



City of  
**LAUNCESTON**

# **COUNCIL MINUTES**

**COUNCIL MEETING  
THURSDAY 3 SEPTEMBER 2020  
1.00pm**

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

Date: 3 September 2020

Time: 1.00pm

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### Certificate of Qualified Advice

#### Background


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

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

#### Certification

I certify that:

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



**Michael Stretton**  
Chief Executive Officer

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## AUDIO of COUNCIL MEETINGS

Please note that the audio recording of this Council Meeting is incomplete due to technical difficulties. The audio recording for this Meeting ends during Council's consideration of Agenda Item 13.1 - Pedestrian and Bike Committee Meetings - 4 June and 30 July 2020.

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

### PUBLIC ATTENDANCE AT THE COUNCIL MEETING

To help keep you safe, a maximum of 20 members of the public are permitted to attend a Council Meeting. You must register your attendance in advance by phoning 6323 3145 and leaving a message, or emailing us at [invitation@launceston.tas.gov.au](mailto:invitation@launceston.tas.gov.au) by 11.00am on the morning of the Council Meeting. A Council Officer will contact you to confirm the details of your attendance.

At the Council Meeting, please take care to follow signage and the directions of Council Officers to ensure that physical distancing and other COVID-19 safe behaviour is observed.

### PUBLIC QUESTION TIME - AGENDA ITEM 8

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

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

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## PUBLIC COMMENT ON MINUTES ITEMS

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

Please note the following important information:

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

Your respectful contribution is welcome and appreciated.

## LEGISLATIVE TERMINOLOGY - GENERAL MANAGER

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

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# City of Launceston

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**Thursday 3 September 2020**

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**Present: Councillor** A M van Zetten (Mayor)  
D C Gibson (Deputy Mayor)  
J Finlay  
D H McKenzie  
K P Stojansek  
A E Dawkins  
P S Spencer  
A G Harris  
T G Walker

**In Attendance:** Mr M Stretton (Chief Executive Officer)  
Mrs L Hurst (Community and Place Network)  
Ms L Foster (Organisational Services Network)  
Mr S Eberhardt (Infrastructure and Assets Network)  
Ms T Puklowski (Creative Arts and Cultural Services Network)  
Mr S Tennant (Team Leader Communications)  
Mrs L Purchase (Manager Governance)  
Mrs A Rooney (Council and Committees Officer)

**Apologies: Councillor** R I Soward  
N D Daking  
J G Cox

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**1 OPENING OF MEETING - ATTENDANCE AND APOLOGIES**

The Mayor, Councillor A M van Zetten, opened the Meeting at 1.00pm and noted apologies from Councillor N D Daking, Councillor J G Cox and Councillor R I Soward.

**2 MAYORAL ACKNOWLEDGEMENTS**

There were no Mayoral Acknowledgements for this Meeting

**3 DECLARATIONS OF INTEREST**

*Local Government Act 1993 - section 48*

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

**No Declarations of Interest were identified as part of these Minutes**

**4 CONFIRMATION OF MINUTES**

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

**RECOMMENDATION:**

That the Minutes of the Ordinary Meeting of the City of Launceston Council held on 20 August 2020 be confirmed as a true and correct record.

**DECISION: 3 September 2020****MOTION**

Moved Councillor P S Spencer, seconded Councillor D C Gibson.

That the Motion, as per the Recommendation to Council, be adopted.

**CARRIED 9:0**

**FOR VOTE: Mayor Councillor A M van Zetten, Deputy Mayor Councillor D C Gibson, Councillor J Finlay, Councillor D H McKenzie, Councillor K P Stojansek, Councillor A E Dawkins, Councillor P S Spencer, Councillor A G Harris and Councillor T G Walker**

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**5 DEPUTATIONS**

**No Deputations were identified as part of these Minutes**

**6 PETITIONS**

*Local Government Act 1993 - sections 57 and 58*

**No Petitions were identified as part of these Minutes**

**7 COMMUNITY REPORTS**

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

**No Community Reports were registered with Council as part of these Minutes**

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**8 PUBLIC QUESTION TIME**

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

**8.1 Public Questions on Notice**

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

**8.1.1 Public Questions on Notice - Ms Jillian Koshin - 20 August 2020**

**FILE NO:** SF6381

**AUTHOR:** Anthea Rooney (Council and Committees Officer)

**CHIEF EXECUTIVE OFFICER:** Michael Stretton (Chief Executive Officer)

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**QUESTIONS and RESPONSES:**

The following questions, submitted to Council on 20 August 2020 by Ms Jillian Koshin, have been answered by Shane Eberhardt (General Manager Infrastructure and Assets Network).

**Questions:**

1. When will all the road works, traffic lights etc. associated with the new Gleadow-Goderich Street traffic lights, Forster Street the Forster-Goderich Street intersection be finished and at what cost to the public purse?

**Response:**

*These projects are being undertaken by the State. The Council understands that the Gleadow Street and Forster Street works are planned for completion October 2020.*

*The Council does not have associated costs.*

2. Before allowing any more developments in the Lindsay-Gleadow-Goderich Street area, such as the Good Guys DA on today's Agenda, does the Council intend to carry out a study and assessment of the full effects of the altered traffic and lights system on traffic flow and congestion right across the associated road-street network area that takes in Lower Charles St, Lindsay Street, Invermay Road, Boland Street, the Esplanade, Charles Street bridge, Tamar Street bridge, the Northern Outlet at least as far as Mowbray Hill, and the east-west flow of traffic ?
-

**8.1.1 Public Questions on Notice - Ms Jillian Koshin - 20 August 2020 ...(Cont'd)**

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**Response:**

*[Please note that the Development Application referred to above was considered at the Council Meeting on 20 August 2020].*

*Council has adopted the Invermay Traffic Plan which details proposed improvement in this area. The development of this plan included detailed modelling and assessment of the planned improvement works to accommodate existing and future development within the area.*

3. How, when, who and what method will the Council use to assess the effects and costs (on time, residents, commuters etc.) of the altered system on local amenity, traffic flow, saturation, congestion, noise and air pollution?

**Response:**

*It needs to be clear that the Invermay Traffic Masterplan has been developed between the Council and the Department of State Growth as Invermay includes roads under the ownership and control of both.*

*The modelling completed for the Masterplan has identified that the improvements will make the transport system within the area more efficient which will improve traffic flows and congestion resulting in less noise and air pollution.*

*In accordance with the Launceston City Deal's focus on becoming a Smart City, the Department of State Growth is in the process of installing new Bluetooth sensing technology throughout the transport network that will provide real time data on travel times through Invermay, enabling an assessment of the impacts of the Masterplan to be carried out at any time.*

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**8.2 Public Questions Without Notice**

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

*(Members of the public who ask Questions without Notice at a meeting will have both the question and any answer provided recorded in the Minutes).*

**No Public Questions Without Notice were identified as part of these Minutes**

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The Mayor, Councillor A M van Zetten, announced that under the provisions of the *Land Use Planning and Approvals Act 1993*, Council acts as a Planning Authority in regard to items included in Agenda Item 9 - Planning Authority.

## **9 PLANNING AUTHORITY**

### **9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park**

**FILE NO:** DA0241/2020

**AUTHOR:** John Ayers (Consultant Planner GHD)

**GENERAL MANAGER:** Leanne Hurst (Community and Place Network)

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#### **DECISION STATEMENT:**

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

#### **RECOMMENDATION:**

In accordance with sections 51 and 57 of the *Land Use Planning and Approvals Act 1993* and the Launceston Interim Planning Scheme 2015, a permit be granted for Vehicle Parking - Extension of existing carpark at 2-4 Invermay Road (access off Forster Street) subject to the following conditions:

#### **1. ENDORSED PLANS & DOCUMENTS**

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

- a. Car Park Layout Plan, 6ty<sup>o</sup> Drawing No. P01 Rev E 19/06/2020.
- b. Bus Turning Template Plan, 6ty<sup>o</sup>, Drawing No. P02 Rev B, 19/06/2020.
- c. Car Park Surfaces Plan, 6ty<sup>o</sup>, Drawing No. P03 Rev A, 19/06/20.
- d. Building Demolition Plan, 6ty<sup>o</sup>, Drawing No. P03 Rev C, 16/06/2020.
- e. Inveresk Car Park Redevelopment - Draft Landscape Concept Plan, Lange Design, 24/02/2020 Issue C.
- f. Site Contamination and Environmental Risk Review prepared by 6ty dated 6 May 2020.

#### **2. AMENDED PLANS REQUIRED**

Prior to the commencement of any work and use, amended plans must be submitted to show:

- a. Road widening along the Forster Street frontage to provide for the western entrance access and accommodating the swept path of a 14.5m long bus including:
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**9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park ...(Cont'd)**

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- 2.2m wide parallel parking lane,
- 1.5m wide eastbound bike lane,
- 3.3m wide eastbound lane,
- 2.5m wide eastbound right turn lane, nominally 60m long with associated traffic islands,
- 3.3m wide westbound lane,
- 1.5m wide westbound bike lane.

The layout to be generally in accordance with the City of Launceston drawing Forster Street - Proposed UTAS northern Inveresk carpark junction traffic management concept plan - July 2020.

- b. Works within Forster Street frontage to provide for the Eastern Entrance access including:
  - 2.2m wide parallel parking lane,
  - 1.5m wide eastbound bike lane,
  - 3.3m wide eastbound lane,
  - 2.5m wide eastbound right turn lane, nominally 60m long with associated traffic islands,
  - 3.3m wide westbound lane,
  - 1.5m wide westbound bike lane.
- c. Revised Carpark Layout plan reflecting the requirements of the Heritage Council of Tasmania decision (THC Works Ref: No. 6273) as it relates to the preservation of the integrity of the 1922 concrete Roundhouse base, rail lines and central turntable.
- d. All proposed excavation/cut and fill on the site.
- e. Location of the above ground detention storage areas.
- f. Additional/relocated footpaths which provide safe and convenient desired paths of travel.
- g. Revised Landscaping Plan reflecting the requirements of the Heritage Council of Tasmania Decision (THC Works Ref: No. 6273).
- h. Revised Lighting Proposal developed in conjunction with the Revised Landscaping Plan.
- i. Location of the proposed stormwater pumping station.
- j. All necessary layout changes required to facilitate the above.

Once approved by the Manager City Development, these amended plans will be endorsed and will then form part of the Permit and shall supersede the original endorsed plans.

**3. LEGAL TITLE**

All development and use associated with the proposal must be confined to the legal title of the subject land except construction of access from the street.

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**9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park ...(Cont'd)**

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**4. HERITAGE**

The development must be undertaken in accordance with the conditions included on the Tasmanian Heritage Council *Notice of Heritage Decision* for THC Application No. 6273, 30/07/2020 and attached to the permit and specifically:

1. The 1922 Roundhouse base, rail lines and central turntable must be protected during the work:
  - (i) The new carparking, landscaping and line-marking must be constructed in a manner that maintains the integrity of the 1922 Roundhouse base, service pits and rail lines.
  - (ii) Repairs to the 1922 Roundhouse base must use matching material finishes, i.e., exposed quartz aggregate concrete. Contrasting infill to the Roundhouse service pits, and rail junction is acceptable.
2. The location of new tree planting and garden beds must be revised to have no impact on the integrity of the 1922 concrete Roundhouse base. Additional raised planter beds will be acceptable where required to identify new vehicle entry points. An amended landscape plan is to be prepared to the satisfaction of Heritage Tasmania's Works Manager prior to commencing that part of the work.
3. Where potentially significant archaeological features and/or deposits are revealed during excavation works:
  - (i) Work in the vicinity must stop immediately and the discovery reported to the archaeological consultant.
  - (ii) A report detailing the findings, in digital format, must be submitted to the Heritage Council within six months of the commencement of works involving ground disturbance.

**5. TASWATER**

The development must comply with the requirements of TasWater as detailed in the form Submission to Planning Authority Notice, Reference No. TWDA No. 2020/00707-LCC, 23/06/20209 and attached to the permit.

**6. HOURS OF CONSTRUCTION**

Construction works must only be carried out between the hours of:

Monday to Friday - 7:00am to 6:00pm

Saturday - 8:00am to 5:00pm

No works on Sunday or Public Holidays

**7. AMENITY - COMMERCIAL/INDUSTRIAL USE**

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

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**9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park ...(Cont'd)**

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**8. EXTERIOR AND SECURITY LIGHTING PLANNING**

Exterior Lighting and Security lighting to comply with the Australian Standard AS4282 "Control of the obtrusive effects of outdoor lighting" or any subsequent versions of the document.

**9. WASTE MATERIALS**

All waste materials generated by the activity are to be disposed of at an approved refuse disposal facility or reclaimed/recycled if possible.

**10. DEMOLITION**

The Developer must:

- a. carry out all demolition work in accordance with *Safe Work Australia Demolition Work Code of Practice* or any subsequent versions of the document;
- b. protect property and services which are to either remain on or adjacent to the site from interference or damage and erect dust screens as necessary;
- c. not undertake any burning of waste materials on site;
- d. remove all rubbish from the site for disposal at a licensed refuse disposal site;
- e. dispose of any asbestos found during demolition in accordance with the *Safe Work Australia How to Safely Remove Asbestos Code of Practice* or any subsequent versions of the document

**11. CONTAMINATED LAND**

The applicant must comply with the Site Contamination and Environmental Risk Review prepared by 6ty<sup>o</sup> dated 6 May 2020 and complete all works required in the recommendations. The use and development approved must be undertaken so as to comply with all the recommendations and requirements of the Site Contamination and Environmental Risk Review.

Prior to the commencement of use, the applicant must submit to the Manager Health and Compliance for approval:

- a. a Construction Contaminant Management Plan (CCMP) must be prepared for the specific site works that will significantly excavate the site (such as trenching) to manage contaminated soil during excavation and development of the site; and
  - b. if contaminants are confirmed at levels assessed to pose an unacceptable risk to human health or the environment, a Remediation and Protection Plan should be developed including any remediation or protection measures needed, specific to the identified contamination, to ensure protection of both human health and the environment. The Remediation and Protection Plan must include:
    - remediation goal(s),
    - remediation process(s) and methodologies,
    - plan for validating successful remediation of the site.
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**9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park ...(Cont'd)**

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- c. prior to the use commencing, certification from a suitably qualified professional, that all necessary remediation required by this condition has been completed and that the site is capable of being used for its intended purpose.

Any new information which comes to light during remediation, demolition or construction works which has the potential to alter previous conclusions about site contamination and remediation must be notified to the Council and Environmental Protection Authority if relevant immediately upon discovery.

**12. CONSTRUCTION & ENVIRONMENT MANAGEMENT PLAN**

A detailed Construction and Environment Management Plan for the development must be submitted and approved by the General Manager Infrastructure and Assets Network prior to the commencement of any construction works, excluding the demolition and removal of the buildings and structures identified in the endorsed plans.

Particular consideration must be given to the impacts on the levee system and the potential for environmental impacts on the North Esk River as a result of construction works on the wet side of the levee and shall have regard to any written advice provided by the Launceston Flood Authority or its delegate.

**13. COMMISSIONING OF STORMWATER PUMPING STATION**

As part of the formal handover of the assets, the stormwater pumping station is to be commissioned in accordance with TasWater requirements.

**14. CARPARK CONSTRUCTION**

All non-Roundhouse carparking modules and access aisles shall be:

- a. constructed on a pavement designed for the expected traffic loading over a minimum design life of 30 years,
- b. sealed with an AC10 asphalt surface of not less than 35mm thickness,
- c. linemarked or otherwise delineated to indicate car parking spaces and access aisles.

The Roundhouse carparking and access aisles are to be provided with a durable safe surface and delineated in accordance with the requirements of the Heritage Council of Tasmania *Notice of Decision* (THC Works No. 6273).

All necessary guardrails, hand rails and other barriers required are to be installed as per the LGAT-IPWEA Tasmanian Standard Drawings and where located on, or impacting on, the Roundhouse carparking shall be in accordance with the requirements of the Heritage Council of Tasmania *Notice of Decision* (THC Works No. 6273).

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**9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park ...(Cont'd)**

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**15. ON-SITE DETENTION (TASWATER ADVICE TO DRAINAGE AUTHORITY)**

On-site detention storage must be provided to limit the peak rate of piped stormwater discharge and overland flows, from the site.

The proposed development of the site should limit the maximum discharge rate and the volume of stormwater discharged from the site to the TasWater infrastructure in Forster Street to pre-development rates for the range of rainfall events up to and including the 100 year event.

The detail design of the stormwater system within the site will require approval by TasWater and is to generally conform with the performance described in Option B in the Stormwater Management Report, endorsed as part of the permit.

Prior to the commencement of works, the plans and calculations must be submitted to the General Manager Infrastructure and Assets Network for approval. On completion, an "as constructed" plan complete with levels, must be submitted, complete with a certification that the storage and adjacent floor levels have been constructed in accordance with the approved design.

**16. DAMAGE TO COUNCIL INFRASTRUCTURE**

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

**17. WORKS WITHIN/OCCUPATION OF THE ROAD RESERVE**

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

The explicit permission of Technical Services is required prior to undertaking works where the works:

- a. require a road or lane closure;
  - b. require occupation of the road reserve for more than one week at a particular location;
  - c. are in nominated high traffic locations; or
  - d. involve opening or breaking trafficable surfaces.
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**9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park ...(Cont'd)**

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

**18. TRENCH REINSTATEMENT FOR NEW/ALTERED CONNECTIONS**

Where a service connection to a public main or utility is to be relocated/upsized or removed then the trench within the road pavement is to be reinstated in accordance with LGAT-IPWEA Tasmanian Standard Drawing TSD-G01 Trench Reinstatement Flexible Pavements. The asphalt patch is to be placed to ensure a water tight seal against the existing asphalt surface. Any defect in the trench reinstatement that becomes apparent within 12 months of the works is to be repaired at the cost of the applicant.

**19. SOIL AND WATER MANAGEMENT PLAN**

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

**20. PROTECTION OF PIPELINES (FORSTER STREET)**

The existing underground Council pipes are to be located, both in alignment and depth, prior to the start of construction and all necessary steps taken to protect these pipes from damage during the construction process, including from vehicular access over the pipes, or from loads transmitted to the pipes from the proposed development. This shall be achieved in the following manner:

- a. footings must be no closer than 1.5m from the outer edge of the pipe.
- b. footings must extend below the line of influence, being a line rising at 45 degrees from the invert of the pipe.
- c. there must be a minimum clear space between buildings or substantial structures of at least 3m in width to allow maintenance along the line of the pipe.
- d. manholes or inspection openings are not to be covered and must remain accessible at all times.

No work over or immediately adjacent to the pipe is to commence without the written permission of the Chief Executive Officer or his delegate pursuant to section 13 of the *Urban Drainage Act 2013*.

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**9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park ...(Cont'd)**

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**21. PROTECTION OF COUNCIL OWNED LAND (BALANCE OF INVERESK SITE)**

The Council owned land outside of the leased area is to be protected from damage during the construction works by ensuring that:

- a. prior to commencing any work on the subject site the owner must erect fencing on the boundary between the Council owned land and the subject site (the leased area) where the fence is to be located adjacent to the levee, the fence is to be no closer than 1m to the top of the levee.
- b. no building material, stockpiles, skip bins or machinery are to be stored on the Council owned land.
- c. no excavation or fill works within the subject site are permitted to extend into, impact upon the stability of, or reduce the ability of Council to maintain, the Council owned land.
- d. no access to the subject site is permitted via the Council owned land without express written consent from the General Manager Infrastructure and Assets Network.
- e. where, in exceptional circumstances, permission is granted to access subject site via the Council owned land, any and all damage caused to the Council owned land is to be remediated within the timeframe specified in the written consent to access.

**22. SUBMISSION AND APPROVAL OF PLANS**

Prior to the commencement of the development of the site, detailed plans and specifications must be submitted to the General Manager Infrastructure and Assets Network for approval. Such plans and specifications must:

- a. include all infrastructure works required by the permit or shown in the endorsed plans and specifications.
- b. be prepared strictly in accordance with the Tasmanian Subdivision Guidelines and the LGAT-IPWEA Tasmanian Standard Drawings applicable at the date of submission of the plans.
- c. be prepared by a suitably qualified and experienced engineer or Engineering Consultancy.
- d. be accompanied by:
  - i. an estimate of the construction cost of the future public works together with a schedule of the major components and their relevant costs; and
  - ii. a fee of 1.5% of the public works estimate (or a minimum of \$250). Such fee covers assessment of the plans and specifications, audit inspections and Practical Completion and Final inspections.

**23. CONSTRUCTION OF WORKS**

Private and public infrastructure works must be constructed in accordance with plans and specification approved by the General Manager Infrastructure and Assets Network. The required infrastructure works must be as shown in the application documents and endorsed plans and modified by the approval of the detailed engineering drawings and specifications. Works must include:

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**9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park ...(Cont'd)**

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**a. Stormwater System**

- i. Provision of a drainage system comprising above and below ground components complete with all necessary manholes and fully grated pits.
- ii. Above ground detention storage areas are to be designed to have a maximum ponding depth of 150mm.
- iii. Provision of a gross pollutant trap, or alternative TasWater approved treatment to remove litter, gross pollutants and sediment from the system, prior to discharge to the TasWater combined drainage network in the case of 'first flush discharge' and prior to any inflow to the pumping station for discharge to the North Esk River.

**b. Stormwater Pumping Station**

- i. Construction of a stormwater pumping station designed in accordance with TasWater requirements for Sewage Pump Stations, as considered relevant for stormwater pump stations, unless otherwise approved by the City of Launceston and TasWater. (Tech Standards - <https://www.taswater.com.au/Development/Technical-Standards>).
- ii. Generally in accordance with Option B - Surplus Pumping as outlined in the submitted Inveresk Stormwater Management Plan, but with maintenance flows/pumping in smaller rain events (from 1 ARI) to ensure pump remains functional and tested.
- iii. Associated rising main.

**c. Levee Penetration and Stormwater Outfall to North Esk River**

- i. The penetration of the Invermay levee for the stormwater rising main shall be located no further north than Chainage 1600 as indicated by the onsite chainage markers (X: 511,857.68865, Y: 5,414,305.03215, GDA94 MGA Zone 55).
  - ii. The penetration shall be subject to the construction requirements of the Launceston Flood Authority but generally contained in the top 600mm of the earthen levee and designed to minimise loading applied to the levee.
  - iii. Rising main discharge pit located on the 'wet side' of the levee to facilitate gravity discharge to the river complete with all necessary supporting structures.
  - iv. All necessary scour protection to prevent erosion of the levee and river edge arising from the discharge.
  - v. All material used to seal the penetration and backfill the trench is subject to the approval of the Launceston Flood Authority or their delegate.
-

**9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park ...(Cont'd)**

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**d. Works in Forster Street Road Reserve**

i. Pavement widening along the Forster Street frontage to provide for the new Western Entrance access and accommodate the swept path of a 14.5m long bus including:

- 2.2m wide parallel parking lane,
- 1.5m wide eastbound bike lane,
- 3.3m wide eastbound lane,
- 2.5m wide eastbound right turn lane, nominally 60m long with associated traffic islands,
- 3.3m wide westbound lane,
- 1.5m wide westbound bike lane.

The layout to be generally in accordance with the City of Launceston drawing *Forster Street - Proposed UTAS Northern Inveresk Carpark Junction Traffic Management Concept Plan July 2020*.

ii. Works in Forster Street to provide for the new eastern entrance access including:

- 2.2m wide parallel parking lane,
- 3.3m wide eastbound lane,
- 2.5m wide eastbound right turn lane, nominally 14m long with associated traffic islands,
- 3.3m wide westbound lane.

iii. Provision of new KC type kerb and channel along the Forster Street frontage of the site where the kerb is realigned.

iv. Provision of a 1500mm wide footpath located on one side of the road and all necessary pedestrian kerb ramps at the entrance points.

v. Kerb ramps at the main (western) entrance shall be designed to provide for bicycle access from Forster Street onto the footpath allowing access to the carparking site

vi. All necessary line marking, signage and other traffic control devices.

vii. Changes to overhead power infrastructure required to facilitate the works described above.

**e. Carpark Entrance and Ticketing Infrastructure**

i. Provision of all necessary boom gate infrastructure including fences or other works to prevent vehicular access to the site other than via the approved entrances, including but not limited to barriers along the central island of the carpark entrance.

ii. Provision of a minimum of two conveniently located Pay Stations.

iii. Provision of all necessary signage at the entrances to advise drivers of the numbers of available parking spaces, which is visible from Forster Street.

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**9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park ...(Cont'd)**

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**f. Bus Shelter and Associated Furniture**

- i. Provision of a DDA compliant bus shelter of a style consistent with the existing shelter located outside the QVMAG Museum entrance, including provision for wheel chairs.
- ii. Provision of waste and recycling bins located adjacent to the bus shelter and at the Pay Stations.

**g. Electricity, Communications and Other Utilities**

- i. Provision of a dedicated underground reticulated electricity system capable of serving the entrance and ticketing infrastructure, boom gates and signage, lighting and dynamic signage, the stormwater pumping station, the electric vehicle charging stations and any other system to be installed within the carpark.
- ii. Provision of an underground telecommunications system between the carpark and Council's existing communications network to facilitate intercom, *Tap and Go*, CCTV and WiFi capability.
- iii. Provision of CCTV cameras located to provide coverage of the entrances/exits, pay stations, bus shelter.

All construction works must be undertaken in accordance with the Tasmanian Subdivision Guidelines and LGAT-IPWEA Standard Drawings. These documents specify:

- a. Construction requirements.
- b. Appointment of a suitably qualified Supervising Engineer to supervise and certify construction works, arrange Council Audit inspections and other responsibilities.
- c. Construction Audit inspections.
- d. Practical Completion and after a 12 months defects liability period the Final Inspection and Hand-Over.

**24. CONSTRUCTION DOCUMENTATION**

At the time of practical completion for the public works, the developer must provide the Council with construction documentation sufficient to show that the works are completed in accordance with the Council's standards and are locatable for maintenance or connection purposes. The construction documentation is to consist of:

- a. An "as constructed" plan in accordance with the Council's standard requirements for as constructed drawings. A separate copy of the requirements is available from Infrastructure and Assets Network.
  - b. A Closed Circuit Television inspection report for all sewers or drains constructed or incorporated in the works.
  - c. Compaction and soil test results for all earthworks or pavement works.
  - d. Operation and maintenance manuals for all non-standard and/or specialist items (pump station, gross pollutant trap and entrance and ticketing infrastructure).
  - e. An engineer's certificate that each component of the works comply with the approved engineering plans and Council standards.
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**9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park ...(Cont'd)**

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**25. COMPLETION OF WORKS**

All works must be carried out to Council standards and to the satisfaction of the General Manager Infrastructure and Assets Network and under the direct supervision of a civil engineer engaged by the owner and approved by the Council. Certification that all works have been carried out in accordance with the approved engineering design plans and to the Council's standards will be required prior to issue of the Certificate of Practical Completion.

**26. AS CONSTRUCTED PLANS**

An "as constructed" plan must be provided in accordance with the Council's standard requirements for as constructed drawings. A separate copy of the requirements is available from the Infrastructure and Assets Network.

**Notes****A. General**

*This permit was issued based on the proposal documents submitted for (DA0241/2020). You should contact the Council with any other use or developments, as they may require the separate approval of Council. The Council's planning staff can be contacted on 6323 3000.*

*This permit takes effect after:*

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

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

**B. Restrictive Covenants**

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

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

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**9.1 2-4 Invermay Road, Invermay - Vehicle Parking - Extension of Existing Car Park ...(Cont'd)**

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**C. Appeal Provisions**

*A planning appeal may be instituted by lodging a notice of appeal with the Registrar of the Resource Management and Planning Appeal Tribunal. A planning appeal may be instituted within 14 days of the date the Corporation serves notice of the decision on the applicant. For more information see the Resource Management and Planning Appeal Tribunal website [www.rmpat.tas.gov.au](http://www.rmpat.tas.gov.au) <<http://www.rmpat.tas.gov.au>>*

**D. Permit Commencement**

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

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**Mrs L Hurst (General Manager Community and Place Network), Mr R Jamieson (Manager City Development) and Mr J Ayers (GHD) were in attendance to answer questions of Council in respect of this Agenda Item.**

**Mr Sam Tucker spoke for the Recommendation**

**DECISION: 3 September 2020**

**MOTION**

**Moved Councillor D H McKenzie, seconded Councillor J Finlay.**

**That the Motion, as per the Recommendation to Council, be adopted.**

**CARRIED 8:1**

**FOR VOTE: Mayor Councillor A M van Zetten, Deputy Mayor Councillor D C Gibson, Councillor J Finlay, Councillor D H McKenzie, Councillor K P Stojansek, Councillor A E Dawkins, Councillor A G Harris and Councillor T G Walker**  
**AGAINST VOTE: Councillor P S Spencer**

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## 10 ANNOUNCEMENTS BY THE MAYOR

### 10.1 Mayor's Announcements

FILE NO: SF2375

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#### Friday 21 August 2020

- Attended the opening of Vinnies Community Hub
- Attended the Tasmanian Hemp Association Annual Dinner

#### Saturday 29 August 2020

- Attended City Park Radio's Annual General Meeting
-

**11 COUNCILLORS' REPORTS**

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

**11.1 Councillor A E Dawkins**

- **Provided an update on Design Tasmania - remediation works are being undertaken at the Centre, the Trust is winding up and congratulated Claire Beale and the Design Centre Team for their commitment to work through the many issues they have faced this year**

**11.2 Councillor A G Harris**

- **Attended the Global Shapers presentation at the Van Diemen Project Business Hub with guest speaker Steven Burgess on How Launceston Can Become a Millennial Friendly City**
- **Attended the Franklin House Committee Meeting and noted that Franklin House will be reopening on 2 October 2020**

**11.3 Councillor D C Gibson**

- **Attended the recently held Tasmanian Hemp Association dinner**
- **Attended City Park Radio's Annual General Meeting which was well attended by the community and members**
- **Noted that the on-line Cultural Strategy Question and Answer session conducted last week was well attended**
- **Attended the Friends of Theatre North event at the Princess Theatre where the ghost light was turned off**
- **Noted that the tour - Secrets of the QVMAG - undertaken by Councillors earlier in the day was well conducted and interesting and encouraged public attendance**

**11.5 Councillor D H McKenzie**

- **Acknowledged the success of the Secrets of the QVMAG tour**
  - **Highlighted the recent positive announcements made by the University of Tasmania regarding redevelopment of the Newnham campus**
  - **Noted that the new CEO of the Launceston Airport has commenced the role**
-

**12 QUESTIONS BY COUNCILLORS****12.1 Questions on Notice**

*Local Government (Meeting Procedures) Regulations 2015 - Regulation 30*

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

**No Councillor's Questions on Notice were identified as part of these Minutes**

**12.2 Questions Without Notice**

*Local Government (Meeting Procedures) Regulations 2015 - Regulation 29*

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

**No Councillor's Questions Without Notice were identified as part of these Minutes**

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**13 COMMITTEE REPORTS****13.1 Pedestrian and Bike Committee Meetings - 4 June and 30 July 2020****FILE NO:** SF0618**AUTHOR:** Cathy Williams (Infrastructure and Engineering Officer)**GENERAL MANAGER:** Shane Eberhardt (Infrastructure and Assets Network)

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**DECISION STATEMENT:**

To receive and consider reports from the Pedestrian and Bike Committee Meetings held on 4 June and 30 July 2020.

**RECOMMENDATION:**

That Council receives the reports from the Pedestrian and Bike Committee Meetings held on 4 June and 30 July 2020.

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**Mr S Eberhardt (General Manager Infrastructure and Assets Network) was in attendance to answer questions of Council in respect of this Agenda Item.**

**DECISION: 3 September 2020****MOTION**

**Moved Councillor A G Harris, seconded Councillor D H McKenzie.**

**That the Motion, as per the Recommendation to Council, be adopted.**

**CARRIED 9:0**

**FOR VOTE:** Mayor Councillor A M van Zetten, Deputy Mayor Councillor D C Gibson, Councillor J Finlay, Councillor D H McKenzie, Councillor K P Stojansek, Councillor A E Dawkins, Councillor P S Spencer, Councillor A G Harris and Councillor T G Walker

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**14 COUNCIL WORKSHOPS**

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

**14.1 Council Workshop Report**

**FILE NO:** SF4401

**AUTHOR:** Anthea Rooney (Council and Committees Officer)

**GENERAL MANAGER:** Louise Foster (Organisational Services Network)

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**DECISION STATEMENT:**

To consider Council Workshops conducted since the last Council Meeting.

**RECOMMENDATION:**

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

Workshops conducted on 27 August and 3 September 2020:

**Implementation of Launceston's Brand Work**

*Councillors were updated on the work undertaken by For the People to prepare for the next stages of the brand development.*

**Launceston City Heart Traffic Flow**

*Councillors considered a presentation regarding the proposed changes to traffic flow in Launceston's City Heart.*

**Brisbane Street Mall Reactivation Project**

*Councillors considered activation ideas resulting from a previous Notice of Motion.*

**Community Engagement Strategy**

*Councillors provided feedback on the Draft Engagement Strategy.*

**Launceston Transport Strategy Project**

*Councillors engaged in initial discussions and provided feedback on the Launceston Transport Strategy development to date.*

**Guided Tour of the QVMAG Royal Park Site**

*Councillors experienced one of the QVMAG's guided tours at Royal Park.*

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**14.1 Council Workshop Report ...(Cont'd)**

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**Ms L Foster (General Manager Organisational Services Network) was in attendance to answer questions of Council in respect of this Agenda Item.**

**DECISION: 3 September 2020**

**MOTION**

**Moved Councillor J Finlay, seconded Councillor A G Harris.**

**That the Motion, as per the Recommendation to Council, be adopted.**

**CARRIED 9:0**

**FOR VOTE: Mayor Councillor A M van Zetten, Deputy Mayor Councillor D C Gibson, Councillor J Finlay, Councillor D H McKenzie, Councillor K P Stojansek, Councillor A E Dawkins, Councillor P S Spencer, Councillor A G Harris and Councillor T G Walker**

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**15 NOTICES OF MOTION**

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

**No Notices of Motion were identified as part of these Minutes**

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**16 COMMUNITY AND PLACE NETWORK ITEMS****16.1 Petition Response - Rejection of a Proposal/DA for a Composting Facility on the Property, *Dunedin*, St. Leonards**

FILE NO: SF0097

GENERAL MANAGER: Leanne Hurst (Community and Place Network Network)

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**DECISION STATEMENT:**

To consider a petition submitted with respect to DA0092/2020.

**PREVIOUS COUNCIL CONSIDERATION:**Council - 20 August 2020 - Agenda Item 6.1 - Receipt of a Petition - Rejection of a Proposal/DA for a Composting Facility on the Property, *Dunedin*, St. Leonards**RECOMMENDATION:**

That Council:

1. notes the advice regarding the statutory process for assessment of DA0092/2020.
  2. advises the petitioners that the matter will be considered by Council sitting as a Planning Authority following the determination made by the Environmental Protection Authority.
- 

**Mrs L Hurst (General Manager Community and Place Network) was in attendance to answer questions of Council in respect of this Agenda Item.****DECISION: 3 September 2020****MOTION****Moved Councillor J Finlay, seconded Councillor D C Gibson.****That the Motion, as per the Recommendation to Council, be adopted.****CARRIED 9:0****FOR VOTE: Mayor Councillor A M van Zetten, Deputy Mayor Councillor D C Gibson, Councillor J Finlay, Councillor D H McKenzie, Councillor K P Stojansek, Councillor A E Dawkins, Councillor P S Spencer, Councillor A G Harris and Councillor T G Walker**

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**16.2 Customer Service Charter (05-Plx-008)****FILE NO:** SF0413**AUTHOR:** Dan Ryan (Manager Community Relations)**GENERAL MANAGER:** Leanne Hurst (Community and Place Network)

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**DECISION STATEMENT:**

To consider adoption of updated Customer Service Charter (05-Plx-008).

**PREVIOUS COUNCIL CONSIDERATION:**

Workshop - 13 August 2020 - Customer Service Charter

**RECOMMENDATION:**

That Council adopts Customer Service Charter (05-Plx-008) (ECM Document Set ID 614259) as detailed below:

**Customer Service Charter*****PURPOSE***

For the City of Launceston to formally document its Customer Service Charter.

***SCOPE***

The Charter applies to our customers who are any people or organisations that have dealings, alliances or partnerships with the City of Launceston including the Queen Victoria Museum and Art Gallery, Leisure and Aquatic, University of Tasmania Stadium and the Launceston Visitor Information Centre.

**Our Vision**

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

**Our Purpose**

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

**Our Values**

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

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**16.2 Customer Service Charter (05-Plx-008) ...(Cont'd)**

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**Our people  
matter**



**We care about  
our community**



**We bring an  
open mind**



**We go home  
safe and well**

**Feedback**

Our Customer Service Charter details the City of Launceston's service standards and explains what you as our customer can do if we have not delivered a service to that standard. Our Charter has been developed to further build and enhance relationships and partnerships with our community and customers and to provide a system for continuous improvement in customer service delivery. We welcome any feedback on our services and facilities.

**What you can expect from us**

At all times we will:

- Handle your enquiry promptly;
  - Respect your privacy;
  - Consult with and listen to you, without making commitments we cannot keep;
  - Maintain the City of Launceston's facilities in a safe and proper manner to ensure your convenience and comfort;
  - Provide a high standard of presentation and performance;
  - Greet you in a friendly way and identify ourselves;
  - Be helpful and sensitive to your needs;
  - Communicate clearly and in plain English;
  - Work with you to solve your problem and
  - Endeavour to deliver upon all service level commitments within our organisational standards. In some instances, due to a variety of circumstances, this may not be achievable.
-

16.2 Customer Service Charter (05-Plx-008) ...(Cont'd)

Service	Standard
<b>Customer Service</b>	
Answer your telephone call	Always
Return your call	1 working day
Acknowledge your communication (please note, if a detailed reply is required it may take additional time to research; we will let you know if this is the case)	10 working days
Respond to complaints	Always
Notify you as soon as practical if there is a delay on our service commitment to you	Always
Provide after hours service for emergencies	Always
Endeavour to refer you to an appropriate service provider if City of Launceston cannot provide the service you require	Always
A counter service queuing time of less than	10 minutes
Confidentiality of your personal information	Always
Reasons for our decisions whether they are agreeable to you or not	Always
To be seen on time if you have an appointment	Always
Acknowledgement and advice regarding intended actions to your written enquiries	10 working days
<b>Animal Control</b>	
Respond to emergency dog attacks*	24 hours a day
Respond to routine dog complaints	3 working days
* For safety reasons, City of Launceston only responds to after-hours emergency dog attacks where Tasmania Police has requested assistance. City of Launceston is not able to respond to after-hours calls about stray or lost dogs	
<b>Building</b>	
Process a building permit	7 working days
Undertake building inspections	2 working days
Process a plumbing permit	21 working days
Undertake plumbing inspections	2 working days
Provide applicants with an initial review of decisions	Always
<b>Drainage/Stormwater</b>	
Respond to drainage emergencies	24 hours a day
Respond to seepage/drainage problems	10 working days

16.2 Customer Service Charter (05-Plx-008) ...(Cont'd)

<b>Parks and reserves</b>	
Inspect, assess and respond to requests in relation to park maintenance	10 working days
Urban parks / sportsground maintenance	Fortnightly
Inspect, assess and respond to requests in relation to tree maintenance	10 working days
Urban tree inspection and maintenance	Annually
Inspect, assess and respond to requests in relation to playground maintenance	10 working days
Playground inspection and maintenance	3 monthly
<b>Environmental Health</b>	
Respond to food complaints	48 hours
Respond to urgent environmental nuisances and high risk public health matters	24 hours a day
Inspect registered food premises	Minimum of once per year
Conduct immunisation clinics	Weekly
Conduct school immunisation clinics	Annually
<b>Finance</b>	
Payment of accounts	By due date
Respond to rates enquiries	14 working days
<b>Fire Hazards</b>	
Respond to fire hazard notifications (during permit period)	5 working days
<b>Governance</b>	
Legislative requirements	Always
Review City of Launceston's Strategic Plan	Every 5 years
Publish Annual Report	Every November
Have Council Meeting Agenda available	4 days prior
<b>Human Resources</b>	
Acknowledge receipt of job applications	10 working days
Provide outcomes of job applications	10 working days

## 16.2 Customer Service Charter (05-Plx-008) ...(Cont'd)

<b>Planning/Sub Division</b>	
Respond to a planning query email/letter	5 working days
Lodge a received planning application	1 working day
Process a planning application	42 statutory* days
Process a permitted application	28 statutory* days
*defined as all days between lodgement of a valid application and decision making (excluding days where further requests are outstanding)	
<b>Roads</b>	
Inspect, assess and respond to requests about potholes, edge breaks and cracks	10 working days
Grade unsealed roads	Minimum of once per year
Attend to identified damaged street furniture	10 working days
Road sweeping of City of Launceston owned roads with kerb and gutter	Every 2 months
<b>Waste</b>	
Garbage collection	Weekly
Recyclable collection	Fortnightly
Provide new or replacement wheelie bins	5 working days
FOGO collection	Fortnightly
<b>Emergencies</b>	
<i>An emergency is regarded as an incident that threatens life or property or one that may cause environmental harm</i>	Within 2 hours

### Customer Relationship Management System

The City of Launceston's Customer Relationship Management system has five response priority levels. When you make contact with us we will let you know what level your request has been assigned.

They are:

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

**16.2 Customer Service Charter (05-Plx-008) ...(Cont'd)**

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**Contacting us**

You are always welcome to get in touch with the City of Launceston. Please see contact options below:

- **In person**  
Customer Service Centre  
Town Hall, 18-28 St John Street  
Launceston TAS 7250  
Open: Monday to Friday from 8.30am to 5.00pm
  - **Telephone**  
Customer Service Centre  
6323 3000
  - **Email**  
[contactus@launceston.tas.gov.au](mailto:contactus@launceston.tas.gov.au)
  - **Post**  
City of Launceston  
PO Box 396  
Launceston TAS 7250
  - **Fax**  
6323 3001
  - **After Hours**  
After hours emergencies involving City of Launceston facilities: 6323 3333  
After hours emergency dog attacks: Tasmania Police 131 444
  - **National Relay Service**  
The City of Launceston is National Relay Service (NRS) friendly. If you are deaf or have a hearing or speech impairment, you can call us through the NRS and ask to be connected to 6323 3000. TTY users can call 13 36 77. Speak and listen (speech-to-speech) users can call 1300 555 727. To make other relay calls, visit the NRS.
  - ***Snap Send Solve***  
*Snap Send Solve* is a free application for smartphones that allows you to quickly report issues to City of Launceston. Your report is sent from the app using your email address so that the City of Launceston can respond directly to you to solve the issue. To install, simply search for *Snap Send Solve* in Apple's app store or visit [www.snapsendsolve.com](http://www.snapsendsolve.com)
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**16.2 Customer Service Charter (05-Plx-008) ...(Cont'd)**

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- **Councillors**

Contact details for each Councillor is located on our website [www.launceston.tas.gov.au](http://www.launceston.tas.gov.au) or call the Customer Service Centre on 6323 3000.

**Community Engagement**

We are committed to ensuring that as many people as possible who are affected by decisions of the City of Launceston have the opportunity to be consulted about their needs and concerns prior to the decision being made.

- **Website [www.launceston.tas.gov.au](http://www.launceston.tas.gov.au)**

Visit the City of Launceston's website for online services, latest news and notifications, and Council's meeting agendas and minutes.

- ***Your Voice. Your Launceston***

*Your Voice. Your Launceston* is our online consultation platform, providing an opportunity for locals to have their say on key issues in the municipality.

- **Council Meeting live streaming**

In the interests of openness and transparency and encouraging community involvement in decision making, every Council Meeting is streamed live to the internet. The recordings start at the beginning of each Meeting and stop at the beginning of the Closed Council Agenda Items.

- **Council Meetings**

Council Meetings commence on the fourth Thursday of January and then occur fortnightly. The public is welcome to attend and ask a question on any matter relating to Council; or speak at a Council Meeting for a maximum of two minutes, on any item listed on the Agenda.

To ask a question or speak at the Council Meeting you need to register your intention before the Meeting begins. To do this you need to fill out a form located outside the entrance to the Council Chambers.

You can also listen to live and previous council meetings on our website.

- **Follow us on Facebook**

Stay informed about issues and news around the municipality by following our Facebook Page, City of Launceston Official

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**16.2 Customer Service Charter (05-Plx-008) ...(Cont'd)**

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**Help us help you by:**

- Treating our employees courteously and with respect;
- Respecting the rights and privacy of other people in the community;
- Providing accurate and complete information in your dealings with us;
- Working with us to resolve issues when things go wrong;
- Reporting any damage to City of Launceston owned infrastructure on 6323 3000 or after hours on 6323 3333;
- Advising us when your contact details change; and
- Providing us with feedback regarding our services.

**Complaints**

If we have let you down, we have let ourselves down and we would like to work with you to improve our service. The City of Launceston's Customer Service Centre is your first point of contact for all enquiries and complaints.

**Definitions of complaint:**

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

**Enquiry:** Appeal for information.

**Request:** Appeal for assistance and action.

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

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

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

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

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

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

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**16.2 Customer Service Charter (05-Plx-008) ...(Cont'd)**

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***RELATED POLICIES & PROCEDURES***

Complaints Handling Procedure 05-Prx-001

Unreasonable Customer/Complainant Conduct Policy 05-plx-021

***RELATED LEGISLATION***

*Disability Discrimination Act 1992*

*Racial Discrimination Act 1975*

*Sex Discrimination Act 1984*

*Anti-Discrimination Act 1988 (Tas)*

***DEFINITIONS***

"Council" represents the 12 elected members

City of Launceston represents the organisation

***REVIEW***

This policy will be reviewed no more than five years after the date of approval (version) or more frequently, if dictated by operational demands.

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**Mrs L Hurst (General Manager Community and Place Network) and Mr D Ryan (Manager Community Relations) were in attendance to answer questions of Council in respect of this Agenda Item.**

**DECISION: 3 September 2020****MOTION**

**Moved Councillor D C Gibson, seconded Councillor A G Harris.**

**That the Motion, as per the Recommendation to Council, be adopted.**

**CARRIED 9:0**

**FOR VOTE: Mayor Councillor A M van Zetten, Deputy Mayor Councillor D C Gibson, Councillor J Finlay, Councillor D H McKenzie, Councillor K P Stojansek, Councillor A E Dawkins, Councillor P S Spencer, Councillor A G Harris and Councillor T G Walker**

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**16.3 City of Launceston Municipal Emergency Management Plan****FILE NO:** SF0031**AUTHOR:** Stephen Loiterton (Emergency Management Officer)**GENERAL MANAGER:** Leanne Hurst (Community and Place Network)

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**DECISION STATEMENT:**

To consider the updated Municipal Emergency Management Plan for adoption.

**RECOMMENDATION:**

That Council adopts the revised and updated Municipal Emergency Management Plan (Issue 17, 2020) (ECM Doc Set ID 4362509) and that the Plan be forwarded to the State Emergency Management Controller for authorisation.

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**Mrs L Hurst (General Manager Community and Place Network) and Mr S Loiterton (Emergency Management Officer) were in attendance to answer questions of Council in respect of this Agenda Item.**

**DECISION:** 3 September 2020**MOTION****Moved Councillor D H McKenzie, seconded Councillor A G Harris.****That the Motion, as per the Recommendation to Council, be adopted.****CARRIED 9:0**

**FOR VOTE:** Mayor Councillor A M van Zetten, Deputy Mayor Councillor D C Gibson, Councillor J Finlay, Councillor D H McKenzie, Councillor K P Stojansek, Councillor A E Dawkins, Councillor P S Spencer, Councillor A G Harris and Councillor T G Walker

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**17 CREATIVE ARTS AND CULTURAL SERVICES NETWORK ITEMS****17.1 QVMAG Quarterly Activity Report - June - August 2020****FILE NO:** SF5784**GENERAL MANAGER:** Tracy Puklowski (Creative Arts and Cultural Services Network)

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**DECISION STATEMENT:**

To note QVMAG's Quarterly Activity Report for the period June - August 2020.

**RECOMMENDATION:**

That Council receives the QVMAG's Quarterly Activity Report for the period June - August 2020.

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**Ms T Puklowski (General Manager Creative Arts and Cultural Services Network) was in attendance to answer questions of Council in respect of this Agenda Item.**

**DECISION: 3 September 2020****MOTION**

**Moved Councillor D H McKenzie, seconded Councillor J Finlay.**

**That the Motion, as per the Recommendation to Council, be adopted.**

**CARRIED 9:0**

**FOR VOTE: Mayor Councillor A M van Zetten, Deputy Mayor Councillor D C Gibson, Councillor J Finlay, Councillor D H McKenzie, Councillor K P Stojansek, Councillor A E Dawkins, Councillor P S Spencer, Councillor A G Harris and Councillor T G Walker**

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**18 INFRASTRUCTURE AND ASSETS NETWORK ITEMS**

**No Items were identified as part of these Minutes**

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## 19 ORGANISATIONAL SERVICES NETWORK ITEMS

### 19.1 Lease - TS Tamar Cadets

**FILE NO:** SF0866

**AUTHOR:** Tricia De Leon-Hillier (Lease and Licencing Officer)

**GENERAL MANAGER:** Louise Foster (Organisational Services Network)

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#### **DECISION STATEMENT:**

To consider leasing part of an area of land situated at 78 Paterson Street, Launceston (CT138979/10) known as Home Point Parade to the Commonwealth of Australia represented by the Department of Defence.

*This decision requires an absolute majority of Council.*

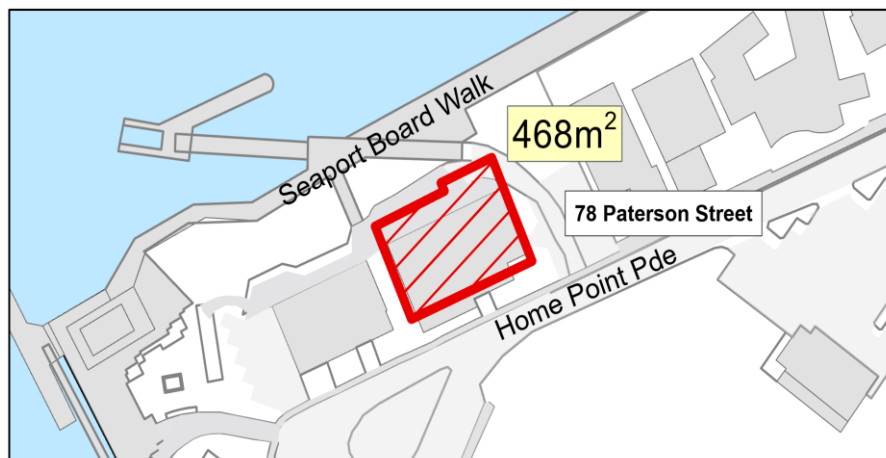
#### **PREVIOUS COUNCIL CONSIDERATION:**

Council - 6 September 2010 - Agenda Item 16.2 - Lease Navy League of Australia TS Tamar Cadet Unit

#### **RECOMMENDATION:**

That Council, by absolute majority, pursuant to section 179 of the *Local Government Act 1993* (Tas):

1. leases a parcel of land situated at 78 Paterson Street, Launceston (CT138979/10) known as Home Point Parade to the Commonwealth of Australia, represented by the Department of Defence, known as the TS Tamar building as indicated on the plan below:



**19.1 Lease - TS Tamar Cadets ...(Cont'd)**

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2. authorises the Chief Executive Officer to enter into a formal lease under the following terms:
- the term shall be three years commencing on 1 October 2020 or as determined by the Chief Executive Officer.
  - with a one x two-year option.
  - the lease amount shall be \$1per annum if demanded.
  - tenant to be responsible for:
    - building and contents insurance;
    - energy costs;
    - volumetric and connection charges for water;
    - sewerage charges; and
    - and other service charges if any.
  - tenant shall continuously maintain:
    - any infrastructure or any infrastructure installed by the tenant or council in relation to the tenants occupation;
    - and keep clear all noxious growth from premises;
    - building in good and reasonable order; and
    - public liability insurance of at least \$20 million.
  - the tenant shall retain ownership of the improvements and fixtures at the premises for the term of the proposed new lease.
  - the lease will include a non-exclusive licence to access the Council's pontoon for launching their boats and canoes.
  - all remaining terms to be determined by the Chief Executive Officer.
  - any right, option or discretion exercisable by Council under the lease may be exercised by the Chief Executive Officer.
3. Notes, for the avoidance of doubt, Chief Executive Officer is a term of reference for the General Manager as appointed by Council pursuant to section 61 of the *Local Government Act 1993* (Tas).
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**Ms L Foster (General Manager Organisational Services Network), Mr D Campbell (Team Leader Legal Services) and Mrs T De Leon-Hillier (Lease and Licencing Officer) were in attendance to answer questions of Council in respect of this Agenda Item.**

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**19.1 Lease - TS Tamar Cadets ...(Cont'd)**

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**DECISION: 3 September 2020****MOTION****Moved Councillor P S Spencer, seconded Councillor D H McKenzie.****That the Motion, as per the Recommendation to Council, be adopted.****CARRIED BY ABSOLUTE MAJORITY 9:0****FOR VOTE: Mayor Councillor A M van Zetten, Deputy Mayor Councillor D C Gibson, Councillor J Finlay, Councillor D H McKenzie, Councillor K P Stojansek, Councillor A E Dawkins, Councillor P S Spencer, Councillor A G Harris and Councillor T G Walker**

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**20 CHIEF EXECUTIVE OFFICER NETWORK ITEMS**

No Items were identified as part of these Minutes

**21 CLOSED COUNCIL**

*This decision requires an absolute majority of Council*

**RECOMMENDATION:**

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

**21.1 Confirmation of the Minutes**

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

**21.2 Launceston City Deal Annual Progress Report 2020**

Regulation 15(2) of the *Local Government (Meeting Procedures) Regulations 2015* states that a part of a meeting may be closed to the public to discuss:  
(g) information of a personal and confidential nature or information provided to the council on the condition it is kept confidential.

**DECISION: 3 September 2020****MOTION**

Moved Councillor D C Gibson, seconded Councillor A G Harris.

That Council moves into Closed Session.

**CARRIED BY ABSOLUTE MAJORITY 9:0**

**FOR VOTE: Mayor Councillor A M van Zetten, Deputy Mayor Councillor D C Gibson, Councillor J Finlay, Councillor A E Dawkins, Councillor D H McKenzie, Councillor K P Stojansek, Councillor P S Spencer, Councillor A G Harris and Councillor T G Walker**

**Council moved into Closed Session at 1.56pm  
Council returned to Open Session at 2.05pm**

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**21.3 End of Closed Session****RECOMMENDATION:**

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

<b>Minutes Item</b>	<b>Matter</b>	<b>Brief Description</b>
21.1	<i>Closed Council Minutes - 6 August 2020</i>	<i>Confirmation of the Minutes of the Closed Meeting of the City of Launceston Council held on 6 August 2020.</i>
21.2	<i>Launceston City Deal Annual Progress Report 2020</i>	<i>Councillors were provided with a draft version of the Launceston City Deal Annual Progress Report 2020 prior to its release by other agencies.</i>

**DECISION: 3 September 2020****MOTION**

Moved Councillor J Finlay, seconded Councillor D C Gibson.

That the Motion, as per the Recommendation to Council, be adopted.

**CARRIED 9:0**

**FOR VOTE:** Mayor Councillor A M van Zetten, Deputy Mayor Councillor D C Gibson, Councillor J Finlay, Councillor A E Dawkins, Councillor D H McKenzie, Councillor K P Stojansek, Councillor P S Spencer, Councillor A G Harris and Councillor T G Walker

**22 MEETING CLOSURE**

The Mayor, Councillor A M van Zetten, closed the Meeting at 2.06pm.