



GLAMORGAN SPRING BAY COUNCIL

# Annual Report 2016/2017 – Part A



## TABLE OF CONTENTS

MUNICIPAL OVERVIEW .....	4
MISSION, VISION, VALUES.....	5
MAP OF MUNICIPALITY .....	6
COUNCIL IN BRIEF .....	7
MAYOR'S REPORT .....	8
COUNCIL REPRESENTATION.....	10
ORGANISATIONAL CHART.....	13
GENERAL MANAGER'S REPORT.....	14
FACTS AND FIGURES.....	16
COUNCIL GOVERNANCE .....	18
MEDICAL ADMINISTRATION SERVICES.....	19
CORPORATE SERVICES .....	20
SAFETY AND RISK MANAGEMENT .....	28
ADMINISTRATION.....	29
COMMUNITY DEVELOPMENT .....	30
ECONOMIC DEVELOPMENT AND TOURISM.....	40
VISITOR CENTRES.....	42
NATURAL RESOURCE MANAGEMENT .....	44
REGULATORY SERVICES.....	52
BUILDINGS AND MARINE INFRASTRUCTURE .....	59
WORKS.....	64
FINANCIAL STATEMENTS.....	71

## MUNICIPAL OVERVIEW

The municipality of Glamorgan Spring Bay is situated amongst some of the most beautiful coastal scenery in Tasmania. It has an area of 2,522 square kilometres and is bounded by the Denison River in the North and the base of Bust Me Gall Hill in the South. The western boundary essentially follows the ridgeline of the Eastern Tiers. It is 160 kilometres from end to end and contains two significant National Parks, Freycinet and Maria Island.

The population of the Glamorgan Spring Bay local government area is 4,400 people, which is 0.86% of Tasmania's population. Indigenous people make up 5% of the population and live mainly in Triabunna and Orford. Seventy nine percent (79%) of the population is born in Australia. The population increased slightly between the 2011 and 2016 census (up 5%).

The main townships include Bicheno, Coles Bay, Swansea, Triabunna, Orford and Buckland. Bicheno has the largest population (943), followed closely by Triabunna (874). Swansea has the highest median age at 64 years and Triabunna the lowest.

The population is ageing and the median age is 56 years compared to 42 for Tasmania. The average number of persons per household is 2.1 and the average number of children per family is 2.0. There is a high percentage of couples/families without children, which reflects the age of the community.

The 2016 census data tells us that 947 people attend an educational institution. Of these 25% are in primary schools, 15% in secondary schools and 4.2% are undertaking technical and tertiary studies. Three percent (3%) of people are undertaking university studies.

Income generally is lower than Tasmania and Australia. Agriculture, forestry and fishing is the largest employer with 19% of people working in these sectors. This is followed by accommodation & food services (15%) and construction (13%). In 2011, accommodation & food services was the largest employment sector at 17.5%. Tourism attracts 30% of Tasmania's interstate & international visitors. Intrastate visitation is strong, with 53% of dwellings across the municipality being holiday homes. During holiday periods the population more than doubles and this has implications for infrastructure and service provision. The highest numbers of holiday dwellings are in Coles Bay and Orford.

At the time of the 2016 census 1,648 people were in the labour force of which 50% worked full time and 41% part time. Two percent (2%) were unemployed which compares with 7% for Tasmania and 7% for Australia.

Glamorgan Spring Bay Council provides a wide range of services including roads and bridges, medical centres, planning and building services, street lighting, recreational facilities and programs, visitor centres, parks, public toilets, street cleaning, waste management, boat ramps and marinas.

## MISSION, VISION, VALUES

### OUR VISION

Glamorgan Spring Bay, a welcoming community which delivers sustainable development, appreciates and protects its natural environment and facilitates a quality lifestyle.

### OUR MISSION

- Represent and promote the interests of the communities in our municipality.
- Provide sound community governance, practices and processes.
- Plan, implement and monitor services according to our agreed priorities and available resources.
- Seek and secure additional funds, and grants to augment our finances.
- Manage the finances and administer the Council.
- Establish and maintain mutually beneficial strategic partnerships with State and Federal Government and private businesses and industry.

### OUR VALUES

Our agreed organisational and individual values are:

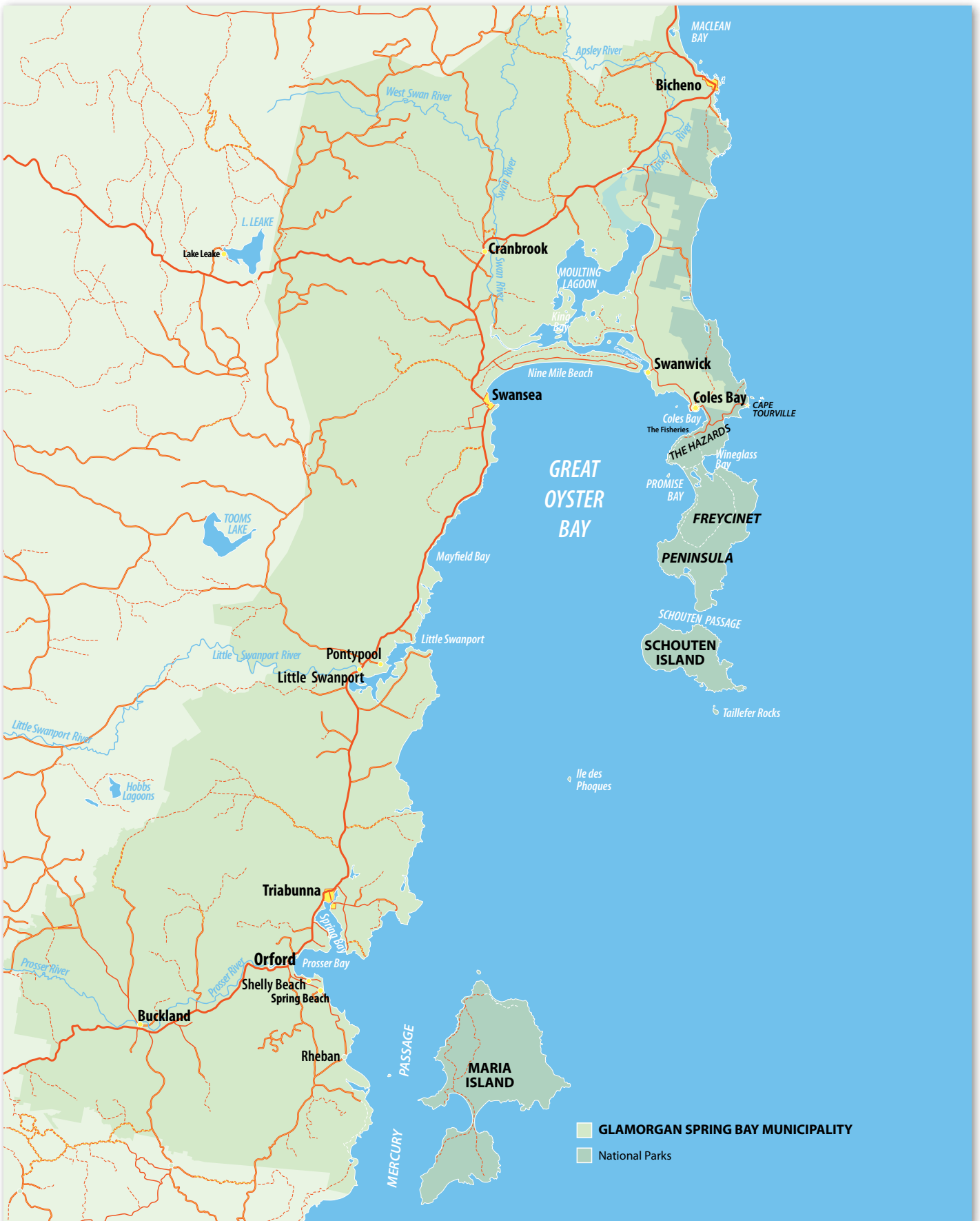
- Honesty and integrity, in all we do and all we say.
- Transparency and accessibility, in our practices and processes.
- Teamwork and efficiency, in our departmental and organisational work.
- Creativity and initiative, in seeking new ways and new solutions.
- Recognition and reward, for individual, team and organisational performance.
- Value and respect each other and our stakeholders.

### CORE BUSINESS

The core business of Glamorgan Spring Bay Council is:

- To develop and deliver essential facilities and services on behalf of residents and visitors in our municipality through sound community governance and management.
- The core business of Glamorgan Spring Bay Council will be driven by the Councillors and delivered by management and staff via the service departments:
  - Corporate Services
  - Community Development
  - Regulatory Services
  - Works
  - Tourism Services
  - Buildings and Marine Infrastructure
  - Natural Resource Management (NRM)

## MAP OF MUNICIPALITY



## COUNCIL IN BRIEF

### COUNCIL

Headquarters	9 Melbourne Street, Triabunna
Council Depots	Melbourne Street, Triabunna
	Maria Street, Swansea
	Burgess Street, Bicheno
	Percy Street, Coles Bay
Elected Members	8
Employees	60 full time equivalents (Last year 60)
Total Operating Revenue*	\$12,566,000 (Last year \$11,186,000) ↑ 12.3%
Total Operating Expenses	\$12,179,000 (Last year \$12,273,000) ↓ 0.8%
Total Capital Income	\$1,749,000 (Last Year \$933,000) ↑ 87.4%
Loan Debt**	\$3,485,000 (Last year \$3,195,000) ↑ 9%
Property Assessments	5,725 (Last year 5,700) ↑ 0.4%

### PROPERTY VALUATIONS

Land only	\$967,154,500 (Last year \$954,120,000 ) ↑ 1.4 %
Capital Value of Properties	\$1,802,709,500 (Last year \$1,631,043,500) ↑ 10.5%

### ASSESSED ANNUAL

Value of Properties	\$71,112,170 (Last year \$69,901,114) ↑ 1.7%
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### ADJUSTED ASSESSED ANNUAL

Value of Properties	\$74,595,536 (Last year \$73,331,469) ↑ 1.7%
Infrastructure	147 kms Local Government Sealed Roads
	198 kms Local Government Unsealed Roads
	4 Sporting Ovals
	9 Community Halls
	4 Waste Transfer Stations
	18 Public Toilet Blocks

### OTHER STATISTICS – ABS CENSUS DATA

Population:	1996 (4,035) 2001 (4,080) 2006 (4,302) 2011 (4,133) 2016 (4,400)
Place of usual residence:	2006 (4,189) 2011 (4,190) 2016 (3,846)
Median Age:	56 years compared to Tasmania 42 years and Australia 38 years

Dwellings: 53% unoccupied which is significantly higher than the rest of Tasmania and Australia.

Education: 947 people attending educational institutions: 25% primary school, 15% secondary, and 4.2% undertaking technical and tertiary studies. Only 3% are undertaking university studies.

Tourism: Visitation to East Coast Tasmania has grown by 13% per annum for 2016-2017.

Employment: 2% Unemployed, Agriculture, Forestry and Fishing 19%, Accommodation and Food Services 15%, Construction 13%.

\* Excludes valuation adjustments and losses on infrastructure but includes capital grants.

\*\* Short term borrowings of \$500,000 included. Repaid September 2017.

## MAYOR'S REPORT

On behalf of my fellow Councillors and staff of the Glamorgan Spring Bay Council, I once again thank you for acquainting yourself with the activities of the Council by taking time to read this Annual Report.

The year under review demonstrates that Glamorgan Spring Bay Council continues to operate as a progressive, caring and well performing Council in the provision of services and financial management.

Increasing utility costs such as electricity, water and sewerage charges, along with medical services costs have impacted Council's net result. However, I feel very proud that we are able to report a surplus whilst maintaining rates increases to a minimum, capital expenditure at levels exceeding benchmarks, and service levels increasing yearly. Every key performance indicator (KPI) has been met or exceeded.

The General Manager's report will provide the detail of the extraordinary items affecting this year's result.

A key council achievement during the year under review includes the continuation of the development of the Triabunna Marina and Wharf with the completion of Stages 3 and 4 of the Triabunna Marina. All berths in these latest stages have been allocated and Council is again receiving requests from those wishing to be placed on the marina berth waiting list.

Council's sponsorship of the *Triabunna Tomorrow* project has continued to create great community interest and engagement. Construction of the Gatehouse building at the entrance to Triabunna was completed in 2016/17. The Gatehouse is designed to entice visitors to pull off the Great Eastern Drive and discover what Triabunna has to offer as the gateway to Maria Island National Park. It includes a small satellite visitor information centre featuring imagery and information on a locally built indigenous canoe, a local produce roadside stall in partnership with the 24 Carrot Garden at the Triabunna District School and public toilets. It is a simple, beautifully



designed building, utilising local materials and is symbolic of the reinventing and reimagining of the town.

It was another big year in tourism for the East Coast and the Great Eastern Drive. The Great Eastern Drive won Gold at the Tasmanian Tourism Awards and Silver at the Qantas Tourism Awards for Destination Marketing. The East Coast continues to see growth in visitor numbers, up 13% for the year, which translates into more money flowing into our local economy and new businesses starting up.

Council has also worked vigorously with the new Maria Island ferry operators - Encounter Maria Island, which started operations in April 2017 and is already bringing more visitors to our area.

The growth in our visitor economy will present some challenges to our services and infrastructure but we are working closely with State Government and other stakeholders on solutions to some of these pressures. This includes representation on steering committees for a Freycinet Master Plan and Maria Island infrastructure and marketing investment.

Council continues to invest heavily in renewal and new assets with capital expenditure topping \$5.1 million this year compared to \$3.5 million in 2016. This is well above the general benchmark of depreciation, which was \$2.0 million for the same period.



*The Triabunna Gatehouse*

The 2016/2017 financial year resulted in a small surplus once again. Council continues to work to stimulate development interest in our region, with several large developers exploring the possibility of investing in the area. Many large developments are either on the books, or are being proposed. Please see our website [www.gsbc.tas.gov.au](http://www.gsbc.tas.gov.au) for a list of major projects currently underway or in the pipeline.

It has been a pleasure to lead Council for another year. I would like to express my gratitude to the many wonderful people I have met within our community, who have made my job as Mayor so worthwhile and rewarding. To the many volunteers throughout our community who give of their time so generously and willingly, my sincere thanks to each and every one of you for your dedication and commitment.

Finally, I would like to thank the Councillors and staff for the significant contribution they have made during the past year. I wish you and your family every happiness for Christmas and the New Year.

**Councillor Michael Kent AM**  
**Mayor**

## COUNCIL REPRESENTATION

Council Representation on Section 24 Committees &

Other Organisations

July 2016 to June 2017

### **Mayor Michael Kent AM:**

Ex officio on all Section 24 Special Committees of Council

### **Deputy Mayor Cheryl Arnol:**

Tasmanian Seafarers' Memorial Committee

Eldercare Committee

Marine Infrastructure Committee

Youth Council

Spring Bay Memorial Trust

### **Clr Bertrand Cadart:**

Natural Resource Management Committee

Bicheno Hall Committee

Marine Infrastructure Committee (April 2016 onwards)

Cranbrook Hall Committee

### **Clr Jenifer Crawford:**

Coles Bay Hall Committee (until June 2017)

Cranbrook Hall Committee (until June 2017)

Glamorgan Spring Bay Rural Primary Health Services

### **Clr Richard Parker:**

Swansea Town Hall Committee

### **Clr Britt Steiner:**

Buckland Hall Committee

Glamorgan Spring Bay Rural Primary Health Services

### **Clr Debbie Wisby:**

Youth Council

### **Clr Jenny Woods:**

Marine Infrastructure Committee (until June 2017)

Orford Hall Committee

Triabunna Hall Committee

### OTHER ORGANISATION REPRESENTATION:

#### **East Coast Regional Tourism Organisation**

Councillor Bertrand Cadart

#### **Freycinet Association Inc.**

Councillor Bertrand Cadart, Councillor Jenifer Crawford

#### **National Sea Change Taskforce**

Councillor Jenifer Crawford

#### **South East Regional Development Association**

Mayor Michael Kent, Deputy Mayor Cheryl Arnol (Proxy)

#### **Southern Tasmania Councils Authority**

Mayor Michael Kent, Deputy Mayor Cheryl Arnol (Proxy)

#### **Southern Waste Strategy Authority**

Councillor Jenifer Crawford

#### **TasWater**

Mayor Michael Kent

# COUNCIL GOVERNANCE

## COUNCIL REPRESENTATIVES – JULY 2016 TO JUNE 2017



*Mayor Michael Kent*



*Deputy Mayor Cheryl Arnol*



*Cllr Bertrand Cadart*



*Cllr Jenifer Crawford*



*Cllr Richard Parker (appointed March 2016)*



*Cllr Britt Steiner*



*Cllr Debbie Wisby*



*Cllr Jenny Woods*

## COUNCIL REPRESENTATIVES

### Elected Member Overview

Members of the Glamorgan Spring Bay Council as at 30 June 2017 were:

Mayor Michael Kent	Mayor & Councillor
Deputy Mayor Cheryl Arnol	Deputy Mayor & Councillor
Councillor Bertrand Cadart	Councillor
Councillor Jenifer Crawford	Councillor
Councillor Richard Parker	Councillor
Councillor Britt Steiner	Councillor
Councillor Debbie Wisby	Councillor
Councillor Jenny Woods	Councillor

**Please note:** The term for the current Council, including the positions of Mayor and Deputy Mayor expires October 2018.

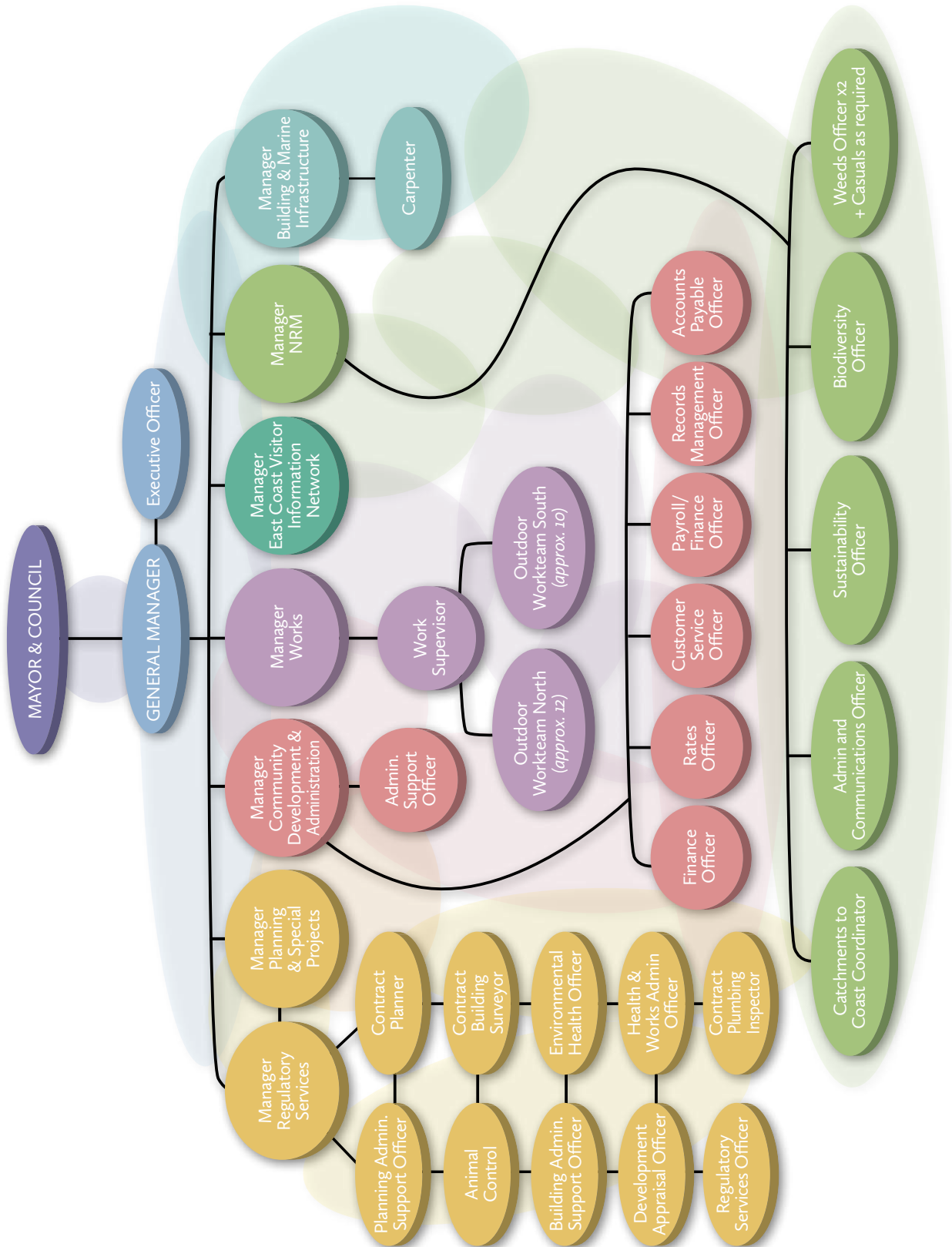
### Schedule of attendance at meetings

#### July 2016 to June 2017

Name	No. of meetings
Mayor Michael Kent	13
Deputy Mayor Cheryl Arnol	14
Councillor Bertrand Cadart	12
Councillor Jenifer Crawford	14
Councillor Richard Parker	14
Councillor Britt Steiner	14
Councillor Debbie Wisby	10
Councillor Jenny Woods	14

*Total number of meetings held during this period was 14 including 2 Special Meetings of Council.*

# ORGANISATIONAL CHART



## GENERAL MANAGER'S REPORT

This is my tenth report to the community since being appointed General Manager of Glamorgan Spring Bay Council in September 2007. The 2016/2017 financial year has been another difficult year with rising costs and low business and residential growth. Council has also been inundated with Right to Information (RTI) requests and media enquiries related to a whole range of activities and projects. This has resulted in added resourcing pressures for the organisation and staff. It is pleasing to note that despite the enquiries implying some kind of misconduct on Council's part, there is certainly no evidence that Council has acted inappropriately on any of these matters at any time.

On the financial side of the business, Council has reported a surplus for the 2016/2017 financial year of \$2,135,000 against a budget of \$1,730,000 and a prior year surplus of \$485,000. These figures have been adjusted by grants in advance and the take up of gifted assets. The actual surplus reported was \$5,960,000. The result includes a depreciation expense of \$2,009,000. A criticism from the Auditor General in the past was that Council was reporting actual deficits if capital grants were deducted from the result. I am very pleased to announce that over the past nine years, Council has averaged an operating surplus, although it is becoming increasingly difficult as low growth and community expectations of low rate increases impact on the results. I am very pleased to inform the community that over the past nine years Council has exceeded every benchmark set by the Auditor General, including an average operating surplus over time, operating surplus ratio over time, asset sustainability ratio and road asset consumption ratio.

*David Metcalf,  
General Manager*



Employee costs are reported at \$4,210,000 against the 2016 figure of \$3,869,000 and a budget of \$4,151,000. This shows responsible management of our workforce and salary increases in line with community expectations.

Council is consistently looking at better ways of doing business. Overall expenses showed a decrease of 0.8%. Council continues to monitor expenses and look for alternative methods of increasing revenue without the need to increase rates above CPI.

Our municipal area needs residential, commercial and industrial growth. Council will be working strongly in 2017/2018 to try and attract these investments into our area. Council's investment in non static infrastructure such as marinas is starting to pay dividends and improving the bottom line, with positive results and positive cash flows. Initiatives such as this are improving the economy and demographics of a low growth area, with an ageing population.

Council's revenue increased by 4.8%\* in 2016/2017 mainly due to growth factors such as extra marina berths and a small rates increase. This has been adjusted by the grant received in advance. Council continues to use set residential rates (Average Area Rates) for non-vacant residential properties. Rates debtors outstanding have been maintained at low levels, which is an excellent result considering the financial pressures within the municipal area.



*Triabunna Marina Stages 3 and 4*

The Council remains in a strong position to benefit from the many cost saving initiatives and our strong fiscal management. Council has set an aggressive capital works program that has been included in the 2017/2018 budget year, which should increase revenue and reduce costs. I look forward to reporting these benefits to you in the next annual report. The latest stages of the Triabunna Marina will also have a full effect in the 2017/2018 financial year.

I would like to thank Mayor Kent and some of the Councillors for their support.

To my dedicated staff, thank you for all your hard work and support.

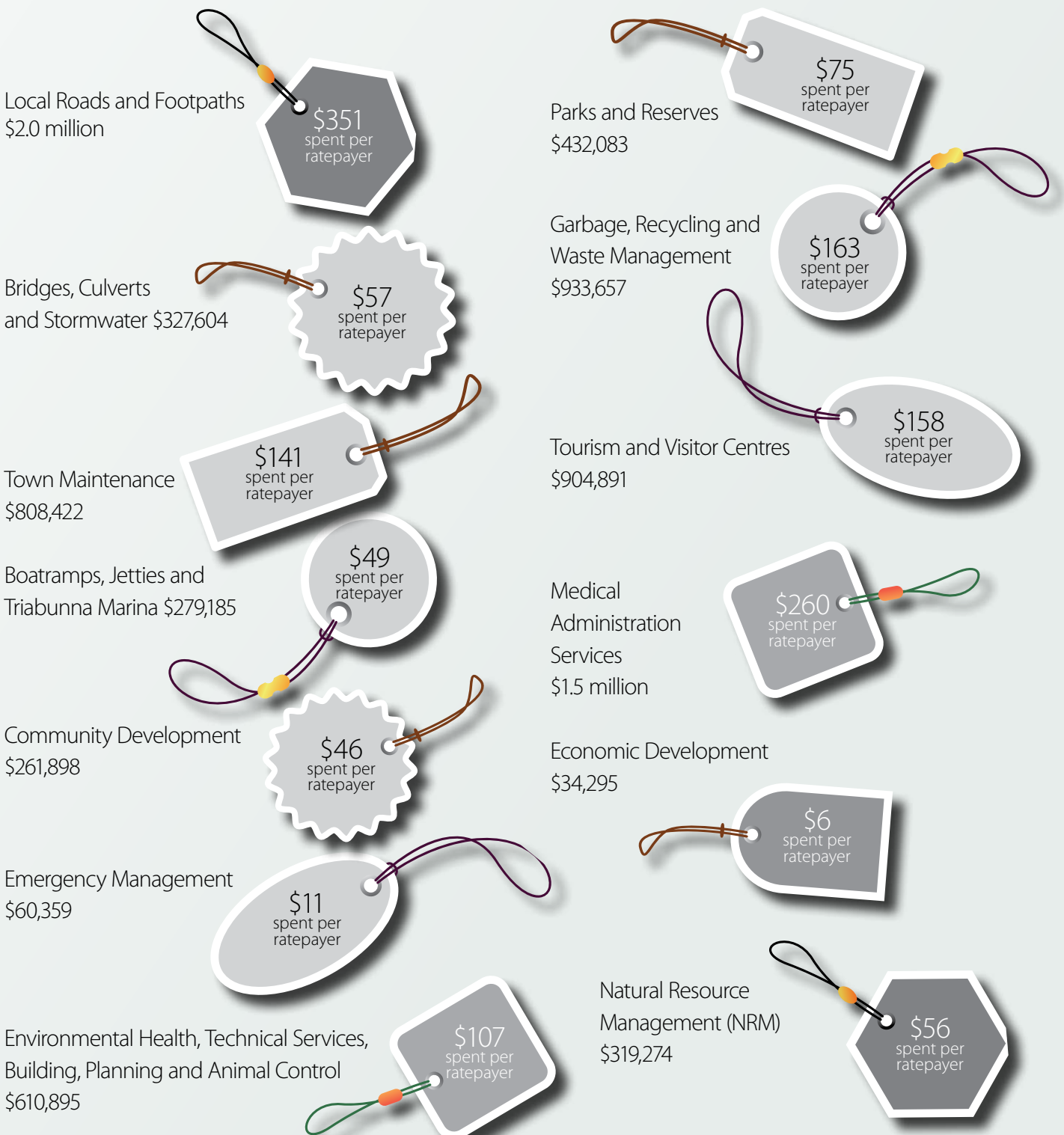
To the community, thank you for your honesty and to all of our volunteers thank you for your commitment and dedication during 2016- 2017.

*David Metcalf*  
GENERAL MANAGER

*\*Based on recurrent revenue plus capital grants income.*

## SOME FACTS AND FIGURES FOR 2016/2017 YEAR.....

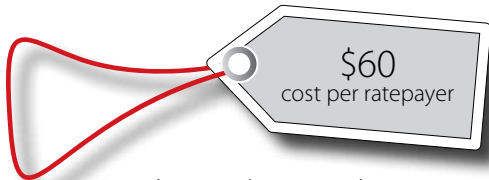
It is the range of everyday services provided throughout the Municipality that accounts for the major part of our Council's expenditure, these key areas are demonstrated on this page.



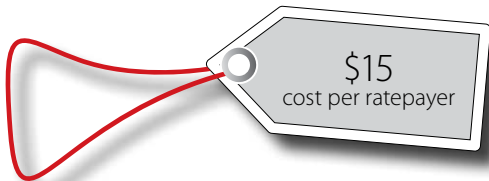
## SNAPSHOT

### How is the 'General Rate' spent?

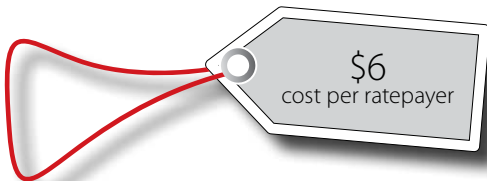
Residents and ratepayers often ask what is the 'General Rate' on the rates notice and how is it spent. This is separate from the service rates that are charged in relation to Waste, Garbage Collection, the Medical Levy and the Fire Levy. The Fire Levy is collected on behalf of the Tasmanian Fire Service. Service rates are designed to recover costs of the service delivered. However, often they are supported by a portion of the General Rate e.g. Medical Services. The medical levy does not cover the cost of delivering the medical services.



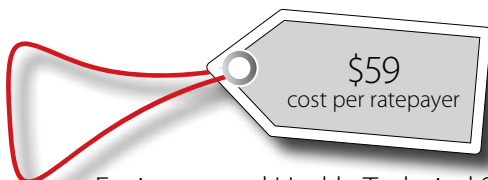
Bridges, Culverts and Stormwater,  
General Rate \$342,500



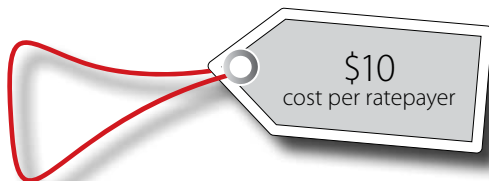
Boatramps, Jetties and Triabunna  
Marina, General Rate \$85,680



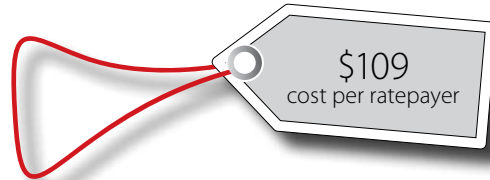
State Emergency Service, General Rate \$33,000



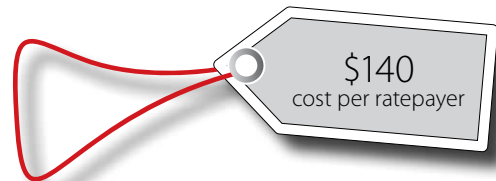
Environmental Health, Technical Services,  
Building, Planning and Animal Control,  
General Rate \$340,580



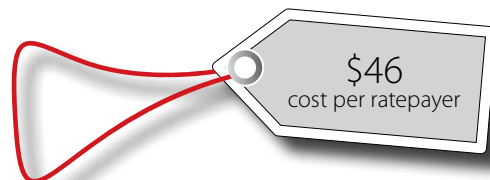
Economic Development, General Rate \$60,000



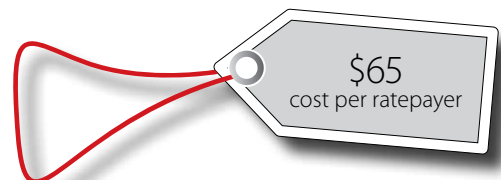
Local Roads and Footpaths, General Rate \$625,000



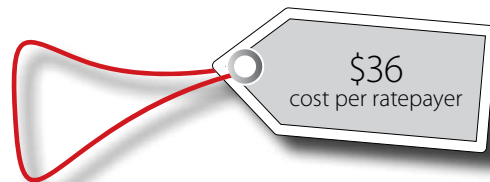
Town Maintenance, General Rate \$805,000



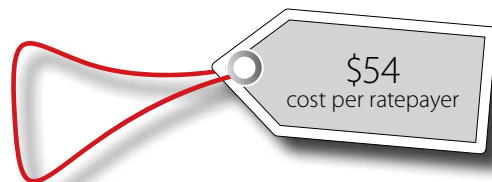
Community Development, General Rate \$264,500



Parks and Reserves, General Rate \$374,000



Tourism and Visitor Centres,  
General Rate \$207,500



Medical Administration Services,  
General Rate \$310,228

## COUNCIL GOVERNANCE

Council will secure the confidence of the community by:

- Providing appropriate strategic leadership.
- Effectively monitoring and reviewing its performance.
- Ensuring compliance with standards and legislation.
- Making decisions based on agreed policies.

Council Governance is the overarching Council body, specifically the elected members who represent our Municipal area, namely the Mayor, Deputy Mayor and six elected councillors.

The elected members are responsible for ensuring an integrated approach with their community, particularly surrounding service delivery and policy development.

Their aim is to provide the overall framework in which Council operates whilst ensuring there is a long term strategic vision for our area into the future.

The unit comprises the following areas:

- Some community consultation
- Elected member expenses
- Governance

### Objectives

- To ensure the needs of our community are met through a collaborative approach in terms of service deliveries and policy development.
- To ensure within our community there are dedicated means of consultation on a broad scale.
- Consistently monitor service levels to the community to ensure they are in line with community expectations.
- As custodians, adequately plan for the renewal and replacement of existing infrastructure using proficient asset management principals.
- To provide leadership and continuity to our community.



*The Pines by H. Belbin*

### Annual aims for 2016-2017

- Provide decisive and strong leadership for our community. **(Achieved)**
- Continue to conduct ourselves in an open and transparent manner. **(Achieved)**
- To advocate on behalf of our community on Regional, State and National issues. **(Achieved)**
- To hold regular meetings of Council. **(Achieved)**
- Continue participation with the Local Government Association of Tasmania with a particular focus on equal representation, economies of scale and issues of significance. **(Achieved)**
- Ensure Council is continually abreast of issues which are pertinent to our area and where necessary react in a proactive manner for our community. **(Achieved)**

Programs and Projects for 2016-2017	Community Strategic Plan Linkage
Identify key stakeholder groups in each town in order to ensure effective and efficient communication strategies with our community. <b>(Ongoing)</b>	6.4 6.5
Develop Council's community governance system including principles, policies, procedures, indicators, tools and resources. <b>(Ongoing)</b>	Directions 1-6

### Performance measures

- Conducting regular meetings of Council.
- The level of effective communication with the community.
- Minutes of meetings are available in an efficient manner to the community.
- Number of appearances before the Code of Conduct Panel.
- Infrastructure principles are adhered to resulting in a decrease in Council's funding renewal gap.

## MEDICAL ADMINISTRATION SERVICES

The Glamorgan Spring Bay Council recognises that health services are provided by the Department of Health and Human Services under the State Government banner. However, it has become paramount that Council becomes more involved with this community service provision as a means of ensuring sustainability of medical services into the future.

Council's medical services comprise the following areas:

- Rural Primary Health Services (contract expired March 2017).
- Community Medical Service Sustainability.

### Objectives

- To ensure the community has adequate access to medical services across our municipal area.
- To ensure the delivery of an appropriate emergency medical service.
- To work in collaboration with State Government and the community to ensure this vital service delivery is sustainable for our area into the future.

### Annual Aims for 2016-2017

- Regularly communicate progress and achievements to our community in this area. **(Ongoing)**
- Work with our doctors through East Coast Health (ECH) to ensure the future sustainability of health services within the community of Glamorgan Spring Bay. **(Ongoing)**

Programs and Projects for 2016-2017	Community Strategic Plan Linkage
Develop and implement a Community Health Development Strategy for the whole municipality, with the aim of ensuring there is an effective medical system available to Glamorgan Spring Bay residents including a 24 hour, 7 day a week medical service in emergency situations. <b>(Ongoing)</b>	2.2 6.2 6.7
Monitor the Rural Primary Health Services Agreement objectives under the auspice of May Shaw Health Centre, and in particular ensure that the community benefit from this contract. <b>(Complete)</b>	2.2 6.2
Lobby the Commonwealth Government via Primary Health Tasmania to ensure renewal of this service in future years. <b>(Complete)*</b>	2.2 6.2

*\* Now with Royal Flying Doctor Service*

### Performance Measures

- Rural Primary Health Service objectives are clearly defined and implemented.
- Number of medical services delivered in the Glamorgan Spring Bay Municipal area and especially the consistency of GP service delivery.



*Pink by Day, Blue by Night by S. Masterman*

## CORPORATE SERVICES

The Corporate Services team is entrusted with the provision of quality customer service and administration to the community. This team manages accounting, rates, payroll, accounts payable and receivable, records management and reception staff.

Corporate Services is responsible for the effective corporate delivery of Council operations. It is also entrusted with supervising and facilitating the financial operations and long term financial management of the Council.

The unit comprises the following:

- Financial systems for Asset Management
- Financial Management
- Financial Operations
- Information Technology
- East Coast Heritage Museum

In 2015-16 Council engaged the services of a human resources consultant who works with the Corporate Services and management teams on an ongoing basis to deliver a high standard of human resource management and ensure compliance with legislative requirements. In 2015-16 Council implemented the new Local Government Association of Tasmania (LGAT) Workplace Behaviour Toolkit (policies and procedures) and successfully negotiated the Glamorgan Spring Bay Council Enterprise Agreement 2015-2018. Work is continuing to improve our HR systems in relation to performance management and preparation for the new Glamorgan Spring Bay Council Enterprise Agreement in 2018.

### Objectives

- To continually monitor and review Council's financial situation.
- Continue to comply with current legislation, regulations and policies of Council in all functional areas.
- Ensure Council's information technology network is contemporary and effective.
- Maintain staff at an optimum level with an emphasis on seeking efficiency gains as a basis for improvement in service levels.
- Continue to manage and develop the East Coast Heritage Museum in conjunction with the Museum Curator.

### Annual Aims for 2016-2017

- To continually monitor and review Council's financial situation and report findings to Council in a clear and transparent format on a monthly basis. **(Achieved)**
- Ensuring the issue of accounts for rates and dog notices to our customers are in accordance with Council instructions. **(Achieved)**
- Prepare the annual Financial Statements by the 14th August 2017. **(Achieved)**

Programs and Projects for 2016-2017	Community Strategic Plan Linkage
To review our five year and broader 10 year Financial Plan aimed at providing Council with sound financial management practices, improved cash flow and the ability to meet its existing demand in terms of asset management preservation. <b>(Achieved and ongoing)</b>	Directions 1-6
To continue to analyse existing processes and practices with the aim of implementing more cost effective and integrated systems to streamline Council operations. <b>(Ongoing)</b>	Directions 1-6
Rationalise Council's assets with particular emphasis on surplus property and the need for a consolidated Council office. <b>(Achieved and ongoing)</b>	1
Set up minimal Council operations within our Visitor Information Centre network. <b>(In Progress)*</b>	1
Ensure contemporary systems are achievable through the continual assessment and enhancement of information technology software. <b>(Ongoing)</b>	3.5
Report key performance indicators in various areas to Council to outline our successes and where improvement can be made. <b>(Ongoing)</b>	Directions 1-6
To continue to foster asset management principles throughout the Council. <b>(Ongoing)</b>	Directions 1-6
Undertake internal communication strategies aimed at increasing the level of information to all internal stakeholders across the Council environment. <b>(Ongoing)</b>	Directions 1-6
Compile a contract register to ensure a more streamlined approach to contract management across the organisation. <b>(Achieved and ongoing)</b>	Directions 1-6
Develop a culture related to the capture of corporate history and continue to improve records management systems. <b>(In Progress and ongoing)</b>	Directions 1-6
Conduct a property auction for properties with three years rates outstanding to recover debt. <b>(Ongoing)</b>	Directions 1-6
Look for resource sharing opportunities with surrounding Councils particularly in regard to our access to the NBN in Triabunna. <b>(Achieved)</b>	Directions 1-6

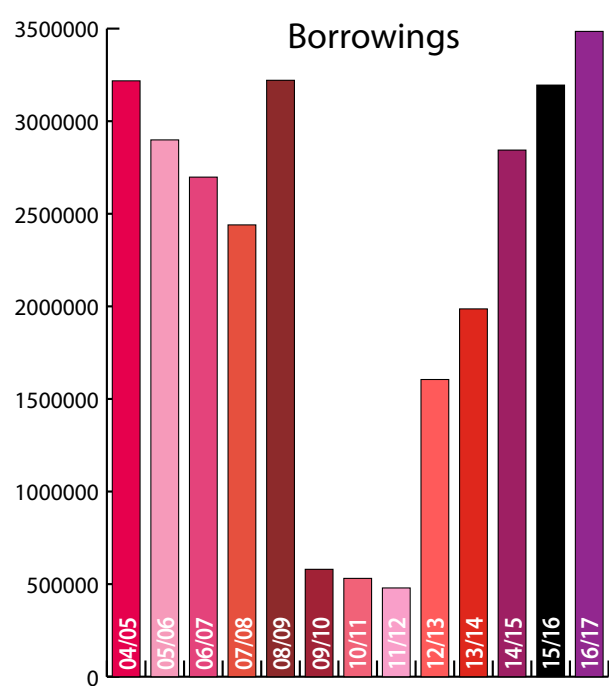
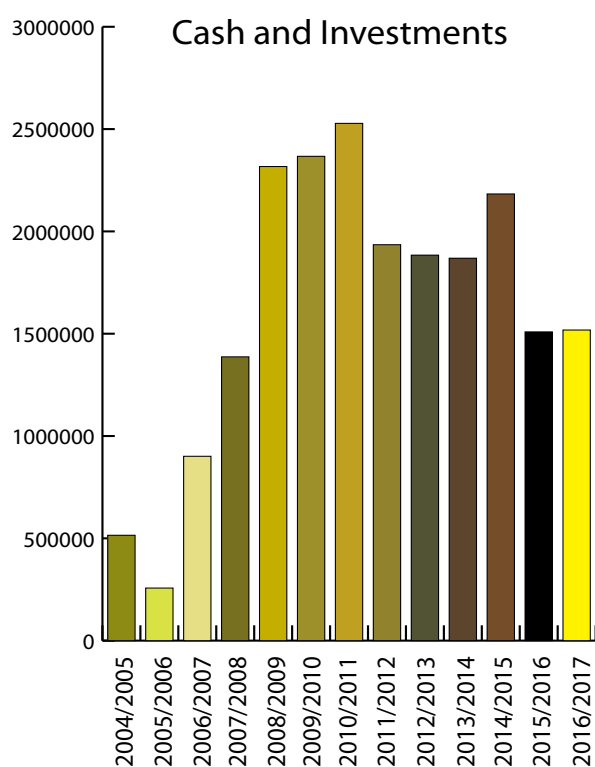
\*Awaiting Swansea NBN connection.

## Performance Measures

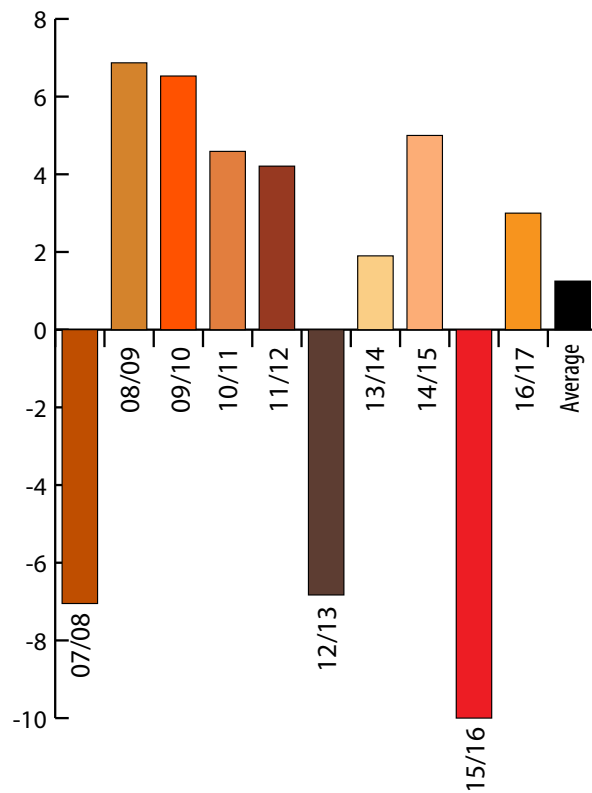
- Total compliance with all statutory and legislative requirements.
- Facilitating accurate and efficient financial management reporting.
- Formation and analysis of an internal staff survey.
- To have Council's financial statement complete within statutory timeframes and to receive satisfactory audit reports in this area.
- Completion of performance reviews by June 2018.
- Completion of financials by 14th August 2017.
- Completion of the Annual Report.

GRANTS RECEIVED 2016-2017					
Type	From	Purpose	From	How Received	Amount
Specific Grant	Department of Infrastructure and Regional Development	Triabunna Fuel Wharf	Commonwealth	Application	\$255,000
Specific Grant	Tasmanian Parks & Wildlife Service	Wielangta Road	State	Application	\$700,000
Specific Grant	State Emergency Services	Emergency Services Building	State	Application	\$20,000
Specific Grant	Tasmanian Community Fund (TCF)	Netball Courts Triabunna	TCF	Application	\$48,500
FAG	Federal Assistance Grant	FAG Grant	Commonwealth	Yearly	\$1,849,000*
Road Tax	DIER - State	Road Tax	State	Yearly	\$430
RPHS	Department Health & Human Services	Rural Primary Health	Commonwealth	Application	\$224,000
Roads to Recovery	Department of Infrastructure	Roads to Recovery	Commonwealth	Yearly	\$480,000
Specific Grant	NRM South	NRM	State + Commonwealth	Application	\$70,000
Specific Grant	Marine and Safety Tasmania	Swansea Boat Ramp	State	Application	\$221,190
Specific Grant	Marine and Safety Tasmania	Prosser River	State	Application	\$24,610
					<b>\$3,892,730</b>

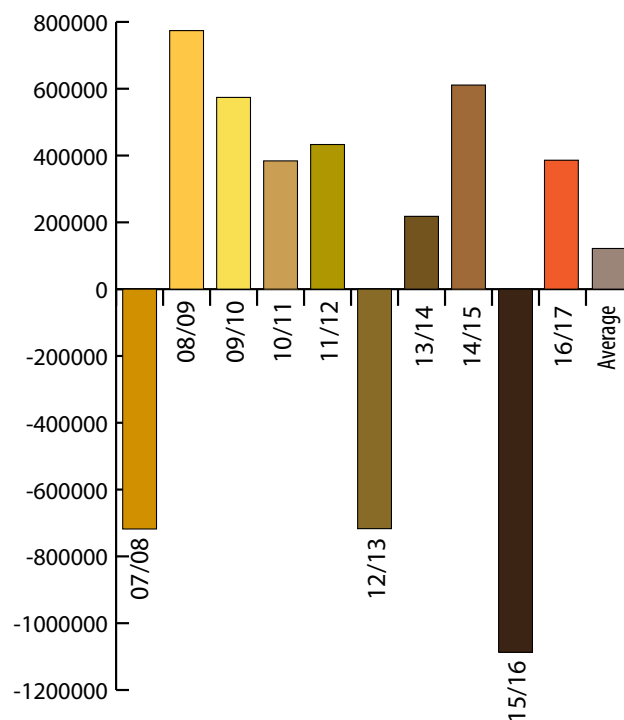
\* Half year in advance for 17/18

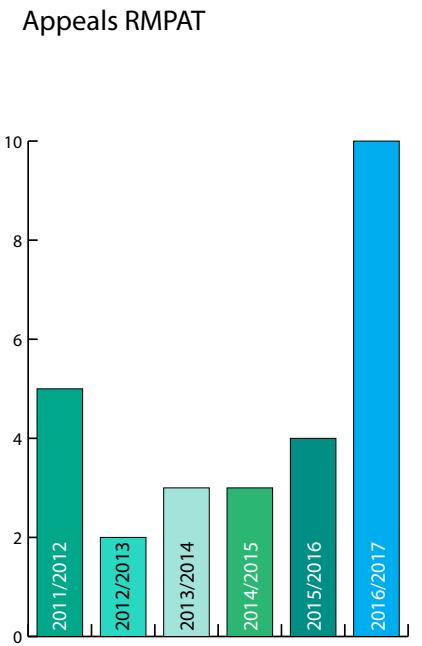
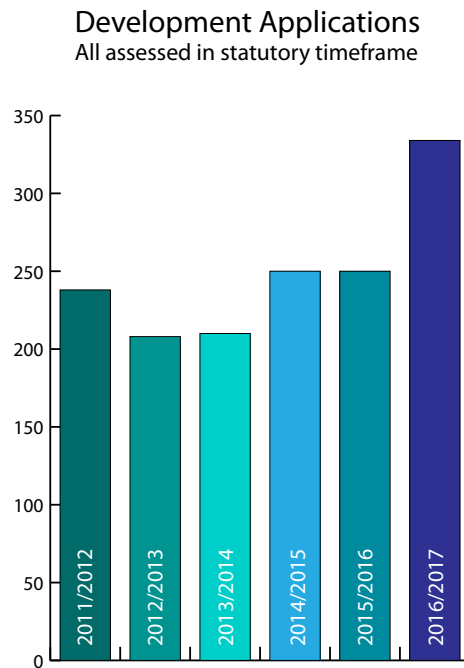
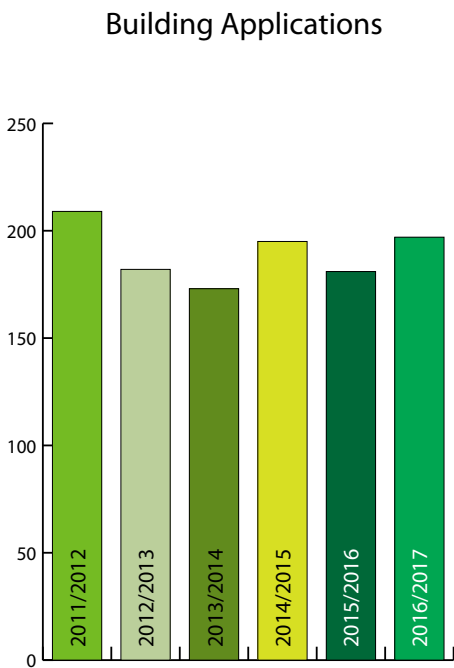
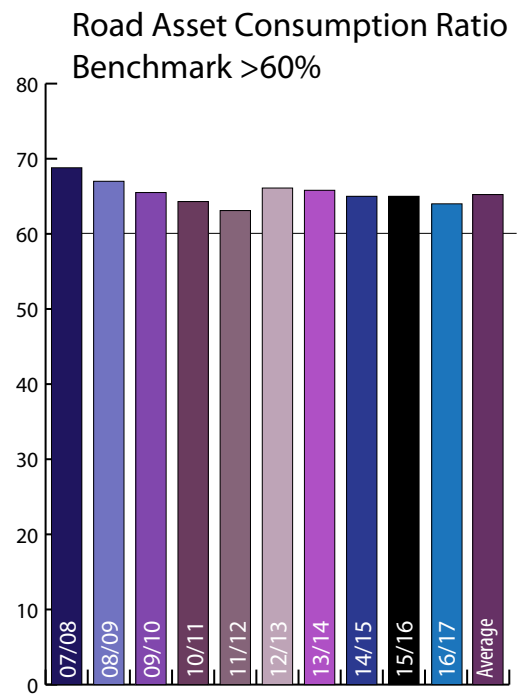
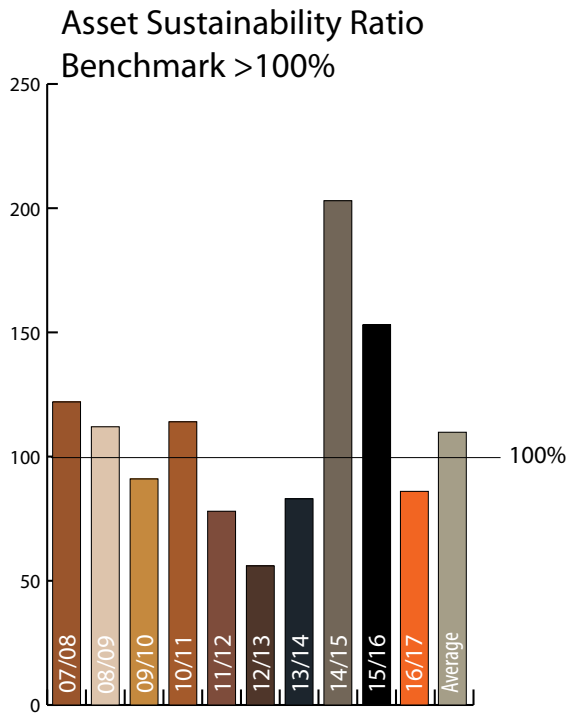


### Operating Surplus Ratio Over Time Benchmark >0



### Operating Surplus Over Time \$





## ELECTED MEMBER PAYMENTS

In accordance with Section 72 (1) (cb) of the Local Government Act, the following table shows the total gross payments made to the Mayor, Deputy Mayor, and Councillors in terms of elected member allowances, expenses and training.

Mayor \$ 36,564

Deputy Mayor \$ 21,858

Councillors \$ 76,034

## SENIOR STAFF PAYMENTS

In accordance with Section 72 (1) (cd) of the Local Government Act, the following table shows the total annual remuneration paid to employees who hold senior positions at the Council.

The value includes the cost of superannuation and any motor vehicle and other benefits that may be supplied.

Salary Band per annum	No. of Employees
\$160,000 - \$180,000 .....	1
\$140,000 - \$160,000 .....	0
\$120,000 - \$140,000.....	1
\$100,000 - \$120,000.....	0
\$80,000 - \$100,000.....	6

## TENDERS AWARDED 2016-2017

TENDER NO.	DATE	DESCRIPTION	AWARDED TO	COST (NO GST)	COMMENTS
T001-2016	12/07/2016	Triabunna Marina Stage 3 and 4 - Marina pontoons	Engineered Watering Systems	\$881,189	
T002-2016	1/09/2016	Bridge Replacements	TasSpan	\$406,440	
T003-2016	1/09/2016	Road Sealing Programme	Downer	\$323,869	

## GSBC LOAN SCHEDULE

	Loan Amount	Opening Balance 7/01/16	Payment Principal 16/17	Payment Interest 16/17	Closing Balance 16/17
<b>Swansea Childcare Centre</b>	<b>\$150,000</b>	\$8,750	\$7,500	-	\$1,250
<b>Orford Bowls Club</b>	<b>\$70,000</b>	\$30,708	\$4,836	\$1,854	\$25,872
<b>Waste Management Centres</b>	<b>\$824,000</b>	\$198,623	\$56,415	\$7,631	\$142,208
<b>Triabunna Wharf</b>	<b>\$500,000</b>	\$352,373	\$47,102	\$17,105	\$305,271
<b>Triabunna Marina</b>	<b>\$2,700,000</b>	\$2,604,707	\$94,326	\$115,915	\$2,510,381
<b>Short Term Borrowings Non-Specific (Relates to cash used to buy new Council Chambers)</b>	<b>\$500,000</b>	-	-	-	\$500,000
<b>Balance of Loans as at 30th June 2017</b>	<b>\$4,744,000</b>	<b>\$3,195,163</b>	<b>\$210,179</b>	<b>\$142,505</b>	<b>\$3,484,984</b>

## Number and Nature of Complaints 2016-2017

Glamorgan Spring Bay Council received 142 formal complaints during the financial year ended June 2017. A break up of the complaints are disclosed under:

Roads.....	27
Nature Strips .....	5
Dog Complaints .....	10
Waste Management.....	14
Fish Farms .....	28
Stormwater.....	18
Trees.....	8
Toilets .....	7
Beach Erosion .....	1
Graffiti.....	1
Signage.....	9
Caravans .....	2
Fish Meal Smell.....	6
Herbicide Spraying.....	1
Copying Medical Records.....	4
Skate Park Facility Orford.....	1

## GLAMORGAN SPRING BAY COUNCIL CORPORATE CALENDAR

Title/Requirement	Legislation	Timing	Current	Next Review	Comments
Code of Conduct	LGA28E Review within 12 months of ordinary election	Last reviewed Dec 2014	Yes	No review necessary	New Model Code of Conduct endorsed May 2016
Strategic Plan	LGA66 Must be 10 year plan, provide director with copy	Needs review Jan-Dec17 LGA 70E then 10 years	Yes	Jan-Dec 17	GSBC plan is 2013-2020 under old legislation/LGA
Long Term Financial Management Plan (LTFMP)	LGA70	Review annually although only requires review every 4 years	Yes	Sep 17	GSBC review annually after production end of year figures + adjusted to 10 years in advance
Long Term Financial Management Strategy	LGA70A	Needs review Nov 2018	Yes	Nov 18	Consistent with LTFMP Review every 4 years
Long Term Strategic Asset Management Plan (LTSAMP)	LGA70B	Needs review June 2018	Yes	Jun 18	Consistent with LTFMP & Asset Management Policy. Review every 4 years
Asset Management Policy (AMP)	LGA70C	Needs review May 2018	Yes	May 18	Consistent with LTFMP, AMP & LTSAMP
Asset Management Strategy	LGA70D	Needs review May 2018	Yes	May 18	Consistent with LTFMP, AMP & LTSAMP. Review every 4 years
Annual Plan	LGA71	Produced annually, due by 31/08 in each year. Absolute majority required. Not adopted prior to 31 May each year	Yes	Jun 17	Ideally endorsed by Council June meeting
Annual Report	LGA72	Produced annually. Due by 1st Dec each year. AGM must be held by 15th Dec. Advertise twice AGM, motions available refer LGA	Yes	Dec 17	Must be passed by Council by 15th December
Annual General Meeting	LGA72B	Due by 15/12	Yes	Dec 17	Meeting annually to adopt Annual Report
Rating & Charging Policies	LGA86B	Review every 4 years next review Feb 2020	Yes	Feb 20	Review every four years or if strategy changes
Making of rates	LGA118	Annually	Yes	Jun 17	Annually
Public Land	LGA177A	Keep lists or maps of all public land within the Municipal Area, make lists avail. to public	Yes	May 17	Updated May 17
Code of tenders and contracts	LGA333B	Review Feb 2018	Yes	Feb 18	Review every 4 years
Customer Service Charter	LGA339F	Review every 2 years next review May 2018	Yes	May 18	Review every 2 years
By-Laws	LGA145 No 1 2008	Review every 10 years	Yes	Nov 18	Must be in place by December 2018
Council Committees	LGA24	After election	Yes	Nov 18	Review after election in 2018
Council Meeting Dates	LGMPR 2005	Annually December	Yes	Dec 17	Annually for the next year place/date
Audit Panel Charter	Local Government Amendment Order 2015	Review every 4 years	Yes	Nov 19	Last review Oct 17

## BUDGETED CAPITAL PROJECTS NOT COMPLETED 2016-2017

TOWN	WORKS	BUDGET	COMMENTS ON DELAY
Bichenor	Foster Street	\$140,556	Design Work/Stormwater issues
Bichenor	Kent Street	\$55,000	Design Work/Stormwater issues
Bichenor	Rosedale Street	\$50,000	Time constraints
Buckland	Sand River Road	\$148,232	Time constraints
Cole Bay	Freycinet Drive	\$79,900	Time constraints
Orford	Jetty Road	\$135,000	Time constraints
Orford	Mary Street	\$30,900	Awaiting private subdivision
Orford	Probation Station signage and track	\$14,000	Design Work
Orford	Holkam Court Stormwater	\$42,000	Awaiting catchment management plan
Orford	West Shelly Road	\$39,936	Approvals
Swansea	Bridge Glen Gala Road	\$140,000	On hold due to flooding repairs
Swansea	Kennedia Place	\$8,960	Time constraints
Swansea	Old Spring Bay Road	\$46,384	Time constraints
Swansea	Old Coach Road Bridge	\$113,000	Repaired load limit raised
Swansea	WTS fencing	\$7,000	Time constraints
Swansea	Tip Shop	\$45,000	Feasibility
Triabunna	Davidsons Place	\$22,680	Time constraints
Triabunna	Roberts Street	\$53,000	Time constraints
Municipal	Plant and other projects	\$112,525	Time constraints

<b>Total</b>	<b>\$1,284,073</b>
<b>Total Capital Works 2016/2017</b>	<b>\$8,645,498</b>
<b>Percentage Completed</b>	<b>59.52%</b>
<b>Percentage Not Completed</b>	<b>40.48%</b>
<b>Amounts capitalised to accounts 2016/2017 including Works in progress from year ended 2016/2017</b>	<b>\$5,146,000</b>

## SAFETY AND RISK MANAGEMENT

The Safety and Risk Management unit is responsible for implementing quality process and practices that in turn reduce the likelihood and/or severity of an incident or accident occurring.

In ensuring we have contemporary systems in place, substantially reduces or mitigates the risk to Council and its community, which would otherwise be adversely affected by potential litigation or negative publicity.

The unit comprises the following areas:

- Occupational Health and Safety
- Risk Management

In recent years this unit implemented a new safety induction and training program, new procedures for accident investigations and reporting of workplace incident statistics and a new policy and procedure for events risk assessment and management.

### Objectives

- To enhance safety awareness across the Council and municipal area.
- To implement quality occupational health and safety and risk management processes.
- To ensure all personnel are adequately trained and accredited so that they can do their jobs safely and competently.
- To liaise with community groups and key stakeholders to better inform our community on risk management issues and collectively implement strategies to overcome these.

### Annual Aims for 2016-2017

- Conduct a review of standard operating procedures for staff and create procedures where we may be deficient. **(Achieved)**
- Reduce the number of workplace injuries and lost time to Council. **(Achieved)**
- Aim to reduce the number of incidents attributed to Council from visitors and the community alike. **(Achieved)**

Programs and Projects for 2016-2017	Community Strategic Plan Linkage
Review the OH&S Plan for approval by the General Manager and commence implementation of the strategies. <b>(Achieved)</b>	4.1
Conduct a self assessment of existing practices and ensure any deficiencies are subsequently included in the OH&S Plan to be improved. <b>(Ongoing)</b>	4.1
Continue to implement, and enhance, where required, the existing Risk Management Plan. <b>(Ongoing)</b>	4.1
Continue to consult our community groups who manage Council assets to collectively enhance existing practices. <b>(Ongoing)</b>	4.1 6.3

### Performance Measures

- A reduction in the number and instances of lost time within the workplace.
- Reduces incidents or accidents within our community.
- Enhanced Occupational Health and Safety procedures within Council.
- An overall increase in the awareness of OH&S from staff.



*At the Water Hole by I. Ramsay*

## ADMINISTRATION



*Lona Turvey,  
Community Development and  
Administration Manager*

The administration section of Council deals with the day to day activities of payroll processing, records management, accounts payable and receivable, rating management and reception.

Contemporary systems and practices support the work of the Council, General Manager and staff and provide timely and accurate data and information that assists them to make decisions.

### Objectives

- To meet the quality customer service guidelines contained within Council's Customer Service Charter.
- To ensure that the data processed is timely and accurate.
- To ensure that the Council's corporate history is maintained through data storage mechanisms.

### Annual Aims for 2016-17

- Ensure rates are set and distributed in July 2016.  
**(Achieved)**

### Major projects and tasks for 2016-17

- Ensure continued efficiency of administration.  
**(Ongoing)**

## COMMUNITY DEVELOPMENT

The Community Development department provides community support and wellbeing opportunities to the residents of our area that fosters and develops a caring community.

It is responsible for a range of services and activities that increase the wellbeing and quality of life of our citizens. This department is instrumental in supporting community organisations and identifying opportunities for them to prosper both socially and financially as well as facilitating collaborative practices with external partners to provide opportunities for special projects and activities in our community.

The department is staffed by the Manager Community Development and part-time Administrative Assistant.

The department comprises the following areas:

- Community Development
- Events and Activities
- Youth
- Community Safety
- Education
- Health Promotion
- Social, Recreation and Sporting
- Some Volunteers
- Communications
- Aged and Community Care

### Objectives

- Deliver a range of quality community services that develop and foster a caring and cohesive community.
- Enhance the opportunities for the community to participate in social and cultural events and activities.
- Promote awareness of Council services to encourage participation in community affairs, activities and events.
- Support the provision of emergency services with particular emphasis on community recovery.
- Work co-operatively with young people, the community and governments to plan and manage appropriate responses to the needs of young people.
- Support programs and activities promoting the health and wellbeing of the community.
- Provide appropriate and-up-to date service information to the community.
- Continue to support Aged and Community Care organisations in their planning and development of health, residential and community care services.
- Support and encourage community volunteers by recognizing and acknowledging their contributions to our area.
- Administering of Council's Community Small Grants Program.
- Support the relevant organisations in attracting volunteers.

# COMMUNITY DEVELOPMENT

<b>Programs and Projects for 2016-2017</b>	<b>Community Strategic Plan Linkage</b>
Manage the Elderly Persons Units in Triabunna. <i>(Ongoing)</i>	2.1
Continue to provide programs for the aged as appropriate. <i>(Ongoing)</i>	2.3
Co-ordinate events for our area such as Australia Day, Youth Week, Carols at the Marina, Seniors' Week. <i>(Achieved)</i>	5.5
Help facilitate events that promote East Coast wine, food and produce. <i>(Ongoing)</i>	3.2
Co-ordinate annual photography competition. <i>(Achieved)</i>	3.2
Production and distribution of the 2017 calendar. <i>(Achieved)</i>	3.2
Co-ordinate community newsletter. <i>(Ongoing)</i>	6.4
Work with health professionals to increase opportunities for older people to enhance their physical wellbeing. <i>(Ongoing)</i>	2.2
Ongoing support of the Glamorgan Spring Bay Youth Council. <i>(Ongoing)</i>	6.4
Manage the Community Small Grants Program. <i>(Ongoing)</i>	6.2
Support activities that build the capacity of communities to self- manage. <i>(Ongoing)</i>	6.4
Support initiatives that encourage co-operation between townships. <i>(Ongoing)</i>	6.4

## COMMUNITY DEVELOPMENT

The following report outlines some of the events and activities carried out during the year, as endorsed by Council in the 2016-2017 Annual Plan:

### FESTIVAL OF VOICES EAST COAST UNPLUGGED 2016

The festival that 'unplugs' from the capital and weaves its way through various locations along the glorious east coast of Tasmania.

East Coast Unplugged is aimed at attracting visitors to our area and encouraging them to stay overnight, thus providing a boost to businesses during the off-peak season.

Council works in partnership with the Festival of Voices to bring the East Coast Unplugged event to the Tasmanian Bushland Garden at Buckland. The premiere event was held on 15th July, 2016 featuring **Shane Howard, Yirmal** and **Ange Boxall**.



*Shane Howard, Yirmal and Ange Boxall*

The event attracted approximately 400 people who enjoyed local food and wine whilst listening to the music around fire pots and a bonfire. Coloured floating lanterns were released by the children under the supervision of the local fire brigades and a spectacular fireworks display ended what was a fantastic evening.



### SENIORS WEEK EVENTS 2016

Council organised a number of events to celebrate Seniors Week 2016.

Sixty-two seniors attended a luncheon at the Tandara Hotel on 25th October where they enjoyed a two course meal and were entertained by Swansea singer and guitarist, Steve Kenny.

On 9th November, 43 seniors from Triabunna, Orford and Buckland joined a bus trip to Dysart House at Kempton which is now the home of Redlands Distillery. After enjoying a delicious Devonshire Tea, the group wandered through this former coach inn which was built in 1842 and explored the beautifully maintained gardens and outbuildings.

Other events organised to celebrate Seniors Week included:-

- High Tea at Meredith House, Swansea.
- Bus Trip to Evandale Market.
- High Tea at Gallery Artspace with guest speaker Kathy Mason from Alzheimer's Australia Tasmania.

These events provide a wonderful opportunity for our seniors, a large percentage of whom live on their own or do not drive, to socialize with old friends, make new friends and visit places of interest that they may not otherwise be able to do.

## TASMANIAN SUSTAINABLE COMMUNITIES AWARD

The 2016 Sustainable Communities Awards were held at the Eastcoaster Resort on Friday, 19th August, 2016. More than 80 people from across Tasmania attended the event and they were treated to a delicious lunch showcasing our local produce. Tasman Sea Salt, Long Name Farm Free Range Rare Breed Pork, Tassal and Spring Bay Mussels generously donated their product for the event.

**Stanley** was the **overall winner** of the 2016 Tidy Towns Award.

The township of **Buckland** was the winner of the **Population Category less than 500**.

Council's Sustainability Officer, **Cynthia Maxwell-Smith**, won the **2016 Citizen of the Year Award** and the General Manager was presented with a **Certificate of Excellence** under Community Action and Partnership for the new **Swansea Emergency Services Building**.

A number of awards were also presented to community groups and individuals in Glamorgan Spring Bay.

Congratulations to everyone who received an Award.



*Cynthia Maxwell-Smith receives her award*



*The Dame at May Shaw*

## EVENTS AT THE MAY SHAW HEALTH CENTRE INC.

During 2016/17, Council sponsored some special events for the residents at the May Shaw Health Centre Inc.

The events include games, poems and songs presented by Mervyn McGee (The Dame), Robert Thompson and Mary-Anne Johnson.

These performances were all thoroughly enjoyed by the residents, many of whom sang along to the old, well-known songs. It was wonderful to see how the residents, many of whom are suffering from varying degrees of dementia, responded to the music.



*Residents at May Shaw enjoying The Dame*

## COMMUNITY DEVELOPMENT

### AUSTRALIA DAY 2017

More than sixty people attended the 2017 Australia Day Citizen Awards ceremony at the Swansea Town Hall on Thursday, 26th January to honour recipients Colin Barney and Katelyn Read (Young Citizen).

The Mayor welcomed everyone to the ceremony and acknowledged all the wonderful volunteers who give so much of their time to help others.

It was also a privilege to have Australia Day Ambassador, Diana Butler OAM, at the event to give the Australia Day address. Diana is Chief Executive Officer and Co-Founder of the Care for Africa Foundation and she spoke of the work being done by Care Africa in Tarime a district in Tanzania. Diana's address was very inspirational and demonstrated how much can be achieved with commitment and dedication.

Entertainment was provided by local vocalist, Jane Germain. Jane sang Home on the Hill, a song she has written herself about Tasmania and which will be released in March this year. Jane also sang *Under the Milky Way* and *I Still Call Australia Home*.



Katelyn Read and Colin Barney with their Australia Day awards

Dorothy Duncombe-Jackson read a very fitting poem by Mick Collis called *Australia Day Poem* which she read with much passion and expression.

The finale of the event was the unveiling by the Mayor of an Honours Board recognising the Glamorgan Spring Bay Australia Day Citizens and Young Citizens since amalgamation in 1993.



The Mayor Michael Kent unveils the Australia Day Honour Board

## RECLINK

Glamorgan Spring Bay Council works collaboratively with Reclink Australia and Southern Midlands Council to provide students at Tasman, Oatlands, Bothwell, Campania and Triabunna District Schools with the opportunity to play some competitive football.

Reclink has provided the football gear, including jumpers, boots, socks, shorts, flags and balls and Glamorgan Spring Bay and Southern Midlands Councils organise the rosters, umpires and provide a barbecue lunch after each game. Glamorgan Spring Bay Council also sponsors the bus for the Triabunna District School to transport players to the games which are held at the Campania Football Oval.

Games are played once per month in May, June, July and August, culminating in a Gala Day in September which is sponsored by Reclink and the Glamorgan Spring Bay and Southern Midlands Councils.

In 2016, the Gala Day was held at the Hutchins School Oval and the Hutchins School was very generous with its support, not only providing the use of their ground but also their facilities, set-up marquees, provided barbecues, tables, chairs and a number of students to assist with umpiring, scorekeeping and time-keeping. This was of immense assistance and we are very appreciative of the support we were given by the Hutchins School.

The two winning teams were presented with a trophy by John Ballis, CEO of Reclink and all participants were presented with a medallion.

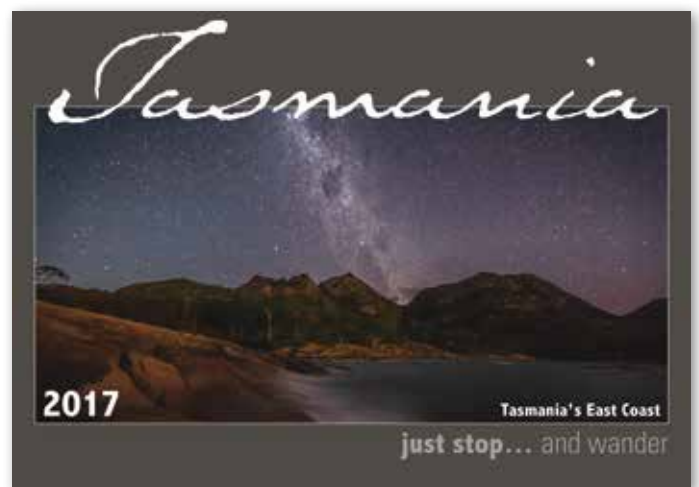
## TEN DAYS ON THE ISLAND

Glamorgan Spring Bay Council worked collaboratively with Ten Days on the Island to present a theatre performance of **Portraits in Motion** at the Swansea Town Hall on 23rd March, 2017.

Approximately forty-five people attended the performance, including people who travelled to Swansea by bus from Orford, Triabunna and Buckland.

## 2017 CALENDAR

The 2017 Glamorgan Spring Bay calendar featuring photographs of winning entries from the photography competition again proved to be very successful. The calendar is self-funding and profits are used for youth projects and activities within the municipal area. The calendar is also an excellent promotional tool for our area and ends up in homes all over Australia and the world.



## STUDENT LEADERSHIP CONFERENCE

On 29th March, 2017, Council staff accompanied fifteen (15) student leaders from Swansea, Triabunna and Orford schools to the Southern Student Leaders Conference in Huonville.

The conference provided an opportunity for our students to meet student leaders from other schools to discuss common interests and experiences.

The conference included an address by Dr. Sally Bryant who is one of the leading natural resource scientists in Tasmania. This was followed by four brilliant young leaders representing Hobart College, before students worked in groups to develop practical leadership skills focusing largely on teamwork, communication and decision making.

Council funded a bus to enable the students to attend the Conference.

## COMMUNITY DEVELOPMENT

### THEATRICAL READINGS BY DAVID TREDINNICK

Council, in collaboration with Salon North-West, presented Readings from Louisa's Book *My Home in Tasmania*. The performances, which were held at Twamley, Buckland, a former home of Louisa Anne Meredith, was attended by a total of more than 120 people, many travelling up from Hobart for the event.

Well-known Melbourne actor, David Tredinnick, read parts of Louisa's book *My Home in Tasmania*. David brought Louisa's descriptive writings to life and kept the audience's attention throughout.

Cellist, Sarah Matthew, played beautiful music between parts and the Deep South Men's Choir sang a number of songs at the end, one being a song written about Tasmania by Alwyn and Laurie Lewis.

There was also a surprise visit from the vintage car used in the movie *Light Between Oceans*. Towards the end of the performance, Louisa's 'ghost' alighted from the beautiful old car and she handed some sprigs of rosemary to some of the audience.



*The audience at Twamley Farm*

The audience also enjoyed entertainment from violinist Charlie McCarthy and vocalist Jane Germain during morning and afternoon tea.

### TRIABUNNA HOSTS THE 2017 NATIONAL TIDY TOWNS AWARDS

More than seventy delegates representing the 2017 national finalists arrived in Triabunna on 11th May for Keep Australia Beautiful National Tidy Towns Awards. The Awards were hosted by Triabunna in conjunction with Keep Australia Beautiful.

Finalists were:-

**Horsham**, Victoria; **Maitland**, NSW; **Greenbushes**, Western Australia; **Barmera**, South Australia; **Stanley**, Tasmania; **Areyonga**, Northern Territory.

A full programme was organised for the two days, including:

**Thursday** – Meet and greet cruise to Maria Island on the *Encounter Maria Island* and a welcome supper attended by representatives from community organisations and businesses.

**Friday Morning** – Tour of the Council Chambers, morning tea and a tour of the historic apple packing shed at Rostrevor Estate, a visit to the Triabunna District School to view the Outdoor Equipment and the MONA 24 carrot kitchen garden, a tour of The Village, the Spring Bay Maritime and Discovery Centre and Spring Bay Mill, then returning to Rostrevor Estate for a zero waste picnic.

**Friday Afternoon** – Inspected the new Triabunna Gatehouse at the entrance to the town followed by a presentation from the National Tidy Towns Judge, Jill Grant, at the Triabunna Community Hall.

There was then a short break for delegates and officials to return to their accommodation and prepare for the Awards Dinner in the evening.

It was a real privilege to have Their Excellencies, the Governor-General Sir Peter Cosgrove and Lady Cosgrove, attend the Awards dinner.



National Tidy Awards with Governor-General Sir Peter Cosgrove & Lady Cosgrove.jpg

More than 100 people attended the dinner which was held at the Orford Bowls Club.

The dinner was regarded as a great success, with the Governor-General's Executive Assistant emailing to say, *"It's one of the best events I've attended. It was a great venue and there was such energy in the room. Greg Irons was a terrific guest speaker and Ryk (Goddard) just made it such fun. Not all events work that well!"*

The Governor-General also wrote to the Mayor expressing his delight at visiting our municipal area and how much he and Lady Cosgrove had enjoyed the awards dinner.

The **Overall Winner** of the 2017 National Tidy Towns Award was **Barmera** in South Australia.



## RURAL COMMUNITIES PROGRAM

Glamorgan Spring Bay Council works collaboratively with the University of Tasmania School of Medicine to bring a group of second year medical students to Triabunna each year during Rural Week.

The Rural Communities Program provides the medical students with a residential experience in a rural community where they actively engage with the community to understand the health care landscape, particularly in terms of the issues affecting people's health and access to care, service gaps and how informal and formal networks of care supports individuals and families in the community.

Seventeen (17) medical students were welcomed to the community by Mayor Michael Kent at a morning tea held on 3rd April, 2017 where they mingled and talked to members of the local community. In the evening the Spring Bay Rotary Club welcomed the students to their weekly meeting and dinner.

As part of their busy schedule, the students ran a program called Spanner in the Works, which is a men's health initiative by the Australian Men's Shed Association. A number of community members attended the program for a "health check" which provided the

## COMMUNITY DEVELOPMENT

students with an opportunity to have some face to face contact with “patients”.

Over the course of the week, students also visited the local pharmacies, May Shaw Health Centre, Spring Bay Child Care Centre, Spring Bay Community & Health Centre and Prosser House Day Respite Centre. Clinical skills sessions were also provided by our local medical practitioners.

A group forum with various service providers, including Rural Alive & Well, police, paramedics, and volunteer fire and ambulance officers, was also held.

At the end of the week, the students reported back to the community on what they had learned about living in a rural community and rural health services.

### FESTIVAL OF VOICES EAST COAST UNPLUGGED 2017



The 2017 event, which attracted 307 people, was held at the Tasmanian Bushland Garden at Buckland on 30th June which was earlier than in previous years.

A number of people from Bicheno, Swansea, Triabunna and Orford travelled by bus to the event and a significant number of the audience travelled from Hobart.

People sat around the fire pots and bonfire eating curries, soups and burgers whilst drinking mulled wine, warm gin and hot chocolates.

Australian folk-pop band Frente, reunited on stage for



*Frente at Festival of Voices*

the first time since 2014, delighted the audience with a blend of alternative and folk pop music and support act, former Tasmanian singer and songwriter, Van Walker, also kept the crowd entertained with his music.

The Tasmanian Bushland Garden is an ideal venue for this event. The night was cold but calm and clear which were perfect conditions for the floating lanterns and fireworks.

Our sincere thanks to the Tasmanian Bushland Garden volunteers who assisted with this event. Great support was also received from our local volunteer fire fighters and police who were on hand to help with traffic control and parking which was greatly appreciated. Also, thanks to the number of Council staff who volunteered their time to assist with this very successful event.



*Festival of Voices, watching lanterns soar*

## PHOTOGRAPHY COMPETITION 2017

The **overall winner** of the Glamorgan Spring Bay Council Photography Competition 2017 was **Kirsty Pilkington** from Fern Tree with her image *"New Holland Honeyeater"* taken at Swansea.

The winning entry of the **Mayor's Choice Award** was *"Looking Out"*, Three Thumbs Lookout, Orford taken by **Julia Marr**.

**Runners Up** (in no particular order) are:-

- Maree Woolley, *"Pristine"*, Maria Island from Spring Beach.
- Brad Robinson, *"The Hazards Sunrise"*, Freycinet.
- Maree Woolley, *"Lachlan Island"*, Mercury Passage.
- Ian Ramsay, *"At Anchor"*, Wine Glass Bay, Freycinet.
- Barbara Townsend, *"Apsley Gorge"*, Douglas Apsley National Park.
- Ian Bresnehan, *"Lookout Snow"*, Thumbs Lookout Orford.
- Rochelle Dunk, *"Peace is a Journey of a Thousand Miles"*, East Shelly Beach, Orford.
- Maurice Banks, *"Sunrise Over Great Oyster Bay"*, Nine Mile Beach, Dolphin Sands.
- Steven Masterman, *"A Lovely Encounter"*, Bicheno.
- Clem Matthews, *"Rural Scene"*, Rheban Beach.
- Robyn Hook, *"Low Tide at Red Bill Beach"*, Bicheno.



*New Holland Honeyeater by Kirsty Pilkington*

## COMMUNITY SMALL GRANTS PROGRAM

Council's Community Small Grants Program provides financial assistance to community groups and organisations for projects, events and equipment which provide a benefit to the Glamorgan Spring Bay community. Council determines its allocation during budget deliberations and applications are considered throughout the year until those funds are exhausted.

The following grants were approved under the Community Small Grants Programme in 2016-2017:

Buckland Community Bush Dances	1,000
Orford Bowls Club	850
Orford Golf Club	1,000
Pademelon Park Wildlife Refuge	1,000
Winter Challenge	1,000
Eastcoast Regional Development Organisation	1,000
Ten Days on the Island Festival 2017	1,000
Bicheno Sesquicentennial Celebration	1,000
Earth Ocean Network Inc.	1,000
Glamorgan Lions Club	800
Lions Club of Spring Bay	800
Riversdale Event	1,000
Bicheno Men's Shed	400
Freycinet Association Inc.	1,000
Freycinet Sports and Community Club Inc.	1,000
Freycinet Volunteer Marine Rescue Association	600
Spring Bay Maritime & Discovery Centre – Spring Bay Community Shed	860

## ECONOMIC DEVELOPMENT AND TOURISM

Council continues to facilitate, promote and market local and municipal businesses and economic development ideas, innovations and opportunities.

The aim is to ensure that Council has up to date information on the economic development area, in order to ensure informed strategic decisions for our community and Council.

Tourism remains vitally important to the economy of the Glamorgan Spring Bay area. In recognition of the importance of tourism to our area, Council has renewed its commitment to fund East Coast Regional Tourism Organisation (ECRTO) in partnership with Break O'Day Council and Tourism Tasmania. This organisation has been in place since October 2012.

### ECONOMIC DEVELOPMENT

#### Objectives

- To work in partnership with Government, local authorities and local operators.
- Identify funding opportunities to continue supporting this role.
- Look for economic development opportunities within the Municipality but with a particular focus on Triabunna.

#### Annual Aims for 2016-2017

- To continue fostering a relationship with Government agencies in relation to Economic Development. **(Achieved)**
- Continue consultation with key stakeholders. **(Achieved)**
- Investigate the formation of an economic development steering committee for the Municipality in conjunction with the Department of State Growth and other key stakeholders. **(Ongoing – Not Achieved)**



*Peace is a Journey of a thousand Miles by Dunk R. Peace*



Silver Gull at Redbill Beach by J. Smith

Programs and Projects for 2016-2017	Community Strategic Plan Linkage
Identify any funding opportunities for this area. <b>(Ongoing)</b>	3.1 3.2
Investigate the possibility of new industry growth in the Municipal area and in particular Triabunna. <b>(Ongoing)</b>	3.1 4.2 4.3
Implement strategies identified in the Swansea, Coles Bay, Triabunna/Orford and Bicheno Structure Plans. <b>(Ongoing)</b>	4.3 4.5 5.4
Significant progress with the development of the "Solis" project. <b>(Ongoing)</b>	3.1 4.2 4.3
Design and market the "Marina Views" Estate. <b>(Ongoing)</b>	4.2 4.3 6.3

### Performance Measures

- Additional funding opportunities sought to initiate key programs.
- Identify options for new industry growth in our Municipality and implement.
- Significant progress with both Marina Views and Solis projects.

## TOURISM

Council continues to facilitate, promote and market local and municipal tourism businesses through our commitment to part fund the East Coast Regional Tourism Organisation (ECRTO).

Council supports ECRTO financially and with in-kind support where appropriate.

### Objectives

- To continue to support the operation of ECRTO in conjunction with the Break O'Day Council to facilitate and advocate for tourism development on the East Coast.

### Annual Aims for 2016-2017

- Support the ECRTO in conjunction with the Break O'Day Council in the development of tourism products, infrastructure and building the East Coast and Great Eastern Drive destination brands.

Programs and Projects for 2016-2017	Community Strategic Plan Linkage
Continued support of and representation on the East Coast Regional Tourism Organisation Board. <b>(Achieved)</b>	5

### Performance Measures

- Increase visitor numbers to the East Coast and industry/community acceptance of the Board.

## VISITOR CENTRES

Council has three Visitor Centres at Triabunna, Bicheno, and Swansea that are all accredited “Yellow I” centres. It is envisaged that over time these centres may obtain a break-even financial status by sharing facilities and staff although this is becoming increasingly difficult with the new electronic age taking over many of the traditional services that these centres were providing.

They aim to provide quality advice and information to tourists and visitors to our area and act as a Council agency. Each Centre reports to a Manager Visitor Information Services.

Volunteers form an integral part of our centres.

The unit comprises the following areas:

- Visitor Information Services
- Advertising of local businesses
- Product and event sales
- Council agency

### Objectives

- To maximise the economic benefits of tourism to Glamorgan Spring Bay Municipality.
- To establish fully operational and in the future work towards self funded Visitor Centres in Swansea, Triabunna & Bicheno.
- To deliver to the community and visitors alike, a welcoming and informative experience to our Visitor Information Centres.
- To acknowledge and encourage participation from our volunteers.
- To utilise the Visitor Information centres in Swansea and Bicheno as Council service centres for residents and ratepayers



*Peaceful Hands by T. Beattie*

## Annual Aims for 2016-2017

- To encourage visitors to stay longer within the Glamorgan Spring Bay area. **(Ongoing)**
- Identification of funding opportunities to enhance our centres. **(Ongoing)**
- To deliver high quality support services to our community and our customers. **(Achieved)**
- Ensure effective communication with the East Coast Regional Tourism Organisation (ECRTO) as the entity that undertakes marketing and promotional activities of our area. **(Achieved)**
- To maintain 'Yellow I' status for the network. **(Achieved)**
- To have the Swansea and Bicheno centres established as Council service centres, in addition to the visitor information role. **(In progress awaiting NBN connection in Swansea)**

## Performance Measures

- Success in our grant submissions.
- Progress towards break-even status.
- Results of the visitor surveys.
- Volunteer numbers increased and skills enhanced.
- Increased numbers utilising the 'Book Easy' functionality.
- Increased revenue from retail sales.

Programs and Projects for 2016-2017	Community Strategic Plan Linkage
Maintain sales at all Visitor Centres. <b>(Achieved)</b>	5.3
Undertake a volunteer drive. <b>(Not Achieved)</b>	5.3
Undertake a quality training and development program of our staff and volunteers engaged at the Centres. <b>(Achieved)</b>	5.3
Implement procedures and practices that will streamline operations and create efficiencies at the Centres including a revision of the existing Staff Induction and Procedures Manual. <b>(Achieved)</b>	5.3
Implement a visitor survey which will gauge satisfaction of our services and provide the ability for suggestions to be made regarding the improvement of our Centres. <b>(Achieved)</b>	5.3
Implement Council's policy aimed at recognising the contribution made by volunteers by making a donation to them to offset costs incurred in order to assist at the Centres. <b>(Achieved)</b>	5.3
Make substantial progress towards the Centres being self-sustainable. <b>(In Progress)</b>	5.3
Promote community and tourism business awareness of the Centres and what their main purpose is. <b>(Ongoing)</b>	5.3
The Centres in conjunction with the Tasmanian Visitor Information Network are implementing an application for iPhone and iPads called "Appngo" which will show the nearest visitor centre whilst they are travelling ensuring a great marketing tool for our centres. <b>(Achieved)</b>	5.3
Undertake specific skills training with staff encompassing Certificate III in Tourism. <b>(Achieved)</b>	5.3
Maintain involvement in the Regional Tourism Awards and also look to submitting an application for the TICT Tasmanian Tourism Awards. <b>(Achieved)</b>	5.3

## NATURAL RESOURCE MANAGEMENT



*Melanie Kelly, Manager Natural Resources*

The Natural Resource Management Department comprises the following areas:

- Natural Resource Management
- Integrated Catchment Management
- Climate Change / Sustainability

Our aim is to continue to make a significant contribution to the understanding, use, management and protection of the natural environment in Glamorgan Spring Bay.

Council will continue to engage in Natural Resource Management and Sustainability and support the community in their establishment and management of relevant projects and initiatives.

### Objectives

#### *Legislation, policy and plans*

- Review and enhance the communication mechanisms and events that enable Councillors, staff, residents and visitors to understand and appreciate the value and benefit of Commonwealth and State legislation, as well as

relevant regional and local plans, policies and practices as they pertain to Natural Resource Management.

#### *Environmental Values*

- Continuously inform and educate residents and visitors on environmental values and their contribution to social and economic wellbeing, management and protection.

#### *Climate Change and Sustainability*

- Continue to engage with local, regional, State and national climate change and sustainability programs and support communities in their establishment and management of relevant projects and initiatives.

#### *Natural Assets, National Parks & Crown Reserves*

- Continue to strengthen strategic partnerships between all sections of Council, NRM South, State and Commonwealth Government Departments with the aim of improving communications with and assisting in the management of our many natural assets from those in National Parks, State and private reserves as well as those leased, licensed and owned by Council.

#### *Resources*

- In conjunction with State libraries, schools, resource centres and community organisations, facilitate public access to a wide range of environmental and sustainability reports, books, resources and tools.

#### *Integrated Catchment Management*

- Engage with key stakeholders and the broader community in the development and implementation of catchment management planning projects and processes.

#### *Marine, Coastal and Estuarine:*

- In partnership with State and Commonwealth Government Departments and communities, participate in relevant strategies, plans and projects that protect

marine, coastal and estuarine resources and complement commercial and recreational fishing and aquaculture.

## *Built Environments:*

- Ensure all growth or redevelopment of built environments is well managed, serviceable and sustainable and will provide communities with benefits which are environmentally, socially and economically balanced.

## *Contemporary / Historical Indigenous Tasmania*

- Strengthen relationships with the Tasmanian Aboriginal community and ensure that Council has the necessary systems and capacity to protect and enhance Aboriginal heritage values.



*Station Creek Reflections of Sky Clouds and Trees Convict Road Orford by K Gregson*



*Winter Sky with Foliage Canopy Convict Road Orford by K Gregson*

## NATURAL RESOURCE MANAGEMENT

Programs and projects 2016-2017	Community Strategic Plan Linkage
Continue to support integrated catchment management through the Catchments To Coast program and the implementation of catchment management plans. <b>(Ongoing)</b>	4.1 4.6 6.4
Continue to implement the GSB Weed Management Plan. <b>(Ongoing)</b>	4.1 4.6 6.4
Continue to be involved in and seek funding/ resources from regional, state and national NRM programs. <b>(Ongoing)</b>	4.1 3.1 4.6 6.4
Ensure that Council continues to meet relevant NRM legislative obligations and communicates this to the community via newsletters and other forums. <b>(Ongoing)</b>	4.1 4.3 4.6
Continue to support the GSB NRM Committee as a key link between Council and the community on NRM issues, as well as supporting other community groups with NRM objectives. <b>(Ongoing)</b>	4.1 4.6 6.4 6.5
Continue to work and develop partnerships with Parks and Wildlife Service, Crown Land Services, TasWater, DPIPW, Department of State Growth (DSG) and other agencies with regards to NRM values on public land. <b>(Ongoing)</b>	4.1
Continue to participate in a range of climate change mitigation and adaptation initiatives, including the implementation of the Climate Change Corporate Adaptation Plan. <b>(Ongoing)</b>	4.1 4.4 3.5
Continue support for annual community events such as National Tree Day, Clean Up Australia Day as well as other markets, festivals and school activities. <b>(Ongoing)</b>	4.1 2.3 5.5 6.4
Ensure that development assessments strive to meet Triple Bottom Line Principles. <b>(Ongoing)</b>	4.1 4.3 4.6
Continue participation and development of sustainability initiatives, particular energy use management both for Council and the community. <b>(Ongoing)</b>	4.1 4.4 6.4

Programs and projects 2016-2017	Community Strategic Plan Linkage
Develop systems and capacity to protect and enhance Aboriginal heritage values whilst building relationships with the community. <b>(Ongoing)</b>	4.3
Continue to work with Council's Works Department, community and other relevant agencies in the strategic management of Council owned, leased and licensed public reserves, with a particular focus on the protection of natural assets through the development and implementation of vegetation management plans for reserves in each town. <b>(Ongoing)</b>	4.1 1.2 1.3
Initiate and / or continue support for sustainability initiatives such as energy management, sustainable waste management, community gardens, and Tidy Towns. <b>(Ongoing)</b>	3.5 4.4 6.4
Development and implementation of action plans, strategies and policies in consultation with relevant sections of Council and other key stakeholders. In particular the Native Flora and Fauna Management Plans, Weed Management Plan and Catchment Management Plans. <b>(Ongoing)</b>	4.3
Continue to initiate, encourage and participate in skills development and training opportunities, and make these available to community whenever possible. <b>(Ongoing)</b>	3.4 6.4



*Volunteers and a trailer full of rubbish collected on Clean Up Australia Day at Rita and Doris Reserve in Coles Bay*

## *Natural Resource Management Department*

The NRM Department consists of a full time manager, part time Administration and Communications Officer, Sustainability Officer, and Biodiversity Officer. Two part time On Ground Works Officers work across the NRM and Works Departments primarily focused on weed control activities. Additional casual on ground staff are employed as required to ensure the timely delivery of projects.

The NRM Department continues to support and report to the Glamorgan Spring Bay NRM Committee (NRMC). The NRMC is a Section 24 Special Committee of Council and currently has 18 members representing a broad range of community, government and businesses interested in the sustainable management of our natural resources.

## *Catchments to Coast (CtC)*

### **Council and NRM South fund a part time CtC**

**Co-ordinator.** Catchments to Coast projects (funded by NRM South) in 2016-2017 included; continuing resident and migratory shore bird protection and awareness raising activities; ongoing priority weed control on Crown Land Reserves in Bicheno; on ground works to enhance the natural values at Moulting Lagoon Ramsar Wetland; World

Wetlands Day event at Moulting Lagoon; threatened species interpretation sign and community celebration in Coles Bay; tree hollow project; and recovery actions for the threatened species *Callitris oblonga*.

## *World Wetlands Day 2017 – Celebrating our local wetland of international importance*

The Tasmania Parks & Wildlife Service and Glamorgan Spring Bay Council once again partnered together to celebrate Moulting Lagoon Ramsar Wetland on World Wetlands Day. NRM South, the Tasmanian Land Conservancy and BirdLife Tasmania also participated in this year's event which was held at Devil's Corner Vineyard adjacent to Moulting Lagoon. A collaborative effort is required in order to make an event such as this possible.



*Bird watching at Moulting Lagoon on World Wetlands Day*



*Parks & Wildlife Service Discovery Ranger with children on World Wetlands Day*

## NATURAL RESOURCE MANAGEMENT

Nearly 300 people attended making this year's World Wetlands Day event our most successful to date. The attendees were a mixture of full and part-time east coast Tasmania residents, and tourists from interstate and overseas. The success of this year's event would not have been possible without the support of Brown Brothers Devils Corner Vineyard, the Parks & Wildlife Service, NRM South, the Tasmanian Land Conservancy and BirdLife Tasmania.



*Controlling boneseed in the Crown foreshore Reserve Harveys Farm Road*



*Mechanical control of gorse adjacent to Moulting Lagoon*

### Priority weed control on *Bicheno Crown Land Reserves*

Support from NRM South and Crown Land Services enabled Council to undertake priority weed control on Crown Land Reserves in Bicheno. Priority weeds include boneseed, Spanish heath and in sandy areas a toxic weed called sea spurge. This builds on many years of work controlling boneseed within the Crown Reserve on the hill behind the township of Bicheno.



*Removing toxic sea spurge from the foreshore Reserve Harveys Farm Road*

## PROJECT IN FOCUS:

### *Rita and Doris tribute in Coles Bay.*

Rita Blazley at 98 years old was the guest of honour at the 2017 Clean Up Australia Day event in Coles Bay. Rita made the trip down from Longford to unveil a new interpretation sign at the Rita and Doris Reserve.

The Reserve is named after Rita and her friend Doris who lived in Coles Bay for many years. They were very community minded and worked towards saving this Reserve from development so that the whole of the community could enjoy and benefit from it into the future.

Rita and Doris recognised that the Reserve contains flora and fauna that is representative of the rich and unique biodiversity found around Coles Bay and the Freycinet peninsula. As a tribute to Rita and Doris the local residents dedicated this reserve to them in recognition of their hard work for the community.

Rita expressed her great appreciation of the new sign. "It is such an honour, it's quite overwhelming," she said. "I am so proud to see the community continuing to take care of the Reserve and keeping Coles Bay clean and bright."

Glamorgan Spring Bay Council with funding assistance from NRM South created the new interpretation sign to preserve the story of Rita and Doris' achievement as well as inform the public about some of the plant species found in the Reserve.



*Re Rita Blazley and Andrea Cole unveiling the new sign at the Rita and Doris Reserve*

The unveiling was preceded by a barbecue and Clean Up Australia Day working bee in the Reserve during which 30 volunteers collected a trailer load of rubbish including a lot of broken glass.

The Rita and Doris Reserve is managed by Glamorgan Spring Bay Council as per the Council's *Coles Bay Reserves Native Flora and Fauna Management Plan*.



*Spraying gorse at Moulting Lagoon*

### *Weed control at Moulting Lagoon Ramsar Wetland*

Control of gorse and African boxthorn at Moulting Lagoon continued in 2016-2017, building on many years of partnership work undertaken by Council and the Parks & Wildlife Service. This year's work was undertaken on public and private land and over 5 hectares of dense gorse infestations were controlled. Funding from NRM South, Crown Land Services and significant in-kind support from private land holders made this year's project possible.

## NATURAL RESOURCE MANAGEMENT

### *Community Engagement*

Council's NRM Department continues to undertake a range of community engagement activities including; community education and awareness raising; accessing grants for both Council and community on ground works; ongoing implementation of the Glamorgan Spring Bay Weed



*Council Zero Waste display at Centenary Celebration*

Management Plan; and supporting community groups with on ground and strategic activities on many public reserves throughout Glamorgan Spring Bay. Council's NRM Department continues to support local community groups and individual volunteers.

Council supported Parks & Wildlife Services Centenary Celebration at Freycinet National Park. Assistance was given with food licensing, rubbish collection, toilet cleaning etc and the NRM department held a zero waste picnic stall, giving away freshly squeezed lemon and soda drinks served in reusable cups and running a zero waste quiz with prizes of wax wraps to be won.

Council commenced the review of the (draft) Prosser Catchment Plan inviting key stakeholders to participate in review committee. Three workshops were held at different locations within the catchment. The workshops provided insights and discussions which will inform the review of the document which is underway with a draft anticipated for public consultation in early 2018.

### *Reporting*

Monthly reports to Council and quarterly reports to the GSB NRM Committee are provided in line with the GSBC Annual Plan & Budget Estimates, and the GSB Community Strategic Plan.

### *Communications*

Communications continue to be a key priority for Council's NRM Department. Information is communicated via a variety of channels; newsletters, newspapers, radio, brochures, flyers, Council's website, post, email and social media, public events/markets, schools, interpretation signs, and Visitor Information Centres.

Council's Sustainability Officer was a guest speaker at the Bicheno Earth & Ocean Network Expo and gave a presentation on 'What Really happens With Your Waste & Recycling in Tasmania' as well as participating in a panel discussion.



*NRM exhibition at the Bicheno Earth & Ocean Network Expo*

### *Sustainability*

There is an increasing level of interest and demand for more options to reduce and reuse as well as recycle. Council has responded to this demand by including zero waste objectives in events and engaging in discussions with business owners and residents as well as researching relevant codes to find ways to improve sustainability. For example there is nothing in any health code to prevent a business from filling a container or cup supplied by a customer.



*Prosser Catchment Review Committee in front of the Levendale School facility*

Council also aims to include social responsibility in sustainability initiatives and now uses 'Who Gives a Crap' toilet paper in the staff toilets in the admin building at Triabunna. 'Who Gives a Crap' is made from recycled paper and a substantial percentage of the profits is used to improve sanitation and provide toilets to the 40% of the world's people who don't have access to proper sanitation.

Community based sustainability initiatives and projects were recognised via Council's participation in the Keep Australia Beautiful Tidy Towns program. Glamorgan Spring Bay Council hosted the 2016 State Tidy Towns Awards which were held at the Eastcoaster Resort in Orford. Council's Sustainability Officer was awarded the KAB Tasmanian Citizen of the Year. Council then hosted the National Tidy Towns Awards which saw delegates from around Australia attend a three day program in Triabunna. The program included a cruise to Maria Island, a tour of Triabunna's Tidy Town's highlights and an awards dinner at the Orford Bowls Club.

Other sustainability projects within the community such as the Garage Sale Trail continue to be supported. Energy efficiency is promoted via community education resources such as the Home Energy Audit Toolkit.

## *Climate change*

Council continues to be involved in the Regional Climate Change Initiative (RCCI) together with other councils in southern Tasmania with a number of collaborative initiatives ongoing and in development.

### *The Communities and Coastal Hazards Project for Triabunna and Orford*

The Communities and Coastal hazards Project for Triabunna and Orford was initiated by the Tasmanian Government through the Department of Premier and Cabinet's Climate Change Office (TCCO). The project was managed by TCCO, in partnership with Glamorgan Spring Bay Council. AECOM Australia was engaged to work with TCCO, councils and local communities. The project commenced in August 2015.

The project worked with coastal communities in Orford and Triabunna to raise awareness of their vulnerability to current and emerging coastal hazards such as erosion, inundation and sea level rise. A final report was endorsed by Council in late 2016. A working group involving key stakeholders has been established to continue progress the actions identified in the report.

### *Smarter Fleets*

Glamorgan Spring Bay Council was chosen to participate in the Smarter Fleets Project. This project managed by the Tasmanian Climate Change Office is a twelve month pilot program involving a number of participants including TasPorts, TasNetworks and TasTafe, Clarence and Kingborough Councils. The objective of the project is to improve fleet management and reduce fuel costs and greenhouse gas emissions by implementing or investigating a number of strategies. The final workshop was held in November 2016 and the overall result for participating Tasmanian fleets was a 20% reduction in fuel costs and emissions. Although GSBC was the smallest fleet participant in the project the experience proved valuable and provided strategies, connections and ideas for future improvements.

## REGULATORY SERVICES



Winny Enniss,  
Manager Regulatory Services

### ENGINEERING AND TECHNICAL SERVICES

The Engineering and Technical Services unit has the responsibility of ensuring the technical needs of the community are met by the provision of quality engineering advice.

- The unit comprises the following areas:
- Condition assessment of some classes of assets.
- Technical input into development/subdivision applications.
- Caravan licensing
- Fire abatement
- By-law enforcement

### Objectives

- Provide accurate technical input into development/subdivision applications and other necessary applications made to Council.
- Assist with the design of capital projects
- Provide assistance ensuring designs include regard for the future demands.

Programs and projects 2016-2017	Community Strategic Plan Linkage
Provide timely and accurate professional assistance to Council and the public. <b>(Ongoing)</b>	1.0
Ensure that Council infrastructure assets associated with public and private development/subdivision complies with statutory requirements. Undertake project supervision as required. <b>(Ongoing)</b>	1.3
Ensure that the data capture related to development/subdivision infrastructure is accurate and populated to Councils asset register. <b>(Ongoing)</b>	1.0
Carry out regular inspections of properties in relation to fire abatements and undertake enforcements where necessary. <b>(Ongoing)</b>	6.7

### Performance Measures

- Investigate requests promptly and take follow up action where necessary.
- Quality major program delivery, within required timeframes, on budget.
- Administer external contracts in relation to major projects.
- Increase in the number of caravan registrations.
- Less fire abatement complaints received.

Sixty one (61) nuisance abatement notices were issued for the financial year and four hundred and one (401) caravan licences were issued. Council has an Environmental Health By-Law that includes regulations for the use of caravans within our municipal area.



*Shane Wells,  
Manager Planning and Special Projects*

## PLANNING

All individuals, communities and developers who undertake a development or project within the Glamorgan Spring Bay Municipality will meet or exceed the requirements of the Town Planning Scheme and associated policies and procedures.

The Planning unit is staffed by a part time Administration Officer, a full time Manager of Planning and Special Projects and part time engineer with assistance from the Regulatory Services Officer. The unit also provides resource sharing services to Tasman Council. The unit's role is to manage the assessment process for planning applications across the municipal area in line with Council's planning scheme. This unit has an extensive interface with the community in order to provide information, and where possible, guidance to potential developers within our area.

The unit comprises the following areas:

- Planning Assessment
- Issuing of Planning Permits
- Development Compliance
- Information and Support Services to Developers

## Objectives

- To provide a framework to encourage development within our area that meets the needs of the community and encourages the sustainable use of the area's resources, in accordance with the provisions of the Land Use Planning and Approvals Act 1993.
- Ensure that all developments and the land and building environments meet all statutory requirements, are complementary to the natural heritage and meet community expectations.
- To administer the Glamorgan Spring Bay Interim Planning Scheme 2015.



*Mushrooms in the Rough by P Arrowsmith*

## REGULATORY SERVICES

Programs and projects 2016-2017	Community Strategic Plan Linkage
Assess development applications against the requirements of the Glamorgan Spring Bay Planning Scheme. <b>(Ongoing)</b>	4.2
Ensure compliance with Councils planning scheme and government legislation. <b>(Ongoing)</b>	4.3
Facilitate economic development through streamlining pre development process. <b>(Ongoing)</b>	3.1
Utilise technology to streamline the lodgement process for development and building approvals. <b>(Ongoing)</b>	3.5
Implement a new planning scheme in accordance with the Regional Land Use Strategy, structure plans and the Common Key Elements Template. <b>(Ongoing)</b>	3.1
Implement the electronic lodgement of development applications including video conferencing and document sharing as part of the Digital Local Government program. <b>(Achieved)</b>	3.5

### Performance Measures

- Processing of development applications within the required timeframes.
- Technical data is captured in the GIS system.

Development applications indicated steady development and building activity during the year. The annual approvals figures have increased significantly from the previous year. 'No Permit Required' applications increased from the previous year, resulting in no permits required for certain uses if they complied with the development standards of the relevant zone. The total developments received for the financial year was 334 of which 31 were subdivisions/ boundary adjustments. Seventy nine (79) applications were assessed to be NPR (no permit required).

The department approved 324 development applications for the 2016 - 2017 year in accordance with time limits prescribed under the *Land Use Planning and Approvals Act 1993*.

There were three (3) Planning Scheme amendments

initiated during the financial year and ten (10) appeals were lodged against Council planning decisions. The operation of both the Tasmanian Planning Commission and Resource Management and Planning Appeals tribunals increasingly focused on ensuring Council, acting as Planning Authority, appropriately, consistently and strategically carries out its functions and responsibilities. The cost associated with both jurisdictions has risen both in terms of presenting cases and the implications of improper decision making.

The Glamorgan Spring Bay Interim Planning Scheme was declared by the Minister on 29th July 2015 and became operational from 5th August 2015. The scheme and maps are available online at [www.iplan.gov.au](http://www.iplan.gov.au). This scheme was the result of the regional planning initiative in Southern Tasmania and is largely consistent with other Southern schemes. The unit has commenced work on the Tasmanian Government's Statewide Planning Scheme Policy.

There are significant benefits that will result from an updated and revised planning scheme, with improved day to day 'development processing' operations of the municipality, as well as encouraging pragmatic, sustainable and appropriate investment and growth both in the settlements and throughout the municipality. Council will continue to rigorously pursue this vitally important project with the respective government agencies



"Lookout Snow", Thumbs Lookout Orford by I Bresnehan

## BUILDING

Council operates as a Building Permit Authority with all applicants providing self-certification of building plans.

The role of this unit is primarily a regulatory one, to ensure compliance with legislative requirements in relation to building applications and enforcement. The primary aim is to undertake this role in a cost effective manner, while ensuring the appropriate standards of service are maintained.

This division was staffed by one full time Administration Officer supported by Manager Buildings and Marine Infrastructure performing the role of Permit Authority.

The Plumbing Authority and Building Surveying Services were provided under contract from Brighton Council and Building Surveying Assessment Services. A total of 197 building permits were received and 203 applications were approved for the financial year, which is lower than the previous financial year.

The unit comprises the following areas:

- Permit Authority Function
- Plumbing Assessments
- Building Assessments (where applicable)
- Regulatory Compliance and Enforcement
- Information and support Services to Developers

## Objectives

- To perform technical assessments of applications received in accordance with the requirements of the *Building Act 2000*, and the *Local Government Act (Building and Miscellaneous Provisions) Act 1993*;
- To ensure compliance with the Building Code of Australia and Tasmanian Plumbing and Building Regulations (2004), an external building surveyor provides building control functions on behalf of Council for building permits issued prior to 2006.

Programs and projects 2016-2017	Community Strategic Plan Linkage
Process building applications promptly within the time limits prescribed under the Building Regulations. <b>(Ongoing)</b>	3.5
Enforce the standard of building, plumbing and drainage regulated by the Building Code of Australia and its associated Regulations. <b>(Ongoing)</b>	4.4
Implement the electronic lodgement of building applications including video conferencing and document sharing as part of the Digital Local Government program. <b>(Achieved)</b>	3.5

## Performance Measures

- Assist developers in submitting their applications.
- Applications are processed within the required timeframes.
- Efficiency of the administrative systems and unit.

## ANIMAL/PARKING CONTROL

The animal/parking control program undertakes a regulatory role in relation to the control of dogs and other livestock within the municipal area and parking within the town streets. Council's Municipal Inspector carries out all animal control functions in accordance with the Dog Control Act 2000 as well as the parking control program which undertakes to enforce and monitor parking functions within municipal streets for Council in accordance with the Traffic Act 1925.

Successful control of dogs and other animals relies upon education and promotion of responsible dog ownership, in addition to the collection and impounding of stray animals and administering the registration of dogs within the municipal area.

Council employs one full time Municipal Inspector/Regulatory Services Officer. Responsibilities include animal control, dog management, caravan registration, recreational

## REGULATORY SERVICES

water monitoring and investigation of nuisance complaints. Properties throughout the municipality are routinely surveyed for health nuisances and fire hazards.

The unit comprises the following areas:

- Dog Control
- Other Animal Control
- Education of Owners
- Annual Dog Registrations
- Parking Control

### Objectives

- To provide effective control of dogs and other animals within the municipal area in accordance with the requirements of the *Dog Control Act 2000*, including educating our residents in relation to their responsibilities as dog owners under the *Dog Control Act 2000*.
- To provide effective dog control measures to ensure a safe environment.
- To minimize the amount of stray dogs within our area.
- To educate our residents in relation to Council's parking regulatory obligations in accordance with *Section 9(3) of the Traffic Act 1925*.
- To proactively follow up on any issues or concerns raised in relation to traffic/parking issues and take appropriate action where necessary.

Programs and projects 2016-2017	Community Strategic Plan Linkage
Manage regulatory compliance in animal control. <b>(Ongoing)</b>	4.1
Prepare for the implementation of cat control. <b>(Ongoing)</b>	4.1
Ensure all infringements issued are in line with Council's obligations under the <i>Dog Control Act 2000</i> , <i>Traffic Act 1925</i> and <i>Monetary Penalties Act 2008</i> . <b>(Ongoing)</b>	4.1
Enforce Council's Environmental Health By-Law which outlines Council's regulatory position on environmental and animal control issues. <b>(Ongoing)</b>	6.3
Implement Parking Control <b>(Ongoing)</b>	1.0

### Performance Measures

- Increase in the number of dog registrations.
- Decrease in dog complaints received.
- Complaints and enforcements acted upon in an efficient and effective manner.

During the year, 10 dogs were impounded, 9 dogs reported lost, 29 general complaints, 159 dog infringement notices issued and 1039 dog licenses issued. An audit was undertaken in December 2016 for unregistered dogs, which resulted in infringements being issued equating to 20% of dogs being unregistered.

## ENVIRONMENTAL HEALTH

The Environmental Health Program plays a key role in the provision of a range of public and environmental health services to the community, ranging from environmental management issues, pollution to development proposals. This department also has a legislative requirement to operate taking into account Council's Bylaw, the *Environmental Management and Pollution Control Act 1994*, *Public Health Act 1997* and the *Food Act 2003*.

The program also regulates food business registration under the Food Act 2003. As part of food business regulation, the

Council proactively checks food businesses throughout our area in order to protect public health.

The Environmental Health unit comprises: Environmental Health Officer (part time), Administrative Officer (part time) and Medical Officer of Health, Dr Andrew Grove and Dr Camilla Byrne.

The unit comprises the following areas:

- Place of Assembly Licences
- Food Business Registrations and Renewals
- Private Water & Water Cartage Registrations and Renewals
- School Immunisation
- Assessment of development and various applications
- Compliance and enforcement of Environmental Guidelines
- By-Law enforcement

## Objectives

- To protect and enhance the public health and safety of the community by means of environmental monitoring and regulation.
- To enforce the requirements of the Environmental Management and Pollution Control Act 1994.
- Increase public awareness and participation in public health initiatives and programs.
- Implement requirements of the Public Health Act 1997.
- To proactively follow up on any issues or concerns raised in relation to Council By-Laws and take appropriate action where necessary.

Programs and projects 2016-2017	Community Strategic Plan Linkage
Assist the Emergency Management Committee in their efforts to develop Community Recovery and Pandemic Preparedness strategies. <b>(Ongoing)</b>	6.7
Conduct a Food Safe program aimed at education of food handlers in the municipality. <b>(Achieved)</b>	4.1
Inspection of all food premises at least annually and take action where necessary. This includes annual registration and licensing of premises and food businesses in accordance with <i>Food Act 2003</i> . <b>(Ongoing)</b>	4.1
Enforce Council's Environmental Health By-Law which outlines Council's regulatory position on Environmental Health issues. <b>(Ongoing)</b>	6.3
Implement the expanded school immunisation program, which now includes males receiving the human papilloma vaccine. <b>(Achieved)</b>	6.2

## Performance Measures

- Well documented food safety audits of food businesses.
- Implementation of the expanded school immunisation program.
- Complaints and enforcements acted upon in an efficient and effective manner.

## FOOD SAFETY

Council is also responsible for registering and issuing licenses for places of assembly and food businesses, including temporary food premises. This year 117 food businesses and 19 temporary food businesses were registered and 79 inspections were carried out as a requirement of the *Tasmanian Food Act 2003*. Changes in legislation meant that only 2 place of assembly licenses were issued for the year. There were no reported environmental nuisance complaints that were investigated under *EMPCA 1994*.

## IMMUNISATIONS

A general immunisation support service was provided to the general public, including technical advice and record verification. Council's Environmental Health Department provided certificates to parents indicating that their child had been immunised.

Medical Officer of Health, Dr Andrew Grove, in conjunction with Council's Environmental Health Department, carried out the immunisation program at Triabunna District School.

Only year 7 high school children are required to be immunized under the Council program. Year 7 students were vaccinated against Varicella (chickenpox), Human Papillomavirus (HPV), Diphtheria, Tetanus (dTpa) and Pertusis (whooping cough) in accordance with the national immunisation schedule.

There were a total of fifty (50) persons immunised during the reporting period. This includes Council Staff who were vaccinated for flu.

## NOTIFIABLE DISEASES

There were no notifiable diseases reported for the financial year.

## BEACH SAMPLING

Beaches in the municipality are regularly sampled during the Christmas and up to Easter periods for contamination. There were no beach closures due to contamination—all passed sampling. Additional sampling of other areas is also conducted if a concern is raised. Twenty four beach samples were taken for the reporting period.

## SUPPLIERS OF PRIVATE WATER

The Public Health Act requires Council to register all suppliers of private water used for public consumption in a commercial environment. Thirty eight premises were registered this financial year.

## ON-SITE WASTEWATER TREATMENT PERMITS

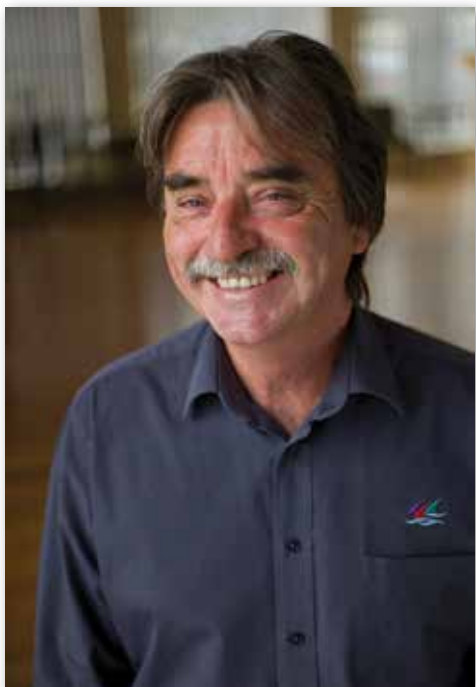
Prior to a septic tank being installed the Building Act requires a special plumbing application to be made to Council. Permits are only issued once Council is satisfied that no Public Health or Environmental hazard will be caused by the installation.

Council issued a total of 39 Special Plumbing Permits for the installation of on- site domestic wastewater treatment systems during this period.

## NUISANCE

There were no reported environmental nuisance complaints that were investigated under *EMPCA 1994*.

## BUILDINGS AND MARINE INFRASTRUCTURE



*Adrian O'Leary,  
Manager Buildings and Marine Infrastructure*

### PUBLIC AMENITIES AND BUILDINGS

Glamorgan Spring Bay Council strives to deliver to its residents and visitors access to and use of, quality infrastructure services.

The role of this unit is to provide a maintenance framework that ensures all buildings are being provided with adequate maintenance so that buildings remain maintained at an appropriate standard.

The unit is staffed by the Manager Buildings and Marine Infrastructure and employs a full-time carpenter and carpenter's labourer.

The unit comprises the following areas:

- Maintenance Schedules
- Provision of maintenance based on asset management principles
- Conditions assessments
- New buildings constructed as required
- Buildings renovated or upgraded when required

Council manages and operates many building across the municipality as detailed in Council's Asset Management Plan for Buildings (Part C).

### Objectives

- To ensure that Council's assets are well maintained and cleaned regularly.
- To provide a framework for maintenance activities to ensure funding is being attributed to the assets in most need.
- To continually inspect these assets to ensure our legislative obligations are met and that condition assessments are updated.

Category	No.	Sub-Category	No.
Community Facility	27	Halls	9
		Community Services	18
Municipal Facility	16	Council Depot structures	13
		Administrative Office structures	3
Recreation Facility	12	Change Rooms	2
		Club Rooms	4
		Pavilion	1
		Playing Surface (Tennis)	1
		Structure	4
Public Toilets	18	Toilets	18
Shelters & Monuments	15	Monuments	1
		Public Shelters	14
Waste Management Facility	4	Buildings & Sheds	4
<b>Total Buildings Listed</b>	<b>92</b>		<b>92</b>

## BUILDINGS AND MARINE INFRASTRUCTURE

Programs and projects 2016-2017	Community Strategic Plan Linkage
Maintain a maintenance schedule for all buildings. <b>(Ongoing)</b>	1.3
Maintain Council owned recreational facilities & buildings. <b>(Ongoing)</b>	6.3
Regular inspections and documenting undertaken. <b>(Ongoing)</b>	1.3
Update condition assessments for asset management principles. <b>(Ongoing)</b>	
Undertake inspections for all buildings to ensure Council meets legislative obligations. <b>(Ongoing)</b>	1.3
Completion of maintenance works within budget constraints. <b>(Achieved)</b>	1.3
Maintain community halls in conjunction with committees. <b>(Ongoing)</b>	1.3
Continue to provide disabled access to all Council buildings. <b>(Ongoing)</b>	1.3
Provide well maintained Elder Care Unit facilities. <b>(Ongoing)</b>	2.1
Design plans for extensions to the Coles Bay Hall. <b>(Commenced)</b>	1.3
Construct a new Gatehouse with toilets at Triabunna <b>(Completed)</b>	1.3
Renovate the Orford Community Hall. <b>(Commenced)</b>	1.3
Construct a new Loo with a View toilet block at Swansea Jubilee Park <b>(Commenced)</b>	1.3
Renovate Noyes Street house Swansea <b>(in Progress)</b>	1.3
Build a sailing boat storage facility at Raspins Beach Orford. <b>(Completed)</b>	1.3

### Performance Measures

- Community feedback is satisfactory in relation to Council buildings.
- Maintenance objectives undertaken in line with asset management principles.
- Condition assessments updated.

### Coles Bay Hall

Design work has commenced on the plans to replace the kitchen and doctors' room at the Coles Bay Hall. This extension will include a new entrance lobby.



### Orford Community Hall

Construction work to upgrade the Orford Community Hall has commenced. These renovations and additions include the following:

- New toilet facilities
- Disabled accessible toilet facilities
- New store room
- Roof & gutter replacement with insulation added to the new extension and the existing hall
- New entrance.

### Triabunna Gatehouse

Construction to build the Triabunna Gatehouse at the Tasman Highway entrance to Triabunna is complete.

Council's Natural Resource Management team completed the landscaping for the site. Various local products were used including old convict sandstone blocks. These were salvaged when the Triabunna Wharf was replaced.

This new building has a large glass front display area, toilet facilities including disabled accessible facilities, a satellite visitor information hub and an undercover sitting area. The stylish design of the building should encourage visitors to turn off the highway into Triabunna. The displays at the Gatehouse will encourage visitors to explore further into the township and marina area.



*Triabunna Gatehouse*

## Raspins Beach

Construction of a new sailing boat storage facility with amenities at Raspins Beach Orford is complete. The building has 3 roller doors with concrete apron facing the beach for ease of access to the beach. This facility will house the Triabunna District High School's training sailboats. Toilets and change rooms are included in the design.



*Swansea Loo with a View Concept*

## Swansea Loo with a View

Preliminary plans for the Swansea 'Loo with a View' toilet facility at Jubilee beach have been finalised. A Planning Development Application has been lodged. Crown Land Services has given permission to lodge the Development Application. Engineering specifications are being designed for the construction phase.

## Swansea Noyes Street House

Renovations are continuing on the old Historical Society house at 8 Noyes Street, Swansea.

The building has been fenced off from the community garden.

The interior is being repainted and the kitchen and bathroom will be renovated. The timber floors will be sanded and polished with vinyl being laid in the bathroom, kitchen and laundry.

## BOAT RAMPS AND JETTIES

Glamorgan Spring Bay Council strives to deliver to its residents and visitors access to and use of quality infrastructure services which includes boat ramps and jetties for recreational use.

This unit is fundamentally associated with the delivery of maintenance services in order to preserve the life of council's existing assets.

There are twelve (12) boat ramps across our municipal area and the majority of these have jetties. Council has the responsibility of maintaining these boat ramps, launching ramps and jetties that, although owned by the Crown, they are required to be maintained under Council's lease arrangements.

The Marine Infrastructure Committee makes recommendations to Council on behalf of the community with regards to new or existing infrastructure relating to boat ramps and jetties.

The unit comprises the following areas:

- Maintenance of boat ramps, launching ramps and jetties under Council control.
- In conjunction with Marine and Safety Tasmania, develop new boat ramps where required.
- Upgrade existing boat ramps and jetties when required.

## Objectives:

- To ensure that existing infrastructure is maintained to a satisfactory level.
- That these facilities continue to be available to the general public.
- Facilitation of the use of these assets to our community and customers.

Programs and projects 2016-2017	Community Strategic Plan Linkage
Maintain Council owned boat ramps & infrastructure to a satisfactory level. <b>(Ongoing)</b>	1.4
Continue to facilitate this type of infrastructure across the municipal area and make available to the general public. <b>(Ongoing)</b>	1.4
Undertake regular inspections by qualified people to ensure optimum safety standards <b>(Ongoing)</b>	1.3
Work in partnership with Marine and Safety Tasmania to collectively tackle maintenance and upgrade issues. <b>(Ongoing)</b>	1.3
In conjunction with MAST dredge and straighten the Triabunna port entrance channel. <b>(In progress)</b>	1.4
In conjunction with MAST install a new buffer piles at the Swanwick boat ramp. <b>(In progress)</b>	1.4
Work with MAST on the construction for a new extended boat ramp at Swansea. <b>(Commenced)</b>	1.4

## BUILDINGS AND MARINE INFRASTRUCTURE

### Performance Measures

- Grant funding secured relating to major projects.
- Asset maintenance undertaken in line with asset management principals.

Glamorgan Spring Bay Council has a good working partnership with MAST to ensure appropriate maintenance levels are achieved in providing an acceptable and safe standard for recreational use. Marine engineers inspect these facilities as required.

### Swansea Elevated Boat Ramp

Work has commenced on the new elevated access recreational boat ramp at Swansea. Tas Marine Construction won the tender for this project and commenced work. This new boat ramp will provide recreational boaters with an all tide launching and retrieval facility. The elevated two-lane road access to the launching facility will run alongside the existing pier to deeper water. MAST is also intending to install a wave screen extension to the existing Swansea pier. This will give better protection to recreational boats at both the pier and the new boat ramp.



*Swansea boat ramp under construction*

Council applied for Recreational Boat Funding to install buffer piles at the Swanwick boat ramp floating pontoon and were successful. A successful contractor will carry out the installation.

### All Boat Ramps

Glamorgan Spring Bay Council's Natural Resource Management Team are cleaning the recreational boat ramps in our municipality with a high pressure steam cleaner every six months now to improve the safety on the ramps. The build-up of algae was creating a dangerous slip hazard to recreational boat users while launching and retrieving their vessels.

### TRIABUNNA WHARF & MARINA

Glamorgan Spring Bay Council strives to deliver to its residents and visitors access to and use of quality marine infrastructure services.

The Marine Infrastructure Committee makes recommendations to Council on behalf of the community with regards to new or existing infrastructure relating to the Triabunna Marina.

The unit comprises the following areas:

- Operations and maintenance of the Marina precinct at Triabunna.
- Operations and maintenance of the Triabunna wharf.

### Objectives

- To ensure that the management and operation of the Triabunna marina is sufficient to enable a proper operating port to be available for the commercial and recreational boating public.

Programs and projects 2016-2017	Community Strategic Plan Linkage
Ensure the marina and wharf is inspected by qualified professionals as to its suitability and purpose. <b>(Achieved)</b>	1.3
Ensure that annual maintenance to the marina and wharf is carried out by suitably qualified contractors. <b>(Ongoing)</b>	1.3
Seek to obtain grant funding to assist in the redevelopment of the Triabunna wharf and marina. <b>(Ongoing)</b>	1.4
Continue to provide further berthing facilities for commercial and recreational users as required. <b>(Ongoing)</b>	5.3
Provide berthing facilities in Triabunna for the Maria Island ferry service. <b>(Achieved)</b>	5.4
Ensure the management and operation of the Triabunna Marina and wharf is sufficient to enable a proper operating port to be available for the commercial and recreational boating public. <b>(Ongoing)</b>	3.1
Provide efficient wharf facilities for local and external commercial fishing boats and visiting tourist yachts. <b>(Ongoing)</b>	3.1
Continue construction of stages 1-4 of the Triabunna marina upgrade. <b>(Stages 1 &amp; 2 Completed)</b>	1.4
Extend the main wharf and install diesel fueling facilities. <b>(Achieved)</b>	1.4



Stages 3 & 4 complete

Work on the Triabunna main wharf extension is complete. The timber fenders have been installed along with the main bollards. Tas Marine Construction has completed the concreting for the diesel tank which has also been installed. The skip bins will be positioned alongside the fuel tank. Bennett's Petroleum has installed the bowser and credit card payment system. The diesel tank has a storage capacity of 30,000 litres. Payment will be by credit card or Bennett's petroleum fuel card.



Fuel wharf

Navigators new ferry service to Maria Island from the Triabunna Marina is working well. Known as "Encounter Maria Island", all information on pricing and sailing times can be found on line at their website or through the Visitor Information Centres.



Navigators Ferry service to Maria Island

## Performance Measures

- Measure of satisfaction from commercial, tourism and recreational boat owners and operators.
- The expansion of the facilities.
- Efficient financial reporting and backup.

Glamorgan Spring Bay Council currently has 108 marina berths catering for a mixture of commercial fishing, tour operating and pleasure boats.

Stages 3 & 4 of the Triabunna Marina expansion are complete. The dredging and sandstone removal to get the required depth for the marina berths is complete. Engineered Water Systems delivered the floating pontoons to Triabunna and had them assembled. These have now been installed. The rock abutment wall is currently being stabilised as well as ground works to level the area. Power cabling and water piping are currently being trenched into the ground and connected to the mains respectively.

## WORKS



*Tony Pollard, Manager Works*

In accordance with Council's Strategic Plan, the Works Department remains committed to developing and maintaining appropriate and sustainable community infrastructure ensuring the provision of a range of quality services.

Council's 22 outside Works staff operate out of four depots located at Bicheno, Coles Bay, Swansea and Triabunna and are managed by our Works Supervisor, Andrew Hill with the assistance from two Team Leaders, Ricky Wright (northern area) and Rodney Read (southern area).

Regulatory Services Officer, Jill Dabrowski assists within the Works Department in relation to customer requests, waste management and general departmental activities.

Key Departmental responsibilities include:

- Roads, Footpaths, Kerbs
- Stormwater, Drainage
- Bridges, Culverts
- Town Maintenance
- Parks, Reserves, Walking Tracks, Cemeteries
- Waste Management Transfer Stations
- Garbage and Recycling

### ROADS, FOOTPATHS, KERBS

#### Objective

- To provide an appropriate and well maintained road, footpath and kerb network throughout the municipal area to a safe and acceptable standard which meets the guidelines of Council's Road Asset Management Plan.

Council is responsible for managing a total of 170km of bitumen sealed roads, 208km of gravel unsealed roads, 24km of footpaths and 74km of concrete kerb and gutter within our Council area.

Continuation of the annual bitumen resealing program for urban and rural sealed roads throughout the Council area is based on Council's Transport Infrastructure Asset Management Plan and determined pavement deterioration condition ratings.

Also incorporated within this Plan are footpaths and kerbs.

Roads sealed/resealed in 2016-17 include:

- Walters Drive – Orford
- Rudd Avenue – Orford
- Lord Street – Triabunna
- Rheban Road- Spring Beach

Concrete kerb / footpath has been constructed along:

- Garnet Avenue – Coles Bay (kerb & concrete footpath)
- This work also included some minor stormwater improvements to cater for larger flows and the intersection of the Esplanade slightly realigned to accommodate the new footpath.
- Charles Street – Triabunna (kerb replacement - section) due to deterioration.
- Gordon St & Old Spring Bay Road – Swansea (new kerb)



*Gordon St / Old Spring Bay Road, Swansea new concrete kerb*

'Roads to Recovery' funds were utilised this financial year for the following projects:

- Reconstruction of a 1.5 km section of failed road pavement along Dolphin Sands Road (Bagot Point end)
- Reconstruction of a section of Rheban Road, Spring Beach The realignment of the road allowed for a safer parking environment for beach access and complimented the adjacent bridge replacement.



*Reconstruction Works – Rheban Road, Spring Beach*

Council's current contract with Stornoway for the maintenance of the state road network's verges, signs and sighter posts within our municipal area is progressing well. Council staff keep the roadsides in good condition and free from roadkill. Excellent feedback from Stornoway about the quality of presentation is also very pleasing.

## Annual Aims for 2016-2017

- To maintain Council's Asset Management System for roads, kerbs and footpaths. **(Ongoing)**
- To ensure that current assets are maintained in a usable and safe condition. **(Ongoing)**
- To address and repair isolated failures in accordance with defined intervention levels. **(Ongoing)**
- Carryout regular inspections for defects. **(Ongoing)**

Programs and projects 2016-2017	Community Strategic Plan Linkage
Implement and maintain the transport asset management plan. <b>(Ongoing)</b>	1.1
Undertake the capital works program for roads, footpaths and kerbs. <b>(Achieved)</b>	1.1
Ensure that current assets are maintained in a useable and safe condition. <b>(Ongoing)</b>	1.1
To address and repair isolated failures in accordance with defined intervention levels. <b>(Ongoing)</b>	1.1
Carry out regular inspections for defects. <b>(Ongoing)</b>	1.1
Completion of adopted Capital Works Programme in relation to construction, maintenance works and reseal activities. <b>(Achieved but with some deferred works)</b>	1.1
Road detail inputs for the GIS. <b>(Ongoing)</b>	1.1

## WORKS

### STORMWATER DRAINAGE

#### Objectives

- To provide residents with an appropriate level of infrastructure that minimises the risk of flooding.
- To ensure assets are in a good working condition in line with Council's asset management plans.

#### Stormwater Infrastructure:

- New stormwater pipes, pits and manholes were installed along Old Spring Bay Road and Gordon Street, Swansea to better manage water flows. The culvert crossing and outlet in Old Spring Bay Road was also upgraded due to its inadequate size to cope with the additional flows.

Programs and projects 2016-2017	Community Strategic Plan Linkage
Manage storm water flows and drainage systems. <b>(Ongoing)</b>	4.1
Ensure that stormwater assets are maintained in a useable and safe condition. <b>(Ongoing)</b>	4.1
Manage the stormwater and drainage Asset Management Plan and Register ensuring the capture of data related to condition assessments is accurate and populated into the asset management plan. <b>(Ongoing)</b>	4.1
To address and repair isolated failures in accordance with defined intervention levels. <b>(Ongoing)</b>	4.1

### BRIDGES, CULVERTS

#### Objectives

- To ensure that all structures are maintained to a safe standard.
- To ensure all bridges and culverts are in a good working condition in line with Council's asset management plans.
- To ensure all bridges are condition assessed at regular intervals.

Council maintains 56 bridges across our municipal road network that are either timber or concrete structures. They are all condition assessed twice per year for compliance.

General maintenance works were carried out this financial year on a number of bridges and large culvert structures to ensure structural integrity and the appropriate approach standards were achieved and maintained.

The sub-standard timber bridge structures on Earlham Road, Rheban and Old Coach Road, Swansea were replaced with new concrete structures.

A pedestrian footbridge was placed over a creek along East Shelly, Orford to provide a connection of the foreshore walking track on either side.

The sub-standard timber bridge on Rheban Road, Spring Beach which had a 16T load limit, was replaced with a new two-way concrete structure. The deck was raised by 100mm and the horizontal alignment was skewed to accommodate the new road alignment. The new structure is named 'Bennett Bridge'.



Bennett Bridge - Spring Beach

#### Annual Aims for 2016-2017

- To maintain an annual maintenance and replacement programme in conjunction with the consultant's engineering recommendations. **(Achieved)**
- Manage the Bridges Asset Management Register and ensure the capture of data related to condition assessments is accurate and populated into the asset management plan. **(Ongoing)**

Programs and projects 2016-2017	Community Strategic Plan Linkage
Implement and maintain the bridges and culverts asset management plan. <b>(Ongoing)</b>	1.1
Maintain an annual maintenance and replacement programme in conjunction with the consultant's engineering recommendations. <b>(Achieved)</b>	1.1
Replace sub-standard bridge structures as per works schedule and capital budget. <b>(Not completed – one deferred)</b>	1.1
Continue general maintenance programme for all other structures. <b>(Ongoing)</b>	1.1

## PARKS, RESERVES, WALKING TRACKS, CEMETERIES

### Objectives

- Maintain and upgrade Council's passive and active recreational areas to a standard that is acceptable, safe and encourages community and visitor use.
- In consultation with relevant Community groups, plan future improvements to parks and reserves areas that will meet the needs of the general community.
- Continuation of a proactive maintenance programme for all recreational areas, playgrounds, park furniture and walking tracks to ensure appropriate standards are maintained.

Redevelopment of the Bicheno Triangle (design phase) progressed this financial year with part funding of \$206,373 secured for Stage 1 of the project from the Community Infrastructure Fund.

The Bicheno Triangle Project is a two-stage redevelopment, including landscaping, gardens, construction of a visually unique lookout and playground, shelters and BBQ facilities, parking and traffic management features. Estimated total project cost \$1.1 million.

Initiated by local residents, the project is the result of extensive community consultation, and will improve

community cohesion, safety and access and create economic benefits by encouraging visitors to stop, stay longer, and explore Bicheno.

### Annual Aims for 2016-2017

- To provide and maintain all areas to an acceptable standard to ensure risk safety compliance. **(Ongoing)**
- Maintain related infrastructure assets i.e. playgrounds, BBQ areas etc to appropriate levels. **(Ongoing)**
- Manage the Bicheno and Triabunna Cemetery Registers. **(Ongoing)**

Programs and projects 2016-2017	Community Strategic Plan Linkage
Manage and maintain the Bicheno and Triabunna cemeteries and registers. <b>(Ongoing)</b>	1.3
Maintain parklands, sports fields and associated structures. <b>(Ongoing)</b>	1.3 6.3
Maintain all areas to an acceptable standard to ensure risk safety compliance. <b>(Ongoing)</b>	1.3
Maintain related infrastructure assets i.e. playgrounds, BBQ areas etc to appropriate levels. <b>(Ongoing)</b>	1.3 6.3
Management of foreshore reserves and walking tracks. <b>(Ongoing)</b>	1.3 6.3
Develop and maintain a GIS layer for all parks, reserves and walking tracks. <b>(Ongoing)</b>	1.3

### Performance Measures

- Number of complaints in relation to Parks and Reserves.
- Condition of relevant infrastructure.

## WORKS

### WASTE MANAGEMENT TRANSFER STATIONS

Council has four Waste Transfer Stations (WTS) in operation within the municipal area: Orford, Swansea, Bicheno and Coles Bay with a smaller collection point at Buckland.

All waste disposed of at the WTS is transported to Copping Landfill site by Council's new contractor, JJ Richards.

JJ Richards & Sons Pty Ltd purchased Tox Free Australia Pty Ltd in June 2016.

Council's current kerbside collection and transport contract expires in September 2022.

#### Objectives

- To maintain and promote Waste Transfer Stations that provide residents and commercial operators with a high level of service that is equivalent to community expectations.
- Manage relevant leases and contracts.

### GREENWASTE

Council's free greenwaste disposal programme allows residents the opportunity to clean up their properties in preparation for the bushfire season each year. This programme is ongoing and is usually offered during the months of October and January each year. It should be noted that Council also encourages residents to cleanup all types of vegetation from around their properties especially declared weeds such as Gorse and Spanish Heath.

Burning of accumulated greenwaste is being carried out at Orford, Swansea and Bicheno WTS's under strict conditions from the Department of Tourism, Arts and the Environment Division with approximately three burns per year per site currently being carried out.

Greenwaste from Coles Bay WTS is transported to and dealt with at the Bicheno WTS because of restrictions in place prohibiting the burning of greenwaste over old landfill sites.

Due to the total annual volume of greenwaste received at our four WTS's, burning is carried out in preference to mulching, because of overall cost savings to the ratepayer.



*Coswell Beach Swansea  
by M. Banks*



Darlington Settlement Maria Island by I Bresneshan

## WINTER OPENING HOURS

Reduced opening hours during the winter period for all our 'Waste Transfer Stations' from Monday 1st May through to Friday 29th September 2017 again proved successful with minimal issues reported.

Visitation numbers are very low on weekdays during winter so the opportunity to streamline our operations by introducing reduced opening hours has proved beneficial.

Waste Transfer Station entrance fees for the 2016-17 financial year where raised minimally to reflect CPI.

In 2016-17, 2788 tonnes of waste was transported from Council's WTS's to the Copping Landfill site.

## Annual Aims for 2016-2017

- Maintenance of WTS's to ensure operations are maintained at an acceptable standard. **(Ongoing)**
- Encourage recycling through education and participation. **(Ongoing)**
- To provide an efficient and cost effective service in an environmentally friendly manner. **(Ongoing)**
- Review of fee structure and opening hours. **(Ongoing)**

Programs and projects 2016-2017	Community Strategic Plan Linkage
Provide waste management and recycling services. <b>(Ongoing)</b>	4.1
Maintenance of WTS's to ensure operations are maintained at an acceptable standard. <b>(Ongoing)</b>	4.1
Review of fee structure and opening hours. <b>(Achieved)</b>	4.1
To provide an efficient and cost effective service in an environmentally friendly manner. <b>(Ongoing)</b>	4.1
Investigate cost saving options via the regional waste strategy for the overall municipality including transport, recycling, and compaction. <b>(Achieved)</b>	4.1
Continue the e-waste and general recycling programme at all WTS's to provide residents / commercial operators with an environmentally friendly alternative to landfill. <b>(Ongoing)</b>	4.1
Undertake feasibility study for the introduction of a 'tip shop' in the municipal area. <b>(In progress)</b>	4.1

## GARBAGE, RECYCLING

*Develop, implement and monitor an affordable, efficient and environmentally responsible Waste Management Strategy that encourages the participation of local enterprises and interest groups.*

The majority of residential and commercial properties receive a weekly kerbside garbage collection with the recycling collection carried out on a fortnightly basis.

All waste generated from residential/commercial weekly kerbside garbage collection is disposed of at the Waste Transfer Stations and transported to Copping Landfill site by JJ Richards.

Kerbside collected recycling material is transported directly to a Recycling Facility for processing in Launceston.

Council's new contractor JJ Richards, provides our municipal area's kerbside waste/recycle collection and continues to services our community well with all kerbside collections managed effectively and efficiently.

In 2016/17 the total kerbside waste collected was approximately **1604 tonnes** and kerbside recycle collected totalled approximately **593 tonnes**.

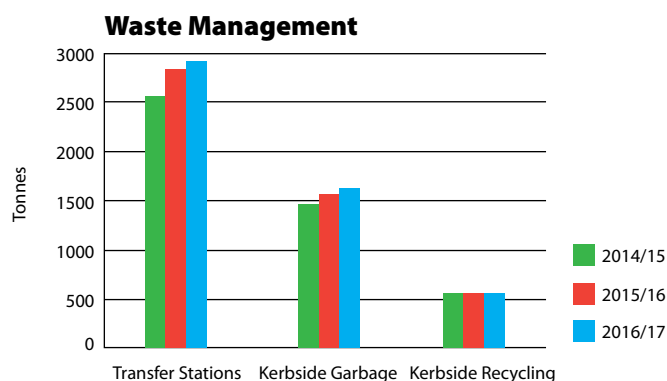
### Objectives

- Maintain and promote a waste management collection programme, which provides residents and commercial operators, with a high level of service.
- Manage relevant contracts.

### Annual Aims for 2016-2017

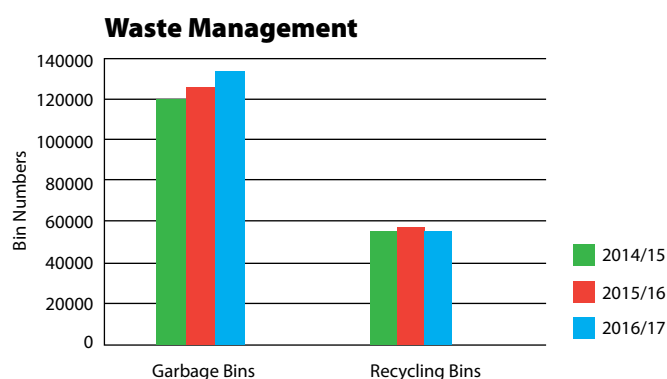
- Community education and encouragement of recycling within the Municipality to reduce landfill waste stream. **(Ongoing)**

Programs and projects 2016-2017	Community Strategic Plan Linkage
Provide waste management and recycling services. <b>(Ongoing)</b>	4.1
Community education and encouragement of recycling within the Municipality to reduce landfill waste stream. <b>(Ongoing)</b>	4.1
Investigate any cost saving options for kerbside collection that may be available. <b>(Ongoing)</b>	4.1



All kerbside garbage is transported to Copping Landfill via WTS's and all recyclables are taken directly to a Recycling Facility for processing.

**Note: Kerbside Garbage tonnage included in Transfer Station totals**



Total number of residential and commercial mobile bins collected from the kerbside. **Note: Garbage service weekly, Recycling service fortnightly**

# FINANCIAL STATEMENTS

For the year ended 30 June 2017

Part B to this Annual Report contains the complete Financial Report of Council for the year ended 30 June 2017. A full copy of the financial report is available for inspection at the Council Chambers, or can be downloaded from Council's website at [www.gsbc.tas.gov.au](http://www.gsbc.tas.gov.au)



## Independent Auditor's Report

To the Councillors of Glamorgan Spring Bay Council

### Report on the Audit of the Financial Report

#### Opinion

I have audited the financial report of Glamorgan Spring Bay Council (Council), which comprises the statement of financial position as at 30 June 2017 and statements of comprehensive income, changes in equity and cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, other explanatory notes and the General Manager's statement.

In my opinion the accompanying financial report:

- (a) presents fairly, in all material respects, Council's financial position as at 30 June 2017 and of its financial performance and its cash flows for the year then ended
- (b) is in accordance with the *Local Government Act 1993* and Australian Accounting Standards.

#### Basis for Opinion

I conducted the audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report. I am independent of Council in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

The *Audit Act 2008* further promotes the independence of the Auditor-General. The Auditor-General is the auditor of all Tasmanian public sector entities and can only be removed by Parliament. The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which audit powers are to be exercised. The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General's opinion are significant.

My audit responsibility does not extend to the budget figures included in the statement of comprehensive income, the Significant Business Activities disclosed in note 44 nor the asset renewal funding ratio disclosed in note 45 to the financial report and accordingly, I express no opinion on them.

...1 of 3

To provide independent assurance to the Parliament and Community on the performance and accountability of the Tasmanian Public sector.  
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## FINANCIAL STATEMENTS *continued*

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

### **Responsibilities of the General Manager for the Financial Report**

The General Manager is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the *Local Government Act 1993* and for such internal control as determined necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the General Manager is responsible for assessing Council's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless Council is to be dissolved by an Act of Parliament or the Councillors intend to cease operations, or have no realistic alternative but to do so.

### **Auditor's Responsibilities for the Audit of the Financial Report**

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Council's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the General Manager.
- Conclude on the appropriateness of the General Manager's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Council's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusion is based

...2 of 3

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on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause Council to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the General Manager regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



Jara K Dean  
**Assistant Auditor-General Financial Audit**  
**Delegate of the Auditor-General**

**Tasmanian Audit Office**

Hobart  
28 September 2017

...3 of 3

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## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



## Glamorgan Spring Bay Council

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Cashier Hours: 9:00am - 4:30pm

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**GLAMORGAN  
SPRING BAY**  
COUNCIL