



# **2019-2020 Annual Plan Quarterly Report**

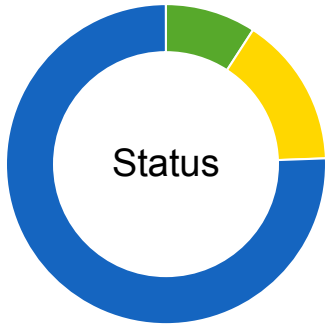
Mar 31, 2020 - Jun 30, 2020

Report Created On: Jul 27, 2020

49

Key Focus Area


## Overall Summary



	%
● On Track	9.16
● Some Disruption	15.27
● Completed	75.57

**90%**  
Progress

Report Legend

 No Update

 Overdue

 Priority

## Key Focus Area 1.1.1

Progress 100%

Communication:

Improve and develop communication processes that lead to the community feeling more informed and involved.

Owner: Jayne Richardson

Actions: 4

	%	#
Completed	100.0	4

Update provided by John Brown on Jul 27, 2020 00:26:48

Communication activities have progressed well during the year with a number of new activities initiated partially due to the impact of Covid-19. The focus on 'plain english' communication is an ongoing activity as we improve the way that Council communicates.

### **Actions 1.1.1.1: Online Surveys - Use surveys in community consultation regarding Council activities and show transparency and accountability of Council (100% completed)**

The Business survey has now closed with a total of 48 businesses participating in the survey. The data now needs to be collated and presented back to businesses. Due to increased workload from COVID-19 the Communications Coordinator has not completed this yet.

The staff survey has been running for 20 weeks with on average 15 participants. The MH&WB Coordinator has been reviewing these results and reporting back to staff via a Mental Health WIP which is sent out monthly.

The Trailhead survey is still on hold with the intention of developing this into an online survey in the 20-21 Financial Year. The survey will be pushed out through social media channels with the possibility of including geo-tagging as well as being sent to our 500 plus newsletter audience.

New activity in this space includes the development of a Community survey focusing on social recovery and mental health and wellbeing outcomes. This survey will be delivered face to face by Council staff at a Community Care Call event called Park, Snack and Chat over two weeks in July 2020 at 11 locations across the municipality.

### **Actions 1.1.1.2: Council Services Survey - Publish online survey regarding Council services and perception in the community in order to establish a benchmark to gauge brand development. (100% completed)**

After discussion with other Councils and who they used to help develop, deliver and collate their surveys, Metropolis Research was contacted for a quote. This came back far more than we had anticipated. Shortly after this the COVID\_19 Pandemic was announced and all thoughts of a benchmarking survey will now be held until the next financial year. This is so that the data from the survey is not influenced by the current situation as well as the fact that this is no longer a major priority for Council.

### **Actions 1.1.1.3: Plain English Communication - Develop a 'Plain English' approach to Council communications in line with the new Communications Guide. (100% completed)**

Since COVID-19 the CC has used this as a timely reminder for staff to re-visit the Communication Guide, particularly the tips around tone. An additional document was also developed that reinforces the tone for Council correspondence during this crisis situation. The emphasis of this document was to portray Empathy and Reassurance to our community.

As the benchmarking survey was going to be used to guide what information and how people would like to be engaged with, we will proceed as best as possible and move to testing our thinking based on the results of a survey rather than develop based on the results of the survey.

The DS team is still developing their messaging and there has been some discussions with the CC on how we can improve the Planning and Building sections on BODC website so people have a better understanding on what is required and the expectations of Council land the Tasmanian Planning Scheme.

Plain English material for the LPS sessions was well received and the public generally found it useful, particularly the comparison tables.

After a Waste Audit which revealed some mis-understanding we have been running plain english posts regarding what can and can't be recycled. We also developed a flyer to be displayed in local businesses who use bio-pak containers to display which bin these go in. This was received well by the community as well as the business community.

As the Bushfire season approached, the Communications coordinator worked with Tas Fire to develop a campaign of plain english posts which aimed to inform the community about how to prepare for a bushfire and what to do in the event of a fire.

**Actions 1.1.1.4: Communication Activities - Examine opportunities to implement new communication activities or develop existing activities to increase engagement with the community and knowledge of Council activities. (100% completed)**

Council Officers will be undertaking a Community Engagement event early in July 2020 which includes survey questions. One of these questions is around the best methods of communication to reach the community. This information will be useful in considering communication activity in the future.

During COVID-19 the communications coordinator began sharing regular email updates with the Break O'Day business community. This was greatly appreciated by businesses and has resulted in an increase of contacts to the business database as well as in sentiment towards Council and Council Officers in general.

The Community Notice board is getting regular use by local businesses and service providers with a range of material being shared. It has also become a staple of Council's communication plans and is updated weekly by Council staff with both positive psychology messaging as well as Council activity.

**Key Focus Area 1.2.1**

Progress 100%



Events and Activities:

Creates a culture of volunteering and support to enable vibrant and sustainable events, activities and community groups

Owner: Chris Hughes

	%	#
Completed	100.0	4

Actions: 4

Update provided by John Brown on Jul 27, 2020 00:37:43

A lot has been achieved in this area of focus even though it has been significantly affected by Covid-19 with a number of Events scheduled for the last part of the 2019-20 year being cancelled and a similar situation potentially happening for our forthcoming summer season. Addressing the impact on our volunteers has been an important part of our work in recent months.

**Actions 1.2.1.1: Increasing Volunteers - Work with Volunteering Tasmania to engage with our community to increase our volunteer pool. (100% completed)**

The impact of Covid-19 has significantly affected our Volunteers and the activities of a number of local community organisations. Recognition of our volunteers during this time has been very important and a recognition program was initiated in the form of Thankyou and Kindness Cards. This has been very well received within the community and by local groups. Volunteering Tasmania are supporting volunteers through the Covid 19 by developing resources to ensure that they are kept engaged - this information has been shared when working with volunteer groups to develop their Covid 19 Safety Plans to provide some guidance to them as they begin to deal with the impacts of Covid 19.

Volunteer pool has increased by 12 to work with Council staff in relation to emergency preparedness. Volunteering Tasmania have advised that they have a pool of volunteers that can be called on to work in Evacuation Centres if required

Training to be organised for those people who have volunteered to assist in emergency preparedness in consultation with Volunteering Tasmania

A number of volunteers were utilised during the Fingal/Mangana fires - training was provided on site as required. An outcome from this event is that we now have approximately 10 additional volunteers who can be called upon if another incident occurs throughout our municipality if volunteers are required.

Volunteering Tasmania are supporting volunteers through the Covid 19 by developing resources to ensure that they are kept engaged - this information has been shared when working with volunteer groups to develop their Covid 19 Safety Plans to provide some guidance to them as they begin to deal with the impacts of Covid 19.

**Actions 1.2.1.2: Event Capacity Building - Build the capacity of the community to conduct events. (100% completed)**

Two new events on our calendar organised by outside groups - as part of the event organisation they are utilising community members to assist as well as give experience in relation to the running of events.

With the opening of the new mountain bike trails Council staff worked with two volunteer organisations to assist them with planning and running their events over the opening weekend. One group will continue to work with their members who are all volunteers and Council to run events around the mountain bike trails.

We had a successful event period for the month of January and February with a number of annual events being held including a new event for March, 2020. Unfortunately with the onset of Covid 19 all events were cancelled. The Dragon Trail event scheduled for March, 2020 has been rescheduled for 2021.

We are continuing to work with external event organisers in their planning for upcoming events. We have also started to work with a local community group in assisting them in the development of Covid 19 safety plans which is a requirement at this stage to ensure they fall in line with Orders currently in place by the Health Department.

**Actions 1.2.1.3: Community Event Support - Liaise with local organisations to facilitate community events which are held throughout the year with a focus on encouraging sustainability of these events. (100% completed)**

Council continues to support and work with community event organisers by stepping them through the appropriate permit process and ensuring that they are aware of the risks and they mitigate against them in their planning.

Planning has continued with local community groups for the upcoming event season - processes (developing a spreadsheet of responsibilities) is being developed and shared with organising committees around traffic management and the requirements to obtain the permitted approvals.

All planning had been undertaken and completed for events scheduled through to June, 2020 but unfortunately with the onset of Covid 19, these events have either been scheduled for cancelled. Council staff will continue to work with community groups to ensure that there events still continue once we work through this period of social distancing and see whether any can be run towards the end of 2020.

Council has re-engaged with community groups who run annual events within our municipality. Currently due to Covid 19 there is still some uncertainty around whether the volunteer groups will continue with the same format as previous events have been run. We are currently working with these organisations to look at how we can support them in their planning of the event.

**Actions 1.2.1.4: Event Attraction - Build connections with external event holders to encourage them to host events in our municipality resulting in one (1) new event. (100% completed)**

Worked with representatives of Black Dog for a new community event at Fingal - currently planning stages. Continue to work with Louise Foulkes re Dragon Trail MTB event to be held in early 2020 - the relationship built with Louise Foulkes with the past event XPD and this new event has cemented good relationship for future events for our municipality with her company. Other new events for this financial year are – Launceston Church Grammar School Rowing Camp - utilising the Stadium as well, The Australasian Rogaining Championships, Cicrum Tasmania Challenge (Aeroplanes) and AOC2020 - Australian Orienteering Championships. A few of the organisers of these events, Council staff have worked with previously, hence the return our municipality.

Continue to working with external and community organisers for events - this time last year we were assisting 7 organisations to run events, this year we have 34 in the planning stages

Unfortunately with the onset of Covid 19 and new social distancing rules, this will impact on future events for the 2020 season - Council staff are connecting with events organisers that cancelled events to support them in future planning.

Council has re-engaged with several external event organisers who are still progressing with their planning for events to be held in our municipality - 2021 - Dragon Trail MTB, Australian Orienteering Championships to name a few.

### Key Focus Area 1.3.1



Progress 89%



Community and Council Collaboration:

Work within a community engagement framework which defines the relationship between the community and Council in decision making and project delivery.

	%	#
● On Track	25.0	1
● Some Disruption	25.0	1
● Completed	50.0	2

Owner: Chris Hughes

Actions: 4

Update provided by John Brown on Jul 27, 2020 00:40:26

Activities in this area have been disrupted to an extent due to some unforeseen factors which have arisen since the Plan was adopted 12 months ago. The Community Engagement Framework is a key item requiring completion but has been affected by the current Local Government Act review.

**Actions 1.3.1.1: Community Engagement Framework - Complete the development of a Community Engagement Framework for consideration and adoption by Council. (80% completed)**

The document has been reviewed and will now go to Council for approval before being made available to the community in draft form so they can offer their feedback.

Receiving Community feedback on this document is instrumental to ensure that we have community buy-in, without this the document will not work.

The draft of this document has been completed. Before it goes to Council, the General Manager would like to test it within a Social Licence framework with a specialist in the field. The document is also being reviewed in the context of likely requirements under the new Local Government Act

**Actions 1.3.1.2: Framework Integration - Commence the implementation of the Community Engagement Framework in Council activities. (75% completed)**

Draft document developed, awaiting new Local Government Legislation as to whether any changes need to be made

Community Engagement Procedure and Community Engagement Framework has been completed in draft form for review by relevant officers and currently being reviewed

This is currently on hold whilst Local Government review is being undertaken

Currently still on hold due to the finalisation of the Local Government review which has a community engagement component - which we want to align with

**Actions 1.3.1.3: Local Township Plans - Work with the community to ensure the identified activities in the Township Plans are addressed. (100% completed)**

Scamander drop in session held to develop Scamander Township Plan.

St Helens Town Ship community consultation sessions has been broken into three reports - Marine Strategy, general township issues and parking and traffic - to be work shopped with Council in 2020

Scamander and St Helens Township Plans have been completed - Scamander Township Plan has been adopted by Council, St Helens Township Plan awaiting adoption by Council

All township plans have been completed, reporting against the actions in the plans has now commenced - a reporting template is being developed to ensure that the community are kept up to date with how these plans are being actioned.

**Actions 1.3.1.4: Arts & Cultural Strategy - Review the Strategy to reflect changes in community group activity levels. (100% completed)**

Continue to work with the new Bay of Fires Arts Committee to develop an event in line with the Art & Cultural Strategy and provide guidance in relation to future events - look at what worked and build on those experiences.

Due to Covid 19 the Bay of Fires Committee has made the decision to cancel this event for 2020. Council staff will continue to work with the committee to ensure that their event continues to be sustainable and in line with the Art & Cultural Strategy by working with the executive committee whilst they continue to rebuild their event

Council has provided seed funding for next year's event and staff will work closely with the committee to address any issues that may arise from Covid 19 restrictions.

**Key Focus Area 2.1.1**



Opportunities:

Prepare and maintain an economic prospectus which details opportunities; infrastructure and land availability; and local resources.

	%	#
● On Track	11.11	1
● Some Disruption	44.44	4
● Completed	44.44	4

Owner: John Brown

Actions: 9

Update provided by John Brown on Jul 27, 2020 00:46:10

Progress in this Key Focus Area has been somewhat variable with an ongoing effort in relation to affordable and aged care housing being required. The need to properly understand our population challenges and strategies we need to implement is an item which council needs to focus on to establish clear directions for the future. A refocus on opportunities is also necessary.

**Actions 2.1.1.1: Economic Prospectus - Promote availability of economic prospectus and update to maintain relevance. (75% completed)**

A major review of the Prospectus was undertaken towards the end of the year to maximise relevance and it is now progressing through design stages and will be available in the next month or so. A mini prospectus around the MTB was proposed so it was decided probably best to wait till after the MTB opening to complete the Economic Prospectus so as to include the MTB trails etc.

**Actions 2.1.1.2: Irrigation Projects - Support the investigations by Tas Irrigation of infrastructure servicing the eastern end of the Fingal Valley. (100% completed)**

Tas Irrigation continues to work with land owners in the Eastern end of the Fingal and Mathinna valleys in relation to the project, Council has made tas irrigation aware of its interest in the project and desire to be involved and a watching brief is being maintained.

**Actions 2.1.1.3: Agriculture Opportunities - Research and examine potential opportunities to develop agriculture and horticulture within the Break O'Day Council area with particular focus on the Fingal Valley. (75% completed)**

Investigating the opportunity for a Biochar facility in the Fingal valley. Currently working with a proponent who is canvassing the farming community to determine if there is sufficient market to make a facility viable.

Have met with some local growers and farmers in an attempt to flush out any opportunities. Little gained other than water is the main concern/impediment to expansion or new agricultural developments. Worked with a farmer in the Fingal Valley to explore expansion/diversification into free range chickens, eggs, pork and future visitor accommodation. Horticulture opportunities are continuing to be explored on the Coast including a focus on commercial avocado growing

**Actions 2.1.1.4: MTB Business Tool Kit - Develop a 'Mini Prospectus' or Business Tool Kit to address business interest arising from the MTB Project. (100% completed)**

As part of the MTB project, we designed an Industry Tool Kit in conjunction with Kingthing Marketing which was presented to businesses at a Business Information Session. The tool kit outlined in simple terms how businesses could align with the MTB brand.

We plan to develop a mini prospectus in the coming months once the trails open.

**Actions 2.1.1.5: Population Strategy - Participate in regional approach to addressing the population decline of the Break O'Day area. (100% completed)**

The NTDC Population Attraction Program commenced and Council officers have been providing the required information on the BODC area to the NTDC Project Officer. The developed information forms part of an overall State Government website and provide the regional and Local Government area (LGA) focus. The initial meeting of the NTDC Population Group took place on 27/11/19 with the discussion focussing on potential projects which could be undertaken. Presentation from NTDC to Council on 24/2/2020 provided an update on the program progress which Council continues to participate in. The General Manager saw a presentation in September from Dr Lisa Denny, Institute for the Study of Social Change at UTas, which focussed on Tasmanian population trends from a LGA perspective which showed that Break O'Day was classified as being in a population decline. Further work and understanding in this area is of interest and will be pursued with Dr Denny but was unfortunately put on hold in the later part of the year due to Covid-19 restrictions. This program will continue in the 2020-21 year.

**Actions 2.1.1.6: Growing the Population - Review the Break O'Day Economic Development Strategy and develop an approach for consideration by Council and subsequent implementation. (75% completed)**

BODC is participating in the Population Attraction project being delivered by Northern Tasmania Development Corporation. Broader investigations on actions need to be undertaken and working with the Institute for the Study of Social Change is worthwhile pursuing.

Initial discussions undertaken with UTas in this space but were interrupted due to the Pandemic. It will be progressed in 2020-21

**Actions 2.1.1.7: Aged Housing - Investigate the demand for Independent Living Units and explore the possibility of attracting a development(s) to the area. (50% completed)**

Some initial discussions through Department of Communities Tasmania on local opportunities as part of the balance of the Annie Street site. Progress in this area may be assisted by outcomes of Action 2.1.1.9.

**Actions 2.1.1.8: Public Housing - Lobby the State Government and housing providers to build new public housing to replace the houses which have been sold to private buyers. (90% completed)**

Council partnered with CatholicCare in the submission of an Expression of Interest to the State Government's Regional Affordable Housing Supply program which has been successful in securing funding to build units on a block of land owned by Council at Scamander. Due to significant opposition from local residents, the project will not be proceeding in Oberon Place through joint agreement between Council and Centacare. Centacare have examined other sites in the Break O'Day area and it is likely that this will proceed in St Helens. Council will need to continue to lobby in this area in future years.

**Actions 2.1.1.9: Housing - Review and report to Council on how Council might encourage new housing to be made available for the private rental market. (100% completed)**

Following an assessment of the State Government Private Rental Incentives Program and the recently released Federal home owners scheme as to how Council can add incentives to these to encourage investment in new housing in BOD, a report was presented to Council at its June 2020 Workshop which discussed the options for Council influence or involvements. These included:

Tier 1

“Run and efficient planning and development control system so that the supply side of the market can respond as smoothly as possible to local demand.”

Tier 2

“Go a step further and facilitate local affordable housing supply by, for example, using planning controls to require or encourage affordable housing provision and brokering partnership deals between local providers and community-based groups”;

Tier 3

“Spend directly to supply affordable housing. Many councils eschew direct investment in social housing, seeing this as the redistributive responsibility of other spheres of government”

It was evident that focussing on the first two Tiers was the best approach for Council.



## Key Focus Area 2.1.2



Progress 88%



Tourism:

Broadening, lengthening and improving the visitor experience through development of attractions and activities; promotion and signage; and great customer service.

	%	#
Some Disruption	25.0	2
Completed	75.0	6

Owner: John Brown

Actions: 8

Update provided by John Brown on Jul 27, 2020 00:49:00

Substantial work was undertaken in this Key Focus Area during the year with a number of activities completed or being pursued. The proposed review of visitor information provision has been a source of frustration for a few years but this came to a head late in the year so hopefully this will be resolved early in the forthcoming year.

### **Actions 2.1.2.1: Visitor Information Provision - Work with East Coast Tourism to strategically review the provision of visitor information services on the East Coast. (50% completed)**

We have been pursuing with ECTT and have been awaiting their input. The recent announcement by Glamorgan-Spring Bay Council that they will be closing their Visitor Information Centres has forced ECTT and the Tasmanian Government to address the matter of future visitor information provision

### **Actions 2.1.2.2: Bay of Fires Master Plan - Liaise with the State Government and other stakeholders to develop a Master Plan for the Bay of Fires area. (100% completed)**

Letter sent to Premier and Minister for Parks regarding formulation of Plan on 16 August 2019. Arranging conversation with PWS when Regional Manager returns to work

Preliminary discussions have been held with PWS Regional Manager - follow up discussions are to be held early in 2020 as to process and what can be built on what has already been developed.

Included in the submission to the Tasmanian Government Budget consultation process

Council staff are working on a draft Bay of Fires Master Plan so that when funding is provided, this project will be ready to go out for expressions of interest.

Brief for the Bay of Fires Master Plan has been developed with some final feedback from PWS required. External funding will be required to develop this project and this project has been identified with the State Government for funding.

### **Actions 2.1.2.3: Visitor Information Sites - Review Tourism signage at 'mushrooms' and design new information with updated images where required. (100% completed)**

The report has been finalised will be presented to Council at the July 2020 Workshop for review where the Communications Coordinator's recommendation; "We develop new information for the three sites in St Marys, Fingal and Scamander, specific to the area and anticipating information tourists are looking for. Consider alternative uses for the St Helens site." will be considered.

This report is based on the following factors:

- Location - is the site in a good visible location that can be easily accessed by visitors
- Content – is information displayed up to date and easy to understand
- What other information could be included at each of the sites to add more value to the visitor experience.

### **Actions 2.1.2.4: Fingal Valley Tourism - Support Fingal Valley community groups to undertake tourism activities and projects. (100% completed)**

Updated the Let's talk about Fingal Valley Gateway to the East Coast brochure with the tourism group in readiness for printing. Working through projects identified within the DAP plan - upgrade of walks - Drought funding program has assisted in this - walking trails to be promoted once all upgrades of walks have been completed, eg. St Patricks Head and Grey Mares Walk

An event was held in Fingal prior to the social distancing laws being introduced which attracted a number of new people to the Fingal area which had been impacted by fires during January, 2020. Council staff are working with an external event provider for an event to be held in Fingal in 2021. There has been no meeting of the tourism group due to Covid 19.

Covid 19 has impacted on progressing any further committee meetings of this group but Council was successful in obtaining funding to undertake a Recreational Trails Strategy which will look at what can be further developed through the Fingal Valley eg. the rail trail and development of running trails which could be located throughout the Valley

***Actions 2.1.2.5: St Helens Destination Action Plan - Support the business community to finalise and implement a Destination Action Plan (DAP) for St Helens. (100% completed)***

Since COVID-19 the group has only met once via Zoom this meeting was not that well attended.

Communication at the meeting focused on event development with a focus on assisting in the re invigoration of the Bay of Fires Winter Arts Festival. It is hoped that as restrictions lift the group will not only be able to meet but will be able to look ahead to event planning and other tourism activity.

DAP activities are progressing well with the three focus areas. The group has agreed to be more pro-active this year in terms of biting off a few bigger projects now we have found our feet. There are also talks of looking and examining funding opportunities.

This continues to progress with the DAP group undertaking and progressing priorities in the document including; The Break O'Day West Warrior activities, the development of a new St Helens Map and gathering information on how the group can assist the Bay of Fires Winter Arts Festival committee to develop their event.

***Actions 2.1.2.6: Break O'Day Visitor APP - Examine the validity and develop business case for funding of an APP. (100% completed)***

Report has been to Council and the Officers recommendation was accepted. The recommendation was not to pursue a visitor App for the Break O'Day area. The following is the conclusion from the report.

The cost to develop and maintain an app can be an ongoing financial drain. As a Local Government agency we must consider whether the cost is worth the value the App would bring to our community and area. In the case of a Break O'Day focussed App it was felt that there is not enough value to justify this cost.

As established in the report, there are already many very successful Apps already operating in this space that we could never compete with considering some of these Apps have millions of downloads and high customer ratings. They are also well promoted and in some cases already embedded in smart devices and the vernacular of travellers.

The biggest obstacle with Apps is getting people to download them and this is the biggest challenge our App would face. As mentioned in the report, visitors do not come to see Break O'Day, they come to St Helens, the Bay of Fires etc so the idea of the App itself is already at odds with travel habits.

Research has also shown that people have made a lot of their travel plans before they even reach a destination. This means that by the time some visitors have gotten here they have already made a lot of their decisions around where they are staying and what they are going to do.

***Actions 2.1.2.7: Tourism Reliance - Develop a greater community understanding of the importance of Tourism to the local economy. (50% completed)***

We had scheduled our first business info session for 2020 which would have been held at Tidal Waters on March 19. In this session we will discuss how the trials are impacting visitation in the area by presenting some of our Trail Counter data.

The information gathered through the Business survey will also help us illustrate to our community the importance of tourism on our area.

We plan on continuing to run business information sessions regarding the MTB trails and use this opportunities to help our business community leverage of tourism opportunities.

The business information sessions we have been running as part of the MTB opening has been really useful in illustrating to our community the importance of our reliance on tourism as a region. The business survey developed as part of the MTB data collection plan will also be useful in illustrating this reliance.

**Actions 2.1.2.8: T21 Review - Participate in the Review of the T21 Strategy being undertaken by the State Government. (100% completed)**

Tourism Tasmania commenced the consultation phase of this project and the General Manager and a number of Councillors participated in the workshop conducted in St Helens on 17/10/19 which was in the early stages of the process. Since that time there have been no further opportunities to review the draft document or engage in the process directly. Council will continue to monitor progress and engage in the process when opportunities arise.

**Key Focus Area 2.2.1**

Progress 100%



Employment:

	%	#
● Completed	100.0	4

Create a variety of jobs that will reduce the seasonality of the local economy and provide ample opportunities for youth to remain in the area.

Owner: John Brown

Actions: 4

Update provided by John Brown on Jul 27, 2020 01:02:36

Activities in this area are generally reactive to the demand which comes through the door. A heartening thing this year was seeing the leadership which is starting to emerge in our local business community, particularly from the tourism sector. The St Helens MTB project has created a number of new business opportunities resulting in businesses being established and significant capital investment.

**Actions 2.2.1.1: Economic Development Assistance - Provide direct support for new and existing businesses wishing to establish or expand activities. (100% completed)**

Ongoing work occurred throughout the year assisting new businesses to navigate Council approval processes and by working closely with the Business Enterprise Centre as part of service delivery.

As a result of the St Helens MTB project coming on line, we have seen substantial investment in new retail businesses, shuttle operations and investment in accommodation infrastructure. Council is undertaking survey work to track the amount of investment which is occurring and the jobs which are being created.

Work commenced on developing a proposal for Council in relation to signage including a business location map for the Industrial Estate.

As part of Council's response to the Pandemic, a program of care calls to businesses commenced with a focus on hospitality/food and tourism sectors. Council also provided a rates waiver to targeted sectors of the business community along with waiving food premises fees.

**Actions 2.2.1.2: Business Enterprise Centre (BEC) - Support the activities of the BEC with a focus on business start ups and expansion of existing businesses. (100% completed)**

Council reviewed its support arrangements with the BEC as part of developing the 2020-21 Budget and agreed to continue the funding support. Assisted the BEC through the Grant funding process early in 2020 which resulted in securing funding under the new Contract to continue operations. Weekly meetings occur with the BEC discussing new business enquiries and other activity in the business community. Assist the BEC with business activity that relates to Council requirements particularly with respect to the planning scheme.

**Actions 2.2.1.3: Business Opportunities - Research and examine business opportunities that could create jobs in Break O'Day. (100% completed)**

During the year a number of potential new opportunities were investigated including the potential for a waste to energy plant in the Fingal valley which involved working with Cement Australia on the feasibility of using the waste from the Fingal wash plant as fuel for the plant. The concept is similar to the plant currently being built in WA at Kwinana. Tasmania currently puts 430,000t of waste in to land fill per year. Preliminary investigations also commenced in relation to a biochar facility in the area. This has potential to be incorporated in a waste to energy facility.

**Actions 2.2.1.4: Business Community Leadership - Support the development of strong leadership in the community to facilitate overall development and growth. (100% completed)**

This has been pursued in a couple of key directions this year. Through the development of the St Helens Destination Action Plan, leadership within the local tourism industry has been emerging providing a focal point to work with in the future. This is further supported by the St Helens MTB project and the governance around this project. MTB related business community information sessions has assisted in developing leadership within the business community. Council officers continue to work closely with the Chamber of Commerce to encourage new and existing businesses to become more involved in Chamber activities. The strategy is to change the culture around the Chamber to make it more relevant and useful to businesses. A step towards this is a name change to Business Break O'Day designed to remove old stigma and attract a younger business group. MTB related business community information sessions has assisted in developing leadership within the business community.

**Key Focus Area 2.3.1**

Brand Development:

Undertake and identify opportunities to develop a positive brand for Break O'Day Council and the area.

Owner: Jayne Richardson

Update provided by John Brown on Jul 27, 2020 01:02:53

No specific actions during the 2019-20 year

**Key Focus Area 2.4.1**

Progress 100%



Support:

Integrate and simplify processes and services to facilitate the development and growth of businesses.

	%	#
Completed	100.0	1

Owner: David Jolly

Actions: 1

Update provided by John Brown on Jul 27, 2020 01:04:04

Minor area of activity with progress being reliant on State Government.

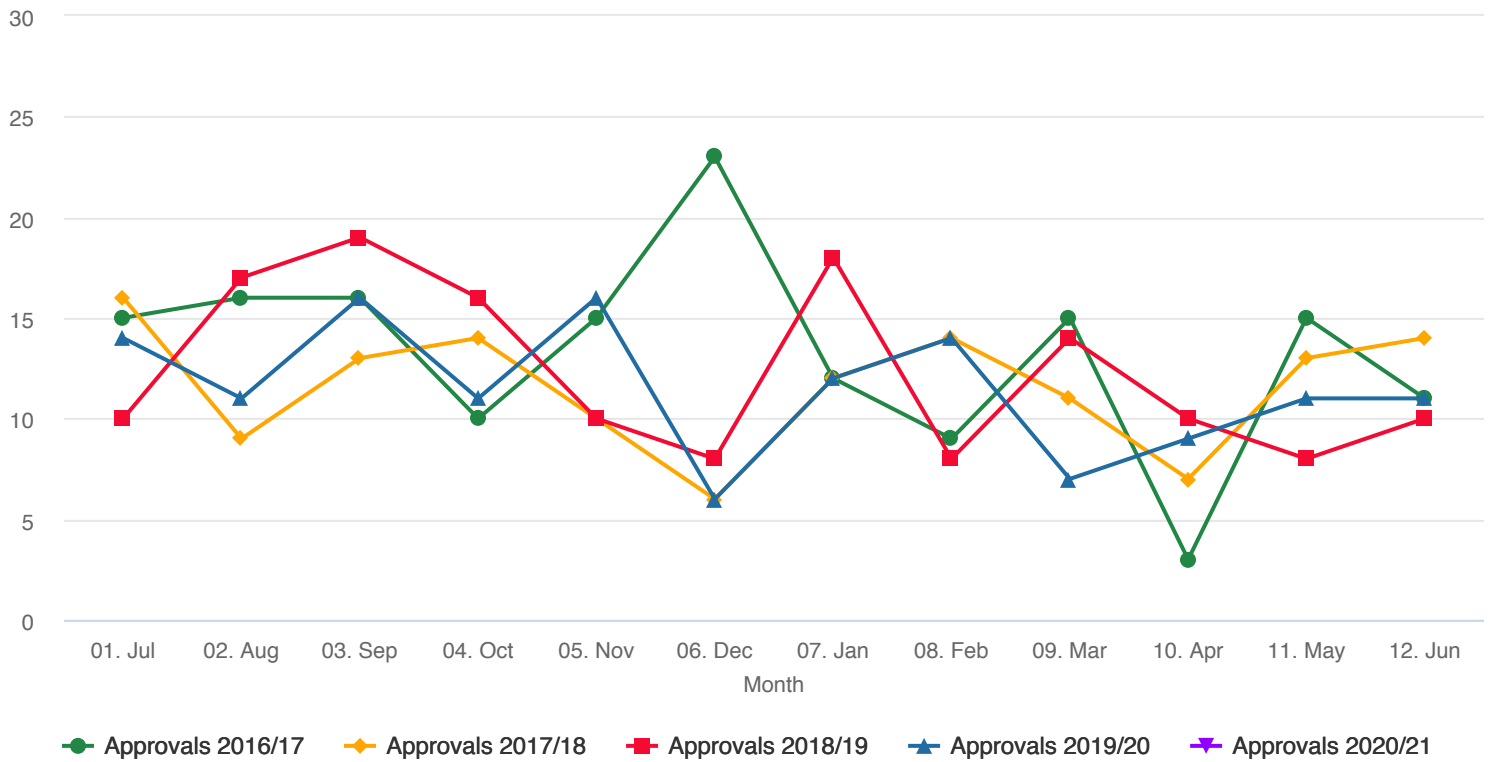
**Actions 2.4.1.1: I-Plan - Participate with the State Government I-PLAN technology to enable online development query and online submission of development applications. Result, simplified Council processes and integration with I-PLAN. (100% completed)**

Iplan is currently with the State Government pending the release of the development application module. Timing is in the hands of the state Government however once completed residents will be able to lodge DA's on-line via the web portal.

Council officers continue to support the government initiative.

### Number of Building Applications Approved

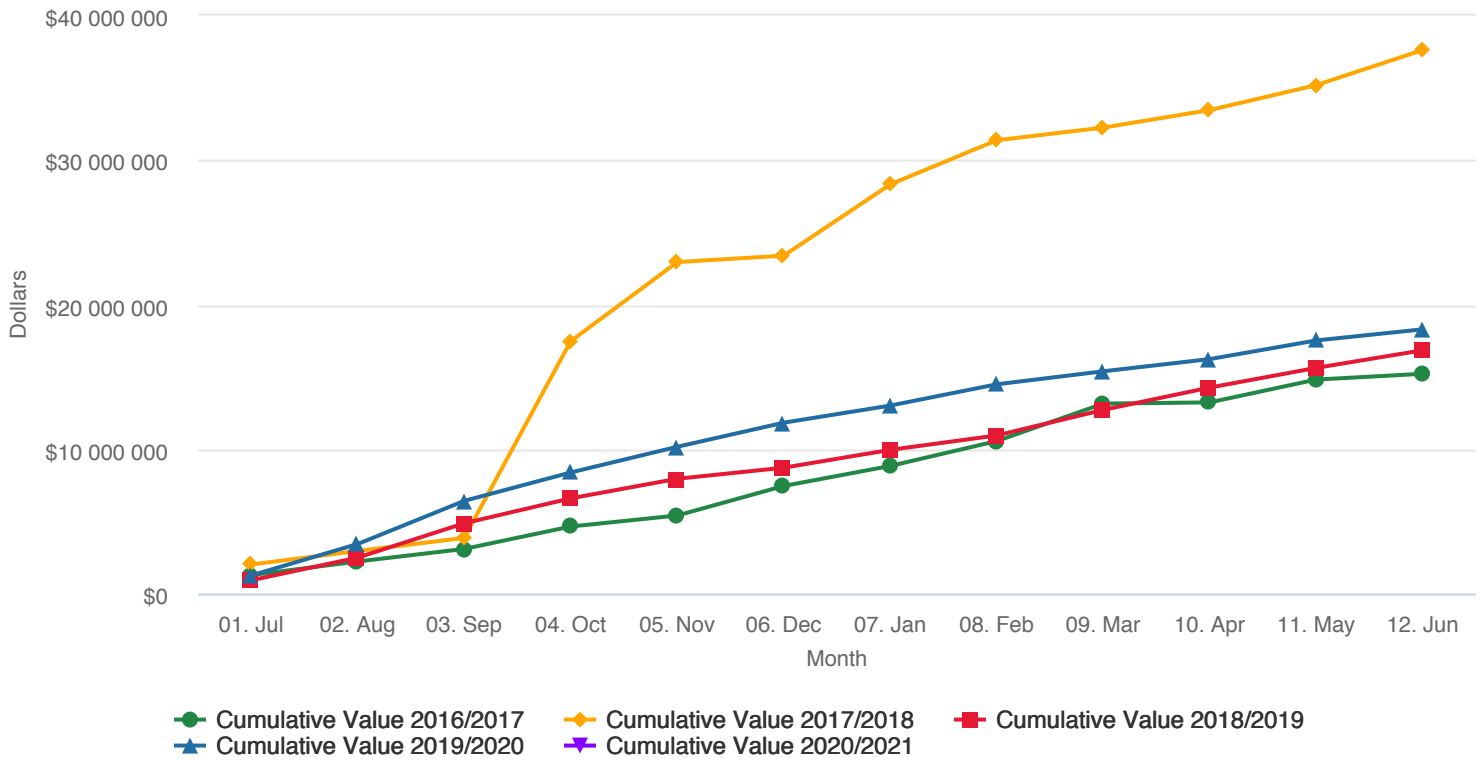
#### Number of Building Applications Approved



BODC Total number of building applications by month and financial year

## Cumulative Value of Building Approvals

### Cumulative Value of Building Approvals



### Key Focus Area 3.1.1

Progress 75%

Appropriate Development:

Encourage sensible and sustainable development through sound land use planning, building and design.

Owner: David Jolly



Actions: 4

Update provided by John Brown on Jul 27, 2020 04:19:48

The finalisation of the draft Local Provisions Schedules was a major undertaking during the year and it now rests with the Tasmanian Planning Commission. In the later part of the year Council recognised the need for key strategic land use planning documents to be reviewed and this will be pursued in the forthcoming year.

**Actions 3.1.1.1: Local Provisions Schedule (LPS) - Complete and submit LPS to the Tasmanian Planning Commission. (100% completed)**

Council engaged consultants GHD to assist Council officers to progress the development of Local Provision Schedules that are intended to apply the State Planning Provisions while meeting local needs and objectives.

The Local Provisions Schedules indicate how the State Planning Provisions will apply in each local municipal area. Draft zone maps and overlay maps and the description of places where the codes apply are currently being developed with the assistance of Insight GIS. Maps contain local area objectives and any planning controls for unique places specific to the local area and are in the form of particular purpose zones, specific area plans, and site-specific qualifications.

The schedules include planning controls to accommodate unique locations such as universities and hospitals, as well as unique development conditions such as building height restrictions. To further meet their communities' needs, councils are responsible for preparing their Local Provisions Schedules in consultation with local stakeholders and community members.

Community Drop-in sessions were held at St Marys and St Helens in early October and comments/questions raised noted. Drafted Local Provisions Schedules are to be submitted to the Tasmanian Planning Commission for initial review prior to a public consultation process occurring.

At the March 2020 Council meeting, the Council, acting as a Planning Authority resolved it is satisfied the draft Break O' Day Planning LPS meets the relevant requirements of Section 34 of the Land Use Planning and Approvals Act, 1993 (LUPAA) and resolved to forward the draft to the Tasmanian Planning Commission

**Actions 3.1.1.2: Tree Guide - Develop a guide for the municipality to inform street tree establishment and management. (50% completed)**

Development of guidelines for street trees in towns was initiated and to integrate it with Tree Management Policy, but not completed. This work will continue in 2020-21 in an Urban Green Infrastructure activity.

**Actions 3.1.1.3: Communication - Increase communication with local real estate agents to build understanding of the critical changes in land use planning. (100% completed)**

Council officers engage in ongoing dialogue with local business including real estate agents, developers and landowners on land use planning matters.

Community Drop-in information sessions were also held at St Marys and St Helens in early October 2019 in relation to developing a Land Use Planning Schedule for the municipality.

Councils Draft LPS was submitted to the Tasmanian Planning Commission in March 2020. The LPS will be advertised for public comment/ submission in due course that will enable land owners and real estate agents to both build their understanding of the critical changes in land use planning and to make appropriate submissions to the government.

**Actions 3.1.1.4: Industrial Land - Develop land use strategy to address immediate and longer term industrial land requirements in the St Helens area. (50% completed)**

A Workshop item was considered in June 2020. An associated budget allocation and resources have been identified and a new action developed for 2020/2011 Annual Plan.

**Key Focus Area 3.2.1**

Progress 100%

Enjoying our Environment:

Provide opportunities to access and learn more about our environment and the ways it can be enjoyed in a sustainable manner.

Owner: Polly Buchhorn

Actions: 3



Progress on these activities continue to show positive outcomes, particularly around the areas of waste management and reduction in which the community is becoming increasingly engaged.

**Actions 3.2.1.1: Community Activation - Produce and provide information, publications and resources on natural resource management and support activities that foster a positive relationship with the environment. (100% completed)**

As consistent rain broke the drought increased needs for weed management information and advice were met. Landholders and groups continue to be supported by servicing other environment and resource management inquiries. Holiday makers and residents engaged in Discovery Ranger activities (Council partnering with PWS program) over January 2020.

**Actions 3.2.1.2: Recognition Program - Recognise significant contributions to the environment and natural resource management with targeted awards, grant programs or events. (100% completed)**

Reintroduction of a recognition program has been budgeted for in the following year, with the NRM Committee preparing for a return of the 'Velvet Worm Awards' for achievements progressing the Break O'Day Environment and NRM Strategy and Action Plan.

**Actions 3.2.1.3: Waste Reduction - Undertake community education and activities focused on waste reduction and minimisation. (100% completed)**

With Council taking over the kerbside waste collection communication in this space will increase in the 20-21 Financial year, not just in regards to the new service but also reinforcing the "good Sort" messaging and the importance of reducing, reusing and recycling.

The DAP group organised activities for Clean Up Australia Day which was well attended.

Our website was revamped to include a specific session for waste. This page can be directly hotlinked from the home page and all information can be found in this one place. We have also included an I-frame of the Recycle Coach App.

The NTWMG notified us that bio-products were being placed in recycle bins so in conjunction with the works department we designed a flyer which was given to all businesses using these products to place at their POS. The flyer explains that these products should be placed in general waste. We also ran the same message through facebook and in the newsletter.

The Break O'Day Waste Warriors Group have run successful road side clean ups and the group's Facebook page has been gathering a strong following and features not only tips or reducing waste but also features local businesses and community members doing great work in this space.

Working with the the local DAP group and the St Helens District High School to implement a student waste warrior program. To date there are 30 students signed up to the program. A teacher is also working with the group and we plan on working with the students and their ideas in the school, community and business sectors.

**Key Focus Area 3.3.1**



Land Management:

Develop the financial and human resources to undertake projects and activities which address environmental issues such as weeds and land degradation.

	%	#
Some Disruption	40.0	2
Completed	60.0	3

Owner: Polly Buchhorn

Actions: 5

Update provided by John Brown on Jul 27, 2020 01:16:27

Activity in this Key Focus Area has been a bit variable during the year due in part to the level of resources that the Dog Management Policy and its implementation has consumed. Solid progress is being made in relation to land management activities with an increased focus on weed management.

**Actions 3.3.1.1: Land Management Activities - Secure financial and human resources for projects to rehabilitate degraded land and sustain soil productivity. (100% completed)**



Weed Action Fund - Drought and Weed Program grant to Council of \$55,000 is funding a Drought Weeds Officer and \$30,000 of grants for Break O'Day farmers. Other opportunities promoted and investigated include partnering the Tasmanian Climate Research Grants Program, TFGA's Landcare Grants Round 2, national Wildlife and Habitat Bushfire Recovery Program and others.

**Actions 3.3.1.2: Activity and Condition Review - Investigate soil and water management performance by works and land development projects to identify planning and management improvements. (0% completed)**

Delayed for other priorities and disruption with the COVID19 upheaval. Planned for the next year and with cases followed for several years to monitor performance.

**Actions 3.3.1.3: Weed Plan - Update Weed Plan with community consultation. (100% completed)**

A focus this quarter on the 2020 on-ground weed control program, as the new Weed Program Coordinator settles in implementing high priority weed control works, will lead into completing updating of longer term Weed Plan priorities next year.

**Actions 3.3.1.4: Best Practice Activities - Facilitate weed, pest and disease hygiene protocols and best practice in Council operations and promote benefits in industry. (75% completed)**

Delivery with planned Planning and Building industry engagement and information sessions (3.1.1.3) was hampered by COVID19 restrictions - training presentations and activities scheduled for next year.

**Actions 3.3.1.5: Dog Management Policy - Implement revised Dog Management Policy - signage, education, compliance and new dog exercise facilities. (100% completed)**

Implementation by Council and with local cooperation with PWS has improved; with new signage maintained, increased compliance patrols and enforcement actions and more public education and communication. Work on new dog park developments at St Helens and St Marys have been delayed by other priorities with the pandemic this quarter. Formalising joint dog management arrangements at a high level with PWS remains for next year.

**Key Focus Area 3.4.1**



Progress 63%



Water:

Develop and implement strategies and activities to reduce the risk of flooding, inundation and erosion within our rivers, estuaries and coastal areas.

	%	#
Some Disruption	50.0	2
Completed	50.0	2

Owner: Polly Buchhorn

Actions: 4

Update provided by John Brown on Jul 27, 2020 01:23:30

The major focus of activity has been the St Marys Flood Mitigation project and completion of the various components which are substantially underway. This has resulted in a few smaller activities not occurring during the year but which will be followed through into the forthcoming year.

**Actions 3.4.1.1: George River Catchment - Review issues and their management status in the George River catchment and bay system to identify catchment and water quality priorities. (50% completed)**

Other priorities and actives have delayed review of catchment and water quality priorities. NRM Committee has extended the scope of the review to include with the George catchment the South Esk and tributaries next year.

**Actions 3.4.1.2: Boat Sewage - Address dumping of boat sewage in Georges Bay by working with the boating community and authorities on use of the wharf sewage pump-out station. (0% completed)**

Disruptions and work priorities for other activities have meant this action was not implemented. Several oil-spills in the Bay recently have put a focus on water quality issues and this publicity campaign activity is still planned to be undertaken.

**Actions 3.4.1.3: St Marys Flood Mitigation - Support implementation of Plan priorities - flood mitigation work, warning system and other strategies. (100% completed)**

Council has implemented flood mitigation priorities with its \$400,000 federal grant, including raising the Flat bridge lift and building an automatic rain gauge station for a flood warning system. Work to build a flood levee at Groom Street is continuing, with delays due to protracted landholder negotiations. The project will continue, with a possibility for additional mitigation works with spare project budget and a short extension of the project.

**Actions 3.4.1.4: Lower George Riverworks Trust - Support and work with the Trust to implement and secure funding for a works action plan for managing flooding issues. (100% completed)**

Reasonable but slow progress has been made on the Lower George River Flood and River Management ACTION PLAN 2019-2022. With the corona virus crisis this quarter volunteer capacity has declined with the Lower George Riverworks Trust. Work to continue investigating 'Impact Assessment' and then resources for detailed flood studies and risk mitigation planning. The Tasmanian Flood Mapping project has also been to be delayed by state's COVID19 emergency response.

**Key Focus Area 4.1.1**

Progress 100%



Community Facilities:

Provide community facilities that encourage participation and supports the lifestyle of residents and growing visitor numbers.

Owner: David Jolly

	%	#
Completed	100.0	1

Actions: 1

Update provided by John Brown on Jul 27, 2020 01:26:40

Focus has been on undertaking major restoration works at the Old Tasmanian Hotel in Fingal. This has been a project which Council has had on its books for many years and finally through Federal Government funding it is now a reality.

**Actions 4.1.1.1: Old Tasmanian Hotel - Commence external and internal upgrade to the Old Tasmanian Hotel in accordance with grant funding. (100% completed)**

At the December 2019 Council meeting, Council awarded a contract to undertake external and internal upgrade works to the Old Tasmanian Hotel to a local contracting company Moorey Constructions. A Grant funding agreement has now been entered into and works are progressing onsite. The required actions intended in the Annual Plan are now complete and building works onsite are 15% complete. Key target and Milestones met as required by associated Grant funding. Stage 1 works nearing completion and Stage 2 works are pending confirmation of grant funding.

**Key Focus Area 4.2.1**

Progress 50%



Towns:

Create townships that are vibrant and welcoming through improvements to infrastructure such as streetscapes, parking, safety and signage.

Owner: David Jolly

	%	#
Some Disruption	100.0	1

Actions: 1

Update provided by John Brown on Jul 27, 2020 01:28:21

Securing of long term parking in St Helens continues to be a focus of Council with some progress made during the year. Development of a formal Strategy will be a priority for completing in the 2020-21 year.

**Actions 4.2.1.1: Car Parking Strategy - Develop a car parking strategy for St Helens providing a long term plan for off-street parking. (50% completed)**

Opportunities continue to be investigated, that include active discussion with landowners. During the year Council has finalised arrangements for a long term lease over the land at the corner of Cecilia and Quail Streets.

**Key Focus Area 4.2.2**

Progress 100%



Telecommunications:

Ensure residents and visitors can access telecommunication services such as NBN and mobile phone coverage where they are living and visiting.

	%	#
Completed	100.0	1

Owner: David Jolly

Actions: 1

Update provided by John Brown on Jul 27, 2020 01:30:25

Telecommunications is an area requiring constant lobbying with the federal Government and telecommunications providers. An area of concern is the fragmentation of network upgrades across different providers which isn't the best outcome for consumers.

**Actions 4.2.2.1: Mobile Black Spot - Monitor the roll-out of the Australian Government Mobile Black Spot Program and submit applications to service providers for areas across the municipality that require improved mobile phone coverage. (100% completed)**

Council continues to monitor the roll-out of the Australian Government Mobile Black Spot Programme. The Government has committed \$80 million for Round 6 of the Program. Round 6 is expected to commence after the Round 5A process is complete.

Eleven base stations were funded in Tasmania under Round 5 of the program, including one each at Pioneer and Pyengana. The Government is proposing to run an additional Round 5A of the Program. This Round will use the uncommitted Round 5 funds to continue to expand and improve mobile coverage for regional and remote Australia. Nominations for improved coverage are Ansons Bay, The Gardens and Mangana.

**Key Focus Area 4.3.1**

Progress 100%



Waste Management:

Provide access to services and facilities which support a sustainable lifestyle.

	%	#
Completed	100.0	4

Owner: David Jolly

Actions: 4

Update provided by John Brown on Jul 27, 2020 01:34:04

Focus in this area has been in relation to the addressing the emerging problem of Green Waste. The successful mulching trial has provided us with the confidence to develop this into an ongoing strategy which results in a cost saving to Council and a valuable commodity for the community.

***Actions 4.3.1.1: Green Waste Recycling - Produce weed-free green mulch for sale on a full cost recovery basis at the St Helens Waste Transfer Station. (100% completed)***

A pilot trial that commenced in May 2019 to double grind and age green waste has concluded. A weed free mulch was produced and sold under Expression of Interest to a local business. An operational cost recovery rate of 65% was realised as opposed to nil recovery under traditional operations. The practice will continue at the St Helens WTS with future mulch produced to be sold to local commercial ventures under tender.

A second lot of much produced in late April 2020 and is currently ageing.

***Actions 4.3.1.2: Inert Landfill Resource Recovery - Invoke operational changes at the St Helens Waste Transfer Station to enable the separation and recovery of materials for re-use. (99% completed)***

Operational changes implemented at the St Helens Waste Transfer Station in the first half of 2019/2020 provide users with the opportunity to separate various waste streams;

1. Untreated and unpainted timber, is stock piled and made available for purchase at \$2/load with the intent of supporting the St Helens Hospital Auxillary.
2. Scrap Steel
3. Plaster board
4. Concrete, bricks, gravel and soil.
5. Glass

Plastics recovery options continue to be investigated, Commodity prices remain low and recovery options are limited.

Polystyrene recovery has temporarily been suspended. COVID-19 has acted to disrupt the recovery chain.

Implemented changes have substantially reduced the type and volume of material being placed at the inert landfill.

Treated timber - no viable recovery or reuse options exist. Disposal options are expensive.

***Actions 4.3.1.3: Glass Re-Use - Investigate and verify by Cost Benefit Analysis - re-use opportunities for glass collected at Municipal Waste Transfer Stations. (100% completed)***

Glass collected at Council's Waste Transfer Stations is transported to the Scamander WTS and stockpiled. The quantity of glass collected through Councils waste transfer stations is low as the majority of glass across the municipality is collected via the kerbside recyclables collection service. At the present time, there is an insufficient quantity of stockpiled glass at the Scamander WTS to warrant the cost of crushing for re-use as drainage line fill, road base and a asphalt/ spray coat road sealing additive.

Re-use and market opportunities to generate revenue for the waste stream continue to be researched.

**Actions 4.3.1.4: Single Use Plastics - Develop a Municipal policy position on Single Use Plastics. (100% completed)**

Report considered by Council at the December 2019 meeting where Council received the Single-use plastics - Information Paper and will work progressively and with the community to reduce the use of single-use plastics and other materials, in favour of reuse, recycling and organic waste management. Council had previously requested LGAT to lobby the Tasmanian Government to lead the state by developing a consistent state-wide approach to reducing the impact single-use plastics have on waste management and litter problems; and

**Key Focus Area 4.3.2**



Progress 83%



Roads and Streets:

Develop a well-maintained road network that recognises the changing demands and requirements of residents and visitors.

	%	#
Some Disruption	50.0	2
Completed	50.0	2

Owner: David Jolly

Actions: 4

Update provided by John Brown on Jul 27, 2020 01:39:07

Progress continues to be made in this important area with many of the Actions requiring Council to pursue them over an extended number of years, particularly where they relate to the State Road network. Completion of the Esk Main Road upgrade during the year was a highlight and commencement of upgrades on the Tasman Highway an important milestone in this area.

**Actions 4.3.2.1: State Network - Pursue upgrades to State Government road infrastructure assets (Esk Main Road and Tasman Highway) to improve safety and reliability - result, network quality. (100% completed)**

Esk Main Road - During the quarter ending June 2020, the State Government has completed road-widening works between Fingal and St Marys which is the last stage of this upgrading project

Great Eastern Drive/ Tasman Highway - The Elephant Pass/Tasman Highway intersection has been upgraded to include a passing lane. Passing lanes have been constructed at the main access points to the Chain of Lagoons. Substantial intersection upgrades occurred at Flagstaff Road and Basin Creek during the year. Council continues to pursue upgrades to the Tasman Highway south of Scamander (road widening and shoulder sealing) and improvement to the section of highway between Diann's Basin and St Helens. Preliminary works on this section highway have occurred including a briefing to Council and negotiations regarding land acquisition with affected land owners.

**Actions 4.3.2.2: Municipal Road Network - Complete transfer of the responsibility of Binalong Bay Road to the State Government. (80% completed)**

In the quarter ending March 2020, Councils General Manager and Manager Infrastructure & Development Services have met with Department of State Growth project managers to discuss required upgrade works and the tentative timing of the handover of the road to the State Government, 2020/2021. The Department of State Growth have engaged Pitt & Sherry to undertake design investigations commencing from July 2020. A construction programme is yet to be advised and a date for asset handover to be confirmed.

**Actions 4.3.2.3: Strategic Road Plan - Update Council's Plan to identify routes of Strategic Importance and Urgency for the purpose of securing future road upgrade funding. (100% completed)**

In developing the plan, a number of candidate routes that meet Australian Government funding criterion for future road upgrading have been identified. On 22 May 2020 the Australian Government announced a new \$500 million Local Roads and Community Infrastructure Program (LRCI Program). This program will support local councils to deliver priority local road and community infrastructure projects across Australia, supporting jobs and the resilience of local economies to help communities bounce back from the COVID-19 pandemic. The funding allocation made to Break O'Day Council is \$647,406. Project nomination work is in progress.

**Actions 4.3.2.4: Scamander Wrinklers Entrance - Finalise approvals and undertake construction works to enhance the northern entrance of Scamander at Wrinklers Lagoon bridge. (50% completed)**

Project activity is in progress and includes the drafting of a revised site plan based on community feedback and toilet design. Next generation concept was workshopped with Councillors in February 2020 prior to obtaining PWS consent and a Development Application being lodged. Community engagement was modified due to Covid-19, community consultation was undertaken on the concepts via a mail out to Scamander residents during April and May. Community feedback was analysed and will be provided to Council at the July Council meeting for consideration and direction.

**Key Focus Area 4.3.3**



Progress 91%



**Recreational Facilities:**

Support an outdoor, active and healthy lifestyle for residents and visitors through a range of recreational facilities including walking trails, bike trails and other identified infrastructure.

	%	#
On Track	37.5	3
Completed	62.5	5

Owner: Ben Pettman

Actions: 8

Update provided by John Brown on Jul 27, 2020 04:14:38

This was a key area of focus during the year with the major activity being the construction and delivery of the St Helens MTB Trail Network which opened on 22 November 2019 and the initial stages of completing the missing link of the Georges Bay Foreshore Track. In addition Council worked closely with Parks & Wildlife Service to upgrade walking tracks in the Fingal Valley using federal Drought Communities Programme funding.

**Actions 4.3.3.1: Short Walks - Develop walking trail inventory for short walks. (100% completed)**

Council Officers have been working in collaboration with Parks and Wildlife, the St Helens DAP group and lead agency, East Coast Regional Tourism Organisation on the development of a Great Eastern Walking guide.

Featuring walks all along the East Coast, the guide will be promoted through Visitor Information Centres and online via the Great Eastern Drive and Discover Tasmania channels and will be published in the 20-21 FY

**Actions 4.3.3.2: Walking Trails Network - Liaise with stakeholders responsible for trails to ensure a coordinated and logical approach to trail upgrading and maintenance for priority trails. (100% completed)**

Service levels will be established and resources provided to keep these trails at agreed service levels.

Developed a Walking Trail upgrade project with PWS using Drought Communities Program funding, focus on upgrading key trails in the Fingal Valley, Gray Mares Tail Falls, Mathinna Falls and St Patrick Head Walking Tracks. Further project will be developed through the Drought Communities Programme extension.

**Actions 4.3.3.3: Georges Bay Foreshore Trail - Secure approvals and commence construction. (100% completed)**

The project includes the construction of a cycle pedestrian shared way bridge across the Golden Fleece Rivulet from the St Helens Wharf that connects with a short section of elevated boardwalk and to a foreshore track connecting with the existing foreshore track opposite Homelea.

The required reports (AHT, Flora & Fauna, Tree Assessment and Concept Engineering Drawings) to support the submission of a Development Application were undertaken and Development Approval secured for this project at the March 2020 Council meeting.

A Public Tender processed was completed and Tenders Awarded at the Council meeting on 18 May 2020. The project is now entering the construction phase

**Actions 4.3.3.4: St Helens to Binalong Bay Link - Develop the project to a shovel ready stage and pursue funding. (50% completed)**

Route options have been researched with an indicative cost for a preferred route prepared and provided to Council. Current activity is focused on project development to a shovel ready state.

**Actions 4.3.3.5: St Helens MTB Network - Complete construction of Network including support infrastructure. (95% completed)**

Trail construction commenced in April 2019 with the official opening of the first stage occurring on 21/11/2019.

Trail head construction on Flagstaff Road was completed including hardstand, roads and carparks being established. The Trail Head features include toilet block, shelters, bike hygiene station and signage.

Trails completed to date are Loops 1, 2,3, 4, 5, 8, 9, 10, Town Link trail are all complete and open.

Loop 6 descent complete and open.

The climb section of Loop 6 has commenced with likely completion August 2020.

Loop 7 has commenced and will be completed August 2020.

Descents 1, 2 and 3 are complete and open.

The link trails from Loila Tier to the top of Decent 1 are complete and open.

Another Descent trail (Descent 4) traversing from adjacent Descent 1 finishing at the trail head have commenced and will be complete by Sept 2020.

The timing of opening of the all the remaining trails to complete this stage of the project will be late September / early October 2020.

All works are being delivered within allocated budgets and within agreed time frames.

The high visitation of riders at the trails since reopening in June was very exciting to see even though our border with the mainland are still closed.

**Actions 4.3.3.6: Bay of Fires Trail - Complete construction of Poimena to Swimcart trail including support infrastructure. (100% completed)**

Construction of the Bay of Fires Trail was completed in October 2019 with the official opening occurring on 22/11/19. Construction activities included installation of a hygiene station and small car park at Ansons Bay Road and creation of a new car park at Poimena.

Additional construction work has occurred to realign part of the Blue Tier Trail and the creation of a new Trailhead entrance is scheduled for the time of reopening in September 2020.

In late March when closures were initiated due to the COVID - 19 restrictions. In June the section of trail from Anson Bay Road to Swimcart Beach was reopened but the top section from Poimena to Anson Bay Road was kept closed due to the wet weather conditions and the desire to ensure this newly constructed trail was not damaged.

**Actions 4.3.3.7: Rail Trail - Develop a Master Plan for a Rail Trail between St Marys and Fingal. (100% completed)**

Flora and fauna report completed, external funding to be sought. Action listed under Valley Destination Action Plan

Seeking external funding through Building Better Regions to develop Recreational Strategy which include the Rail Trail - this will also include looking at the economic benefits of a rail trail

Awaiting information as to whether external funding has been awarded to assist with the development of this project

External funding has been received to develop a Recreational Trails Strategy. The proposed Rail Trail will form part of the consultation in the development of the Recreational Trails Strategy.

**Actions 4.3.3.8: Walking / Bike Trail - Develop a Feasibility Study for a walking / bike trail between Mt Nicholas and Elephant Pass subject to receipt of external funding. (80% completed)**

As external funding is required to progress this project a funding application was lodged with the Building Better Regions Fund to develop a Recreational Trails Strategy. awaiting decision of application. Council was successful in obtaining funding to develop a Recreational Trails Strategy - as part of the consultation within the scope of the project, a walking/bike track between Mt Nicholas and Elephant Pass will be considered.

**Key Focus Area 5.1.1**

Progress 100%



Health:

Retain and expand local provision of disability, preventative, chronic and acute health care services including pursuing innovative healthcare delivery options.

The provision of health services to be delivered at a local level addressing the community's needs.

Owner: Chris Hughes

	%	#
Completed	100.0	4

Actions: 4

Update provided by John Brown on Jul 27, 2020 01:49:09

Progress in this area has generally been on track though resolution of the future use of the old St Helens Hospital continues to be a source of frustration within Council and the community, unfortunately this requires more focus from the State Government.

**Actions 5.1.1.1: Local Services - Work with external health services to expand the delivery of services to our community and seek additional funding by supporting the Royal Flying Doctors Service to ensure services are delivered throughout our municipality. (100% completed)**

During the year we continued to work with the Royal Flying Doctors Service in identifying additional services for our area and supporting RFDS in sourcing funding. Current funding arrangement finishes in June 2021 so in consultation with other NGO's we are looking at what was working - unfortunately the focus has now changed due to Covid 19 but the method to which the current delivery of service is being delivered is through online video conferencing but some additional services are required as not everyone has access to video conferencing . A new service that commenced this year was the additional 2 mental health workers to work with our young people. This is a non referral service and during Covid 19 was well utilised with our young people seeking support for a number of issues

**Actions 5.1.1.2: Old St Helens Hospital - Participate in the engagement process to determine the future use of the site. (100% completed)**



Council supported the Department of Communities Tasmania to undertake a Community Engagement process on 18 July 2019 at St Helens. Community ideas were collated and forward to Communities Tasmania for their consideration and we await a decision from Communities Tasmania as to the future of the Old Hospital

Meeting held with Communities Tasmania outcome from this meeting was to engage an external provider to look at the economic and social benefits of the ideas put forward by the community - Council did not support providing financial assistance to assist with an external provider to look at the economic and social benefits of ideas that were submitted by the community. Council wrote to DCT following the February Council meeting requesting that they progress with examining the feasibility of the various ideas to narrow down the potential uses.

No additional information has been provided since our last communication with Communities Tasmania. I would think this project is currently on hold due to Covid 19 as Communities Tasmania are a lead agency in dealing with issues arising from this pandemic.

The Old Hospital has been utilised during Covid 19 as a Respiratory Testing Clinic this was initially for a three month period - depending on Covid 19 - this term may be extended

**Actions 5.1.1.3: Local Service Delivery - Work with Government agencies in relation to provision of health services to be delivered at a local level. (100% completed)**

No action at this stage - THRIVE looking at being part of the discussion

No action at this stage - sourcing external funding will be required

Currently THRIVE is reviewing the Framework for Action which will identify any new gaps in the current service delivery within our municipality. Once this document is completed, discussions with relevant agencies and external funding will be sought.

**Actions 5.1.1.4: Doctors - Work with service providers, stakeholders and the State Government to ensure that adequate permanent doctors operate in Break O'Day. (100% completed)**

The main focus has been working to provide support to Ochre Health regarding attracting new Doctors, this is an ongoing activity as we support with welcoming potential new Doctors is being provided. Unfortunately due to Covid 19 two doctors who were to stay until May have left and returned to England. Ochre were working with the Government to source additional medical staff to provide the required number of medical practitioners. Ochre have continued to provide a number of doctors to ensure that an adequate service is able to operate in Break O'Day

**Key Focus Area 5.1.2**

Progress 100%

Youth

Owner: Chris Hughes



	%	#
● Completed	100.0	2

Actions: 2

## Key Focus Area 5.2.1

Progress 100%

### Mental Health:

Improve the mental health of our community through stability in service delivery and a holistic approach to the provision of services locally.

Continue to be part of the group which are funded by PHT in relation to suicide in males aged between 40 and 64 and identify learnings that can be shared with the whole community.

Owner: Chris Hughes

Actions: 3

	%	#
Completed	100.0	3

Update provided by John Brown on Jul 27, 2020 01:56:03

Council have continued to support activities in this area. In addition to the identified activities, Council has increased its focus on Mental Health & Wellbeing on a number of levels, within the organisation and also within the broader community. This has occurred as part of the response to the impact of Covid-19 on life in general.

**Actions 5.2.1.1: Mental Health Working Group - Support the Mental Health Services Working Group to map changes if any and seek additional funding through partnerships with external services. (100% completed)**

The Committee is currently in abeyance during the term of the Break O'Day and Bicheno Suicide Prevention Trial. The Community Champions session which was scheduled for March had to be cancelled.

**Actions 5.2.1.2: THRIVE - Maintain working relationship with THRIVE and participate in their activities. (100% completed)**

THRIVE projects are continuing, more specifically Thrive Build, Community Garden, School Mentoring, with a large number of community members volunteering to ensure the continuation of these projects. Thrive Build has now two completed 2 container builds. Community Garden has increased the number of volunteers working within the garden, product sold from the garden, proceeds go back into purchasing equipment to assist the volunteers develop the garden

A number of THRIVE projects had to close down due to Covid 19 but programs have started to come back on line with Covid 19 restrictions in place, the community garden and the school mentoring program. Still working with relevant people to progress the school mentoring program into St Marys District High School. The Build program has struck a hurdle with people wishing to purchase same not able to get a mortgage from a Bank even though they are in line with Local Government Planning regulations - this program is to be reviewed over the next few months.

**Actions 5.2.1.3: Suicide Prevention - Maintain involvement in the Suicide Prevention Trial. (100% completed)**

Several projects are now up and running under this Trial - Safe Cafe and the Community Suicide Response Group - terms of reference have been approved and currently developing protocols around communication for the Suicide Response. A Bereavement Group has now been established to work with those impacted by the community, Council has representation on this committee. Two successful sessions were held in Fingal and St Helens where community members were invited to participate in building our community's response to suicide. These forums were part of the project planning for the Community Suicide Response Group to engage our community.

## Key Focus Area 5.2.2

Progress 100%

### Education & Skills Training:

Improve education and skills training opportunities and encourage greater personal development through delivery of programs locally which meet the needs of industry and the community.

Implement outcomes of the BDO Report.

Owner: John Brown

Actions: 1

Update provided by John Brown on Jul 27, 2020 01:58:08

Good progress has been made in this area during the year due in large part to the Employment Partnership project which results from the Jobs Action Package. Work in recent years in relation to the Skills needs analysis and identification of barriers to employment have provided a solid foundation for this work.

#### **Actions 5.2.2.1: Jobs Action Package - Support the implementation of the outcomes of the TasCOSS and TCCI led process addressing employment barriers in the Break O'Day area. (100% completed)**

A substantial commitment of time and resources during the year by BODC has been made towards establishment of a project to address the identified barriers. A project proposal was developed by a local stakeholder group which addressed the key barriers identified through the consultation processes of TasCOSS and TCCI, this was submitted to the overall Steering Committee within State Government in July 2019. The Committee have considered the proposal and an open Expression of Interest process was advertised on 16 November 2019.

The local stakeholder group met on 28/11/19 to consider the opportunity and submitted a proposal to the process with the State Government by 19/12/19. The Steering Group was advised on 13/2/2020 that it had been successful. Following finalisation of the Grant Deed and work program in April, work has commenced on the establishment of the project, Break O'Day Employment Connect which is being managed by the Fingal Valley Neighbourhood House. Recruitment for the positions will commence at the start of July and a consultant has been engaged to develop the website and supporting electronic platforms.

	%	#
Completed	100.0	1

## Key Focus Area 5.2.3

Progress 100%

### Transport:

Facilitate a range of transport options that support movement within and outside the Break O'Day area.

Owner: Chris Hughes

Actions: 3

Update provided by John Brown on Jul 27, 2020 02:12:55

Activity in this area progressed as planned and is likely to accelerate in the forthcoming year through the Break O'Day Employment Connect project.

#### **Actions 5.2.3.1: Local Transport Network - Promote the transport services that are currently available through the development of a community page. (100% completed)**

Transport related barriers were identified during the engagement process undertaken by TasCOSS and TCCI through the Jobs Action Package project. Developing a solution formed part of the proposal submitted to the Expression of interest process and will form part of the soon to be established website for Break O'Day Employment Connect.

#### **Actions 5.2.3.2: Transport Gap Analysis - Work with local community organisations who offer transport to identify where the needs are for additional transport options and work with the current providers on servicing the identified gaps. (100% completed)**

	%	#
Completed	100.0	3

Transport related barriers were identified during the engagement process undertaken by TasCOSS and TCCI through the Jobs Action Package project. Developing a solution formed part of the proposal submitted to the Expression of interest process and will form part of the soon to be established website for Break O'Day Employment Connect.

**Actions 5.2.3.3: Learner Driver Mentor Program - Recruit and train additional mentors to support the program. (100% completed)**

2 new mentors were inducted and mentoring learners prior to COVID restrictions.

Department of State Growth have approved for the Learner Driver Mentor Program to recommence once PPE is received, all mentors are medically cleared and agree to adhere to all the new protocols.

starting to re-engage all the learners and commenced booking them back in to their regular hours.

**Key Focus Area 5.3.1**

Service Delivery:

Improvement

Owner: Jake Ihnen

Update provided by John Brown on Jul 27, 2020 02:13:18

No actions in this KFA for 2019-20.

**Key Focus Area 6.1.1**

Progress 100%

Local Government Reform

Owner: John Brown



	%	#
Completed	100.0	1

Actions: 1

Update provided by John Brown on Jul 27, 2020 02:13:34

**Actions 6.1.1.1: Northern Region Shared Services - Pursue joint procurement opportunities and a common IT platform involving northern region Councils. (75% completed)**

Regional approach to annual Road Sealing Tender being examined with BODC undertaking work associated with this approach. Common IT platform approach being progressed with a potential service provider making a presentation to northern region GMs on 18/12/19. This has been followed up with a detailed presentation to representatives of interested Councils on 27/2/2020. Detailed scoping will be commencing shortly following engagement of an IT Consultant to progress the project. Councils will individually consider the options provided. Joint Legal Services procurement finalised in July 2019 and now in operation, savings to be identified on an annual basis.

**Key Focus Area 6.1.2**

Progress 75%

Break O'Day Culture

Owner: John Brown



	%	#
Some Disruption	100.0	1

Actions: 1

Update provided by John Brown on Jul 27, 2020 02:13:54

**Actions 6.1.2.1: Organisational Development - Continue focus on service delivery based on agreed values and team based activities. (75% completed)**

Work teams continuing to focus on the outcomes identified through the last round of workshops. Consideration being given to working on key areas of improvement and resilience as part of the next stage. Workshop program involving the Management team has been developed and was to be implemented in early April. This has been delayed due to the COVID-19 situation.

**Key Focus Area 6.1.3**

Strategic Plan

Owner: John Brown

Update provided by John Brown on Jul 27, 2020 02:14:04

No actions in this KFA for 2019-20 year.

**Key Focus Area 6.1.4**

 Progress 63%



Financial Sustainability

Owner: Bob Hoogland

	%	#
● On Track	66.67	2
● Completed	33.33	1

Actions: 3

Update provided by John Brown on Jul 27, 2020 02:16:44

Achieving outcomes in this area have been becoming more challenging as the major opportunities have been realised in recent years. Given the impact of Covid-19 efforts in this area will be emphasised in the year ahead.

**Actions 6.1.4.1: Value for Money Reviews - Undertake reviews of operational activities to identify revenue opportunities, cost savings and / or process improvements. Results, ongoing annual savings of \$50,000 and 500 hours identified and achieved. (38% completed)**

Mobile phone/tablet package savings identified \$3,500 annually; LGAT coordinated electricity contract negotiated no decrease in costs but mitigated against potential increases; product trial identified savings of \$9,000 per annum, change in gas energy provider also generated savings of \$2,000 per year. With the advent of COVID-19 restrictions, most of Council but particularly building and planning moved to emailing rather than printing and sending information. It is estimated that this has saved \$3,500 in printing and postage costs, as well as an unquantified time saving.

**Actions 6.1.4.2: Procurement Processes - Undertake a review of procurement processes with a focus on environmental sustainability - the use of recyclable materials within the products etc which Council procures. (50% completed)**

Discussed and reviewed at Corporate Services team meetings and Management Team meetings, options were considered and reviewed, no significant changes were identified

**Actions 6.1.4.3: Operational Efficiencies - Examine opportunities for operational cost reductions resulting in reduced waste management cost based on \$ / t to landfill. (100% completed)**

Kerbside Waste Collection Services

Council's kerbside waste collection service management contracts expire at 30 June 2020. Through a tender process, JJ's Waste were awarded the Kerbside Co-mingled Recyclables Collections Service Contract with a term of three years to June 2023.

From 1st July 2020, Council will operate the Kerbside General Waste Collection Service. A council operated service will cost less than a contracted general waste service. Fit for purpose plant has been purchased and the local recruitment process completed.

Council resumed responsibility for the collection of town litter waste in 2019 and will continue to provide this service to the community.

#### General Waste to Landfill.

For the full year 1st July 2019 to 30 June 2020, Council shipped 2,666 Tonnes of general waste to the Copping Landfill. The quantity falls mid-range for the previous three year high and low quantities of 3,000 and 2289 tonnes respectively. The General Waste stream contains a significant proportion of recoverable materials, noticeably scrap metal, cardboard, paper, recyclable plastics, glass and untreated timbers,

#### Co-mingled Recyclables (ex Kerbside Collection)

Contamination rate (typically general household putrescible waste and green waste) remains high for material collected at 15% that significantly adds to the cost of separation and recovery at JJ's Waste at the Launceston Sorting Facility. End market demand is for less than 0.5% impurity and high processing fees are charges apply to removing contamination. Reducing the contamination rate means that processing fees can be reduced and passed on to the Council.

#### St Helens Waste Transfer Station.

Layout changes have been made to enable more material streams to be segregated and recovered and include untreated timber, bulk cardboard plastics and e-waste.

Polystyrene re-cycling, suspended from March to June due COVID-19 situation has now recommenced.

Council continues to assess options for material separation, recycling and re-purposing in alignment with the Northern Regional Waste Management Group's Waste Management Strategy.

### Key Focus Area 6.1.5



Progress 92%

#### Financial Management

Owner: Bob Hoogland



	%	#
Some Disruption	33.33	1
Completed	66.67	2

Actions: 3

Update provided by John Brown on Jul 27, 2020 02:17:15

#### **Actions 6.1.5.1: Audit Panel - Audit Panel meetings facilitated in accordance with legislative requirements, responding to all recommendations of the Panel. (100% completed)**

October, December and February and June meetings of Audit Panel held, minutes and reports received by Council.

**Actions 6.1.5.2: Financial Viability and Accountability - Maintain financial viability and accountability in budgeting and administration. Regularly review the Long Term Financial Plan (LTFP) to ensure that it accurately reflects the results of Council decision making. Result, meet or exceed Long Term Financial Plan forecasts for operational results. (100% completed)**

Audited 2018/2019 financial statements received and budget review complete, updated Long Term Financial Plan adopted in principle by Council

**Actions 6.1.5.3: Internal Audits - Implement 2019 / 2020 Internal Audits according to the adopted schedule. (76% completed)**

Internal audit review program for 2019/2020 was mostly completed, additional Synectic audits were commenced but not completed

**Key Focus Area 6.1.6**



Progress 0%



Human Resources

	%	#
Some Disruption	100.0	1

Owner: John Brown

Actions: 1

Update provided by John Brown on Jul 27, 2020 02:18:24

Lack of progress in this area is being addressed in the forthcoming year through the engagement of external resources to assist.

**Actions 6.1.6.1: Workforce Plan - Develop a workforce plan to prepare for and manage succession requirements and ageing workforce. (0% completed)**

No action to date, delayed due to vacancy in HR Manager role

**Key Focus Area 6.1.7**

Progress 100%



Management Systems

	%	#
Completed	100.0	3

Owner: Bob Hoogland

Actions: 3

Update provided by John Brown on Jul 27, 2020 02:20:01

**Actions 6.1.7.1: GIS - Review GIS services to identify an effective and cost effective approach is being used. (100% completed)**

Investigation commenced, options considered in conjunction with Northern Region shared services project, no significantly beneficial option for change identified

**Actions 6.1.7.2: Envisio - Continue to monitor and refine. (100% completed)**

Envisio has now become well entrenched in the operational reporting of council. Ongoing refinements by the provider are making it simpler and easier for Council officers to use the product.

**Actions 6.1.7.3: Envisio Community Dashboard - Examine the opportunity to create a community dashboard for inclusion on Council's website. (100% completed)**

The Community Dashboard was first published on Councils website following the adoption of the March 2020 Quarterly Review.

Public dashboard training has taken place with the Communications Coordinator and Executive Assistant. The Dashboard layout has been set up and testing of information updates is currently taking place with the aim for this to go live on Councils website as soon as practicable.

### Key Focus Area 6.1.8

Progress 100%

Elected Members

Owner: John Brown



Actions: 1

Update provided by John Brown on Jul 27, 2020 02:20:21

#### **Actions 6.1.8.1: Councillors Professional Development - Facilitate participation of Councillors Professional Development. (100% completed)**

Due to the COVID-19 situation:

- The Mayor has taken part in a number of webinars conducted by various organisations such as East Coast Tourism Tasmania (ECTT) where key speakers have been providing advice and information regarding to assisting the community and businesses during and moving out of COVID.
- Councillors have undertaken some brief, informal training on the software Microsoft Teams (video conferencing program) to enable Council Workshops and Meetings to take place as scheduled. This training has been undertaken by Council staff with ongoing assistance being provided a necessary.
- Australian Local Government Association (ALGA) has cancelled the National General Assembly (NGA) for 2020 which was scheduled to take place in Canberra in June which both the Mayor and the General Manager were registered to attend. Advice received from ALGA is that there maybe an opportunity for some motions to be considered later in the year during another scheduled conference, however this would not incorporate the full agenda which was set out for the June NGA.
- The Local Government Association of Tasmania's (LGAT) Annual General Meeting and Conference scheduled to be held in July 2020 will also be run in a different format.

One (1) Councillor attended the Local Government Association of Tasmania's (LGAT) Two (2) Day Elected Member Training in February 2020.

The Mayor attended the Local Government Association of Tasmania's (LGAT) Mayors Professional Development in December 2019.

The Mayor attended the ATDW (Australian Tourism Data Warehouse) Workshop in St Helens in November 2019.

The Mayor and two (2) Councillors attended the Local Government Association of Tasmania's (LGAT) Annual Conference in July 2019.

The Mayor and four(4) Councillors attended the Local Government Association of Tasmania's (LGAT) Session in regards to the Local Government Legislation Review.



### Key Focus Area 6.1.9

Progress 100%

Council Advocacy

Owner: John Brown

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● Completed	%	#
	100.0	2

Actions: 2

Update provided by John Brown on Jul 27, 2020 02:20:36

#### **Actions 6.1.9.1: Priority Projects - Pursue identified priority projects through State and Federal Budget consultation processes. (100% completed)**

Focus has been on securing the funding committed during the 2019 Federal Election process linked to the Community Development Grant Program. Grant Deeds finalised for the Old Tasmanian Hotel, Georges Bay Foreshore Track and St Marys Flood Mitigation projects and works have been substantially completed on the Old Tasmanian Hotel. Works are underway at St Marys with two elements complete. Georges Bay Foreshore Track works will commence in July following completion of the approval and tender processes.

Applications submitted for the Drought Communities Program and DCP Extension in line with Council's identified projects, funding has been approved and the initial Grant works program has been completed. Tasman Highway intersection upgrades south of St Helens has required substantial pressure being exerted to ensure these were completed by mid-November. Binalong Bay road hand over yet to occur but is underway with the Department of State Growth. More substantial Tasman Highway upgrade is now in the final stages of design and survey.

A submission to the Tasmanian State Budget process was made based on the identified priorities of Council. Consideration of priorities for future election processes will be considered by Council early in 2020.

Council has identified priority projects for future election processes and work on developing this information has commenced

#### **Actions 6.1.9.2: Potential Projects - Take a proactive approach with Government agencies by ensuring potential projects are adequately researched and outlined for Minister's consideration. (100% completed)**

Council officers completed a review of the Municipal Management Plan as part of the research work to identify potential projects. Council considered and identified potential projects in March 2020 with Council officers preparing project briefs for use in future elections. Projects identified for 2020-21 Tasmanian State Budget consideration.

### Key Focus Area 6.1.10

Progress 100%

Customer Service

Owner: John Brown

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● Completed	%	#
	100.0	1

Actions: 1

Update provided by John Brown on Jul 27, 2020 02:20:52

#### **Actions 6.1.10.1: Service Improvements - Encourage ongoing improvement of the customer service approach of the organisation through identified professional development activities. (100% completed)**

Regular manager-team member meetings to consider training needs in the context of adopted values and vision. Particular attention is being given to our customer service approach through the COVID-19 situation. Ongoing training of corporate services team with planning and building staff and general collaboration

### Key Focus Area 6.1.11

Progress 100%

#### Asset Management

Owner: David Jolly



	%	#
Completed	100.0	1

Actions: 1

Update provided by John Brown on Jul 27, 2020 02:25:41

#### **Actions 6.1.11.1: Building Asset Database - Update building asset database to enable accurate financial reporting. (100% completed)**

A key focus area in 2029-2020 is the writing of a Building Asset Management Plan that enables Council to better manage the establishment of new assets, asset renewals and upgrades and operational and maintenance budgets in alignment with Councils Long Term financial Plan.

Council maintains a building register that includes asset financial data and information. Building Asset register data is currently being updated in preparation for a building revaluation exercise and the writing of an asset management plan.

GIS Layer now produced in 'My Maps' with completed on field data ready for calculated building revaluations by Councils contractor. A new item in the 2020/2021 Annual Plan has been included to complete data and integration works.

### Key Focus Area 6.1.12

Progress 100%

#### Stormwater Management Plan

Owner: Stuart Barwick



	%	#
Completed	100.0	1

Actions: 1

Update provided by John Brown on Jul 27, 2020 02:26:01

#### **Actions 6.1.12.1: Stormwater Priorities Plan - Development and endorsement of the Municipal Stormwater Priorities Plan. (100% completed)**

Council endorsed the Plan at the December 2019 Ordinary meeting of the Council.

The Urban Drainage Act 2013 ("the Act") requires that all Tasmanian Councils develop Stormwater System Management Plans (SSMPs) for the urban areas within their municipalities. Tasmanian councils have to complete the task by 19th Dec 2019 to satisfy the requirements of the Act.

Progress on councils SSMP has accelerated ahead of anticipated completion by the end of this calendar year.

### Key Focus Area 6.1.13

Progress 100%

#### Work Health & Safety

Owner: Simone Ewald-Rist



	%	#
Completed	100.0	2

Actions: 2

A large range of activities occurred during the year to support a focus on providing a safe workplace and discharging our WHS responsibilities

**Actions 6.1.13.1: Incident Prevention - Take action to reduce the likelihood of incidents of injury and illness in the workplace, including: Review of reported incidents; Audits of staff and contractors; Inductions of staff and contractors; Facilitate WH&S Committee Meetings; Appropriate identified training. (100% completed)**

**FY 2019/2020 SUMMARY OF INCIDENT BY WORKERS**

22 incidents reported relating to bodily locations (4 of them required medical treatment and consequently lodged workers compensation claims with our insurer)

4 verbal confrontations

1 potential COVID-19 exposure

TOTAL 27 INCIDENT REPORTED

**FY 2019/2020 BODILY LOCATIONS**

11 hand/wrist incidents

5 leg/knee incidents

3 shoulder/arm incidents

1 elbow

1 hip

1 ankle incident.

**FY2019/2020 VEHICLE ACCIDENT SUMMARY**

4 windscreen claims

2 damages to vehicles involving an animal

3 damages to vehicles involving a third party

1 King Box trailer stolen.

**FY 2019/2020 WHS AUDITS OF OUTDOOR WORKERS AND CONTRACTORS**

7 audits undertaken during the financial year.

**FY 2019/2020 INDUCTIONS OF WORKERS, VOLUNTEERS AND CONTRACTORS**

3 workers/consultant, 17 volunteers and 8 contractor were inducted during the financial year.

**FY 2019/2020 WH&S COMMITTEE MEETINGS FACILIATED: 6 MEETINGS**

ACTION	OUTCOME/RECOMMENDATION
Review of SDS register, auditing existing stock, review of purchasing process and seeking alternatives to hazardous chemicals:	Progressively work towards auditing all areas and updating the SDS Register. Ongoing.
Reports received from OHS inspections of Depot Yard/Offices and Council main building	Actions discussed and progressed for completion in FY2019/2020.
Review of current critical incident measures in place for indoor/outdoor workers.	Completed FY2019/2020

ACTION	OUTCOME/RECOMMENDATION
Undertake testing of duress alarm during the calendar year 2019.	Completed FY2019/2020
RACT Business Safety Essential workshop. Three-hour interactive workshop includes Vehicle Safety, Distraction, Speeding, Alcohol/Drugs, Fatigue & Crash Avoidance Space.	Urged management team to consider funding such a workshop in 2020 and potentially having selective workers attending a defensive driving training at Symonds Plains. The cost is \$1,500 for 12 workers plus \$100 extra per person.
Lesson learnt from NSW horrific wood chipper fatality – Council's operators required to demonstrate competency on how to operate Council's Vermeer Brush Chipper.	Consultation with team leaders & manager. Brush chipper serviced and improved. SOP reviewed, amended and information distributed by team leaders.
2020 Tasmanian Health & Wellbeing Calendar	Consulted on what topics are of interest to indoor/outdoor workers.
Cancer Council Tasmania – Find Cancer Early Campaign	Arrangements made for September 2020.
T5 phone app used by Burnie City Council	Research revealed the product is not suitable
Vandalism Reporting	<p>Works Department to report on damage to the WHS Coordinator that</p> <ul style="list-style-type: none"> <li>• incur a repair cost of greater than \$50.00, and</li> <li>• occur repetitive in the same location</li> </ul>
Noise level in lobby and reception area	The committee recommended allocating funds for the FY2020/2021 building maintenance budget so that a consultant can be engaged to undertake noise level testing on-site and provide suggestions on how to mitigate against the noise level in the lobby/reception area.
Compliance and Enforcement investigations	Implement procedure on 20/05/2020.
Labelling of chemicals	Reminder to all staff that when decanting from large to small containers, a label needs to be affixed to the new container.
Sun protection for outdoor workers	Reminder to all staff that Cancer Council warns sun protection required all year around.
Mini and Micro Break from computer and work	Revisit at August 2020 meeting and provide information on apps or other devices.

#### **FY 2019/2020 TRAINING UNDERTAKEN**

- First Aid 2 days training for outdoor workers – September 2019
- Remedial exercise sessions for outdoor workers – September 2019 to March 2020
- Implement Traffic Management/Control Traffic with Stop Slow Bat – October 2019 – 2 workers
- Health Safety Representative Training – November 2019 – 1 worker
- Licence to Operate Forklift Truck Training – November 2019 – 3 workers
- Tree Faller Qualifications – November 2019 – 1 worker
- Online ChemCert training – May to June 2020 – 3 workers

**Actions 6.1.13.2: Wellbeing Program - Undertake actions to improve the wellbeing or workers including appropriate training and awareness sessions. (100% completed)**

**FY2019/2020 Wellbeing Programs:**

- Monthly remedial sessions for outdoor workers
- Audiometric testing for outdoor workers – June 2020
- Find Cancer Early Campaign postponed to September 2020

**Key Focus Area 6.1.14**



Public Health

Owner: Jake Ihnen



	%	#
Some Disruption	50.0	1
Completed	50.0	1

Actions: 2

Update provided by John Brown on Jul 27, 2020 02:29:28

**Actions 6.1.14.1: On Street Dining - Review Council's policy in relation to on-street dining to encourage a vibrant and inviting streetscape for residents and visitors alike. (100% completed)**

Reviewed July 2018 therefore not due for review until July 2021.

**Actions 6.1.14.2: Temporary Food Premises - In consultation with stakeholders develop a mobile and temporary food business policy and operator guide, to facilitate the service of food outside the traditional fixed premises model. (50% completed)**

Draft guideline has been developed however requires further consideration. A new Annual Plan item for 2020/2021 has been developed to implement the policy.

**Key Focus Area 6.1.15**



Stakeholder Management

Owner: John Brown



	%	#
Completed	100.0	2

Actions: 2

Update provided by John Brown on Jul 27, 2020 02:29:43

**Actions 6.1.15.1: Northern Tasmanian Development Corporation (NTDC) - Participate in NTDC activities focused on developing the regional economy. (100% completed)**

Consideration of the Regional Economic Development Plan and endorsement by Council undertaken at September 2019 Council meeting. Final adoption occurred at the December 2019 Council meeting. Review of NTDC operations as part of considering ongoing funding has been undertaken and a number of recommendations to be implemented as council is examining the value for money being received. Mayor and General Manager participating in development of Regional Collaboration Framework. NTDC provided a presentation to Councillors on 24/2/2020 relating to activities. New CEO, Mark Baker, has provided a new direction and focus on NTDC activities and performance. Council considered its position in relation to ongoing membership of NTDC and agreed to a further 3 years at the May 2020 Council meeting.

**Actions 6.1.15.2: Local Government Association of Tasmania (LGAT) and Australian Local Government Association (ALGA) - Participate actively at the State and National level in Local Government matters including legislative reviews and policy development. (100% completed)**

LGAT Conference attended by Mayor, 2 Councillors and General Manager, BODC received the Award for Excellence in Service Delivery for Small Councils.

Participation in legislative reviews and policy development has included:

- Local Government Act Review (ongoing including Technical and Working Groups)
- State Government Draft Waste Action Plan

Mayor represents smaller Councils in the northern region on the LGAT General Management Committee.

Motions prepared for LGAT and ALGA Annual Conferences, both of which were cancelled due to the Covid-19 impact.

**Key Focus Area 6.1.16**

Progress 100%



Improvements to Council's Systems and Processes

	%	#
Completed	100.0	1

Owner: Bob Hoogland

Actions: 1

Update provided by John Brown on Jul 27, 2020 02:29:57

**Actions 6.1.16.1: System and Process Improvements - Undertake an ongoing review of Council's systems and processes with a focus on simplification, time and resource reduction. (100% completed)**

Regular consideration by organisation teams and management team. Development Services have commenced refining systems following the new Town Planners commencing who are bringing ideas from outside the organisation. The impact of COVID-19 on our systems and processes is now under active consideration. Ongoing option of flexible working arrangements (working from home) procedure adopted and being implemented

**Key Focus Area 6.2.1**

Progress 100%



Asset Management Policy

	%	#
Completed	100.0	2

Owner: Bob Hoogland

Actions: 2

Update provided by John Brown on Jul 27, 2020 02:30:13

**Actions 6.2.1.1: Review AM15 Asset Disposal Policy Review Period: 3 years Adopted: 21.08.2014 Date last amendment: 21.03.2016 Renewal Due: November 2019 Source: Policy Review Schedule (100% completed)**

Council adopted the amended update to AM15 Disposal Policy at the August 2019 Council Meeting after discussion at the August 2019 Councillor Workshop.

**Actions 6.2.1.2: Review AM19 Asset Management Policy Review Period: 3 years Adopted: 15.08.2016 Renewal Due: August 2019 Source: Policy Review Schedule (100% completed)**

Council adopted the amended update to AM19 Asset Management Policy at the August 2019 Council Meeting after discussion at the August 2019 Councillor Workshop.

### Key Focus Area 6.2.2



Progress 15%

#### Community Building Policy

Owner: Bob Hoogland



● On Track	%	#
	100.0	1

Actions: 1

Update provided by John Brown on Jul 27, 2020 02:30:29

**Actions 6.2.2.1: Review CB04 Youth Policy and Strategy Review Period: 3 years Adopted: 19.03.2012 Date last amendment: 21.03.2016 Renewal Due: April 2020 Source: Policy Review Schedule (15% completed)**

No action to date - contact made with Schools to work with SRC committees and invite ScamJam members to be part of the review

### Key Focus Area 6.2.3

#### Economic Development Policy

Owner: John Brown

Update provided by John Brown on Jul 27, 2020 02:30:45

No Actions in this KFA for the 2019-20 year.

### Key Focus Area 6.2.4

Progress 100%

#### Environment & Planning Policy

Owner: David Jolly



● Completed	%	#
	100.0	1

Actions: 1

Update provided by John Brown on Jul 27, 2020 02:31:00

**Actions 6.2.4.1: Review EP03 Conservation Covenant Support Policy Review Period: 3 years Adopted: 25.06.2012 Date last amendment: 21.03.2016 Renewal Due: December 2019 Source: Policy Review Schedule (99% completed)**

Reviewed at March 2020 Council meeting

**Key Focus Area 6.2.5**

Progress 91%



## Leadership &amp; Governance Policy

Owner: Bob Hoogland

	%	#
On Track	9.09	1
Some Disruption	9.09	1
Completed	81.82	9

Actions: 11

Update provided by John Brown on Jul 27, 2020 02:31:20

**Actions 6.2.5.1: Review LG08 Employees Voluntary Emergency Services Policy Review Period: 3 years Adopted: 25.06.2012 Date last amendment: 21.03.2016 Renewal Due: April 2020 Source: Policy Review Schedule (0% completed)**

Last amendment March 2017 due for review March 2020, no action in the later part of the year. Will be dealt with in the first 3 months of 2020-21.

**Actions 6.2.5.2: Review LG01 Elected Member Allowances and Support Policy Review Period: 4 years Adopted: 19.03.2012 Date last amendment: 21.03.2016 Renewal Due: August 2019 Source: Policy Review Schedule (100% completed)**

Status updated to "On Track"

**Actions 6.2.5.3: Review LG03 Councillors Code of Conduct Policy Review Period: 4 years Adopted: 19.03.2012 Date last amendment: 21.03.2016 Renewal Due: May 2020 Source: Policy Review Schedule (100% completed)**

Councillors Code of Conduct Policy was reviewed following the Ordinary General Election in November 2018 and adopted at the 18 March 2019 Council Meeting.

**Actions 6.2.5.4: Review LG07 Procurement Policy (Code for Tenders and Contracts) Review Period: 3 years Adopted: 19.03.2012 Date last amendment: 21.03.2016 Renewal Due: November 2019 Source: Policy Review Schedule (100% completed)**

Policy LG07 reviewed at Council Workshop and amendments prepared; amendments reviewed by Audit Panel at December 2019 meeting and recommended to Council; amended LG07 Policy adopted by Council at the December meeting, matter is complete

**Actions 6.2.5.5: Review LG11 Rating Exemptions and Remissions Policy Review Period: Yearly Adopted: 19.03.2012 Date last amendment: 21.03.2016 Renewal Due: February 2020 Source: Policy Review Schedule (100% completed)**

Policy was reviewed in August 2018, not due until August 2021

**Actions 6.2.5.6: Review LG16 Corporate Credit Card Policy Review Period: 3 years Adopted: 19.03.2012 Date last amendment: 21.03.2016 Renewal Due: May 2020 Source: Policy Review Schedule (100% completed)**

Policy amended and adopted July 2019

**Actions 6.2.5.7: Review LG18 Debt Collection Policy Review Period: 3 years Adopted: 19.03.2012 Date last amendment: 21.03.2016 Renewal Due: February 2020 Source: Policy Review Schedule (100% completed)**

Policy was converted to a Procedure, no longer subject to Policy review.

**Actions 6.2.5.8: Review LG20 Distribution of Unclaimed Funds Policy Review Period: 3 years Adopted: 19.03.2012 Date last amendment: 21.03.2016 Renewal Due: February 2020 Source: Policy Review Schedule (100% completed)**

Updated Policy adopted at the March Council Meeting, matter is complete

**Actions 6.2.5.9: Review LG27 Information Management Policy Review Period: 3 years Adopted: 19.03.2012 Date last amendment: 21.03.2016 Renewal Due: February 2020 Source: Policy Review Schedule (100% completed)**

Updated Policy adopted at the March Council Meeting, matter is complete

**Actions 6.2.5.10: Review LG29 Privacy Policy Review Period: 3 years Adopted: 19.03.2012 Date last amendment: 21.03.2016 Renewal Due: February 2020 Source: Policy Review Schedule (100% completed)**

Updated Policy adopted at the March Council Meeting, matter is complete



**Actions 6.2.5.11: Review LG51 Related Party Disclosures Policy Review Period: 3 years Adopted: 19.03.2012 Date last amendment: 21.03.2016 Renewal Due: April 2020 Source: Policy Review Schedule (98% completed)**

Policy can not be amended until Policy details provided by Ombudsman office. Initial consultation received from Ombudsman. No further action possible.

### Key Focus Area 6.2.6

By Laws

Owner: Bob Hoogland

Update provided by John Brown on Jul 27, 2020 02:31:31

No Actions in this KFA for 2019-20 year.

### Key Focus Area 6.3.1

Progress 100%

Reporting: To ensure transparency of risk management information across Break O'Day Council, a series of reports will be produced throughout the year.

Owner: Bob Hoogland

Actions: 2

Update provided by Bob Hoogland on Jan 07, 2020 23:41:11

**Actions 6.3.1.1: Risk Updates and Activities - Risk updates and activities are regularly reported to management, Council and Audit Panel. (50% completed)**

Risk activities are up to date half way through 2019/2020

Reports have been provided to and received by Council and managers, and the Audit Panel

Risk register reviews have been completed as expected wxcept for a couple of very minor delays which are expected to be addressed early in 2020



### Key Focus Area 6.4.1



Progress 95%

Grant Submissions

Owner: Angela Matthews

Actions: 1

Update provided by Angela Matthews on Dec 20, 2019 00:46:45



**Actions 6.4.1.1: Grant Funding Opportunities - Actively seek and apply for grant funding opportunities which assist Council to achieve its identified priorities. Result(s), overall success rate of 75%, funding received for three (3) identified priorities and grant funding of \$250,000 secured. (50% completed)**

Applications have been submitted for the following:

Drought Communities Programme Extension - \$1,000,000

Building Better Regions Fund (BBRF) - Infrastructure for Events - \$20,000

Building Better Regions Fund (BBRF) - Break O'Day Trails Strategy - \$30,000

\$2,100,000 received from the Federal Government for the Georges Bay Multi-User Track.

Grant Deeds have been received for the Old Tasmanian Hotel Restoration Project - \$500,000 and the St Marys Flood Mitigation Project - Flood Proofing St Marys - \$400,000

Drought Communities Programme - \$1,000,000 - Grant Deeds Executed and works commenced for Enhancing the Fingal Valley

Recreational Boating Fund for Proposed upgrade to the Scamander Boat Ramp was successful - \$125,000

### Key Focus Area 6.5.1



Progress 92%



#### Capital Works and Projects Program

Owner: Bob Hoogland

	%	#
● On Track	16.67	1
● Completed	83.33	5

Actions: 6

Update provided by David Jolly on Jul 10, 2020 05:14:34

**Actions 6.5.1.1: Township Plans - Delivery of funded Township Plan infrastructure projects. (100% completed)**

Township plan items are being addressed through the 4 year capital programme with current operational and maintenance budgets and government funded grants.

**Actions 6.5.1.2: Drought Communities Programme - Delivery of Drought Communities Programme infrastructure projects. (100% completed)**

The following infrastructure projects were delivered under the Drought Communities Programme in the 2019/2020 year.

- Fingal Valley Track Upgrades - Grey Mares Trail Upgrade , St Patricks Head Trail Works, - Mathinna Falls Trail that includes the required upgrade of parts of the access road, the replacement of a vehicle bridge and walking track repair and upgrade.
- St Marys Cemetery Master Plan
- Fingal Streetscape Stages 2 and 3
- Fingal Park Shelter
- Fingal Recreational Complex Toilet
- Mathinna Township Bus Shelter

**Actions 6.5.1.3: St Marys Flood Mitigation - Delivery of St Marys Flood Mitigation infrastructure projects. (85% completed)**

Council submitted an application for Australian Government funding to enable the implementation of priorities from the St Marys Flood Risk management Plan for the St Marys community. The objective of the flood mitigation projects is to reduce the area of St Marys that is flood prone, reducing flood hazards and impacts for households (including public housing), businesses and public infrastructure and improving.

***Flood Warning System - installation completed.***

***The Flat Road Bridge (Completed)*** - The bridge has been raised to provide an additional 1m of invert and providing a larger waterway opening.

***Flood Levee Bank*** - Engineering work associated with the design of the Levee is complete. The design took into account flood modelling data for a 1 in a 100 year flood event. All affected landowners have given their consent for the levee to be constructed with regulatory approvals pending. Construction materials have been purchased, with planned construction to commence during July and completed by September (subject to regulatory approval being granted in early July).

***Actions 6.5.1.4: Re-sheeting and Re-sealing Programs - Re-sheeting and re-sealing programs completed as per budget allocations.***

Scheduled road resealing and resheeting works completed

***Actions 6.5.1.5: Bridges - Bridge part or full replacement works completed as per budget allocation. (75% completed)***

Scheduled Bridge works completed with the exception of the Cecelia Street bridge. The asset was condition assessed and a decision made to defer works to 2022/2023.

***Actions 6.5.1.6: Kerb and Channel and Footpaths - Kerb and channel and footpath replacement works completed as per budget allocation. (50% completed)***

Due to Covid-19 social distancing restrictions K/C and footpath works have been deferred, year to date we have completed 50% of works. With the easing of physical distancing restrictions outstanding works have been rescheduled to occur across July and August 2020.