility menu. A translation service and screen reader are available on our website for those requiring assistance.

- **[Tomorrow Together](#) - Community Engagement**

We are committed to ensuring people who may be affected by Council decisions have the opportunity to provide input. Tomorrow Together is the online consultation platform Council uses where you can have your say on key initiatives. Visit www.launceston.tas.gov.au/Community/Get-involved

- **Council meeting live streaming**

In the interests of openness and transparency and encouraging community involvement in decision making, the audio from every Council meeting, except for matters dealt with in closed session, is streamed [live to the internet](#) and stored on our YouTube channel <https://www.youtube.com/@colmeetingstream>.

- **Council meetings**

Council meetings commence on the fourth Thursday of January and then occur fortnightly. We welcome your attendance to ask a question on any matter relating to Council; or to speak for a maximum of two minutes on any item listed on the agenda. [Agendas and minutes can be found here: https://www.launceston.tas.gov.au/Agendas-and-Minutes](https://www.launceston.tas.gov.au/Agendas-and-Minutes)

To ask a question or speak at the Council meeting we ask that you please register before the meeting begins. This helps us ensure we minute your attendance correctly. Forms are available outside the entrance to the Council Chambers, and Council Officers will be available to help,

- **Follow us on social media**

Stay informed about issues, news and feedback opportunities relating to the municipality by following City of Launceston.

[Facebook](#)
[LinkedIn](#)

Complaints

Council's Customer Service Centre is your first point of contact for all enquiries, compliments, and complaints. If your complaint is urgent or safety related, please contact us via phone so we are notified about it as soon as possible.

Formal complaints requiring a response should be provided in writing to the addresses above so they can be directed to the appropriate person for investigation. You will receive a confirmation that your complaint has been received and when to expect a written response. This is determined by the severity and complexity of the issue but we will always provide you with an estimated time to achieve a resolution. The responsible person may contact you via phone during this time to aid their investigation. Our Complaints Handling Procedure provides more detail about this process.

Definition of complaint:

It is important to note that a complaint is not an enquiry, request or disagreement.

Enquiry: Appeal for information

Request: Appeal for assistance and action

Disagreement: Conflicting opinion to a policy or the direction of City of Launceston.

Complaint: A complaint exists when there is a gap between the service provided and the customer's expectation. A complaint exists when a customer initiates further contact after an initial service has been provided and expresses dissatisfaction with that service.

It is necessary to differentiate between service provided and services available. If it is identified that a service is not available or provided by council then this not a complaint - it is a suggestion for future services expansion.

Experience has shown that the majority of complaints will be satisfactorily resolved, however if you are unhappy with the outcomes you may ask for a review of your complaint by the Chief Executive Officer, who will investigate your complaint further and inform you of the findings.

A summary of all complaints, including the number and nature, is provided annually to Councillors.

If there is insufficient evidence to action an issue we will not take any further action and your complaint will be closed. In some circumstances you may be required to resolve a dispute privately or via legal proceedings, if this is the case you will be informed by our officers that Council cannot assist further.

There is an Ombudsman who may review actions and decisions taken by the City of Launceston. The Ombudsman is responsible to Parliament for investigating complaints made about administrative actions (or inactions) of Tasmanian Government Departments, most Statutory Authorities and Local Government. Visit the Ombudsman's website www.ombudsman.tas.gov.au for more information and how to get in contact.

Customer Behaviour:

Our employees work hard to provide services and respond to queries and are entitled to feel safe and respected while at work. Customers who display aggressive, abusive or inappropriate behaviour can be refused service and may have to make their enquiry by other means.

RELATED POLICIES & PROCEDURES

Complaints Handling Procedure 05-Prx-001

Unreasonable Customer/Complainant Conduct Policy 05-Plx-021

Threatening or Abusive Conduct by the Public Procedure 22-HLPr-001

RELATED LEGISLATION

Local Government Act 1993 (Tas)

REVIEW

In accordance with the *Local Government Act 1993*, section 339F (4), this policy is to be reviewed within 12 months of a Council election.

Councillor A J Palmer withdrew from the Meeting at 3:06 pm

Councillor A J Palmer re-attended the Meeting at 3:09 pm

Michelle Ogulin (Manager Liveable Communities) was in attendance to answer questions in respect of this item.

Robin Smith spoke to the Recommendation.

DECISION: 25 July 2024

MOTION

Moved Councillor A G Harris, seconded Councillor T G Walker.

That Council endorses the revised Customer Service Charter as follows:

Customer Service Charter

PURPOSE

For the City of Launceston (Council) to formally document its Customer Service Charter. In accordance with the *Local Government Act (Tas.) 1993, section 339F*, Our Customer Service Charter details council's service standards and explains what you can do if we have not delivered a service to that standard. Our Charter has been developed to further build and enhance relationships with our community and customers and to provide a system for continuous improvement in customer service delivery.

SCOPE

The Charter applies to our customers who can be anyone including individuals, families, carers, groups or organisations that have dealings, alliances or partnerships with council or its venues and facilities, including the Queen Victoria Museum and Art Gallery, Launceston Leisure and Aquatic Centre, University of Tasmania Stadium and the Launceston Visitor Information Centre.

Our Vision

Inspired people, working together to create the best outcomes for our community.

Our Purpose

We are a progressive organisation, working with our community to create a positive future for Launceston.

Our Values

City of Launceston is a values-based organisation, which means that we employ people who share and behave in a way that is aligned to our values.

Our commitment

We will:

- Provide a prompt, friendly and professional customer experience.
- Promptly answer your enquiries via whichever way you choose to communicate with us.
- Welcome your feedback at any time to help us improve.

Our principles relating to customer service are to:

- Listen
- Treat you with dignity and respect
- Be fair and honest.
- Provide clear and accurate information.
- Seek to resolve your request at first contact.
- Respect and maintain your privacy and confidentiality.
- Respect cultural diversity
- Keep you informed.

Please help us by:

- Providing accurate, timely and relevant information.
- Treating staff with respect and dignity.
- Respecting the rights of other customers.
- Respecting community property.
- Providing us with constructive and honest feedback

Our service delivery

We work hard to deliver services to the standards specified in the table below. If this is not achievable, we will let you know

Service	Standard
All of Council	
Answer your telephone call	Always
Return your call	Within 1 working day unless otherwise specified
Acknowledge your communication (please note, if a detailed reply is required it may take additional time to research; we will let you know if this is the case)	Within 10 working days
Action formal complaints (provided in writing)	Acknowledge within 3 working days with an estimate of the date by which a detailed response will be provided
Notify you as soon as practical if there is a delay on our service commitment to you	Always
Provide after-hours service for emergencies	Always

Endeavour to refer you to an appropriate service provider if we cannot provide the service you require	Always
A counter service queuing time of less than	10 minutes
Reasons for our decisions whether they are agreeable to you or not	Always
To be seen on time if you have an appointment	Always
Acknowledge and advise how we will handle your written enquiries	10 working days
Expected Service Delivery for specific enquiries	
Animal Control	
Respond to emergency dog attacks*	24 hours a day
Respond to routine dog complaints	3 working days
<i>* For safety reasons, Council only responds to after-hours emergency dog attacks where Tasmania Police has requested assistance. Council is not able to respond to after-hours calls about stray or lost dogs</i>	
Building	
Process a building permit	Within 7 working days
Undertake building inspections	Within 2 working days
Process a plumbing permit	Within 21 working days
Undertake plumbing inspections	Within 2 working days
Provide applicants with an initial review of decisions	Always
Drainage/Stormwater	
Respond to drainage emergencies	24 hours a day
Respond to seepage/drainage problems	Within 10 working days
Parks and reserves	
Inspect, assess and respond to requests in relation to park maintenance	Within 10 working days
Urban parks / sportsground maintenance	Fortnightly
Inspect, assess and respond to requests in relation to tree maintenance	Within 10 working days
Urban tree inspection and maintenance	Annually
Inspect, assess and respond to requests in relation to playground maintenance	Within 10 working days
Playground inspection and maintenance	3 monthly
Environmental Health	
Respond to food complaints	48 hours
Respond to urgent environmental nuisances and high-risk public health matters	24 hours a day
Inspect registered food premises	Every 3-24 months*
Conduct immunisation clinics	Weekly
Conduct school immunisation clinics	Annually
<i>* as determined by the Tasmanian Food Business Risk-Classification System - Food Business Inspection Frequency</i> Food Business Inspection Frequency RCS guide DoHTasmania.pdf (health.tas.gov.au)	
Finance	
Payment of accounts	By due date
Respond to rates enquiries	Within 10 working days

Fire Hazards	
Respond to fire hazard notifications (during permit period)	Within 5 working days
Governance	
Legislative requirements	Always
Review our Strategic Plan	Every 5 years
Publish Annual Report	Every November
Have Council Meeting Agenda available	4 days prior to the meeting
Human Resources	
Acknowledge receipt of job applications	Within 10 working days
Provide outcomes of job applications	Within 10 working days
Planning/Subdivision	
Respond to a planning query email/letter	Within 5 working days
Lodge a received planning application	Within 1 working day
Process a planning application	42 statutory* days
Process a permitted application	28 statutory* days
*defined as all days between lodgement of a valid application and decision making (excluding days where further requests are outstanding)	
Roads	
Inspect, assess and respond to requests about potholes, edge breaks and cracks	Within 10 working days
Grade unsealed roads	Minimum of once per year
Attend to identified damaged street furniture	Within 10 working days
Road sweeping of Council-owned roads with kerb and gutter	Every 2 months
Waste	
Garbage collection	Weekly
Recyclables collection	Fortnightly
FOGO collection	Fortnightly
Provide new or replacement wheelie bins	Within 5 working days
Emergencies	
An emergency is regarded as an issue relating to Council property or practices that may threaten life or property or one that may cause environmental harm.	Within 2 hours

Customer response prioritisation

Council's system has five response priority levels. When you contact us, we will let you know what level your request has been assigned.

The five levels are:

- **Urgent** Immediate action required (same day)
- **High** Next working day response required
- **Medium** Response required by 10 working days
- **Low** Response required by 20 working days
- **Scheduled** Greater than 20 days in line with scheduled work.

Contacting us

There are a number of ways to contact Council.

- Reporting damage to council property

To report any damage to council infrastructure please call 03 6323 3000 or after hours on 03 6323 3333;

Customer Service Centre
Town Hall, 18-28 St John Street
Launceston TAS 7250
Open: Monday to Friday from 8.30am to 5pm

- Phone
Customer Service Centre
03 6323 3000
- Email
contactus@launceston.tas.gov.au
- Post
City of Launceston
PO Box 396
Launceston TAS 7250
- Fax
03 6323 3001
- After Hours
After hours emergencies involving City of Launceston facilities: 03 6323 3333
After hours emergency dog attacks: Tasmania Police 131 444
- National Relay Service
The City of Launceston is National Relay Service (NRS) friendly. If you are deaf or have a hearing or speech impairment, you can call us through the [NRS](#) and ask to be connected to 03 6323 3000. TTY users can call 13 36 77. Speak and listen (speech-to-speech) users can call 1300 555 727. To make other relay calls, visit the NRS <http://relayservice.gov.au/>.
- Snap Send Solve
Snap Send Solve is a free application for smartphones that allows you to quickly report issues to the City of Launceston. Your report is sent from the app using your email address so that the City of Launceston can respond directly to you to solve the issue. To install, simply search for Snap Send Solve in Apple's app store or visit www.snapsendsolve.com
- Councillors
Contact details for each Councillor is located on our website www.launceston.tas.gov.au
Or call the Customer Service Centre on 03 6323 3000.

Community Engagement

- Website www.launceston.tas.gov.au
Visit the City of Launceston's website for online services, latest news and notifications, and Council's meeting agendas and minutes.

Look for this symbol to locate our website's accessibility menu. A translation service and screen reader are available on our website for those requiring assistance.

- [Tomorrow Together](#) - Community Engagement
We are committed to ensuring people who may be affected by Council decisions have the opportunity to provide input. Tomorrow Together is the online consultation platform Council uses where you can have your say on key initiatives. Visit www.launceston.tas.gov.au/Community/Get-involved
- Council meeting live streaming
In the interests of openness and transparency and encouraging community involvement in decision making, the audio from every Council meeting, except for matters dealt with in closed session, is streamed [live to the internet](#) and stored on our YouTube channel <https://www.youtube.com/@colmeetingstream>.
- Council meetings
Council meetings commence on the fourth Thursday of January and then occur fortnightly. We welcome your attendance to ask a question on any matter relating to Council; or to speak for a maximum of two minutes on any item listed on the agenda. [Agendas and minutes can be found here: https://www.launceston.tas.gov.au/Agendas-and-Minutes](#)

To ask a question or speak at the Council meeting we ask that you please register before the meeting begins. This helps us ensure we minute your attendance correctly. Forms are available outside the entrance to the Council Chambers, and Council Officers will be available to help,

- Follow us on social media
Stay informed about issues, news and feedback opportunities relating to the municipality by following City of Launceston.
[Facebook](#)
[LinkedIn](#)

Complaints

Council's Customer Service Centre is your first point of contact for all enquiries, compliments, and complaints. If your complaint is urgent or safety related, please contact us via phone so we are notified about it as soon as possible.

Formal complaints requiring a response should be provided in writing to the addresses above so they can be directed to the appropriate person for investigation. You will receive a confirmation that your complaint has been received and when to expect a written response. This is determined by the severity and complexity of the issue but we will always provide you with an estimated time to

achieve a resolution. The responsible person may contact you via phone during this time to aid their investigation. Our Complaints Handling Procedure provides more detail about this process.

Definition of complaint:

It is important to note that a complaint is not an enquiry, request or disagreement.

Enquiry: Appeal for information

Request: Appeal for assistance and action

Disagreement: Conflicting opinion to a policy or the direction of City of Launceston.

Complaint: A complaint exists when there is a gap between the service provided and the customer's expectation. A complaint exists when a customer initiates further contact after an initial service has been provided and expresses dissatisfaction with that service.

It is necessary to differentiate between service provided and services available. If it is identified that a service is not available or provided by council then this not a complaint - it is a suggestion for future services expansion.

Experience has shown that the majority of complaints will be satisfactorily resolved, however if you are unhappy with the outcomes you may ask for a review of your complaint by the Chief Executive Officer, who will investigate your complaint further and inform you of the findings.

A summary of all complaints, including the number and nature, is provided annually to Councillors.

If there is insufficient evidence to action an issue we will not take any further action and your complaint will be closed. In some circumstances you may be required to resolve a dispute privately or via legal proceedings, if this is the case you will be informed by our officers that Council cannot assist further.

There is an Ombudsman who may review actions and decisions taken by the City of Launceston. The Ombudsman is responsible to Parliament for investigating complaints made about administrative actions (or inactions) of Tasmanian Government Departments, most Statutory Authorities and Local Government. Visit the Ombudsman's website www.ombudsman.tas.gov.au for more information and how to get in contact.

Customer Behaviour:

Our employees work hard to provide services and respond to queries and are entitled to feel safe and respected while at work. Customers who display aggressive, abusive or inappropriate behaviour can be refused service and may have to make their enquiry by other means.

RELATED POLICIES & PROCEDURES

Complaints Handling Procedure 05-Prx-001

Unreasonable Customer/Complainant Conduct Policy 05-Plx-021

Threatening or Abusive Conduct by the Public Procedure 22-HLPr-001

RELATED LEGISLATION

Local Government Act 1993 (Tas)

REVIEW

In accordance with the *Local Government Act 1993*, section 339F (4), this policy is to be reviewed within 12 months of a Council election.

CARRIED 10:1

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor A J Palmer, Councillor L M McMahon, Councillor S Cai and Councillor A J Britton

AGAINST VOTE: Councillor J J Pentridge

17.2. 213-215 & 217-229 Wellington Street, Launceston - Request to Waive Planning Permit Fees

FILE NO: SF2855

APPROVER: Chelsea van Riet (General Manager Community and Place Network)

DECISION STATEMENT:

To consider a request for a fee dispensation to waive the fees for two of three proposed Development Applications and to apply a single maximum fee pro rata across the three.

RELEVANT LEGISLATION:

Local Government Act 1993 - Division 7, S205 and S207

RECOMMENDATION:

That Council refuses a request for a fee dispensation to apply a single maximum development fee to the proposed three separate applications for the development and use of the Launceston Private Hospital at 213-215 and 217-229 Wellington Street, Launceston.

Councillor S Cai withdrew from the Meeting at 3:25 pm

Richard Jamieson (Manager City Development), Michelle Ogulin (Manager Liveable Communities), and Duncan Payton (Town Planner) were in attendance to answer questions in respect of this item.

Dr Jerome Muir-Wilson spoke against the Recommendation.

DECISION: 25 July 2024

MOTION

Moved Deputy Mayor Councillor D H McKenzie, seconded Councillor A J Britton.

That Council:

- 1. Receives and notes the report; and**
- 2. Refers the matter to a future Council Workshop.**

CARRIED 10:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahon and Councillor A J Britton

AGAINST VOTE: Nil

ABSENT AT TIME OF VOTE: Councillor S Cai

18. CREATIVE ARTS AND CULTURAL SERVICES NETWORK

No items were identified as part of these Minutes

19. INFRASTRUCTURE AND ASSETS NETWORK

19.1. Princess Theatre - Conservation Management Plan - Endorsement

FILE NO: SF0371

APPROVER: Shane Eberhardt (General Manager Infrastructure and Assets Network)

DECISION STATEMENT:

To consider endorsement of the Princess Theatre Conservation Management Plan - July 2023.

RELEVANT LEGISLATION:

Historic Cultural Heritage Act 1995 (Tas)
Land Use Planning and Approvals Act 1993 (Tas)

RECOMMENDATION:

That Council endorses the Princess Theatre Conservation Management Plan - July 2023. (ECM Doc Set ID 5096263).

Deputy Mayor Councillor D H McKenzie withdrew from the Meeting at 3:34 pm
Deputy Mayor Councillor D H McKenzie re-attended the Meeting at 3:35 pm

Councillor A J Britton withdrew from the Meeting at 3:34 pm
Councillor A J Britton re-attended the Meeting at 3:40 pm

Councillor S Cai re-attended the Meeting at 3:40 pm
Councillor S Cai retired from the Meeting at 3:41 pm

DECISION: 25 July 2024

MOTION

Moved Councillor D C Gibson, seconded Councillor T G Walker.

That Council endorses the Princess Theatre Conservation Management Plan - July 2023. (ECM Doc Set ID 5096263).

CARRIED 10:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahan and Councillor A J Britton
AGAINST VOTE: Nil

20. ORGANISATIONAL SERVICES NETWORK

20.1. Determination Report - Code of Conduct Complaint - Councillor J J Pentridge

FILE NO: SF2213

AUTHOR: Leanne Purchase (Manager Governance)

APPROVER: Louise Foster (General Manager Organisational Services Network)

DECISION STATEMENT:

To consider a Code of Conduct Determination Report.

RELEVANT LEGISLATION:

Local Government Act 1993 (Tas)

RECOMMENDATION:

That Council, pursuant to section 28ZK(4) of the *Local Government Act 1993 (Tas)*, receives the Code of Conduct Panel Determination Report dated 4 July 2024 (ECM Doc Set ID 5092645) in relation to a complaint brought by Mr Michael Stretton against Councillor Joe Pentridge.

Due to a Declaration of Interest Councillor J J Pentridge withdrew from the Meeting at 3:42 pm

Leanne Purchase (Manager Governance) was in attendance to answer questions in respect of this item.

DECISION: 25 July 2024

MOTION

Moved Councillor T G Walker, seconded Councillor A G Harris.

That Council, pursuant to section 28ZK(4) of the *Local Government Act 1993 (Tas)*, receives the Code of Conduct Panel Determination Report dated 4 July 2024 (ECM Doc Set ID 5092645) in relation to a complaint brought by Mr Michael Stretton against Councillor Joe Pentridge.

CARRIED 9:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor A J Palmer, Councillor L M McMahon and Councillor A J Britton

AGAINST VOTE: Nil

20.2. Northern Tasmania Netball Association

FILE NO: SF2967/SF0897

AUTHOR: Sharin Imlach (Lease Officer)

GENERAL MANAGER APPROVAL: Louise Foster (Organisational Services Network)

DECISION STATEMENT:

To consider the granting of a new lease to the Northern Tasmanian Netball Association Inc.

RELEVANT LEGISLATION:

Local Government Act 1993 (Tas)

PREVIOUS COUNCIL CONSIDERATION:

Council Meeting - 20 November 2017 - Agenda Item 18.2 - Northern Tasmania Netball Association Inc.

RECOMMENDATION:

That Council:

1. pursuant to section 179 of the *Local Government Act 1993 (Tas)*, determines to lease land at 29-31 Hoblers Bridge Road, being The Fred White Centre, and part of Hoblers Bridge Sports Centre, as shown in blue in the plan below.



2. requires that the lease of Part of 29-31 Hoblers Bridge Road is to be on the following basis:
 - a) the lessee is to be Northern Tasmania Netball Association Inc;
 - b) the lease is to commence on 01 July 2024 until 30 April 2028;
 - c) the commencing rent to be \$340.34, reviewed annually;
 - d) the lessee is to be responsible for all outgoings including energy, water usage and service charges, security monitoring, and cleaning and operational maintenance;
 - e) the lessee is to:
 - (i) keep the building clean and in good order;
 - (ii) maintain the grounds of the property;
 - (iii) hold public liability insurance with at least \$20,000,000 cover;
 - f) the Council is to be responsible for structural maintenance.
 3. requests the Chief Executive Officer to:
 - a) determine the exact dimensions of the land to be leased and all remaining terms and conditions;
 - b) exercise any of Council's rights, options, or discretions necessary for the proper administration of the lease.
 4. notes, for the avoidance of doubt, that Chief Executive Officer is a term of reference for the General Manager within the meaning of the *Local Government Act 1993* (Tas).
-

Sharin Imlach (Lease Officer) was in attendance to answer questions in respect of this item.

DECISION: 25 July 2024

MOTION

Moved Councillor A G Harris, seconded Councillor J J Pentridge.

That Council:

1. pursuant to section 179 of the *Local Government Act 1993 (Tas)*, determines to lease land at 29-31 Hoblers Bridge Road, being The Fred White Centre, and part of Hoblers Bridge Sports Centre, as shown in blue in the plan below.



2. requires that the lease of Part of 29-31 Hoblers Bridge Road is to be on the following basis:
 - a) the lessee is to be Northern Tasmania Netball Association Inc;
 - b) the lease is to commence on 01 July 2024 until 30 April 2028;
 - c) the commencing rent to be \$340.34, reviewed annually;
 - d) the lessee is to be responsible for all outgoings including energy, water usage and service charges, security monitoring, and cleaning and operational maintenance;
 - e) the lessee is to:
 - (i) keep the building clean and in good order;
 - (ii) maintain the grounds of the property;
 - (iii) hold public liability insurance with at least \$20,000,000 cover;
 - f) the Council is to be responsible for structural maintenance.
3. requests the Chief Executive Officer to:
 - a) determine the exact dimensions of the land to be leased and all remaining terms and conditions;

- b) exercise any of Council's rights, options, or discretions necessary for the proper administration of the lease.
4. notes, for the avoidance of doubt, that Chief Executive Officer is a term of reference for the General Manager within the meaning of the *Local Government Act 1993* (Tas).

CARRIED 10:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahon and Councillor A J Britton
AGAINST VOTE: Nil

20.3. Lease - South Launceston Football Club

FILE NO: SF0899/SF2967

AUTHOR: Sharin Imlach (Lease Officer)

GENERAL MANAGER APPROVAL: Louise Foster (Organisational Services Network)

DECISION STATEMENT:

To consider leasing the buildings situated at 21 Highgate Street, Youngtown, adjacent to the Youngtown Oval.

RELEVANT LEGISLATION:

Local Government Act 1993 (Tas)

PREVIOUS COUNCIL CONSIDERATION:

Council Meeting - 10 June 2014 - Agenda Item 17.3 - Lease - South Launceston Football Club

RECOMMENDATION:

That Council:

1. pursuant to section 179 of the *Local Government Act 1993*, determines to lease part of 21 Highgate Street, Youngtown, as identified in the plan below.



-
2. requires that the lease of Part of 21 Highgate Street, Youngtown, is to be on the following basis:
 - a) the lessee is to be South Launceston Football Club;
 - b) the lease is to commence on or as soon as possible after 1 July 2024 for a period of five years;
 - c) the commencing rent is to be \$340.34, reviewed annually;
 - d) the lessee is to be responsible for all outgoings including energy, water usage and service charges, security monitoring, and cleaning and operational maintenance;
 - e) the lessee is to:
 - i. keep the building clean and in good order;
 - ii. maintain the grounds of the property;
 - iii. hold public liability insurance with at least \$20,000,000 cover;
 - f) the Council is to be responsible for structural maintenance.
 3. requests the Chief Executive Officer to:
 - (a) determine the exact dimensions of the land to be leased and all remaining terms and conditions;
 - (b) exercise any of Council's rights, options, or discretions necessary for the proper administration of the lease.
 4. notes, for the avoidance of doubt, that Chief Executive Officer is a term of reference for the General Manager within the meaning of the *Local Government Act 1993* (Tas).
-

Sharin Imlach (Lease Officer) was in attendance to answer questions in respect of this item.

DECISION: 25 July 2024

MOTION

Moved Councillor A G Harris, seconded Councillor J J Pentridge.

That Council:

1. pursuant to section 179 of the *Local Government Act 1993*, determines to lease part of 21 Highgate Street, Youngtown, as identified in the plan below.



2. requires that the lease of Part of 21 Highgate Street, Youngtown, is to be on the following basis:
 - a) the lessee is to be South Launceston Football Club;
 - b) the lease is to commence on or as soon as possible after 1 July 2024 for a period of five years;
 - c) the commencing rent is to be \$340.34, reviewed annually;
 - d) the lessee is to be responsible for all outgoings including energy, water usage and service charges, security monitoring, and cleaning and operational maintenance;
 - e) the lessee is to:
 - i. keep the building clean and in good order;
 - ii. maintain the grounds of the property;
 - iii. hold public liability insurance with at least \$20,000,000 cover;
 - f) the Council is to be responsible for structural maintenance.

3. requests the Chief Executive Officer to:
 - (a) determine the exact dimensions of the land to be leased and all remaining terms and conditions;
 - (b) exercise any of Council's rights, options, or discretions necessary for the proper administration of the lease.

4. notes, for the avoidance of doubt, that Chief Executive Officer is a term of reference for the General Manager within the meaning of the *Local Government Act 1993* (Tas).

CARRIED 10:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahon and Councillor A J Britton
AGAINST VOTE: Nil

20.4. 2023/2024 Budget - Budget Amendments

FILE NO: SF6817/SF7334

AUTHOR: Samuel Kelty (Manager Finance)

APPROVER: Louise Foster (General Manager Organisational Services Network)

DECISION STATEMENT:

For Council to:

1. consider changes to the Council's 2023/24 Statutory Estimates.

A decision for Recommendation 1. requires an absolute majority of Council in accordance with section 82(4) of the Local Government Act 1993 (Tas).

2. consider adjustments made during 1 June to 30 June 2024 by the Chief Executive Officer to the 2023/24 Budget.

RELEVANT LEGISLATION:

Local Government Act 1993 (Tas)

RECOMMENDATION:

That Council:

1. pursuant to section 82(4) of the *Local Government Act 1993 (Tas)* and by an absolute majority, approves the following changes to the 2023/24 Statutory Estimates:
 - (a) Revenue
 - i. the net decrease in revenue from external grants and contributions of \$15,180,020.
 - (b) Expenses
 - i. the net increase in operations expenditure of \$558,324.
 - (c) Capital Works Expenditure
 - i. the net decrease in expenditure from external funds of \$15,180,020.
 - ii. the decrease in the Council's funded expenditure of \$558,324.
 2. notes that amendments from Recommendation 1. result in:
 - (a) the operating deficit being amended to \$3,548 (including capital grants of \$5,920,098) for 2023/24.
 - (b) the capital budget being decreased to \$29,753,355 for 2023/24.
 3. pursuant to section 82(7) of the *Local Government Act 1993 (Tas)*, receives the Chief Executive Officer's report on adjustments to the 2023/24 budget for the period 1 June to 30 June 2024.
-

Samuel Kelty (Manager Finance) was in attendance to answer questions in respect of this item.

DECISION: 25 July 2024

MOTION

Moved Deputy Mayor Councillor D H McKenzie, seconded Councillor A G Harris.

That Council:

1. pursuant to section 82(4) of the *Local Government Act 1993 (Tas)* and by an absolute majority, approves the following changes to the 2023/24 Statutory Estimates:
 - (a) Revenue
 - i. the net decrease in revenue from external grants and contributions of \$15,180,020.
 - (b) Expenses
 - i. the net increase in operations expenditure of \$558,324.
 - (c) Capital Works Expenditure
 - i. the net decrease in expenditure from external funds of \$15,180,020.
 - ii. the decrease in the Council's funded expenditure of \$558,324.
2. notes that amendments from Recommendation 1. result in:
 - (a) the operating deficit being amended to \$3,548 (including capital grants of \$5,920,098) for 2023/24.
 - (b) the capital budget being decreased to \$29,753,355 for 2023/24.
3. pursuant to section 82(7) of the *Local Government Act 1993 (Tas)*, receives the Chief Executive Officer's report on adjustments to the 2023/24 budget for the period 1 June to 30 June 2024.

CARRIED BY ABSOLUTE MAJORITY 10:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahan and Councillor A J Britton
AGAINST VOTE: Nil

20.5. 2024/2025 Budget - Budget Amendments

FILE NO: SF6817/SF7334

AUTHOR: Samuel Kelty (Manager Finance)

APPROVER: Louise Foster (General Manager Organisational Services Network)

DECISION STATEMENT:

For Council to:

1. consider changes to the Council's 2024/2025 Statutory Estimates.

A decision for Recommendation 1. requires an absolute majority of Council in accordance with section 82(4) of the Local Government Act 1993 (Tas).

RELEVANT LEGISLATION:

Local Government Act 1993 (Tas)

RECOMMENDATION:

That Council:

1. pursuant to section 82(4) of the *Local Government Act 1993 (Tas)* and by an absolute majority, approves the following changes to the 2024/2025 Statutory Estimates:
 - (a) Revenue
 - i. the net increase in revenue from external grants and contributions of \$15,859,925.
 - (b) Expenses
 - i. the net increase in operations expenditure of \$25,374.
 - (c) Capital Works Expenditure
 - i. the net increase in expenditure from external funds of \$15,859,925.
 2. notes that amendments from Recommendation 1. result in:
 - (a) the operating surplus being amended to \$12,769,574 (including capital grants of \$18,415,925) for 2024/2025.
 - (b) the capital budget being increased to \$42,770,925 for 2024/2025.
-

The Mayor, Councillor M K Garwood, advised that item 20.5 - 2024/25 Budget - Budget Amendments has been withdrawn from the Agenda.

20.6. Councillor Professional Development - Online Learning Module Participation Report to June 2024

FILE NO: SF4163

AUTHOR: Leanne Purchase (Manager Governance)

APPROVER: Louise Foster (General Manager Organisational Services Network)

DECISION STATEMENT:

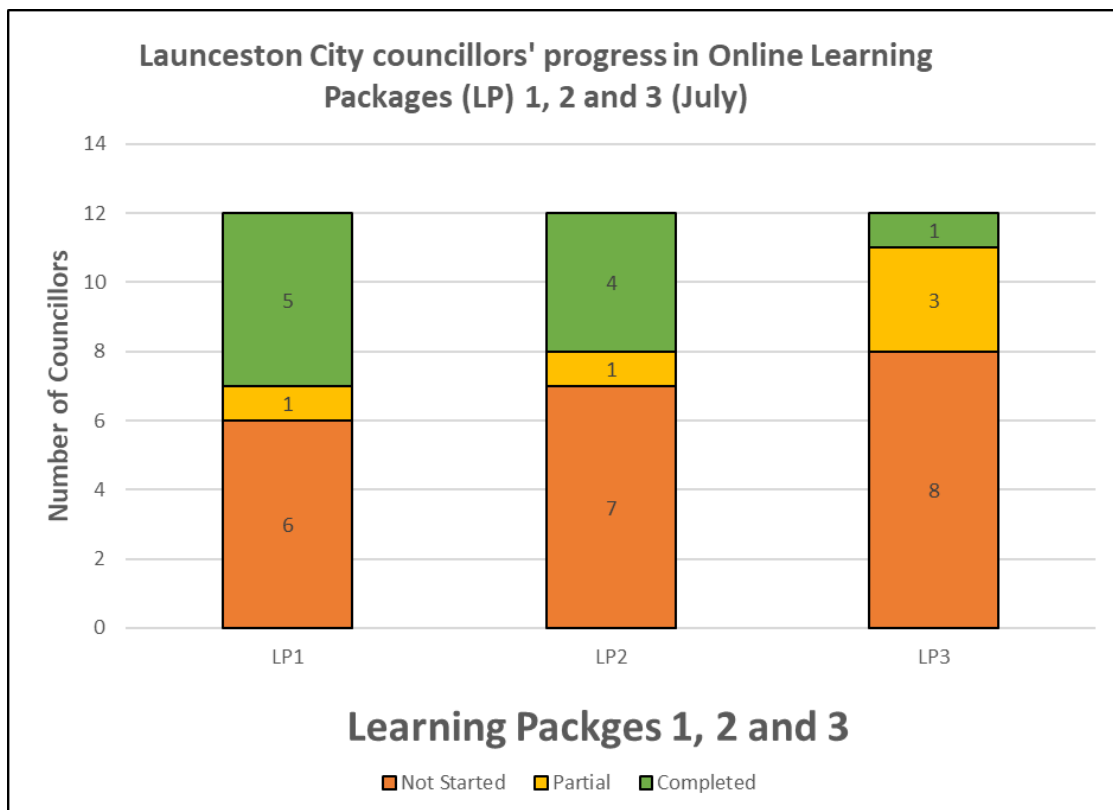
To consider information from the Office of Local Government that details the participation of Councillors in online learning modules for the quarter ending June 2024.

RELEVANT LEGISLATION:

Local Government Act 1993 (Tas)

RECOMMENDATION:

That Council notes progress towards completion of online learning modules by City of Launceston Councillors, as reported by the Office of Local Government on 9 July 2024 for the quarter ending June 2024:



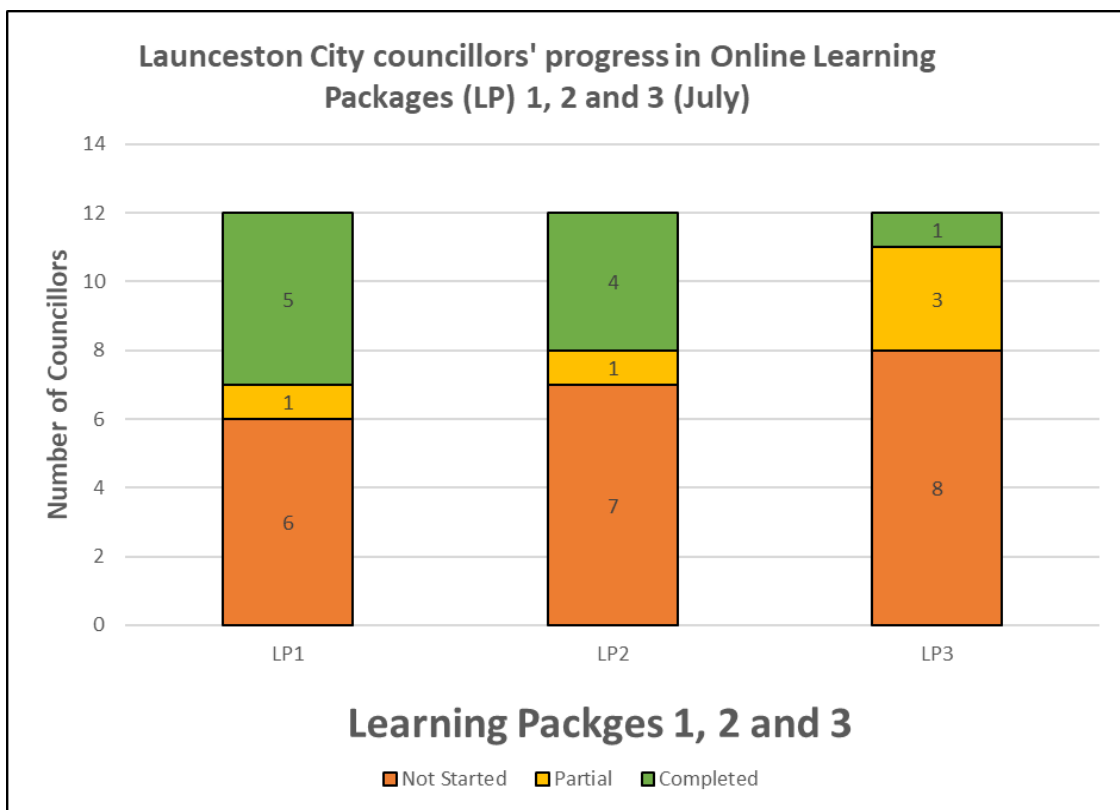
Leanne Purchase (Manager Governance) was in attendance to answer questions in respect of this item.

DECISION: 25 July 2024

MOTION

Moved Deputy Mayor Councillor D H McKenzie, seconded Councillor A G Harris.

That Council notes progress towards completion of online learning modules by City of Launceston Councillors, as reported by the Office of Local Government on 9 July 2024 for the quarter ending June 2024:



CARRIED 10:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahon and Councillor A J Britton
AGAINST VOTE: Nil

20.7. Local Government Association of Tasmania - Voting Directions for Annual General Meeting and General Meeting 26 July 2024

FILE NO: SF2218/SF2217

AUTHOR: Leanne Purchase (Manager Governance)

APPROVER: Louise Foster (General Manager Organisational Services Network)

DECISION STATEMENT:

To consider voting directions to be provided to the City of Launceston's delegate at the Local Government Association of Tasmania's 2024 Annual General Meeting and General Meeting to be held on 26 July 2024.

RECOMMENDATION:

That Council:

1. appoints Councillor Danny Gibson to be the City of Launceston's delegate at the Local Government Association of Tasmania's 2024 Annual General Meeting and General Meeting to be held on 26 July 2024.
2. in respect of the Local Government Association of Tasmania's 2024 Annual General Meeting, directs its delegate to vote as follows for the matters listed below:

Item	Page (in agenda papers)	Matters for decision	City of Launceston vote/comment
1	4	Minutes of 111th Annual General Meeting <i>That the Minutes of the 111th Annual General Meeting, held 30 June 2023 be confirmed.</i>	Confirm
2	4	Presidents Report <i>That the President's report be received.</i>	Receive
3	5	Financial Statements to 30 June 2023 <i>That the Financial Statements for the period 1 July 2022 to 30 June 2023 be received and adopted.</i>	Receive and adopt
4	5	2024-2025 LGAT Budget and Subscriptions <i>That Members endorse the 2024/2025 LGAT Budget and Subscriptions for an overall 3.5% subscription increase for councils.</i>	Support
5	8	President and Vice President Honorariums <i>That the President's and Vice President's honorariums for the period</i>	Support

		<i>1 July 2024 to 30 June 2025 be adjusted in accordance with the movement in the Wages Price Index.</i>	
6	9	General Management Committee Allowances <i>That Members endorse the proposed changes to the GMC members sitting fees.</i>	Support
7	10	Reports From Board Representatives <i>Decision Sought</i> <i>(a) That the reports from representatives on various bodies be received and noted.</i> <i>(b) That Members acknowledge the time and effort put in by all Association representatives on boards, working parties, advisory groups and committees etc.</i>	(a) Receive and note (b) Acknowledge

3. in respect of the Local Government Association of Tasmania's 2024 General Meeting to be held on 26 July 2024, directs its delegate to vote as follows for the matters listed below:

Item	Page (in agenda papers)	Matters for decision	City of Launceston vote/comment
1.1	5	Confirmation of Minutes <i>That the Minutes of the meeting held on 14 March 2024, as circulated, be confirmed.</i>	Confirm
1.2	6	Business Arising <i>That Members note the information.</i>	Note
1.3	6	Confirmation of Agenda <i>That consideration be given to the Agenda items and the order of business.</i>	Confirm
1.4	6	Follow Up of Motions <i>That Members note the following report.</i>	Note
1.5	7	President's Report <i>That Members note the report on the President's activity from 23 February to 3 July 2024.</i>	Note
1.6	8	Chief Executive Officer's Report <i>That the Meeting note the report on the CEO's activity 23 February to 3 July 2024.</i>	Note
1.7	10	Annual Plan Update <i>That Members note the report against the Annual Plan.</i>	Note
1.8	11	Council Round Ups <i>That Members note there will not be a council round up this meeting.</i>	Note

2.1	12	<p>Motion - Proposed Amendment to the Pensioner Rates Remission Guidelines <i>That LGAT calls upon the State Government to amend its Pensioner Rates Remission Guidelines to benefit pensioners who receive an eligible card within a financial year, post 1 July.</i></p>	<p>Supported - The City of Launceston receives regular feedback from ratepayers who receive an eligible card within the financial year but cannot access the remission. Consultation on the mechanics of the claiming process would be required.</p>
3.1	13	<p>Workplace Health and Safety Review <i>That Members discuss the progress on the implementation of the Workplace Health and Safety Review of Elected Representatives (WH&S Review) and additional actions.</i></p>	<p>Discuss</p>
4.1	15	<p>State Election Summary <i>That Members note the report on the State election 2024.</i></p>	<p>Note</p>
4.2	18	<p>Inquiry into Local Government Sustainability <i>That Members note the report on the Federal Government Inquiry into local government sustainability.</i></p>	<p>Note</p>
4.3	19	<p>Planning Update <i>That Members note the update on activities in planning policy, including planning reforms.</i></p>	<p>Note</p>
4.4	21	<p>Housing Policy Update <i>That Members note the update on housing policy and activities.</i></p>	<p>Note</p>
4.5	23	<p>Emergency Management and Recovery Update <i>That Members note the update on emergency management and recovery.</i></p>	<p>Note</p>
4.6	25	<p>Safeguarding Children <i>That Members note the update on safeguarding children and child safe organisations.</i></p>	<p>Note</p>
4.7	27	<p>Health and Wellbeing <i>That Members note the report on the LGAT health and wellbeing activities.</i></p>	<p>Note</p>
4.8	28	<p>TasWater <i>That Members note the update on TasWater matters.</i></p>	<p>Note</p>
4.9	30	<p>Climate Change <i>That Members note the update on climate change activities.</i></p>	<p>Note</p>
4.10	31	<p>EPA Memorandum of Understanding Annual Report <i>That Members note the update on the EPA Memorandum of Understanding Annual Report.</i></p>	<p>Note</p>
4.11	33	<p>Waste and Resource Recovery</p>	<p>Note</p>

		<i>That Members note the report on waste and resource recovery.</i>	
4.12	34	Regional Towns CCTV Project <i>That Members note the update on the Regional Towns CCTV project June 2024.</i>	Note
4.13	35	Procurement Update <i>That members note the following update on procurement support for councils.</i>	Note
4.14	39	Events and Professional Development Overview <i>That Members note the report on events and elected representative learning and development.</i>	Note
4.15	41	Policy Update <i>That Members note the update on various policy items.</i>	Note

Leanne Purchase (Manager Governance) was in attendance to answer question in respect of this item.

DECISION: 25 July 2024

MOTION

Moved Councillor A J Palmer, seconded Councillor L M McMahon.

That Council:

1. appoints Councillor Danny Gibson to be the City of Launceston's delegate at the Local Government Association of Tasmania's 2024 Annual General Meeting and General Meeting to be held on 26 July 2024.
2. in respect of the Local Government Association of Tasmania's 2024 Annual General Meeting, directs its delegate to vote as follows for the matters listed below:

Item	Page (in agenda papers)	Matters for decision	City of Launceston vote/comment
1	4	Minutes of 111th Annual General Meeting <i>That the Minutes of the 111th Annual General Meeting, held 30 June 2023 be confirmed.</i>	Confirm
2	4	Presidents Report <i>That the President's report be received.</i>	Receive

3	5	Financial Statements to 30 June 2023 <i>That the Financial Statements for the period 1 July 2022 to 30 June 2023 be received and adopted.</i>	Receive and adopt
4	5	2024-2025 LGAT Budget and Subscriptions <i>That Members endorse the 2024/2025 LGAT Budget and Subscriptions for an overall 3.5% subscription increase for councils.</i>	Support
5	8	President and Vice President Honorariums <i>That the President's and Vice President's honorariums for the period 1 July 2024 to 30 June 2025 be adjusted in accordance with the movement in the Wages Price Index.</i>	Support
6	9	General Management Committee Allowances <i>That Members endorse the proposed changes to the GMC members sitting fees.</i>	Support
7	10	Reports From Board Representatives Decision Sought <i>(a) That the reports from representatives on various bodies be received and noted.</i> <i>(b) That Members acknowledge the time and effort put in by all Association representatives on boards, working parties, advisory groups and committees etc.</i>	(a) Receive and note (b) Acknowledge

3. in respect of the Local Government Association of Tasmania's 2024 General Meeting to be held on 26 July 2024, directs its delegate to vote as follows for the matters listed below:

Item	Page (in agenda papers)	Matters for decision	City of Launceston vote/comment
1.1	5	Confirmation of Minutes <i>That the Minutes of the meeting held on 14 March 2024, as circulated, be confirmed.</i>	Confirm
1.2	6	Business Arising <i>That Members note the information.</i>	Note
1.3	6	Confirmation of Agenda <i>That consideration be given to the Agenda items and the order of business.</i>	Confirm
1.4	6	Follow Up of Motions	Note

		<i>That Members note the following report.</i>	
1.5	7	<i>President's Report That Members note the report on the President's activity from 23 February to 3 July 2024.</i>	Note
1.6	8	<i>Chief Executive Officer's Report That the Meeting note the report on the CEO's activity 23 February to 3 July 2024.</i>	Note
1.7	10	<i>Annual Plan Update That Members note the report against the Annual Plan.</i>	Note
1.8	11	<i>Council Round Ups That Members note there will not be a council round up this meeting.</i>	Note
2.1	12	<i>Motion - Proposed Amendment to the Pensioner Rates Remission Guidelines That LGAT calls upon the State Government to amend its Pensioner Rates Remission Guidelines to benefit pensioners who receive an eligible card within a financial year, post 1 July.</i>	Supported - The City of Launceston receives regular feedback from ratepayers who receive an eligible card within the financial year but cannot access the remission. Consultation on the mechanics of the claiming process would be required.
3.1	13	<i>Workplace Health and Safety Review That Members discuss the progress on the implementation of the Workplace Health and Safety Review of Elected Representatives (WH&S Review) and additional actions.</i>	Discuss
4.1	15	<i>State Election Summary That Members note the report on the State election 2024.</i>	Note
4.2	18	<i>Inquiry into Local Government Sustainability That Members note the report on the Federal Government Inquiry into local government sustainability.</i>	Note
4.3	19	<i>Planning Update That Members note the update on activities in planning policy, including planning reforms.</i>	Note
4.4	21	<i>Housing Policy Update That Members note the update on housing policy and activities.</i>	Note
4.5	23	<i>Emergency Management and Recovery Update That Members note the update on emergency management and recovery.</i>	Note

4.6	25	Safeguarding Children <i>That Members note the update on safeguarding children and child safe organisations.</i>	Note
4.7	27	Health and Wellbeing <i>That Members note the report on the LGAT health and wellbeing activities.</i>	Note
4.8	28	TasWater <i>That Members note the update on TasWater matters.</i>	Note
4.9	30	Climate Change <i>That Members note the update on climate change activities.</i>	Note
4.10	31	EPA Memorandum of Understanding Annual Report <i>That Members note the update on the EPA Memorandum of Understanding Annual Report.</i>	Note
4.11	33	Waste and Resource Recovery <i>That Members note the report on waste and resource recovery.</i>	Note
4.12	34	Regional Towns CCTV Project <i>That Members note the update on the Regional Towns CCTV project June 2024.</i>	Note
4.13	35	Procurement Update <i>That members note the following update on procurement support for councils.</i>	Note
4.14	39	Events and Professional Development Overview <i>That Members note the report on events and elected representative learning and development.</i>	Note
4.15	41	Policy Update <i>That Members note the update on various policy items.</i>	Note

CARRIED 10:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahan and Councillor A J Britton
AGAINST VOTE: Nil

21. CHIEF EXECUTIVE OFFICER NETWORK

No Items were identified as part of these Minutes

22. LATE ITEMS

No Late Items were identified as part of these Minutes

23. CLOSED COUNCIL

This decision requires an absolute majority of Council

RECOMMENDATION:

That Council moves into Closed Session to consider the following matters:

Councillor Prof G Razay withdrew from the Meeting at 4.05pm

DECISION: 25 July 2024

MOTION

Moved Councillor A G Harris, seconded Councillor A J Britton.

That Council moves into Closed Session.

CARRIED BY ABSOLUTE MAJORITY 9:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahon and Councillor A J Britton

AGAINST VOTE: Nil

Council moved into Closed Session at 4.06pm.

Council returned to Open Session at 4.17pm.

23.1. Confirmation of the Minutes

REASON FOR CLOSED COUNCIL:

Regulation 35(6) of the Local Government (Meeting Procedures) Regulations 2015 states that at the next closed meeting, the minutes of a closed meeting, after any necessary correction, are to be confirmed as the true record by the council or council committee and signed by the chairperson of the closed meeting.

23.2. Tender - Forster St Cycle Way - CD013/2024

REASON FOR CLOSED COUNCIL:

This item is **CONFIDENTIAL** in accordance with regulation 15(2)(d) of the *Local Government (Meeting Procedures) Regulations 2015*, which permits the meeting to be closed to the public for business relating to the following:

- (d) contracts, and tenders, for the supply of goods and services and their terms, conditions, approval and renewal.

23.3. Councillor's Leave of Absence

REASON FOR CLOSED COUNCIL:

This item is **CONFIDENTIAL** in accordance with regulation 15(2)(h) of the *Local Government (Meeting Procedures) Regulations 2015*, which permits the meeting to be closed to the public for business relating to the following:

- (h) applications by councillors for a leave of absence.

23.4. Punchbowl Cottage Lease

REASON FOR CLOSED COUNCIL:

This item is **CONFIDENTIAL** in accordance with regulation 15(2)(g)(h) of the *Local Government (Meeting Procedures) Regulations 2015*, which permits the meeting to be closed to the public for business relating to the following:

- (g) information of a personal and confidential nature or information provided to the council on the condition it is kept confidential.
- (h) applications by councillors for a leave of absence.

23.5. End of Closed Session

DECISION: 25 July 2024

MOTION

Moved Councillor A G Harris, seconded Councillor L M McMahon.

That Council:

1. pursuant to Regulation 34(1)(b) of the *Local Government (Meeting Procedures) Regulations 2015*, resolves to report in Open Session that it has considered the following matters in Closed Session:

Minutes Item	Matter	Brief Description
23.1	<i>Closed Council Minutes – 13 June 2024</i>	<i>Confirmation of the Minutes of the Closed Meeting of the City of Launceston Council held on 13 June 2024.</i>
23.2	<i>Tender - Forster St Cycle Way - CD013/2024</i>	<i>The Councillors approved the tender submitted for Forster St Cycle Way CD013/2024. The names of the successful tenderers will be published to www.launceston.tas.gov.au once both the successful and unsuccessful tenderers have been notified of the decision.</i>
23.3	<i>Councillor's Leave of Absence</i>	<i>Councillors endorsed a personal leave request.</i>
23.4	<i>Punchbowl Cottage Lease</i>	<i>This item was withdrawn from the Agenda.</i>

CARRIED 10:0

FOR VOTE: Mayor Councillor M K Garwood, Deputy Mayor Councillor D H McKenzie, Councillor D C Gibson, Councillor A G Harris, Councillor T G Walker, Councillor Prof G Razay, Councillor J J Pentridge, Councillor A J Palmer, Councillor L M McMahon and Councillor A J Britton
AGAINST VOTE: Nil

24. MEETING CLOSURE

The Mayor, Councillor M K Garwood, closed the Meeting at 4.18pm.

25. NEXT COUNCIL MEETING DATE

The next Ordinary Meeting of Council will be held at 1.00pm on 8 August 2024 at the Council Chambers, Town Hall, 18-28 St John Street, Launceston.