

An aerial photograph of a river with large, dark, wet rocks. The water is a deep blue-grey color with white foam from the rapids. Two people are swimming in the water. A man in blue and black patterned swim trunks is lying on his back, holding onto a large rock. A woman in a red one-piece swimsuit is swimming further down the river. A small white bird is perched on a rock in the upper right. The title text is overlaid on a white rectangular box in the upper left quadrant.

City of Launceston Annual Report 2014/15



City of
LAUNCESTON

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Section 1: About Us



Welcome

Launceston has a municipal population of 67,114 (ABS Estimate March 2015) and covers an area of 1,405 square kilometres - with a greater population of 107,000.

Situated at the head of the beautiful Tamar Valley wine growing region, few places in the world can match Launceston's natural and historic charm.

We enjoy an enviable way of life that is at once relaxing and invigorating - a lifestyle centred around a climate similar to the south of France, the great outdoors, a vibrant events calendar and arts scene as well as our world renowned local food and wine.

Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston. A large range of services for residents and visitors were also provided in the 2014/15 year through the Council's five directorates - Infrastructure Services, Development Services, Facility Management and Governance Services, Corporate Services and the Queen Victoria Museum and Art Gallery.



Legend



Airport



Railway Line

Road Classification



National / State Highway



Major Arterial Road



Arterial Road



River / Sea

0 5 Kilometres

Fast Facts



Launceston settlement was acknowledged in 1806.



01

Launceston municipality has 67,114 residents.



02

Launceston is served by 12 Aldermen, one of whom is the Mayor.



03



Vision, Mission and Values

“Launceston, a thriving and sustainable city.

Everyone working together as one organisation to deliver services to our community. The City of Launceston’s Vision and Mission are underpinned by our commitment to the following fundamental values. These values guide the way the Council conducts its business and how the Council delivers all its activities and services for the benefit of the community.”

Integrity

▶ We behave ethically
We tell the truth
We keep our commitments
We meet both the spirit and intent of the law.

Stewardship

▶ We care about people and the community in which we live
We operate safely
We are environmentally responsible
We strengthen the community.

Inclusion

▶ We value diversity and respect the dignity of each person
We value differences in people and perspectives
We build relationships based on mutual trust
We recognise the contributions of every individual.

Initiative

▶ We lead the way
We have the courage and creativity to shape the future
We have the discipline to manage risk
We act decisively in a timely manner.

Teamwork

▶ We work together to achieve superior results
We share ideas and talents to develop solutions
We support and rely on each other
We value clear and open communication.

Accountability

▶ We take responsibility for our actions
We live our values
We set clear goals, measure results and seek to improve
We build and protect the Launceston brand and reputation.

A Message from the Mayor

"The 2014/15 year was a productive one for the City of Launceston."

Elements of the Launceston City Heart Project continued to gather momentum as we head towards the first major public space overhaul in 2016, with the redevelopment of the Quadrant Mall.

The 2014 local government elections saw some new faces around the table, with the election of Janie Finlay, Darren Alexander, Andrea Dawkins, Simon Wood and Emma Williams.

They are already proving themselves as excellent community representatives.

Throughout the year the Council continued to lobby strongly for the extension of the State Government's deal with Hawthorn, given the huge injection of economic activity AFL brings to Launceston in the winter months.

The opening of \$1.8m worth of redevelopment works at the Launceston Waste Centre, including the launch of the new re-sale shop Uptipity, was a noteworthy occasion, especially given this project's significance to the late Deputy

Mayor Jeremy Ball.

Work on major projects like the \$58m Launceston Flood Risk Management Project and the \$9m North Bank projects continued, and I believe that ultimately both these projects will help transform Launceston's relationship with our rivers.

In Kings Meadows we continue to work to reduce the flash flood risk posed to the retail area, with a project aimed at redeveloping the Kings Meadows High School to be able to serve a dual purpose as both a sports field and a stormwater detention basin.

The magnificent new Seaport boardwalk that has been laid down looks fantastic and is already proving incredibly popular with pedestrians and cyclists.

Through our work on the Launceston City Heart Project, the Council is seeking to not only improve our CBD but to encourage new linkages between the city and recreational areas like the Cataract Gorge, Royal Park, Seaport and North Bank.

In 2014, the Council approved more

than \$133m worth of developments, compared to \$109m in 2013.

There are some exciting private developments underway around the municipality including Errol Stewart's \$16m silos redevelopment and JAC Group's \$20m Penny Royal redevelopment - both projects also have the potential to encourage more activity along the riverfront.

In 2014/15 the Council provided more than \$345,000 in funding for Northern Tasmanian events. Those events create a range of economic multipliers throughout the region.

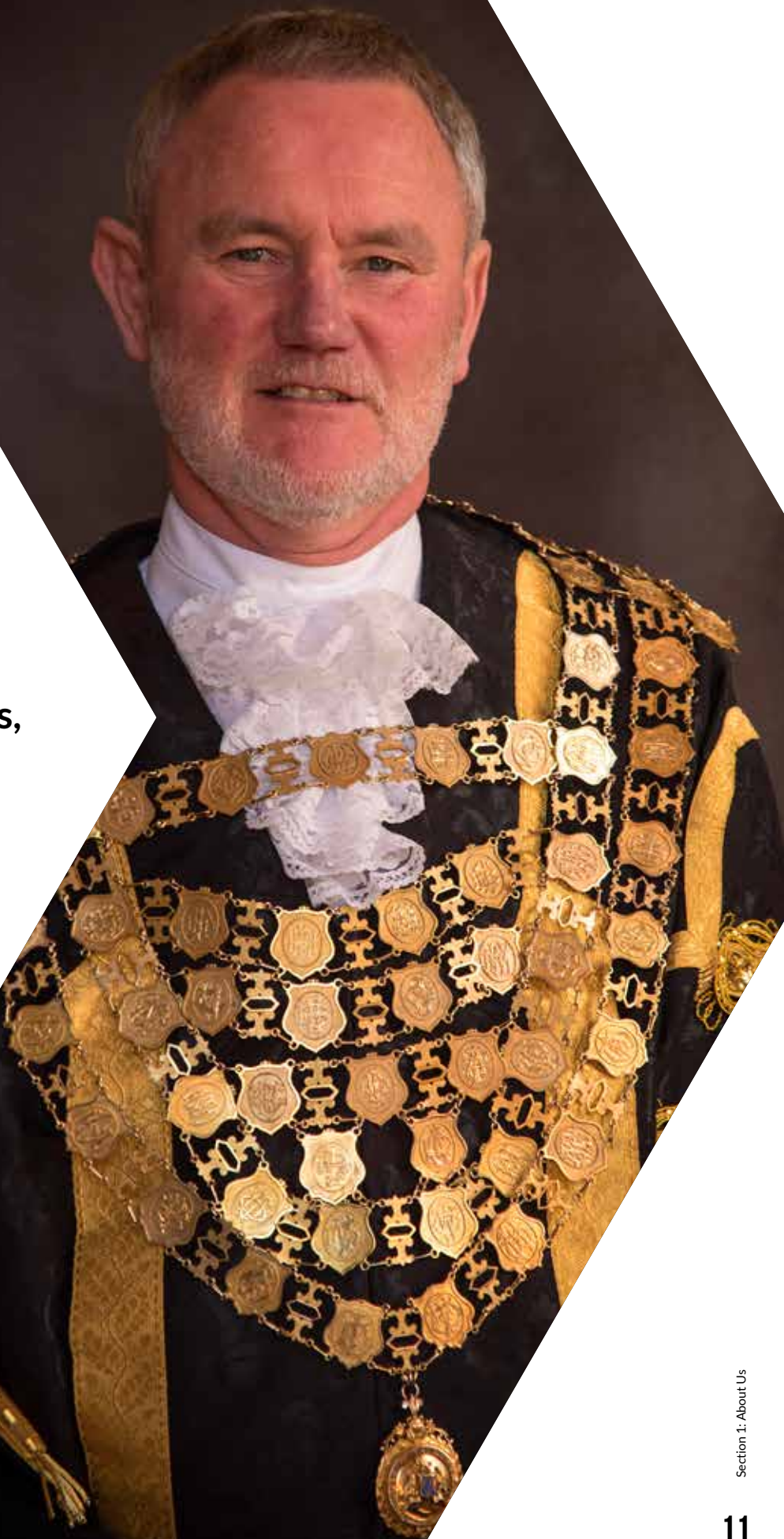
I was honoured to be elected as Mayor for another term in the 2014 local government elections, and I believe there is much to be excited about as we look ahead to 2015/16.



› Alderman Albert Van Zetten

Mayor

“I was honoured to be elected as Mayor for another term in the 2015 local government elections, and I believe there is much to be excited about as we look ahead to 2015/16.”



General Manager's Report



“The City of Launceston continues to engage with its community in a pro-active manner in order to plan for and deliver programs, facilities and activities, which lead to a sustainable community enjoying an unparalleled quality of life and sound future prospects.”

The City of Launceston continues to engage with its community in a pro-active manner in order to plan for and deliver programs, facilities and activities, which lead to a sustainable community enjoying an unparalleled quality of life and sound future prospects.

Increasingly, the Council is focusing on areas where Launceston and Northern Tasmania have a clear competitive advantage. We have seen a significant increase in tourism numbers within the city. In particular, the visit of the Chinese President Xi Jinping in November 2014 has resulted in a marked increase of Chinese tourists visiting the city and Northern Tasmania.

The increase in tourism visitation has led to the highest levels of hotel occupancy rates experienced in the city for a considerable period of time. The flow on effects of tourism expenditure have had an extremely positive impact on the local economy

and job creation, particularly in the part-time sector.

The city is also experiencing increasing confidence from investors into the tourism sector. Plans for the revitalisation of the Penny Royal precinct and the Silos Hotel development on North Bank are two examples of an improved investment climate in tourism related infrastructure within the city.

The Council has been delighted to continue its close collaboration with the Hawthorn Football Club, the AFL and the State Government to play four Hawthorn home games and one pre-season game at Aurora Stadium. Independent analysis undertaken of the economic benefit derived by the city from these games reveals a net direct economic benefit of \$17m and a secondary benefit of \$11m to the local economy. Occurring during the winter months, the opportunity to utilise a major Council asset in Aurora Stadium for AFL games leading to increased tourism

visitation and economic activity in the city has huge spin off benefits for the city and its residents.

The Council is seeking to leverage the magnificent facilities of Aurora Stadium to attract more events and activity which bring economic and social yield to the city and grow the increasing reputation of Launceston as an events destination.

Earlier this year the Council joined with the Premier of Tasmania, the Honourable Will Hodgman on a deputation to China seeking to further grow the close relationship between the State of Tasmania and Fujian Province, which has a long history. The City of Launceston has established Friendship City status with Putian City and is working to forge close links in areas of cultural exchange, student exchange, teacher exchange and the pursuit of mutually beneficial economic relationships between our two cities. The Council was pleased to join with the Premier and the City of Hobart in further



“The Council is progressing with the City Heart Project as a major priority initiative arising out of the Greater Launceston Plan.”



Quadrant Mall Works

promoting the interests of Tasmania with major businesses in both Putian and the Province capital Fuzhou.

The Council is progressing with the City Heart Project as a major priority initiative arising out of the Greater Launceston Plan. This project seeks to redefine the role of the Launceston central area within the life of the city. The City Heart Project will feature a range of high quality public realm areas and activated spaces leading to an attractive, easy to navigate and exciting experience for both city residents and visitors to the city to enjoy. The aim is to establish a compelling visitor experience that features inner city living, cultural activities, high quality food and retail activities set in an attractive and appealing environment, that features major events showcasing what the city CBD offers Northern Tasmania.

The Council has sought Federal



Government funding through the National Stronger Regions Fund and has also sought a commitment from the State Government to establish all three levels of government as funding contributor partners to the revitalisation of the iconic

Launceston central area.

Residents will see a range of exciting new initiatives as the City Heart Project is rolled out over the ensuing years.

The Council has also undertaken a major strategic initiative entitled Reimagining the Gorge Project. This project seeks to establish a master plan for captivating the essence of the Cataract Gorge experience in an integrated manner, with the aim of creating an international standard precinct from Cataract Gorge through Penny Royal, Royal Park, Seaport, extending by pedestrian bridge to North Bank and then down to Inveresk. Engaging this high quality tourist precinct with the city through innovative wayfinding will ensure that Launceston takes advantage of the natural attractions and waterfront location by integrating the city centre with these major features.



The State Government, TasTAFE, University of Tasmania (UTAS) and City of Launceston collectively signed a Memorandum of Understanding (MOU) that committed the parties to work collaboratively together, in order to plan for the establishment of an inner city campus for UTAS. It is proposed that the Northern Campus be consolidated in a manner that brings significant economic and social benefit to the Launceston CBD area.

A project of this magnitude has major implications for the future planning of the city. Detailed consideration has been undertaken in conjunction with the other signatories to ensure that the future model for the UTAS Northern Campus is at an inner city location, provides an intergenerational opportunity economically and socially for the city, and serves to drive significant private sector

investment responding to the demand created by the inner city location.

There should be no mistake that the UTAS proposal for an inner city campus provides enormous opportunities for the city and is of a magnitude in scale to constitute a major beneficial impact upon the future prospects of the city.

The 2015/16 year will see much of this planning work amongst the MOU participants come to a conclusion.

The foregoing is but a snapshot of some of the major considerations that are currently before the City of Launceston. Whilst we do live in challenging times, there are a number of opportunities available which provide optimism that the City, if it harnesses the opportunities available to it, has an exciting future ahead.

The City of Launceston will work proactively with other levels of government, the business sector and the community more broadly in order that we realise the great potential that lies before us.

I trust you find the following Annual Report informative.

➤ **Robert Dobrzynski**

General Manager

Launceston Profile

Background

1806

Launceston, with acknowledged settlement in 1806, has a rich and vibrant history.

1820's

It was named by Lieutenant Colonel William Paterson, the founder and first commandant, in honour of the Governor of New South Wales, Philip King whose birthplace was the Cornish township of Launceston. Launceston is noted as having one of the finest collections of early Colonial and Victorian buildings in Australia, with some dating back to the 1820s.

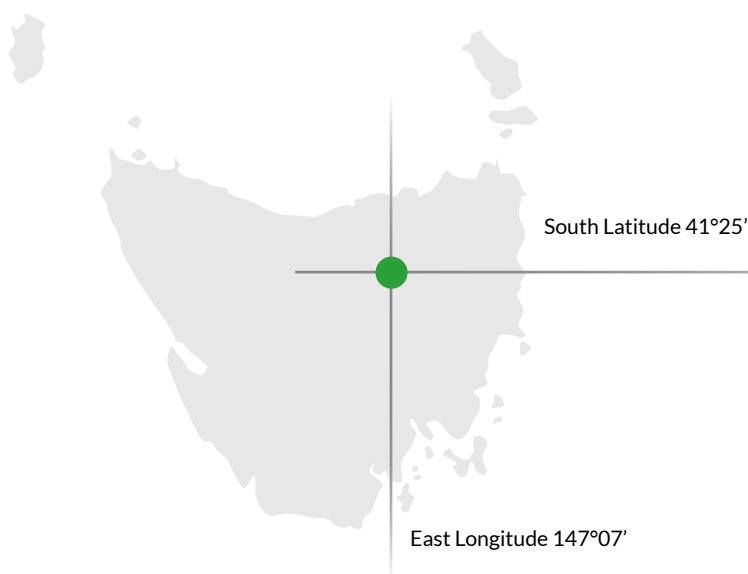
1888

The town was declared a city by an Act of State Parliament in October 1888.

1889

The Act, known as the *Launceston Corporation Act*, was effective from 1 January 1889.

Geography





Population

67,114

residents live in the City of Launceston municipality (ABS Estimate March 2015).



Topography

A winding river valley as the city is placed where the South Esk and North Esk merge to become the Tamar River.

A range of mountains lie to the east and south of the city.

To the west of the city is the Cataract Gorge Reserve.



Industries

Health Care and Social Assistance

Retail Trade

Education and Training

Manufacturing

Accommodation and Food



City of Launceston Profile

“Launceston was proclaimed a municipality by an Act of Parliament on 30 October 1852, 47 years after it was founded. The boundaries extended less than two kilometres from the centre of the town.”



Seven Aldermen were elected to the Launceston Town Council on 1 January 1853, at the first local government elections held in Van Diemen's Land. The Aldermen elected the first Mayor, Alderman William Stammers Button, later that day at the first meeting of the Town Council.

On 8 May 1985, the councils of Launceston City, St Leonards and Lilydale were amalgamated to form the new City of Launceston. After this amalgamation a number of rural areas were included in the municipality's boundary. The most recent boundary changes were in 1992 when parts of Prospect and Relbia were included within the municipality's boundary.

The City of Launceston municipal area has grown to about 1,405 square kilometres and is served by 12 Aldermen, one of whom is the Mayor, and 561 employees.

Launceston is the largest Council in Tasmania in terms of population.

› Council Meetings

Ordinary Council meetings are held on the second and fourth Monday of each calendar month, excluding January, beginning at 1.00pm in the Town Hall Council Chambers. The January meeting is held on the last Monday in January.

Council meetings are open to the public. The public is able to ask questions of Council during public question time at the start of each Council meeting, as well as being able to speak to items prior to Council consideration during the meeting.

From time to time, a special meeting of Council is convened in accordance with regulation 4(1)(b) or (6) of the Local Government (Meeting Procedures) Regulations 2015. Additionally, section 72B of the *Local Government Act 1993* requires Council to hold an Annual General Meeting.

› Council Representatives

The Mayor and 11 Aldermen have specific powers, responsibilities and duties as set out in the *Local Government Act 1993*.

› Council Elections

The Mayor and 11 Aldermen are elected for a four-year term in an 'all-in all-out' election which means the elected representatives have a four-year term including the positions of Mayor and Deputy Mayor. Local government elections were last held 14-28 October 2014.

› Employment

In 2014/15, the Council employed 561 individuals (428 full-time equivalents), covering a broad range of professions across the Council's five directorates.

› Road Network

The Council maintains more than 930 kilometres of roads (including 415 kilometres of urban roads and



515 kilometres of rural roads and a further 12.4 kilometres shared responsibility with the State). The State Government is responsible for a further 153.4 kilometres of roads including 13 bridges in the Launceston municipality. The Council also maintains 89 bridges. Each year the Council spends around \$12m on building and maintaining roads and bridges and a further \$3.7m on road related projects (street cleansing \$2m and street lighting \$1.7m).

› Parks And Recreation

Launceston is famous for its parks, gardens and recreation facilities which are second-to-none when compared to other similar sized communities across Australia. The Council owns, maintains and manages a total of 251 parks and reserves which include over 900 hectares of parklands with more than 27,000 trees (not including bushland trees) across the municipal area.

The Council owns and operates the Launceston Leisure and Aquatic

Centre, used by locals and visitors alike, as well as Aurora Stadium which hosts major sporting events including AFL matches.

In addition, the Council facilitates and sponsors many community recreational programs including the Active City Park Program, Ride Launceston and Active Launceston.

› Cultural Facilities

Our city is renowned for its cultural vibrancy, which not only makes Launceston a great place to live but also presents us as a very attractive tourism and conference destination, bringing considerable income to local businesses. The Council owns and/or operates many notable cultural facilities including the Queen Victoria Museum and Art Gallery (QVMAG), Princess Theatre, Earl Arts Centre and Albert Hall.



QVMAG Exhibition

Aldermen Profiles



› Mayor Albert van Zetten

Alderman van Zetten was first elected in 2005 and elected as Mayor in October 2007.

He spent 18 years as the Chief Executive Officer of Launceston City Mission and is the Director of his own company. Alderman van Zetten has had over 30 years experience as a chartered accountant and has been actively involved with several community organisations.

Specific Purpose Internal Committees:

Strategic Planning and Policy Committee; General Manager's Contract and Performance Review Committee; QVMAG Governance Advisory Board; NTCA Ground Management Committee; Hobart/Launceston MOU Committee.

External Committee Membership:

TasWater Owners Representative; Northern Tasmania Development - Executive and Local Government Committees; Local Government Association of Tasmania.



› Deputy Mayor Alderman Rob Soward

Alderman Rob Soward was elected in 2009, and elected as Deputy Mayor in 2014. He has a strong community and sporting background including 24 years as a teacher with the Department of Education. Alderman Soward holds a Bachelor of Education degree and Master of Education degree. Alderman Soward is a past director of the Northern Tasmanian Football League, a past director of Connect (MyState Ltd) and has been an Australian Rules Football Coach for 22 years. Alderman Soward was previously awarded the Frank MacDonald Memorial Prize which saw him represent Tasmania and Australia in Gallipoli, France and Belgium at a range of Commemorative ANZAC services.

Alderman Soward is a White Ribbon Ambassador and a past member of the University of Tasmania's Alumni Committee.

Specific Purpose Internal Committees:

Strategic Planning and Policy Committee; General Manager's Contract and Performance Review Committee; Australia Day, Awards and Hall of Fame Committee; Heritage Forest Advisory Committee; Launceston Sister City Committee; QVMAG Governance Advisory Board (Proxy); North Bank Committee.

External Committee Membership:

Nil.





› Alderman Andrea Dawkins

Alderman Dawkins was elected in November 2014. She campaigned as a progressive and active voice for Launceston. Her background is in small business, having developed Fresh on Charles, over 14 years, from a six table café to a hybrid social enterprise. Fresh linked community interests to a vibrant network of ideas and shared resources and she intends to use this model of collaboration to strengthen Launceston's financial capital. Alderman Dawkins is the current manager of Harvest Launceston Community Farmers' Market.

Specific Purpose Internal Committees:
Strategic Planning and Policy Committee;
Community Grants (Organisations) Program,
Events Sponsorship Program, Pedestrian and
Bike Committee; North Bank Committee.

External Committee Membership:
Nil

The resignation of Greens leader Kim Booth in May and subsequent re-count of preferences, saw Andrea elected and appointed as Bass Greens MHA.



› Alderman Robin McKendrick

Alderman McKendrick was first elected in 1981. In 1988 he served as Deputy Mayor. Alderman McKendrick has a retailing and investment background and strong sporting and community interests.

Specific Purpose Internal Committees:
Economic Development Committee; Strategic
Planning and Policy Committee; Launceston
Sister City Committee and Hobart/Launceston
MOU Committee

External Committee Membership:
Franklin House Management Committee;
Launceston College Association; Launceston
Tramway Museum Society Inc; Launceston
Road Safety Consultative Committee.



› Alderman Ted Sands

Alderman Sands was first elected in 1999. He served as an Alderman until 2002 and was re-elected in 2005. He has interests in landscaping, renovations, house building and fitness training. Alderman Sands is also heavily involved in the community, assisting older Australians with their day-to-day activities and delivering meals on wheels.

Specific Purpose Internal Committees:
Strategic Planning and Policy Committee

External Committee Membership:
Nil.



› Alderman Hugh McKenzie

Alderman McKenzie was elected in October 2011. He is a chartered accountant and was a partner in accounting and business advisory firm KPMG for 24 years, until his retirement in June 2011; he continues as a consultant to the firm. Alderman McKenzie is also a board member of Primary Health Tasmania, Chair of Cornerstone Youth Services Inc. (incorporating *headspace*) and a National and Regional Councillor for Chartered Accountants Australia and New Zealand. He has been actively involved in many sports over the years, including football, cricket, tennis, golf and cycling, including as past President of the Stan Siejka Launceston Cycling Classic.

Alderman McKenzie has had a long involvement in education as a board member of Scotch Oakburn College for 17 years, of which six were as Chairman. Alderman McKenzie is also involved in a number of charities and community organisations including, Moonbeam Children's Committee, Cape Hope Foundation and Tamar Valley Peace Trust.

Specific Purpose Internal Committees:
Strategic Planning and Policy Committee; Economic Development Committee; Audit Panel; Tender Review Committee; Code of Conduct Panel, Heritage Forest Advisory Committee, Launceston Access Advisory Committee (Chair), Pedestrian and Bike Committee (Chair); Hobart/Launceston MOU Committee; York Park and Inveresk Precinct Authority (Chair).

External Committee Membership:
Australia Pacific Airports Launceston; Theatre North Inc.



› Alderman Jim Cox

Alderman Cox was elected in October 2011. He spent more than 20 years as a member of the Tasmanian Government, having held several portfolios including Road Safety, for which he still has a strong passion for. He sees his role as Alderman as an opportunity to give something back to a community that has supported him for many years.

Specific Purpose Internal Committees:

Strategic Planning and Policy Committee; Tender Review Committee; General Manager's Contract and Performance Review Committee; Code of Conduct Panel; Launceston Sister City Committee; Street Tree Advisory Group; Municipal Emergency Management Committee

External Committee Membership:

Launceston Road Safety Consultative Committee.



› Alderman Danny Gibson

Alderman Gibson was elected in October 2011. He is committed to Launceston, having enjoyed a professional career in Northern Tasmania in education, media and the arts. He is a volunteer, supporter and patron of many not-for-profit organisations and currently teaches drama to the region's young people. Alderman Gibson has been a long-time supporter of the city's arts sector and believes Launceston's heritage delivers important economic benefits to the city.

Specific Purpose Internal Committees:

Strategic Planning and Policy Committee; Code of Conduct Panel; Australia Day, Awards and Hall of Fame Committee; Events Sponsorship Program; Community Grants (Organisations) Program; Heritage Advisory Committee; Northern Youth Coordinating Committee; Scholarship and Bursary Committee.

External Committee Membership:

Launceston Safer Communities Partnership and UTAS 125th Anniversary Advisory Committee.



› Alderman Janie Finlay

Alderman Finlay was first elected in 2000 and served as Mayor from 2002 to 2005. Elected Mayor at just 27 years of age, Alderman Finlay was the youngest female Mayor ever to serve in Australia. In 2007 she resigned from the Council to pursue other interests, including serving as a Director of NAI Harcourts and as a Director of the Tasmanian Symphony Orchestra and Chairman of the Launceston Tornadoes; she has also operated two award winning small hospitality businesses and in 2015 partnered with a global health and wellness company, empowering people to live their best life possible with a healthy mind and body. She was elected to Council again in 2014, bringing her experience in the not-for-profit and business sectors back to the City of Launceston. Alderman Finlay has a strong focus on family, maintaining Launceston's unique character, a passion for good governance and is committed to working with local businesses and the community, to ensure Launceston is regarded as the place where everyone is supported to live their best possible life.

Specific Purpose Internal Committees:

Strategic Planning and Policy Committee; Economic Development Committee; Audit Panel; General Manager's Contract and Performance Review Committee; Cataract Gorge Advisory Committee; Heritage Advisory Committee; Launceston Access Advisory Committee; North Bank Committee.

External Committee Membership:

Launceston Safer Communities Partnership; Tamar NRM Reference Group; Local Government Association of Tasmania (Proxy); Communities for Children Advisory Board.



› Alderman Darren Alexander

Alderman Alexander has been a vocal advocate for the State's ICT industry for more than a decade and has represented the sector on numerous boards and committees. In 1993 he founded technology company Autech in Launceston. Today the multi-award winning company employs a staff of nearly 12 and has sold more than one million copies of its proprietary colour visualisation software. He has a passion for small business and the National Broadband Network (NBN) and in 2013 was appointed a 'Digital Champion' of the NBN by the Prime Minister. He has served as: a Director of the Department of State Growth's Tasmanian Development Board; a member of the Brand Tasmania Council; president of TAS ICT and vice chairman of the Digital Futures Advisory Council. Alderman Alexander was first elected in 2014 and believes a strong private sector is vital to the success of the Northern Tasmanian region.

Specific Purpose Internal Committees:

Strategic Planning and Policy Committee; Economic Development Committee; Tender Review Committee; Hobart/Launceston MOU Committee; York Park and Inveresk Precinct Authority.

External Committee Membership:

Nil.



› Alderman Simon Wood

With more than 20 years' experience in Launceston as a small business operator, Alderman Wood is a strong supporter of Northern Tasmania's private sector. He believes it is vital to create new employment and study options for Northern Tasmania's young people and an environment which provides opportunities for young people right here in Tasmania. Along with serving on several boards and school committees and undertaking advocacy work for Northern Tasmania's small business sector, he and his wife are also raising their own young family in Launceston.

Alderman Wood was first elected in 2014 and is determined to work with his fellow Aldermen and other stakeholders to ensure Launceston's social and economic future burns bright.

Specific Purpose Internal Committees:
Strategic Planning and Policy Committee;
Tender Review Committee; General Manager's Contract and Performance Review Committee; Australia Day, Awards and Hall of Fame Committee; Youth Advisory Group; North Bank Committee.

External Committee Membership:
CityProm.



› Alderman Emma Williams

Alderman Williams was elected in November 2014. With a background in environmental science, natural resource management and international community development, she has a strong commitment to the health and sustainability of the Launceston community. Alderman Williams is a supporter of volunteer-based activities and approaches that celebrate the diversity, culture and environment of the City of Launceston.

Specific Purpose Internal Committees:
Strategic Planning and Policy Committee;
Event Sponsorship Program; Cataract Gorge Advisory Committee; Community Grants (Organisations) Program; Scholarship & Bursary Committee; Street Tree Advisory Group; Youth Advisory Group.

External Committee Membership:
Nil.

Executive Management Committee



› Robert Dobrzynski

General Manager



› Rod Sweetnam

Director Facilities Management and Governance Services



› Michael Tidey

Director Corporate Services



› Harry Galea

Director Infrastructure Services



› Leanne Hurst

Director Development Services



› Richard Mulvaney

Director Queen Victoria Museum and Art Gallery

Employee Profiles



› Anthony Komives

Environmental Health Officer

Has worked for Council for 18 months.

What is the best aspect of working at the Council?

Personally, working with Council has been a wonderful experience. Our Environmental Health Team provides a good level of service, which I would put down to the range of experiences we share and the culture within our organisation.

In previous roles with Councils, my work was limited to food inspections and some nuisances; I did not have the same level of involvement in the setting up of new businesses, or passing comment on development applications. Here the Environmental Health Officer role is more 'rounded' and problems/issues are identified or at least spoken about, the process is skewed towards identifying proactive measures, which may be as practical as putting your own conditions on a building application, where the developer has not demonstrated how issues of noise nuisance and light spillage are to be adequately managed.



› Louise Anne Stopford

Administration Officer - Parking

Has worked for Council for 30 years.

What is the best aspect of working at the Council?

I started work at Council in the Building and Plumbing Department, at the old St Leonards Council Chambers, (an all-male department) which was a little daunting at the age of 20. However, it didn't take long to realise, what a wonderful bunch of fellas they were to work with. The main part of my job for 16 years was assisting with building and plumbing applications, typing up building approvals (on a typewriter with three carbon copy sheets) and arranging building and plumbing inspections. I was even allowed to smoke in my office (how times have changed)!

I have been working in the administration area of the Parking Department for 14 years and really enjoy working with a variety of people throughout Council and members of the public.



› Michael Newby

Engineer Hydraulics

Has worked for Council for almost 3 years.

What is the best aspect of working at the Council?

I began working with Council after being accepted into the Civil Engineering Cadetship Program.

The best aspect of working at the Council is the variety of work that employees can be involved in; it seems that most days a new and different challenge presents itself. This enables us to contribute to our local community in many and varied ways and ensures our work life remains fresh and interesting.



› Ross Smith

History Research Officer

Has worked for Council for 28 years.

What is the best aspect of working at the Council?

I enjoy wearing a 'history detective hat' and passing on relevant advice to colleagues and visitors. There is an extraordinary variety of items in the collections at QVMAG and learning of the stories associated with them has been a privilege.

Fortunately I feel able to place myself in the enquirer's shoes, and whilst not always knowing the answer to their question, I can often locate resources that might assist their search for house history or family tree information. This especially applies to the 19th and 20th century documents within the Council's collections, which are so rich in social history.

Council Meetings and Committees

The role of Council meetings is to collectively, as a Council, develop, determine and monitor the implementation and development of strategic plans, budgets, policies and programs. In addition to attending Council meetings, our Aldermen represent Council on many standing Council committees, authorities, specific purpose internal committees and external committees.

Standing Council committees

› Strategic Planning and Policy Committee

The role of the Strategic Planning and Policy Committee is to consider and discuss significant long-term policy matters and make recommendations to Council. Meetings are held on the first and third Monday of each calendar month, excluding January. Meetings start at 10.00am in the Town Hall Committee Room. Strategic Planning and Policy Committee meetings are open to the public.

Committee members include: All Aldermen (Mayor van Zetten Chair). Executive Management Committee members attend.

› Economic Development Committee

The role of the Economic Development Committee is to steer Council's involvement in strategic economic planning and research, encouraging investment, supporting appropriate developments, attracting skilled migrants and marketing the city as a tourist and conference destination. The Committee meets every two months.

Committee members include: Alderman Alexander (Chair), Alderman McKendrick, Alderman McKenzie, Alderman Finlay.

› Tender Review Committee

The role of the Tender Review Committee is to review the recommendations of tender evaluation panels and to accept tenders. The Committee meets as needed.

Committee members include: Alderman Cox (Chair), Alderman McKenzie, Alderman Alexander, Alderman Wood.

› Audit Panel

The role of the Audit Panel is to oversee all Council's policies and processes that manage, administer or operate the systems of financial

control and reporting, audit or risk. The Panel meets at least quarterly.

Committee members include: Alderman McKenzie, Alderman Finlay.

› General Manager's Contract and Performance Review Committee

The role of the General Manager's Contract and Performance Review Committee is to assist the Council by: conducting annual evaluations of the General Manager's performance; reviewing contractual conditions; overseeing the process regarding recruitment, selection of contract renewal or termination; recommending professional development strategies; and the content of the position description for the General Manager. The Committee meets regularly during the year.

Committee members include: Mayor van Zetten (Chair), Alderman Soward, Alderman Cox, Alderman Finlay, Alderman Wood.

› Meetings Attended

Due to the Council elections held in October 2014, meeting attendance is separated for before and after the 2014 local government elections.



Council Chambers

› Council meeting attendance

From 1 July to 31 October 2014, there were eight ordinary Council meetings.

1 July to 31 October 2014

Alderman van Zetten	7
Alderman Armitage	5
Alderman Cox	7
Alderman Peck	6
Alderman Soward	8
Alderman McKendrick	7
Alderman Sands	8
*Alderman Ball	3
Alderman Gibson	8
Alderman Norton	7
Alderman Waddle	8
Alderman McKenzie	8

*Alderman Jeremy Ball passed away in September 2014.

› Council meeting attendance

From 1 November 2014 to 30 June 2015, there were a total of 17 Council meetings - 14 ordinary Council meetings, two special Council meetings and one Annual General Meeting.

1 November 2014 to 30 June 2015

Alderman van Zetten	17
Alderman Soward	16
Alderman McKendrick	17
Alderman Sands	16
Alderman McKenzie	17
Alderman Cox	15
Alderman Gibson	17
Alderman Finlay	16
Alderman Alexander	16
Alderman Dawkins	17
Alderman Wood	17
Alderman Williams	16

› Strategic Planning and Policy Committee meeting attendance

From 1 July 2014 to 31 October 2014, there were seven Strategic Planning and Policy Committee meetings.

1 July to 31 October 2014

Alderman van Zetten	5
Alderman Armitage	4
Alderman Cox	6
Alderman Peck	5
Alderman Soward	6
Alderman McKendrick	6
Alderman Sands	7
*Alderman Ball	5
Alderman Gibson	7
Alderman Norton	6
Alderman Waddle	6
Alderman McKenzie	6

› Strategic Planning and Policy Committee meeting attendance

From 1 November 2014 to 30 June 2015, there were 12 Strategic Planning and Policy Committee meetings.

1 November 2014 to 30 June 2015

Alderman van Zetten	12
Alderman Soward	11
Alderman McKendrick	11
Alderman Sands	10
Alderman McKenzie	11
Alderman Cox	11
Alderman Gibson	11
Alderman Finlay	12
Alderman Alexander	12
Alderman Dawkins	12
Alderman Wood	12
Alderman Williams	10

Organisational Structure

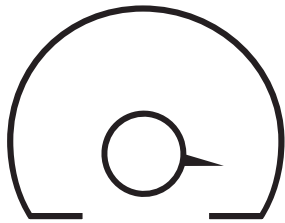




Section 2: Performance Highlights



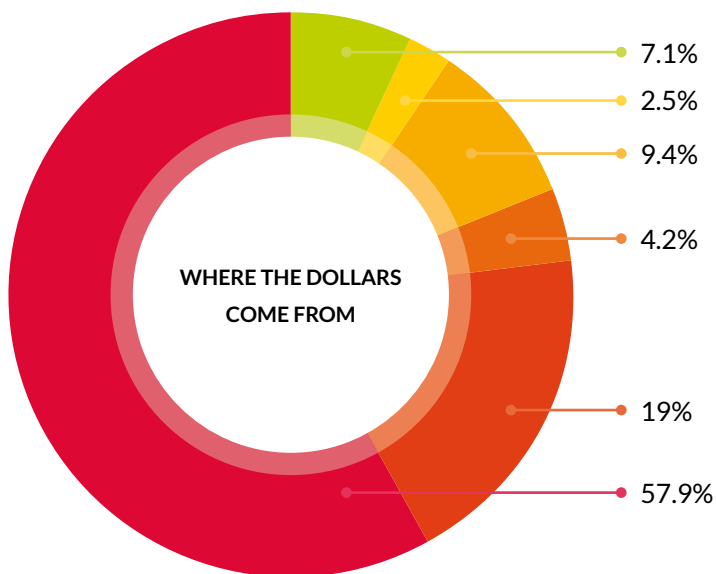
Performance Snapshot



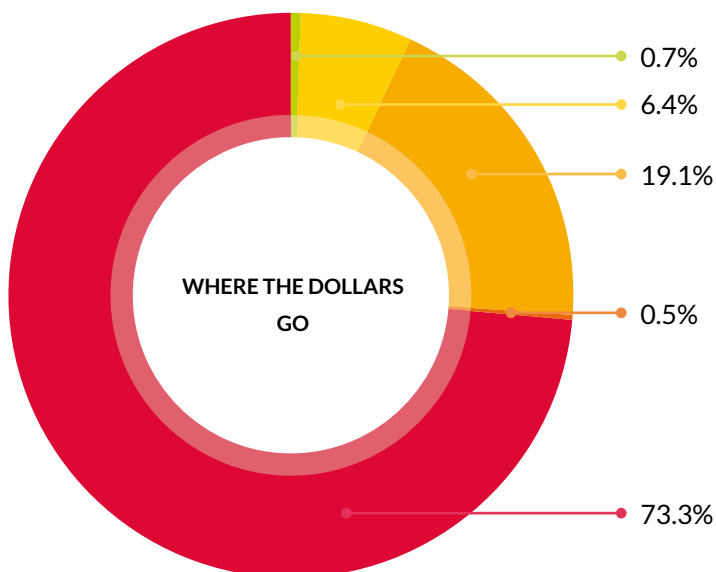
Overview

79%

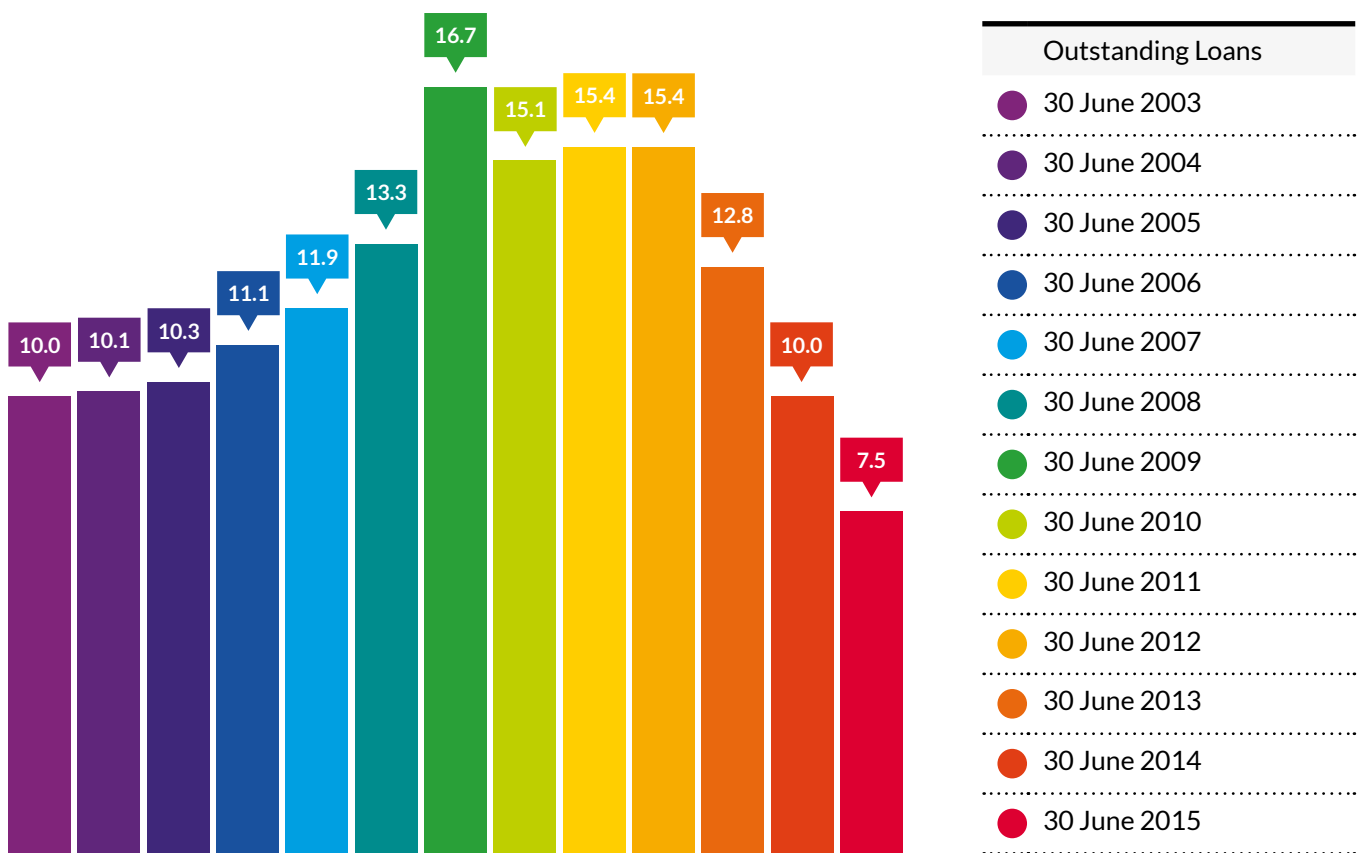
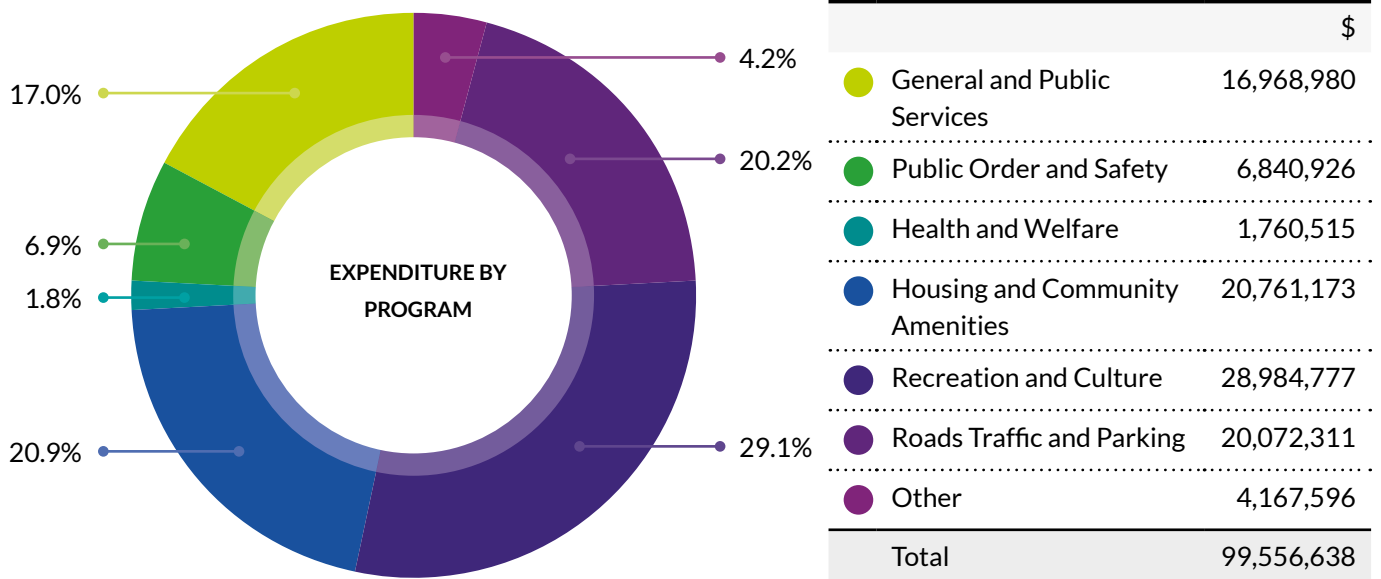
Of the 43 actions set, the Council has completed or is on target to complete 34.



	\$
Rates	60,161,039
Fees and Charges	19,758,245
Grants - Capital Purposes	4,314,078
Grants - Revenue Purposes	9,816,609
Interest	2,565,227
Other	7,336,729
Total	103,951,927



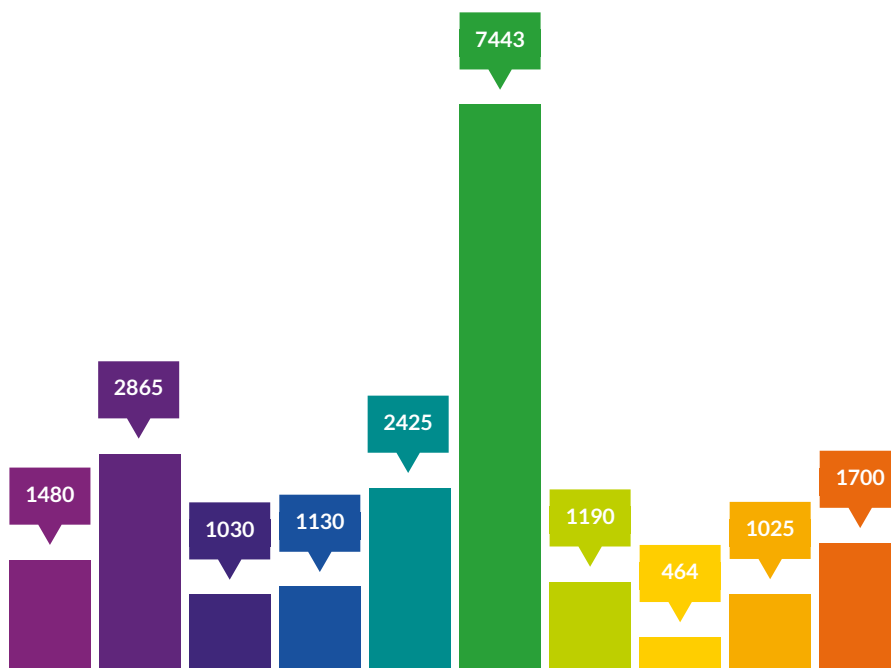
	\$
Maintenance	73,016,540
Borrowing	486,534
Depreciation	19,007,277
State Government Fire Service Levy	6,332,505
Rate Remissions and Abatements	713,782
Total	99,556,638



Community Satisfaction

› Service Requests

This financial year the Launceston Council responded to 20,752 service requests in the following areas:



	%
Roads and footpaths	8%
Parks and recreation	5%
Stormwater and drainage	2%
Tree management	6%
Parking	36%
Environmental Health	12%
Bookings (bike centre, halls, HEAT kids, malls)	5%
Building and planning	5%
Waste management	14%
Other	7%
Total	100%



› Customer Satisfaction Survey

An annual community survey is conducted of residents to measure residents' satisfaction with the City of Launceston's wide range of services, activities and programs.

NOTE: In 2014/15 LGAT added and reconfigured questions to the Customer Satisfaction Survey. These questions have been highlighted in the chart below and the figures are NOT included in the total average satisfaction scores.

Of the nine areas surveyed, the five areas with the satisfaction levels of 70% or over in 2014/15 include:

- Customer service (average 78% satisfaction)
- Waste management (average 78% satisfaction)
- Community health and safety (average 77% satisfaction)
- Recreation and cultural facilities (average 75% satisfaction)
- Stormwater and flood control (average 70% satisfaction)

The remaining four service areas seen to be the most in need of improvement are:

1	Planning and development (average 53% satisfaction) - down 5% from 2013/14
2	Community involvement (average 63% satisfaction) - up 3% from 2013/14
3	Roads, footpaths and traffic (average 64% satisfaction) - down 2% from 2013/14
4	Social and community services (average 67% satisfaction) - up 2% from 2013/14

Future work planned to improve the satisfaction ratings in the above areas include:

› 1. Planning and development

The planning systems are currently undergoing reform led by the state government. The aim of this is to bring consistency to the provisions of all planning schemes across the state. While it is expected that significant benefits may flow from this process, there has been some uncertainty in the development industry and the community while this work progresses. This has undoubtedly contributed to lower satisfaction levels with planning and development.

As with all processes where difficult and contested decisions are made there are circumstances where individuals do not achieve all that they may hope for. It is clear however that in terms of processing times and efficiency, Council is working faster than the timeframes allowable under legislation, averaging just over 34 days for discretionary developments and 11 days for permitted development, against the 42 days allowable under the relevant legislation.

› 2. Community Involvement

Community Involvement is made up of three categories.

- Informing residents about Council activities and decisions (up 4% from 2013/14)
- Involving residents in local decision making (up 7% from 2013/14)
- Access to Aldermen (down 2% from 2013/14)

Your Voice Your Launceston, our online community engagement platform now has over 2,204 registered residents who are happy to provide feedback to the Council. Since the introduction of *Your Voice Your Launceston*, nearly 40 consultations have taken place allowing the Council to receive input from the community on a range of projects and key service areas. This platform has played a key role in the substantial rise of satisfaction levels in the categories of informing and involving residents in council activities and decision making.

In the coming financial year, the Council is redeveloping its website to improve the information that is provided and how it is delivered. This will further implement Council's Digital Communications Strategy that has already expanded the range of digital channels to include social media and email, to mobile and internet to improve communication with the community.

➤ 3. Roads, footpaths and traffic

The City of Launceston has implemented improved tools for scheduling of maintenance works, which will result in improved management of our roads, footpaths and parks. Council work crews are all using mobile tablets that jobs are dispatched to, including customer requests or routine inspection requirements. This technology provides historical knowledge of what works have been undertaken on particular infrastructure and when it will be serviced or inspected in the future, which is resulting in improved productivity and better advice to customers.



➤ 4. Social and community services

- The Living as a Senior in Launceston Framework and Action Plan was adopted by the Council in 2013 and is being progressively implemented.
- 350 senior members of our community have registered to receive our Living as a Senior in Launceston newsletter which is distributed quarterly.
- Over 100 seniors in our community have attended our Celebrating Seniors Morning/Afternoon Tea events since October 2014.
- A draft Youth Engagement Framework has been developed and released for public feedback, with a view to Council adopting the final document in December 2015.
- The Youth Advisory Group members met 30 times in 2014/15 and undertook a number of projects, including input into the Youth Engagement Framework, input into the Eyes Up, Eric! mobile phone campaign and National Youth Week activities.
- The Northern Youth Coordinating Committee (NYCC) is a Special Committee of the City of Launceston, comprising 130 members across state and local governments and non-government organisations. The Committee held five regular meetings, a special National Youth Week meeting, and a workshop to discuss a new online resource, Seriously Smashed. NYCC was successful in receiving a regional National Youth Week grant of \$5,000 towards the Eyes up, Eric! project to promote road safety messages for youth. NYCC also provided support for four youth projects in the northern Tasmania region.
- The Connected Communities (community resilience) program was launched in 2013/14. As a part of this program the Meet the Neighbour project supported 30 neighbour-initiated networking events with grocery vouchers to cover catering expenses. A 'Street Party Guide' was developed and released in November 2014 to provide information for community groups or individuals on how to host street parties.
- The Music in the Park series provided a free family event for community members with concerts and children's activities held every Sunday in January 2015 and on Australia Day.
- The Access Advisory Committee met five times in 2014/15. The Committee reviewed and updated the Terms of Reference and reviewed the Launceston Access Map.
- The Growing Recognition initiative provided flowers to over 200 elderly and isolated residents, along with a handmade card from students. The program started with the partnership of 10 local Primary Schools.
- The Launceston Human Library was the State Organisation Winner of the Tasmanian Human Rights Award in Dec 2014. The program engages up to 250 college students and community members per year to develop the skills and attitude to understand and respect human rights and community diversity. The program involves 30 volunteers from our community as Human Books and/or Committee members on a yearly basis.
- The Launceston Safer Communities Partnership met 12 times in 2014/15 with community members promoting safety in the community.



	2014/15 SURVEY (% average satisfaction)	2013/14 SURVEY (% average satisfaction)	2012/13 SURVEY (% average satisfaction)	LGAT 2010/11 SURVEY (% average satisfaction)
Launceston sample size	400	400	150	400
Community involvement				
Informing residents about Council activities and decisions	70	66	68	66
Involving residents in local decision making	60	53	52	54
Access to Aldermen	60	62	60	62
Council lobbying on behalf of the community.	60	-	-	-
TOTAL average satisfaction	63	60	60	61
Planning and development				
Consistent and appropriate planning and development	-	58	56	58
Planning and development decisions generally	58	-	-	-
Planning and development decisions as they apply to your development	52	-	-	-
The building approval process	50	-	-	-
TOTAL average satisfaction	-	58	56	58
Roads, footpaths and traffic				
Safe and well-maintained local roads	62	64	64	60
Safe and well-maintained pedestrian areas	64	66	66	64
An efficient local road network	66	67	62	62
Roadside slashing and weed control	62	-	-	-
TOTAL average satisfaction	64	66	64	62
Waste management				
Household garbage collection	86	86	86	88
Recycling services including kerbside recycling and depots	82	83	82	82
Operation of local tip and waste transfer situation	72	74	78	74
Maintaining a clean city or town incl. public rubbish bins	72	72	72	72
TOTAL average satisfaction	78	79	80	79
Social and community services				
Services for particular sections of the community	64	66	66	66
Services and programs provided by the Council specifically for older people	68	-	-	-
Services and programs provided by Council specifically for young people	58	-	-	-

	2014/15 SURVEY (% average satisfaction)	2013/14 SURVEY (% average satisfaction)	2012/13 SURVEY (% average satisfaction)	LGAT 2010/11 SURVEY (% average satisfaction)
Council support for other groups and organisations	70	71	68	66
TOTAL average satisfaction	67	65	67	66
Community health and safety				
Hygiene standards of food outlets	76	76	74	74
Council immunisation programs	84	82	80	80
Dog control	72	71	72	72
TOTAL average satisfaction	77	73	75	75
Stormwater and flood control				
Stormwater and flood control	70	65	70	70
TOTAL average satisfaction	70	65	70	70
Recreation and cultural facilities				
Sportsgrounds and recreational facilities	76	77	76	78
Parks and playspaces	74	75	72	76
Community centres and halls	-	71	68	72
Arts and entertainment facilities	-	81	80	82
Arts and entertainment activities and special events	-	73	72	72
Sportsgrounds in the council area	76	-	-	-
Parks and playgrounds	74	-	-	-
The appearance of public areas in general	70	-	-	-
Community and cultural facilities	82	-	-	-
Community and cultural activities	78	-	-	-
Tourism and visitor information services	68	-	-	-
TOTAL average satisfaction	75	75	74	76
Customer Service				
Friendliness and politeness of employees	86	85	86	84
Overall handling and response to enquiries	74	77	76	78
Convenient opening hours	-	78	78	80
Physical access to Council buildings	-	85	84	86
Access to Council information	76	77	80	78
Access to Council employees	76	78	76	74
Being dealt with in a fair and impartial way	80	-	-	-
Professional attitude and presentation	84	-	-	-
TOTAL average satisfaction	78	80	80	80

Launceston Vision 2020

"I am Launceston in 2020, I am a vibrant, confident, 'life-size' city with opportunities for all in learning, work and recreation. I treasure my clean and beautiful environment and respect my heritage. I am outward looking, full of community spirit and move forward in partnership with others. I value the unique role I play in Tasmania and Australia."

This statement encapsulates the messages, comments, hopes, thoughts and ideas of the people of Launceston about their home, that were obtained during six months of extensive consultation in 2005.

Launceston Vision 2020 is not just a local government plan, it belongs to the people of Launceston. It is a framework for guiding strategies and decision making at all levels of government within the community and by the individuals that call Launceston home.

Launceston Vision 2020 identified four Priority Areas with goals and measures outlined for each area. These four areas include Natural Environment, Built Environment, Social and Economic Environment and Cultural Environment.

Following is an overview of each of these Priority Areas.



1. Natural Environment

The natural environment is Launceston's top priority, with improving air quality the most important focus. In fact, improved air quality is the most important overall goal for the people of Launceston.

Improving the quality of the river is also important, including beautifying the river and its banks and helping to better integrate the river into the life of the city.

Maintaining Launceston's parks and gardens, of which we are proud of what has been done, is also important for our future.



City Park Aerial View



Liffey Falls



GOALS



Strengthen the commitment to improving local air quality in Launceston and the Tamar region.

Work towards effective and sustainable river management practices including flood and pollution management in partnership with stakeholders.

Continue to develop the river edges as pedestrian and recreation areas.

Continue to invest in parks and recreational areas so that the current standard is maintained for future generations.



2. Built Environment

The built environment includes buildings, roads and other infrastructure in Launceston. This is an important area for planning the future of Launceston.

The heritage and character of the city is unchallenged as the most important focus, followed by a more accessible Central Business District (CBD) with more inner city living. There is a widely shared belief that Launceston's heritage contributes to making it an attractive place to live and visit.



Town Clock



Boag's Centre for Beerlovers Brewery

GOALS



Foster innovative ways for owners to re-use and utilise our heritage buildings, improving their appearance and making them more people friendly.

Encourage more pedestrian traffic in the CBD and urban areas.

Recognise people's dedication to preservation of our build environment.

Increase awareness of our heritage.



3. Social and Economic Environment

The people of Launceston acknowledge the need to encourage business investment that provides a range of employment opportunities for our community. We also want to retain Launceston's young people to maintain a well-balanced population in the future. Increasing the range of activities attractive to young people is seen as the key to achieving that objective.

Tourism is also regarded as increasingly important to the future prosperity of Launceston, and investment in tourism is seen as a priority for economic growth.

Encouraging greater use of public transport is also important - helping improve air quality, encouraging more healthy living and improving the ambience of the city through a reduction in vehicular traffic.



Leisure and Aquatic Centre



Tiger Bus



GOALS



Focus on promoting Launceston as a place to invest.

Support tourism development and marketing of Launceston.

Work with stakeholders to investigate improvements to public transport.

Ensure education and training provides our workforce with the skills to support business and industry.

Encourage growth in the student population, including international students.

Promote a range of recreational activities attractive to Launceston's youth.

Work with stakeholders to reduce heavy vehicle traffic in the CBD and urban areas.

Support the implementation of relevant strategies for the Launceston region.

4. Cultural Environment

Launceston is home to established cultural facilities that are unique for a community of our size. Investing in a range of cultural activities, encouraging the arts community, and supporting festivals and events in Launceston are all important to life in Launceston.

Participation in activities is also seen as an important aspect to developing the cultural life of our city.



Public artwork by Brian Foetus - Off the Wall competition winner



Festivals



GOALS



Support existing and developing arts and cultural activities.

Encourage new community-initiated events and support their development.

Develop an events program that provides a range of programs and activities for our community and also provides economic benefits for commercial operators.

Encourage greater community participation in developing and supporting activities and events.

Acknowledge the contributions made by volunteers in cultural enterprises.

Value add to industry, business and events through arts products, production and interpretation.

Develop and promote cultural tourism opportunities based on the high heritage values of the region.





› Establishment of Launceston City Heart Reference Group

In June 2014, the City of Launceston advertised expressions of interest from the community to join the Launceston City Heart Project Reference Group.

The Launceston City Heart Project Reference Group is focused on making Launceston a premier mixed-use activity hub for the northern region, through the Launceston City Heart Project.

The Launceston City Heart Project seeks to energise Launceston's CBD through a range of targeted infrastructure and events projects, and requires a focused and committed stakeholder group to ensure that projects and actions are delivered in a timely and coordinated manner.

More importantly, a supporting governance structure is required to enable a major commitment to change and to create a focus on advocacy, championing for investment and engagement within the Launceston community.

The LCHP Reference Group will advise the Council and the LCH Unit in the implementation of the LCH Masterplan Priority Projects and Events.



› Opening of the new \$1.8m re-use shop Uptipity, and associated upgrade works at the Launceston Waste Centre

The City of Launceston officially opened the newly redeveloped Launceston Waste Centre, including new re-sale shop Uptipity, on Friday March 13, 2015

In 2014, the Council embarked on a \$1.8m redevelopment of Launceston's waste transfer facility — one of the largest in the state — constructing the new re-sale shop, building a new recycling centre, relocating the gatehouse, and installing an additional weighbridge.

Uptipity is managed by City Mission, which was awarded the operations contract to run both the recycling centre and re-sale shop.

The Council also unveiled a plaque in remembrance of the late Deputy Mayor Jeremy Ball, who was a passionate advocate for the project.

Launceston Mayor Albert van Zetten said the redevelopment of the facility would divert waste away from landfill.

"Since the closure of the Ecosalv re-use shop in Invermay several years ago, a good segment of the community has been crying out for a new re-use shop. People understand that as a society we can be extremely wasteful. The reality is that many perfectly good items are thrown into landfill purely because people don't have the time or energy to put them to another purpose.

"And that costs money. Building a new landfill cell is a multi-million dollar exercise.

"If everything we consider to be waste goes straight into landfill, we will fill those cells up extremely quickly. It's bad for the environment, and it's bad for us economically.

"The re-sale shop and recycling centre has generated five FTE positions and will hopefully create another four to five indirect positions."



› Flood mitigation works at Kings Meadows High School oval

Flash flooding has been a significant problem in the Kings Meadows retail area for many years, and the Council is committed to tackling this significant issue.

These works were planned due to a spate of flash flood incidents in recent years and the Council's determination that we avoid a repeat of the social and economic dislocation that major flood events cause for our community.

More than \$6m has been allocated to the Kings Meadows High School detention basin project and a number of other stormwater improvements in the Kings Meadows retail precinct, which are set to begin construction in November. Works on the detention basin have progressed well since they began in March. This project is designed to provide a detention basin for stormwater during significant rainfall events and limit the impact of flash flooding in the Kings Meadows retail area. Two 4m-tall stainless steel penstocks have been installed at the detention basin, each weighing about 750kg. The penstocks can control the flow of water through electrically powered actuators. The detention basin system will be fully functional shortly, though work to finalise the project and remediate the site will continue until summer.

The detention system is designed to protect the Kings Meadows retail precinct from a 1-in-100 year flood."



Right: Old timber planks from the Seaport boardwalk

› \$1.2m Seaport boardwalk upgrade

This year the Council undertook a major upgrade of the Seaport boardwalk, with funding assistance from the State Government. A 350m-long section of the old wooden boardwalk was replaced with Replas recycled plastic decking, using more than 30,000 screws. Nearly 70 tonnes of recycled plastic was used to create the decking material, diverting the equivalent of 17 million plastic bags from landfill. It is hard-wearing and long-lived, and the upgrade has been well received by local businesses.



› Big screen cricket

Launceston's Civic Square played host to a free, live screening of World Cup cricket on Saturday, February 28, in an initiative resulting from the Launceston City Heart Project.

Encouraging more activity in Launceston's public spaces through the use of a big screen was just one of the proposals the City of Launceston consulted the general public on for its Launceston City Heart Project, which seeks to energise Launceston's CBD.

The 30-square-metre screen from Aurora Stadium was dismantled and transported to the CBD for the Civic Square Cricket event, which was the culmination of a number of February events, collectively dubbed 'Summer Daze'.

A committee including the City of Launceston, WIN TV, Events Tasmania, Tourism Northern Tasmania, the Hawthorn Football Club, the Launceston Tamar Valley Tourism Association, Chilli FM, The Examiner Newspaper, and Cityprom joined forces to create the initiative.



› Heritage Forest flying fox

In December 2014, the Council opened a new 40m long flying fox at Heritage Forest.

The flying fox soon proved popular with families, with reports of long lines of people waiting to ride the wire.

The new Heritage Forest flying fox was officially launched by Mayor Albert van Zetten today.

According to Parks and Recreation Officer Aaron Mullins said the project had been an unusual one to work on.

"We don't have anything else like this in our public parks in Launceston, so it's certainly different," Mr Mullins said.

"It has been a fun project for our engineers and other council officers to work on and we think Launceston kids are going to love it.

"Like a lot of Tasmanians, I had plenty of experiences on flying foxes when I was a kid — they're the sorts of things dads and uncles loved to build for the young ones out of bits and pieces that were lying around.

"But let's face it, the flying foxes we had when we were kids probably didn't meet many safety standards. So what we've tried to do with this project is replicate the flying foxes of our youth from a modern engineering standpoint."



Reporting to the Annual Plan



The City of Launceston's Annual Plan for 2014/15 was developed around the eight priority areas outlined in the Strategic Plan 2014-2024. In essence, the Strategic Plan indicates the actions and strategies the Organisation will pursue through its own operations to deliver on the Greater Launceston Plan goals.

Of the 43 actions set, the Council has completed or was on target for 34 (79%). The following table breaks down the total status of objectives:

STATUS	No.	% of Total
Completed	21	49
On target (targets met as at 30 June 2015)	13	30
In progress	4	9
Off target	3	7
Deferred	2	5
TOTAL	43	100




› 1. A creative and innovative city



Ten year goal: To foster creative and innovative people and industries

KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To support and promote alternative uses of underutilised buildings	Duck Reach Redevelopment Project - Complete the Expression of Interest process for the Duck Reach Redevelopment Project	<p>The Expression of Interest (EOI) seeking submissions from suitably qualified parties to undertake a redevelopment of the Duck Reach Power Station site was advertised on 4 July 2015.</p> <p>Submissions to the EOI closed on 7 August 2015, with a report summarising the submissions received to be presented to Council, following analysis of the submissions.</p>	 In progress
	Macquarie House - Manage the redevelopment of Macquarie House	<p>Council has now received funding from the Australian Government to progress with Stage 1 of this project.</p> <p>Detailed design and documentation of the redevelopment proposal for Macquarie House is scheduled for completion by 30 October 2015.</p> <p>On completion of Stage 1, detailed documentation will be submitted to the Australian Government for assessment of Stage 2 funding allocation to complete the construction works.</p> <p>Work on this multi-year action will continue in 2015/16.</p>	 In progress

› 2. A city where people choose to live

Ten year goal: To promote Launceston as a unique place to live, work, study and play

KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To continue to offer an attractive network of parks, open spaces and facilities throughout Launceston	Perimeter fence at the Leisure and Aquatic Centre (LAC) - Design and receive planning approval for a new and realigned perimeter fence at the LAC.	This action is all but complete in its current form. All work on design has been completed and the Development Application (DA) lodged with the Planning Department. Once the planning process is complete and development approval is obtained, this action will be complete.	 In progress
	North Bank - Implement Stage 1 of the North Bank project plan	<p>Additional documentation of all grant-funded project components has now been provided to the Australian Government to enable completion of their grant assessment process.</p> <p>Subject to further information being requested, finalisation of this Deed Agreement is expected to be received early in 2015/16 to enable tendering of civil works and utilities infrastructure to commence. A Funding Agreement has been received from the State Government for their funding commitment (\$1.35m) for works to be completed over the following two years.</p> <p>The North Bank project is a multi-year development project. A new action will be included for the 2015/16 reporting period, outlining the works planned to be completed during this period.</p>	 Complete
	Public Open Space (POS) Strategy - Review the 2007 Public Open Space Strategy to encompass POS recommendations from the Greater Launceston Plan and establish a new and up-to-date vision for Launceston's Public Open Space	<p>The Public Open Space Strategy was deferred due to priority projects, City Heart and Gorge Reimagining requiring greater involvement from the Parks and Recreation team than expected.</p> <p>The consultation will be undertaken in September 2015 following the City Heart traffic changes and Gorge Reimagining consultations. The draft Strategy will be revised based on workshop feedback from Aldermen and community engagement, to be presented to Council for adopting in December 2015.</p>	 In progress



KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
	Reimagining Cataract Gorge Project - Preparation of a strategy that determines appropriate infrastructure, activities and promotion of the Cataract Gorge	<p>Stakeholder workshops, project issues paper and the Enquiry by Design community engagement process have been completed. The draft themes, guiding principles and possible responses were placed on <i>Your Voice, Your Launceston</i>, for broader public engagement. The process for the project has been extended to include the production of a Green Paper and a White Paper.</p> <p>It is intended that the White Paper be presented to Council for adoption in October 2015.</p>	 In progress
To support the CBD and commercial areas as activity places during day and night	Launceston City Heart Project - Undertake consultation, complete design work and commence implementation of the City Heart Project	<p>The community engagement portion of the project has been completed.</p> <p>Preliminary design work has commenced for the identified priority sites.</p> <p>Detailed design work and further consultation has commenced for the Quadrant Mall as the first dig ground project following adoption of the Masterplan.</p> <p>A briefing session for Quadrant traders and property owners was held in March to provide an update and seek input into the detailed design and roll out of works for that stage of the project and work has commenced in Dicky White's Lane, with underground works for the main part of the Quadrant mall scheduled to begin in September 2015.</p> <p>Community engagement for the traffic arrangements and bus stop locations will be undertaken in July and August and completion of that process will inform the final design details for the Masterplan document which is now scheduled for completion by November 2015.</p>	 In progress



KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To contribute to enhanced public health and amenity to promote a safe and secure environment	Smoke free area in the Launceston CBD - Facilitate the expansion of the smoke free area in the Launceston CBD and review regulatory processes	<p>Amendment to State legislation is required to facilitate declaration of additional smoke free areas in the Launceston CBD.</p> <p>Following this a review will be undertaken to identify which areas in Launceston are now captured by the State regulations and to then establish with Council whether further no smoking areas will be sought within the state regulations. Completion of this project has been deferred until the end of December 2015.</p>	 In progress
To promote Launceston's rich heritage and natural environment	Heritage management - Undertake a review of the Council's heritage management function in consultation with the Heritage Advisory Committee to identify priorities and develop a work plan	Work priorities have been identified and budget allocations requested.	 Complete
To plan for better connections between the river and Launceston	Seaport boardwalk renewal - Renew decking from the Seaport business area to Home Point by resurfacing the existing timber deck with synthetic boards and upgrading derelict poles	The structure supporting the decking has been upgraded and the timber planks at Seaport have successfully been replaced with 2,075 square metres of a durable and economic decking material made from recycled plastic.	 Complete
To promote active and healthy lifestyles	Invermay Park Redevelopment	The completion of the \$2.1m redevelopment of Invermay Park means the facility now offers an all-weather playing surface, 30-metre light towers, and associated civil works.	 Complete

› 3. A city in touch with its region

Ten year goal: To ensure Launceston is accessible and connected through efficient transport and digital networks

KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To engage with neighbouring Councils, as well as infrastructure and transport providers, to improve access to greater Launceston for all modes of transport through planning and advocacy	CBD bus stops - Undertake a study to determine the best location of the CBD bus stops	Bus stop options were presented to Aldermen at SPPC 6 October 2014. Support for shifting west side bus stops to outside church. However, final approval and design to be considered as part of the overall City Heart project.	 Complete
	Transport Futures - Finalise Launceston's first long term transport plan that combines traffic, pedestrian, cycling and safety strategies	The Launceston Transport Futures was adopted by Council on 25 May 2015, along with the Safer Roads Strategy, Bike Strategy, and updated Pedestrian Strategy.	 Complete

› 4. A diverse and welcoming city

Ten year goal: To offer access to services and spaces for all community members and to work in partnership with others to address the needs of vulnerable and diverse communities.



KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To plan services and facilities that recognise the changing demographics of our community	Community Development Framework - Develop and communicate a Community Development Framework	The framework outline was drafted and distributed to the Community Development team for review.	 In progress
		Community Development team has met to review the outline. Research is being undertaken to ensure best practice Framework is developed. First draft Framework has been written and distributed to Community Development team for review. New draft completed and awaiting review.	



Leisure and Aquatic Centre

› 5. A city that values its environment

Ten year goal: To reduce the impacts on our natural environment and build resilience to the changing intensity of natural hazards




KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To manage the risks of climate related events particularly in the area of stormwater management	Public Stormwater Network - Undertake research and develop a policy that details the target level of service for flood protection for urban areas, using a risk based approach	Council has commenced development of hydraulic models for catchments, to inform the policy position.	 Complete
To reduce our and the community's impact on the natural environment	Reducing smoke pollution from wood fires - Provide education to the community regarding actions to reduce smoke pollution from wood fires	<p>Council, in liaison with the Environmental Protection Authority (EPA), is developing key messages for the community regarding efficient wood heater use.</p> <p>In addition, Council's Environmental Health Officers investigate formal complaints relating to excess smoke attributed to wood heater use.</p>	 Complete



Rail Network

› 6. A city building its future

Ten year goal: To drive appropriate development opportunities as well as infrastructure, land use planning and transport solutions


KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To develop and take a strategic approach to development sites to maximise public benefits of development	Willis Street Precinct - Complete the Willis Street Precinct Plan	Progress on this action is deferred awaiting advice regarding the possible relocation of UTAS to the site.	 Deferred
To ensure that the planning system at a local and regional level is effective and efficient	Regional planning - Continue participation in the Northern Regional Planning Management Committee	Council officers continue to attend meetings as scheduled. The regional planning process is currently awaiting direction from the task force and State Government on the proposed single statewide planning scheme. Work on the Northern Regional Housing Study and Industrial Study has concluded. The revised Northern Tasmania Regional Land Use Strategy was endorsed by Council on 9 February 2015.	 Complete
	Launceston Planning Scheme - Implement, review and as necessary amend the Launceston Planning Scheme	The Scheme was finalised by the Tasmanian Planning Commission and approved in March 2015. To ensure that the planning system at a local and regional level is effective and efficient.	 Complete








Brisbane Street Mall

› 7. A city that stimulates economic activity

Ten year goal: To develop a strategic and dedicated approach to securing economic investment in Launceston


KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To provide an environment that is conducive to business and development	Economic development strategy - Develop an economic development strategy which positions Launceston within regional, state and national economic development policies and strategies	<p>A paper summarising the economic development opportunities and issues facing Launceston has been prepared for the General Manager, Directors and Senior Management Team. A review of local data and economic indicators has been undertaken.</p> <p>Opportunities have been identified for development.</p> <p>The role and function of economic development in other councils has been reviewed.</p> <p>The identification of priorities by Department of State Growth has been actively pursued.</p> <p>Economic development opportunities within the Greater Launceston Plan and the Launceston Retail Audit and Activity Centres Strategy have been reviewed.</p> <p>Meetings have been held with the General Manager to review key economic development opportunities for the City of Launceston.</p> <p>A meeting has been held with the Economic Development Working Group and the preparation of an Economic Development Strategy has commenced. Work on this action will continue in 2015/16.</p>	 In progress

KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To promote tourism and a quality Launceston tourism offering	Advocate for support of priority issues - Advocate for support that allows projects and priority issues for the City of Launceston to be addressed and delivered	<p>Advocacy on major projects in the lead up to the September 2013 Federal Elections achieved the following outcomes:</p> <ul style="list-style-type: none"> • \$1.3m Invermay Park redevelopment • \$2.5m River Improvement Strategy • \$0.5m Diverting sewerage overflows from Tamar <p>State funding was also received for:</p> <ul style="list-style-type: none"> • \$1m Seaport Boardwalk upgrade • \$1m Lighting upgrade Aurora Stadium • \$1.5m Concrete flood levees silos at North Bank • \$0.23m Tangent construction Cataract Gorge <p>Advocacy on major projects in the lead up to the March 2014 State elections achieved the following outcomes:</p> <ul style="list-style-type: none"> • \$0.5m Stage two North Bank playground • \$0.9m North Bank pedestrian/bike bridge to Seaport • \$2.85m Kings Meadows flooding stormwater mitigation • \$0.2m Funding Cataract Gorge Masterplan <p>Total \$12.48m - unprecedented for Council to get this number of projects up. Aspects of the funding will flow over the 2014/15, 2015/16 and 2016/17 years allowing for a manageable progression of the projects funded.</p> <p>Council has also contributed funding to a number of the projects.</p>	 In progress
	Multiple use options for Albert Hall Undertake a feasibility study into multiple use options for Albert Hall	<p>A draft report has been prepared for internal discussion prior to going to a workshop with Aldermen.</p> <p>External consultants have been approached to price up elements of the capital projects. Work on this action will continue in 2015/16.</p>	 Complete

KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To promote tourism and a quality Launceston tourism offering	Multiple use options for Albert Hall - Undertake a feasibility study into multiple use options for Albert Hall	A draft report has been prepared for internal discussion prior to going to a workshop with Aldermen. External consultants have been approached to price up elements of the capital projects. Work on this action will continue in 2015/16.	 In progress
	Tourism Interpretation, Signage and Lighting Project - Implement the project	Pricing of signage has started, and an EOI process was instigated for a consultant to plan way-finding and interpretation signage as part of the City Heart Project. External funding has been obtained and appointment of a contractor is being finalised. Work on this action will continue in 2015/16.	 In progress
To promote and attract national and international events and support the sector to ensure a diverse annual events calendar	Online events applications - Implement the online application process for events held in the Launceston Municipal Area	An online application process and workflow has been developed and is currently being refined by the various stakeholders. Initial testing has been undertaken. Work on this action will continue in 2015/16.	 In progress

› 8. A secure, accountable and responsive organisation


8.1 Ten year goal: To communicate and engage consistently and effectively with our community and stakeholders

KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To develop and consistently use community engagement processes	Community Engagement Framework - Facilitate an integrated Council wide Community Engagement Framework progressively over a three-year period	Two of the seven major Levels of Service Design and Delivery areas have been completed with another four to be completed in the 2015 calendar year. The remaining one is due to be completed in May 2016.	 In progress




8.2 Ten year goal: To seek and champion collaboration to address major issues for Northern Tasmania.


KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To lead the implementation of the Greater Launceston Plan by collaborating on relevant initiatives	Northern Regional Land Use Strategy - Facilitate the incorporation of the Greater Launceston Plan into the Northern Regional Land Use Strategy	The revised Regional Land Use Strategy (RLUS) was endorsed by Council on 9 February 2015. The Regional Planning Committee has submitted the Northern Tasmania RLUS.	 Complete
	Planning Scheme audit - Complete an audit of the Planning Scheme against the Greater Launceston Plan to identify any necessary amendments and/or modifications	The results of the audit have been factored into the departmental work program for 2015/16.	 Complete
	Greater Launceston Plan projects - Strategically manage the prioritisation and implementation of projects from the Greater Launceston Plan	The prioritisation process is complete. Implementation has commenced and will be managed under a new set of actions in 2015/16.	 Complete

8.3 Ten year goal: To ensure decisions are made in a transparent and accountable way.




KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To ensure decisions are made on the basis of accurate and relevant information	Public Health Statement - Work with the Communications Department to review and improve the public health statement/report provided in the Annual Report	The Annual Reporting Template was reviewed and minor changes have been adopted for inclusion in the 2014/2015 Annual Report.	 Complete






8.4 Ten year goal: To continue to meet our statutory obligations and deliver quality services

KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To continually improve our service delivery and supporting processes	Food Safety and Public Health services - Implement eServices through the Department to improve efficiency and effectiveness of Food Safety and Public Health services	<p>Project planning has commenced. Key processes for online development have been identified and liaison with the Information Technology (IT) Department is ongoing.</p> <p>The design of workflow for some applications has commenced and the IT Department has scheduled substantial completion of key outstanding components by the end of October 2015.</p>	 In progress
	Kerbside organic collection and regional composting service - Organics recovery is a priority in the interim waste strategy and action plan (ISAP). A business case outlining the cost of a commercial food and green organics composting facility at Launceston landfill and the cost of introducing a third green and food organics bin for residents is to be prepared	The preliminary budget for the kerbside organics and composting facility has been drafted. A draft business plan was presented to a Council workshop on 15 September 2014. A final business case and consultation strategy will be presented to Council in September 2015.	 In progress
	Launceston resale shop and recycling centre - A new recycling centre, green waste area, reuse shop, additional weighbridge and new gatehouse are under construction in 2014. This project will see the reinstatement of a reuse shop and a not for profit organisation operate all resource recovery aspects at the Launceston Waste Centre	The recycling centre and re-sale shop has been commissioned and is working well.	 Complete


KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
	Operation and sustainability of QVMAG - Recognise and manage risks to the continued operation and sustainability of QVMAG	Representations have been made to the State Government regarding future funding for QVMAG. The State Government has agreed to provide \$1.3m indexed for 2014/15 under a one-year agreement. Over the next 12 months various funding options will be explored under a regional model with the aim to reach a new five-year agreement between City of Launceston and the State Government. The State Government has confirmed funding for 2015/16 at \$1.35m indexed.	 Complete

8.5 Ten year goal: To continue to ensure the long term sustainability of our organisation.

KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To strategically manage our assets, facilities and services	Strategic Plan - Coordinate the development of a new 10 year Council Strategic Plan	The City of Launceston Strategic Plan 2014-2024 was approved by Council on 24 November 2014 and is being implemented.	 Complete
	Asset Management - Comply with new legislative requirements for the preparation of a (a) Long Term Asset Management Plan; and (b) Asset Management Strategies	<p>The development and review of these plans is a significant task and although they have been prepared for many asset groups there are some outstanding and others to be renewed.</p> <p>Other actions related to savings and efficiencies have been the priority for the last few years.</p> <p>A dedicated resource started in July 2015 to enable this work to be completed. The project is likely to take couple of years to fully complete.</p>	 In progress
	Financial Management - Comply with new legislative requirements for the preparation of a (a) Long Term Financial Plan; and (b) Financial Management Strategy	<p>Base model data update has been completed and used in comparative processes for budget preparation.</p> <p>Until the combined drainage disputed charge has been arbitrated and the asset management plans are reviewed, it is not possible to finalise the Long Term Financial Plan.</p>	 In progress

KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
	Paterson Street East Car Park toilet facility - Complete the replacement and upgrade of the public toilet facility at the Paterson Street East	The new public toilet facility at the Paterson Street East car park has been completed, and is now open to the public.	 Complete
	Kings Meadows flood mitigation works - Develop detailed design and undertake construction of Stage 1 flood mitigation in Kings Meadows	<p>Detailed designs are being developed for Hobart Road/Blaydon Street. Works are planned to commence in September 2015.</p> <p>Construction has commenced on the Kings Meadows detention basin.</p> <p>Implementation of works is consistent with the three-year project plan.</p>	 Complete
	Public halls review - Review usage levels, catchment areas, building condition, leasing and long term capacity	<p>The halls review was deferred due to priority projects, City Heart and Gorge Reimagining requiring greater involvement from the Parks and Recreation team than expected.</p> <p>It is intended to present a report to Council in November 2015.</p>	 In progress
	Rural road improvement strategy - Develop a rural road hierarchy and an accompanying methodology to determine upgrades to rural roads	<p>Development of the strategy has been delayed due to reprioritising this project over others such as City Heart.</p> <p>This project will be delivered during 2015/16.</p>	 Deferred
To maintain a financially sustainable organisation	Combined Drainage: TasWater Stormwater Charge - Support the process, including arbitration proceedings under the provisions of the Urban Drainage Act, of resolving the dispute between TasWater and the Council in regard to charges for stormwater services	<p>The preparation of documents and analysis for the mediation hearing is complete. TasWater have repeatedly delayed the process.</p> <p>The Council team are doing everything we can to progress this matter but we are dependent on the legal progress.</p> <p>Arbitration is now set for August 2015.</p>	 In progress



KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
	<p>Management of financial resources - Oversee the management of the City of Launceston's financial resources to achieve strategic goals</p>	<p>Council has undertaken a Form and Function Review seeking to identify greater efficiency and effectiveness in the provision of services to the community. The resulting Future Directions Plan has identified specific action and financial savings aimed at reducing the recurrent cost of the Council's operations and addressing the recurrent deficit budget positions experienced in recent years. The Future Directions Plan includes a review of non core services to ascertain if there are more efficient methods of delivery using external providers who already exist within the community.</p> <p>Advocacy was undertaken to all major political parties as part of the State election campaign pointing out the inequity of current arrangements whereby the City of Launceston ratepayers are required to fund the capital and recurrent cost of major regional facilities utilised by residents throughout the greater Launceston area and into the region. This lies in stark contrast to, for example the treatment of Tasmania Museum and Art Gallery which receives State funding for its operations.</p> <p>Advocacy to the State Government seeking a more equitable funding model is continuing.</p>	 In progress



KEY DIRECTIONS FROM STRATEGIC PLAN 2014-2024	2014/15 ANNUAL PLAN ACTIONS	PROGRESS	STATUS AS AT 30 JUNE 2015
To strengthen our workforce capabilities	Organisational culture - Champion an organisational culture of innovation, efficiency and continuous improvement	<p>Implementation of continuous improvement across all areas of the Council's operations is continuing.</p> <p>The organisational Business Improvement Group was convened in March 2015, following an employee nomination process. The group has met monthly to identify and progress initiatives, and is currently focused on succession planning, reducing organisational silos and enhanced promotion of the City of Launceston.</p> <p>A review of the Senior Management team structure resulted in a revised model endorsed by the Executive Management Committee in March 2015. Consultation is continuing with this group to identify improvements to functionality, accountability mechanisms and integration with the Executive Management Committee.</p> <p>Additionally, the Executive Management Committee established a project group of relevant officers to review the organisation's corporate planning processes. The work of this group is currently underway.</p>	 Complete

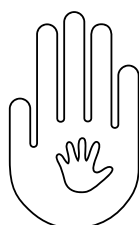
An aerial photograph of a suburban neighborhood. In the upper left, there are several houses with red-tiled roofs. To the right, a larger, multi-story building with a green roof is visible. The middle section is dominated by a large, lush green field, possibly a park or sports field, surrounded by mature trees. In the bottom right corner, a portion of a building with a green roof and white walls is visible. The entire image is overlaid with a large white diagonal shape that contains the text.

Section 3: Legislative Requirements



Highlights





Health

5,762

immunisations administered

Community Grants

33

Community Grants provided -
valued at \$95,173

Event Sponsorship

32

events sponsored through the Event
Sponsorship Program - valued at
\$339,700

Public Health Statement

(Under the *Public Health Act 1997* and the *Food Act 2003*)

The City of Launceston (within resource capabilities) is committed to ensuring the health and safety of its residents and visitors.

Under these Acts, the Council is required to perform licensing, inspection and monitoring services to ensure compliance with the

legislation and associated standards and guidelines in order to protect the community. Follow up and investigation of complaints is inherent to the undertaking of this role and can be very time consuming.

All businesses/operators are required to be inspected and registered under the relevant Acts within the licensing period. Any public health or food related issues were investigated and appropriate measures taken to prevent a

recurrence.

This year, the Council continued to offer vaccinations in accordance with the Immunisation Schedule at both of the Council's clinics and through the schools program.

The Environmental Health Department also provides input to Planning and Building Applications.

The Council currently employs three full-time and four part-time Environmental Health Officers.

Type of Activity/ Premises	No.	Inspection Number	Comments
Public Health Act 1997			
Places of Assembly	144	63	General annual licences.
Specific Events	78	3	Places of Assembly for a one-off occasion.
Health Risk Activity (Premises)	16	12	Includes tattooing, ear piercing etc.
Regulated Systems	8	1	Cooling towers
Private Water	1	1	
Housing	-	40	Four Rectification Notices issued.
Recreational Waters - natural	4 sites	70	Includes water holes and specific places in rivers (each location).
Recreational Waters - pools and spas	3 sites	32	Testing only undertaken during summer months.
Immunisations	5762	-	Number of doses administered.
Food Act 2003			
Registered Food Business	742	835 (including re-inspections)	70 Improvement Notices issued.
Temporary Food Business	624	103	Includes all fetes, fairs, Launceston Show, Festival, football and other events.
Food Vehicles	-	20	These have annual licences which apply Statewide.
Prosecutions	1	-	None
Prohibition Orders	8	-	Usually issued for more serious non-compliances.
Infringement Notices	4	-	For failure to comply with the <i>Food Act 2003</i> and/or the Food Safe Code.
Food Complaint Inspections	-	42	Complaints made by customers which may or may not be justified. Some complaints relate to the food itself and other relate to the labelling of food.
Building and Planning Application Assessments	1310	-	Research and input provided into planning and building applications in terms of environmental effects.

Enterprise Powers Statement

(Local Government Act 1993)

Under Section 72 (ca) the Council is required to report on exercising of enterprise powers relating to the formation and operation of corporations, trusts, partnerships or other bodies (Section 21).

➤ Australia Pacific Airports (Launceston) Pty Ltd

The Council holds a 10% share in Australia Pacific Airports (Launceston) Pty Ltd in the form of capital notes. The book value of these notes is \$257,556 (30 June 2015). These notes entitle the Council to share in the operating results of the Company on an equivalent basis to the shareholders and to appoint a director.

The Council decided to invest in this essential local infrastructure as part of its strategy to support local economic development. In the 2014/15 year the Council received a dividend of \$485,683 for its investment.

➤ Allowances and Expenses Statement

(Under the Local Government Act 1993)

In 2014/15 the City of Launceston provided allowances and reimbursements for reasonable expenses to the Mayor, Deputy Mayor and Aldermen. This includes telephone rental and calls, travelling and care of any child of an Alderman. The total amount of these expenses is shown below.

Allowances	\$489,653
Expenses	\$17,784



Cataract Gorge Reserve

Donation of Land Statement

(Under the *Local Government Act 1993*)

Section 72(1)(da) requires the City of Launceston to report on any land donated by the Council during the year. The Council made no such donations of land.

The Council may transfer easements to infrastructure providers from time to time for nominal consideration in relation to proposals to connect services in the City of Launceston.

Parking Concessions

Pensioner concessions to park in the Paterson East, Paterson West and Elizabeth Street Car Parks was \$250,884

Waste Management Concessions

The City of Launceston provides free or subsidised entry to a number of groups. The value for 2014/15 was:

The value for 2014/15 was:	
Pensioner concessions	\$174,601
Resident Free Day	\$27,863
Charitable concessions	\$34,149



Community Grants

During 2014/15, the City of Launceston provided community grants to the value of \$95,173 to the following community groups, projects and individuals.

Organisations and team/group grants for the 2014/15 financial year	\$
Northern Tasmanian Girls Regional Basketball Ball Team (nine team members)	300
Northern Tasmania U14 A Boys Basketball Team (eight team members)	300
NTJSA Boys U12 Team (eight team members)	300
Stompin	10,000
TABIS	4,423
SelfHelp Workplace	5,000
Australian Red Cross Society	5,000
Tasdance	5,000
Touch Football U18 Boys Team (four team members)	200
Touch Football U15 Boys Team (four team members)	200
Touch Football U15 Girls Team (six team members)	300
Little Athletics Tasmania - International Children's Games Girls Team (four team members)	200
Little Athletics Tasmania - International Children's Games Boys Team (five team members)	250
St Giles Society	5,000
Fusion Australia	3,600
Vigoro Tasmania State Junior Team (three team members)	150
Red Storm Racing Queechy High School (four team members)	200
High Octane Racing Team (three team members)	150
Team Hercules 4X4 (four team members)	200
Tamar Community Peace Trust	5,000
Chilli FM Skyfire	8,000
Festival of Voices	40,000
11 grants to individuals	1,400
TOTAL	95,173

Incentives

During 2014/15, the City of Launceston provided incentives to the value of \$8,560 under the Conferences, Championships and Conventions Incentive Program.

Funds granted under the Conferences, Championships and Conventions Incentive Program in 2014/15	\$
Isolated Children's Parents' Association of Australia - Federal Conference	2,280
Australian Truffle Growers Association	740
Jaguar Car Club of Tasmania Inc.	1,220
Australian Women's Pilots Association Conference	1,000
Toastmasters District 73 Convention	3,320
TOTAL	8,560

Sponsorships

The City of Launceston also provided \$339,700 in event sponsorship during the 2014/15 year to the following groups/ events.

Events sponsored through the Event Sponsorship Program in 2014/15	\$
Make-A-Wish® Australia (L'ton Branch)	5,000
Interweave Arts Association	4,500
Launceston Cataract Challenge	10,000
DanceSport Tasmania	15,000
Down Syndrome Tasmania	2,000
Launceston Musical Society (Spamalot)	5,000
Able Australia	4,400
Encore Theatre Company Inc. (Vicar of Dibley)	7,000
Breath of Fresh Air Film Festival	15,000
Rotary Club of Central Launceston (Sally's Ride Tamar Valley Cycle Challenge)	6,625
Cycling Australia (Tour of Tasmania - Launceston Stage)	6,625
Orienteering Tasmania Inc.	10,000
Lilydale Sub-Branch Inc (RSL)	2,700
Tasmanian Sport & Events (Women's 5k)	10,000
Tennis Tasmania	15,000

Events sponsored through the Event Sponsorship Program in 2014/15	\$
RSPCA Tasmania (Launceston Branch)	5,000
Encore Theatre Company Inc. (EVITA)	10,000
Tasmanian Turf Club Inc.	20,000
Launceston Greyhound Racing Club	600
Football Federation Tasmania	10,000
TOTAL	164,450

Signature Event Funding 2014/15	\$
Tasmanian Symphony Orchestra	20,000
Events South	15,000
Launceston Cycling Classic Inc.	15,000
Festivale Committee (Festivale)	20,000
Festival Committee (NYOR)	40,000
Junction Arts Festival	35,000
TOTAL	145,000

Signature Celebration Event funding 2014/15	\$
Launceston Competitions Association	3,750
Launceston Festival of Dance	5,000
Launceston Henley Regatta	1,500
RNAPS	10,000
Apex Club of Tamar (Xmas Parade)	5,000
Rotary Club of Tamar Sunrise (Carols)	5,000
TOTAL	30,250

TOTAL sponsorship funding 2014/15	\$339,700
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Public Tenders

(Local Government Act Regulation 12(1))

Contracts for the supply or provision of goods or services valued at or above \$100,000 excluding GST, or as considered by the Tender Review are as follows:

Item	Description of Contract	Contract Period	Contract Value	Successful Contractor(s)	Address of Successful Contractor
1	Cleaning of Myrtle Park and Recreation Ground - CD.012/2014	01/08/2014 to 31/07/2019	\$20,088	WC Cassidy	38250 Tasman Highway Myrtle Park Tas 7259
2	Connector Park Drive (#7 Connector Park Drive to Southgate Drive) - Road Asset Upgrade - Stage 2 - CD.017/2014	15/09/2014 to 15/12/2014	\$233,377	Paul Zanetto Pty Ltd	98 Reatta Road Trevallyn Tas 7250
3	Seaport Boardwalk Deck Replacement and Associated Works - CD.019/2014	01/11/2014 to 01/05/2015	\$1,215,634	Darcon Construction Pty Ltd	109 St Leonards Road St Leonards Tas 7250
4	Invermay Park Redevelopment (Design and Construction) - CD.016/2014	20/10/2014 to 09/03/2015	\$1,871,250	Baker Civil Contracting	9 Hudson Fysh Drive Western Junction Tas 7212
5	Golconda Road (Hextalls Road to Clover Hill Road) - Road Asset Upgrade - Stage 2 - CD.021/2014	20/10/2014 to 01/12/2014	\$115,396	Andrew Walter Constructions Pty Ltd	2 Whiteston Drive Granton Tas 7030
6	Telephone System Replacement - 2014 - CD.013/2014	20/10/2014 to 20/10/2015	\$230,000	Aerus (Communications Statewide Pty Ltd)	1/99 Lampton Avenue Derwent Park Tas 7009
7	Centre Way Lane Upgrade - CD.024/2014	16/12/2014 to 26/01/2015	\$105,379	Classic Landscapes	PO Box 55 Turners Beach Tas 7315
8	Paterson Street East Car Park and Public Toilets Redevelopment - CD.020/2013	22/01/2015 to 03/04/2015	\$237,000	Riedle Pty Ltd	111 Peel Street West Launceston Tas 7250

Item	Description of Contract	Contract Period	Contract Value	Successful Contractor(s)	Address of Successful Contractor
9	Bridge Replacement Program - Windermere Road Bridge 670 (Saltwater Creek) and Rowleys Hill Road Bridge 657 (Turners Marsh Creek) - CD.026/2014	Feb 2015 and April 2015	\$324,600	BridgePro Engineering Pty Ltd	19 Faulkner Drive Latrobe Tas 7307
10	Purchase and Removal of Scrap Metal from the Launceston Waste Centre - CD.025/2014	01/01/2015 to 01/01/18	\$83,846	Sims Metal Management	55 Norfolk Street Bell Bay Tas 7253
11	Major Plant Replacement - Truck 9224	15/12/2014 to 15/06/2015	\$98,424	FRM Hino	29 Montagu Street Launceston Tas 7250
12	Launceston Waste Centre, Relocation of NERWS Trunk Water Main - CD.027/2014	15/12/2014 to 01/06/2015	\$798,671	Gradco Pty Ltd	79-81 St Leonards Road St Leonards Tas 7250
13	Hill Street (York Street to Hillside Crescent) - Road Asset Upgrade - CD.028/2014	15/12/2014 to 16/03/2015	\$406,456	Crossroads Civil Contracting Pty Ltd	73-79 Lilydale Road Rocherlea Tas 7248
14	Kings Meadows High School Detention Basin Upgrade - CD.032/2014	09/02/2015 to 20/07/2015	\$1,499,492	Baker Civil Contracting	9 Hudson Fysh Drive Western Junction Tas 7212
15	Internal Financial and Risk Audit Services 2014/15 to 2016/17 - CD.030/2014	2014/15 to 2018/19	\$90,000	Crowe Horwath	62 Paterson Street Launceston Tas 7250
16	Fuel Products Supply - CD.038/2014	16/02/2015 to 16/02/2016	\$784,785	Caltex	2 Goderich Street Launceston Tas 7250
17	Wellington Street (Canning Street to Balfour Street) - Road Asset Upgrade - CD.009/2015	23/03/2015 to 20/04/2015	\$102,484	Crossroads Civil Contracting Pty Ltd	73-79 Lilydale Road Rocherlea Tas 7248
18	Launceston City Heart - Play Spaces for Civic Square and Brisbane Street Mall (Concept Design for Masterplan) and Wayfinding and Connectivity (Strategy, Framework and Documentation) - CD.001/2015 & CD.003/2015	27/04/2015 to 26/10/2015	\$70,480	Aspect Studios	9/11 Bailey Street Adelaide SA 5000

Item	Description of Contract	Contract Period	Contract Value	Successful Contractor(s)	Address of Successful Contractor
19	St Leonards Hockey Centre Synthetic Playing Surface Replacement - CD.016/2015	06/10/2015 to 10/11/2015	\$396,410	Polytan Asia Pacific	Factory 2, Dunlopillo Drive Dandenong Vic 3175
20	General Stationery Supply - CD.005/2015	01/06/2015 to 01/06/2017	Schedule of Rates	Staples	Cnr York and George Street Launceston Tas 7250
21	Supply and Installation of Gross Pollutant Trap at Hume Street - CD.011/2015	25/05/2015 to 29/06/2015	\$71,410	Jemrok Pty Ltd	10 Terra Nova Drive Wynyard Tas 7325
22	Remount Road Depot - Removal of Asbestos Roof and Reconstruction of the Roof Structure - CD.033/2015	25/05/2015 to 27/07/2015	\$228,345	Mendelssohn Constructions Pty Ltd	1 Pinehurst Court Prospect Vale Tas 7250
23	Corporate Uniform Supply - CD.017/2015	01/07/2015 to 30/06/2017	Schedule of Rates	Leigh Kelly Agencies	13 Broadland Drive Launceston Tas 7250
24	Major Plant Replacement Wheel Loader 9303	15/06/2015 to 15/12/2015	\$130,800	Komatsu Australia	1095 Cambridge Road Cambridge Tas 7170
TOTAL			\$9,114,327		

› Non-application of Tender Process

Regulation 27 (1) (h) - A contract for goods or services if the Council resolves by absolute majority and states the reasons for the decision, that a satisfactory result would not be achieved by inviting tenders because of - (iii) the unavailability of competitive reliable tenders.

Contracts approved by absolute majority of Council 1 July 2014 to 30 June 2015 are as follows:

Item	Description of Contract	Contract Period	Contract Value	Successful Contractor(s)	Address of Successful Contractor
1	Nil				



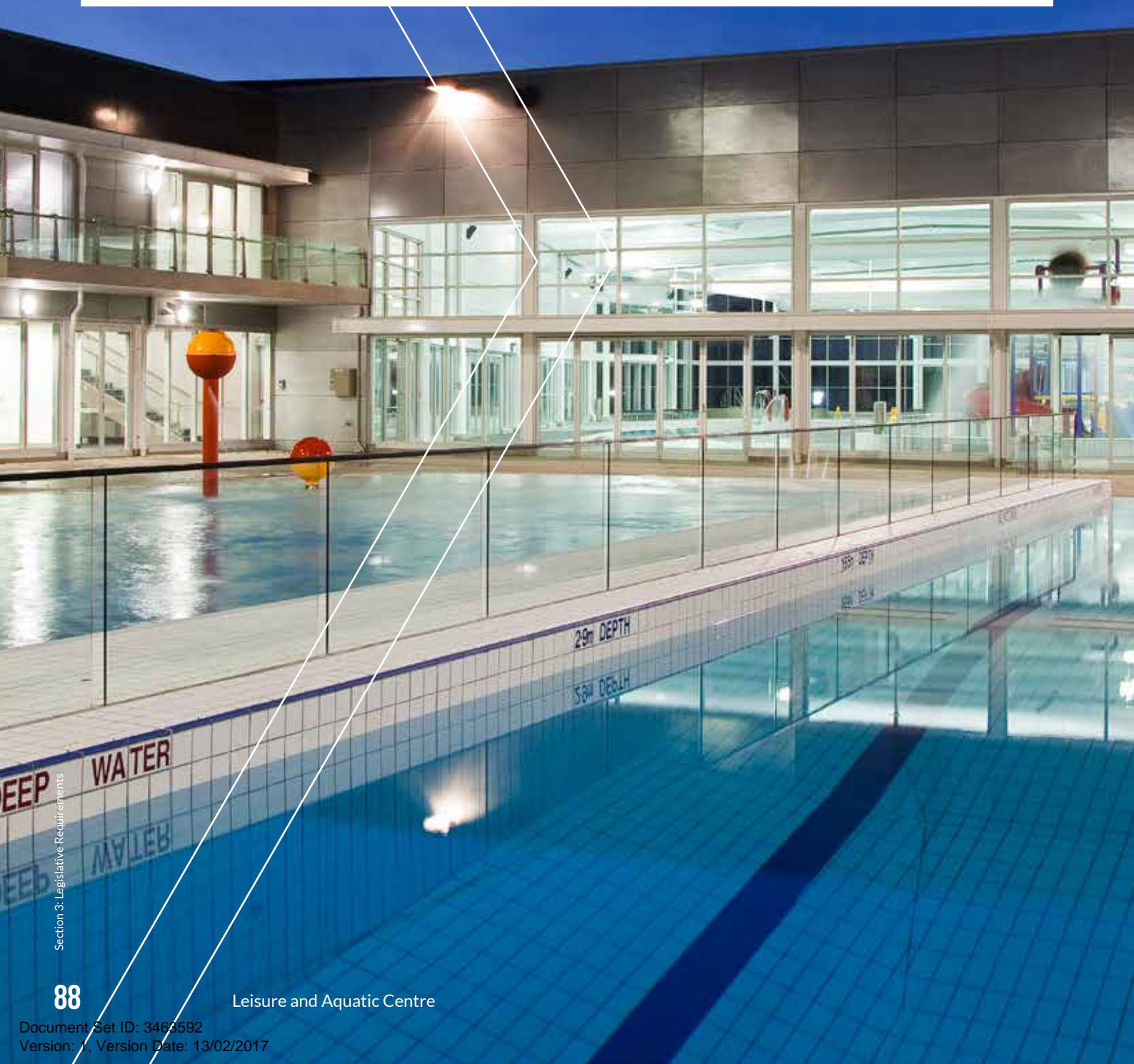
Public Interest Disclosure Statement

(Under the *Public Interest Disclosures Act 2002*)

Under Part 9 of the *Public Interest Disclosures Act*, the Council has established a written procedure in accordance with the Act.

There have been no disclosures either raised or determined during 2014/15.

Financial Ratios



	2015	2014	2013	2012	2011
CURRENT RATIO	1.7:1	1.39:1	1.6:1	1.96:1	1.31:1
<i>To assess the adequacy of working capital (net current assets)</i>					
Current Assets - restricted assets	47,004,700	38,067,545	38,020,144	53,706,024	49,536,768
Current Liabilities	27,586,996	27,441,172	23,815,343	27,431,853	37,707,415

From 2013 reporting year onwards Council changed its measure of restricted assets to include flood mitigation grant funding held and the Waste Centre Rehabilitation provision

Without removing the restricted assets the Current Ratio would be 2.37:1 (2014 2.36:1; 2013 2.61:1)

INTEREST EXPENSE TO OPERATING REVENUE RATIO	0.52%	0.76%	0.94%	1.11%	1.14%
<i>To assess the degree to which revenue is committed to interest</i>					
Interest Expense (External loans)	486,534	624,474	757,412	887,368	853,746
Operating Revenue (untied)	93,194,707	81,732,337	79,763,798	79,689,533	75,140,789

RATE COVERAGE RATIO	57.6%	63.2%	62.5%	58.0%	59.2%
<i>To assess dependence on rate revenue</i>					
Rate Revenue (Untied)	53,717,897	51,691,451	49,840,466	46,241,150	44,468,456
Operating Revenue (Untied)	93,194,707	81,732,337	79,763,798	79,689,533	75,140,789

GRANT COVERAGE RATIO	10.5%	5.8%	8.0%	10.4%	8.6%
<i>To assess dependence on grant revenue</i>					
Grant Revenue (incl. QVM&AG)	9,816,609	4,777,390	6,351,496	8,322,648	6,484,368
Operating Revenue (untied)	93,194,707	81,732,337	79,763,798	79,689,533	75,140,789

USER CHARGES COVERAGE RATIO	21.2%	23.0%	21.8%	22.3%	22.6%
<i>To assess dependence on user charges revenue</i>					
User Charges Revenue	19,758,245	18,837,529	17,407,379	17,785,513	16,960,730
Operating Revenue (untied)	93,194,707	81,732,337	79,763,798	79,689,533	75,140,789

DEPRECIATION TO CAPITAL EXPENDITURE	1.34:1	1.05:1	1.18:1	1.35:1	2.45:1
<i>To compare assets added with depreciation of assets</i>					
Capital Works	25,560,000	19,047,000	21,909,844	26,670,684	39,787,542
Depreciation	19,007,277	18,212,577	18,528,511	19,778,327	16,253,931

RATE PAID PER MODAL VALUATION (RESIDENTIAL) note 3

To assess the movement in typical residential rates

Rate Amount -General (inc Fire Levy)	1,247.13	1,213.81	1,162.00	995.00	1,135.87
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Typical Fully Serviced Residential Property Rate

2011

Based on a "typical" residential AAV of \$8,800 at the adjusted valuation

2012 - 2015

Based on a "typical" residential AAV of \$11,800 at 2011 valuation

RATE REVENUE PER CAPITA	\$897.46	\$862.68	\$830.51	\$773.71	\$766.28
<i>To assess the average rate raised per head of population</i>					
Revenue Rate	60,161,039	57,829,534	55,801,953	51,985,730	50,228,222
Population (2015 ABS estimate)	67,114	67,035	67,190	67,190	65,548