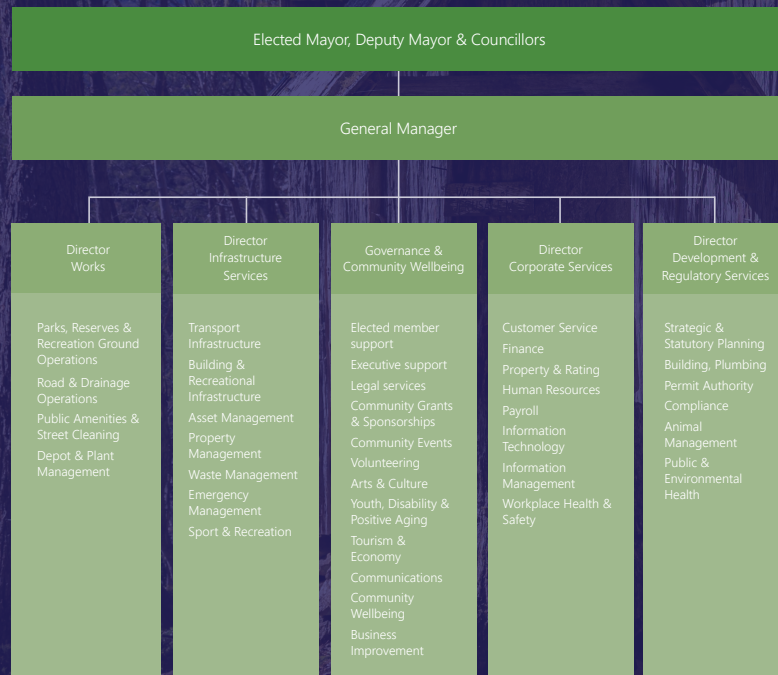


Trappers Hut
Walls of Jerusalem National Park

Organisational STRUCTURE.



Key Measures of Performance 2023-24

Strategy Implementation & Reporting

This report documents our performance against the Annual Plan. It serves as an assessment of progress towards the implementation of the Community Strategic Plan 2014-24 and celebrates a broad range of achievements.

The Annual Report contains details about:

- Our key performance measures against targets established in the Annual Plan
- Results achieved from the Annual Plan targets
- Details of the services that have been provided to the community
- Transparency and accountability
- Reports delivered in accordance with legislation
- Financial performance and financial reports



\$115.95m

Value of building applications processed

\$11.2m

Value of capital works projects delivered



1,503

Service requests managed

21,000+

Inbound calls managed

Annual Plan Actions

66

Achieved, in progress or near completion

9

Pending

0

Deferred



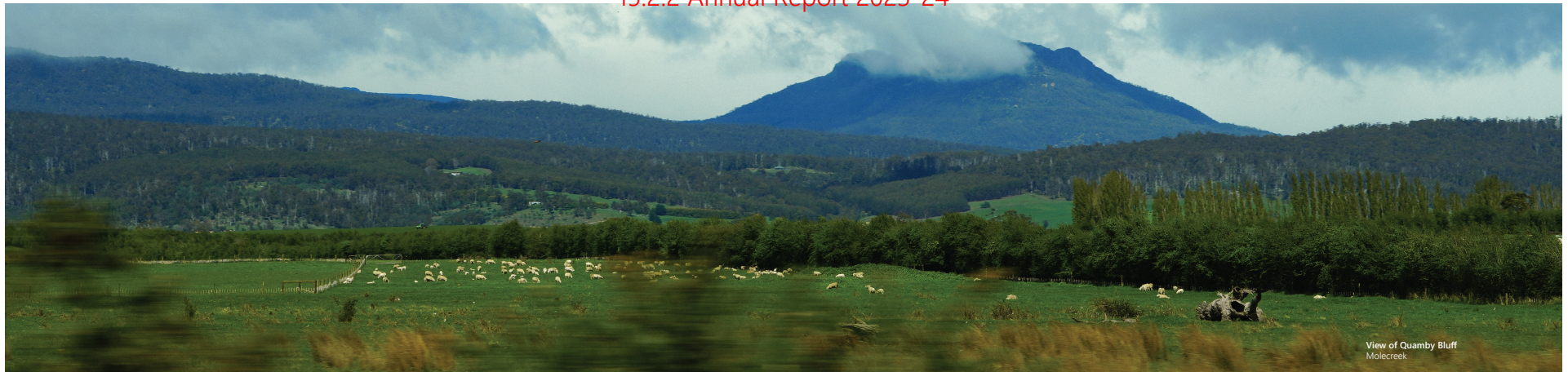
\$93,327

Community grants and sponsorships





Governance & Community Wellbeing



View of Quamby Bluff
Molecreek

Governance & Community Wellbeing

The Governance & Community Wellbeing department, which includes the Office of the General Manager and the Mayor, plays an essential role in connecting the Council with the community. They focus on ensuring clear communication, so residents are well-informed and able to actively participate in local decision-making. By promoting transparency, our residents are empowered to have a voice in shaping the future of our region and community.

This department also works closely with other levels of government to tackle emerging issues and ensure smooth operations across Council services. Their efforts to collaborate, both internally across departments, and externally with the community and stakeholders, helps to improve infrastructure, provide efficient services and make life better for our residents and wider community.

A major focus for the Community Wellbeing and Communication's teams this year has been the development of a new Meander Valley Community Strategic Plan 2024-2034. This document has been developed through countless hours of community consultation, and will guide our region's long-term vision and growth over the next decade.

Alongside this, the Communications team will launch the Meander Valley Place Brand in late 2024, which will help better position our region as a unique and welcoming destination. This brand has been designed to bring the common values and heart of Meander Valley, all while celebrating the unique aspects that make our region so special.

The Community Wellbeing team continues to support key local events, such as the Australia Day Volunteer Awards and citizenship

ceremonies, celebrating the contributions of residents. Services for the elderly and people with disabilities, like the Deloraine and Westbury Community Car programs, help ensure everyone has access to essential services. And through the Community Grants and Sponsorship Program, Council is able to support local organisations, including sports teams and community groups, to foster a stronger, more connected community.

Additionally, the Governance department's work in planning and reporting helps ensure Council initiatives are aligned with the evolving needs of residents. The team also manage Right to Information requests, supporting transparency and accountability and building trust with the community.

In tourism, the Great Western Tiers Visitor Centre has been key in supporting the return

of visitation to pre-pandemic levels, with consistent accommodation bookings and a steady flow of tourists. Council's partnership with Visit Northern Tasmania and the local tourism association has promoted Meander Valley's short walks, reinforcing our reputation as Tasmania's Short Walks Capital and offering visitors new ways to experience the region's natural beauty.

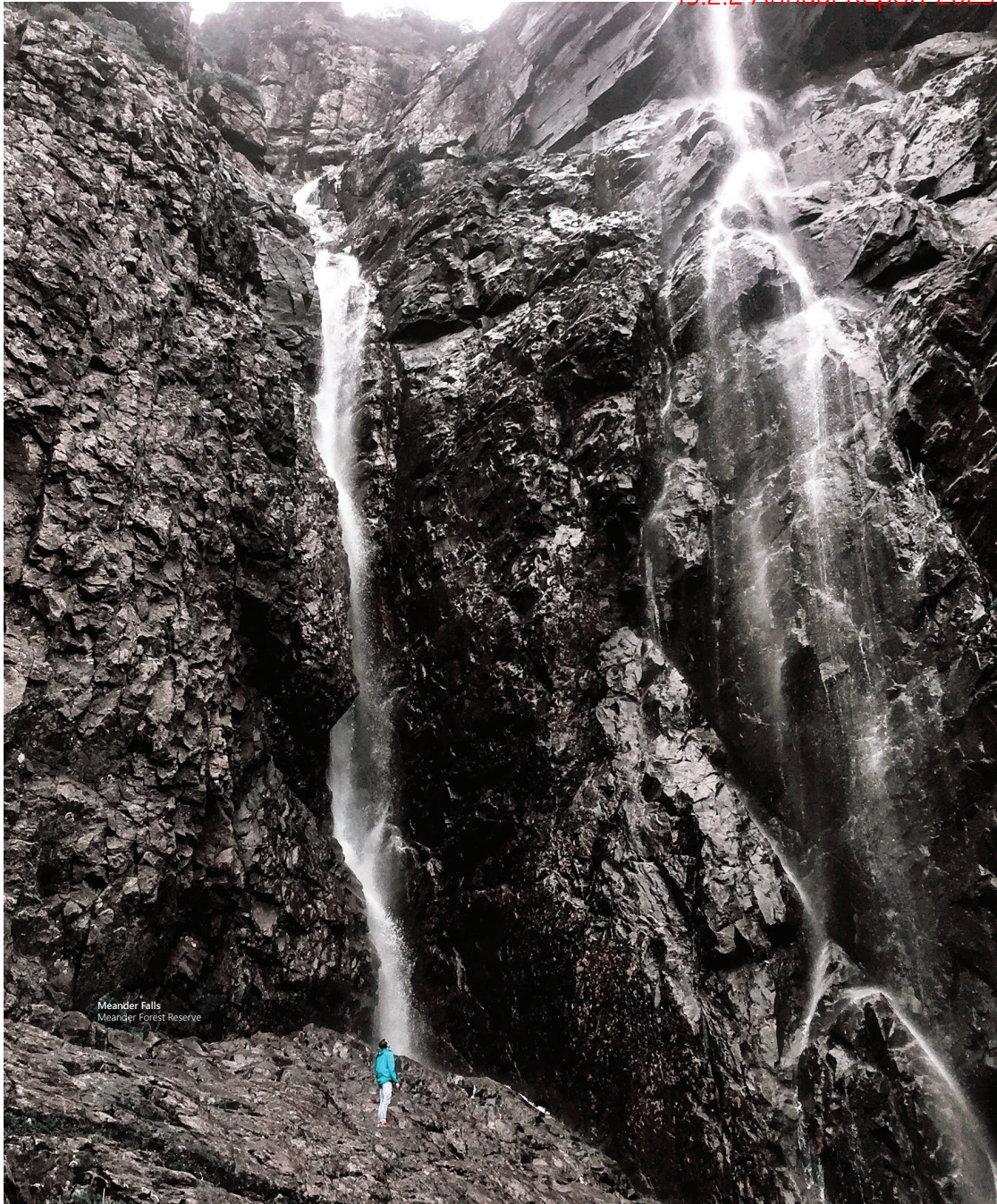
Annual Plan Performance — Governance & Community Wellbeing

<i>Activity</i>	<i>Action</i>	<i>Result</i>
Complete development and roll out of the new Resident's Welcome Pack	New residents' kit commenced, with communications for finalisation of draft to a Council Workshop.	Pending
Support and deliver the Council's contributions to the Westbury Bicentenary celebrations	Westbury Bicentenary event complete. Finalisation of remaining projects continuing with Infrastructure department.	Achieved
Facilitate and enable staff volunteering in the community	Volunteering options available in Council's Enterprise Agreement 2022.	Achieved
Manage recurrent sponsorship funding to Deloraine, Chudleigh and Westbury Show Societies	All year 2 payments made.	Achieved
Deliver programmed activity and support for Volunteer Week	Planning underway as part of the final deliverables for the Key 8 V8 Volunteer program. Volunteer appreciation dinner complete with 25 attendees.	Achieved
Deliver programmed activity and support for Seniors Week	Various programs were delivered through the LIFT Local Meander Valley program.	Achieved
Undertake engagement and renew the Community Strategic Plan	Four Community Strategic Plan Workshops have been delivered by external facilitators, targeted stakeholder consultations complete and data analysis complete.	Progressing
Develop and implement a Communication and Engagement Strategy	Deferred to 2024-25.	Pending
Deliver enhanced community engagement and consultation functionality on the Council's website	Not yet commenced.	Pending
Assess the feasibility of electronic notice boards located at community hubs throughout the region to support the Council and community messaging	Not yet commenced.	Pending

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<i>Activity</i>	<i>Action</i>	<i>Result</i>
Expand the services offered through the Great Western Tiers Visitor Centre to enhance face to face service	A tablet and computer are available for public use, datatraks tourism touch screen service implemented and driver reviver station established. Service offering recommended to be reviewed following completion of the Short Walks centre investigation.	Achieved
Deliver youth programs under the Premiers Fund for Child and Youth Wellbeing grant	Project continuing and engagement being completed in line with funding agreement, final activity being completed in Deloraine due August 2024.	Achieved
Develop and deliver an enhanced program of community events	A LIFT Local Meander Valley program of activities has been completed.	Achieved
Undertake targeted community engagement on flood resilience and learnings from the October 2022 flood	Community engagement session held on 17 October 2023, 60 members of the public attended.	Achieved
Deliver digital transformation and service modernization roadmap to inform the sequencing of ICT investment and roll out	Roadmap delivered in June 2023.	Achieved
Complete a review and update of financial, planning and other legislation-based delegations	Review commenced.	Progressing
Deliver employee training on right to information legislation and record keeping	Integrated into routine operations	Pending
Establish agreed reporting for management briefing reports to Council	Review commenced.	Progressing
Develop a strategic workforce management plan to optimise skills, staffing levels, attraction and retention	Assessment made of workforce pressure areas, all vacancies advertised, two new positions approved by Council in the 2024-25 budget estimates.	Progressing

25/112



Meander Falls
Meander Forest Reserve

Corporate Services

The Corporate Services Department is responsible for managing various essential business functions of the Council, including finance, administration, payroll, customer service, human resources, information technology and workplace health and safety.

Our dedicated customer service team is often the first point of contact for any resident inquiries, offering friendly assistance across a range of services, from answering questions and assigning service requests to providing guidance on Council processes.

The team also continues to ensure compliance with relevant legislation by overseeing Council's budget planning, long-term financial strategy and the preparation of financial statements. Rates and charges are determined based on property valuations from the Tasmanian Office of the Valuer General and are adopted according to Council policy. Our administrators work diligently to coordinate this function, as well as many others, including archiving, people, IT, payroll and accounts payable.

The 2023-24 financial year saw planning for the upgrade of Council's software systems continue with the adoption of Microsoft 365 and SharePoint as the primary tools for collaboration and records management. These systems are designed to help simplify Council's processes and streamline support for the community.

Annual Plan Performance

Corporate Services

Activity	Action	Result
Undertake a customer satisfaction survey (of at least 400 residents) through an independent market research firm	Survey was proposed by the former General Manager in the Community Strategic Plan process, this was not undertaken as an alternative engagement process was determined to receive community feedback.	N/A
Implement system and process improvements to increase reporting against the Customer Service Charter and Standards	Reporting review will progress following the renewal of the Customer Service Charter.	Pending
Renew the Customer Service Charter and Customer Service Standards to set expectations that continue to meet the changing needs of our community	Review progressing with internal stakeholders through the Customer Service Group prior to presentation to Council for approval. This activity has been included in the 2024-25 Annual Plan and will be completed by Quarter 2 2024.	Progressing
Reduce reliance on paper-based processes by implementing a program to enable more online webforms, automation and workflow specific forms		Achieved
Procure third-party support agreement to sustain unsupported TechnologyOne legacy systems from September 2023	Support agreement in place.	Achieved
Procure agreed ERP software products, prepare and resource implementation project and governance, sourcing of technical support roles	Project Manager has been appointed to support this work. The services of Councilio (external IT contractor) has been confirmed to provide strategic support for decision making. This project is included in the 2024-25 Annual Plan.	Progressing
Review and recommend ICT costs to deliver ERP software and modernisation roadmap, vendor and software related costs, governance, and change management	Planning continues with the strategic assistance of Councilio. The detailed implementation roadmap will be updated in Quarter 1 of 2025 and further information provided to Council.	Progressing
Determine and procure a cloud-based records management system replacement, prepare implementation roadmap	AvePoint has been selected as the preferred vendor for implementation. A contract is under review for implementation services and on-going licence costs. The implementation program is nominally 6 months from commencement.	Progressing
Review and recommend any changes to the Council's internal resources to support a maturing capability in the management of information	On hold pending other components of the ERP project which will inform skills required.	Pending

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Activity	Action	Result
Progressively develop a contemporary suite of information policy and standards to ensure the protection and appropriate use of information	To follow Records Management System procurement and implementation.	Pending
Undertake priority actions identified by employees in the Cultural Development Action Plan	Cultural Development Action Plan being progressed with employees.	Achieved
Review the strategic and operational risk registers and implement mitigation actions considering Risk Appetite Statement	Strategic and operational risk registers have been reviewed and updated.	Achieved
Review and update human resource management policies and deliver employee training to align with contemporary practices and industrial law	Review of policies has commenced and forms part of the 2024-25 Annual Plan.	Progressing
Review and update employee Code of Conduct and dispute resolution framework and ensure all staff undertake refresher training	Review and forms part of the 2024-25 Annual Plan.	N/A
Employee culture survey undertaken and cultural action plan revised	Pulse check and annual survey completed during the year.	Achieved
Complete annual employee skin checks	Skin checks completed.	Achieved
Hold departmental level initiatives for RUOK day, Mental Health Month	RUOK day event conducted. Mental health first aid training planned for February. Lifeline training for management staff.	Achieved
Implement an organisation wide engagement on WHS including sharing incident stories and promoting the reporting of hazards, incidents and near misses	WHS Officer has taken numerous opportunities with staff groups to promote the importance of workplace safety. This will be ongoing.	Achieved
Review workers compensation and rehabilitation management procedures to ensure active case management	Quarterly review of active cases has been instigated with insurer to ensure active case management.	Achieved

29/112



160 year-old steam-driven flour mill
Deloraine

Development & Regulatory Services

The Development and Regulatory Services Department manages Meander Valley's strategic and statutory planning across urban and rural environments. This includes managing building and plumbing approvals, as well as development compliance under the Tasmanian Planning Scheme.

This team ensures development projects align with local and regional strategies and policies, seeking to balance the built and natural environment, community needs, cultural significance, and economic sustainability to create better places as our region grows.

The department also oversees environmental and public health and safety, including food safety inspections, schools immunisation program, place of assembly licencing for large public events and water sampling of recreational waters and public pools.

Animal management is part of this scope, with officers managing education and compliance activities around responsible dog ownership rules. Along with responding to livestock at large on public roads, abandoned vehicles on Council Roads and fire hazards on private property.

Planning & Development

Number of planning applications accepted this financial year:

Discretionary	248
Permitted	51

While the number of applications received this financial year has seen a slight decrease from the previous year, over the past 10 years Council has received an average of 283 planning applications per financial year. This year has continued to maintain an increase on the previous 10 year average although slightly less at a 5% increase.

Statutory days are the total number of days from receipt of an application to determination, less any extra days requested by the Heritage Council under section 39 (3) of the Historic Cultural Heritage Act 1995. Statutory days include any additional days negotiated between Council and the applicant under section 57 (6) of the Land Use Planning and Approvals Act 1993, but do not include days where the 'clock is stopped'.

Average number of statutory days* to determine applications

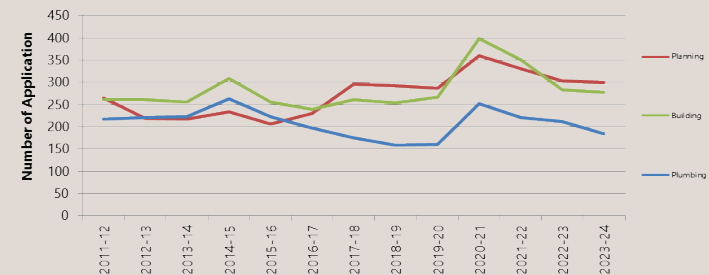
Discretionary	41
Permitted	16

This is shorter than the 42 day statutory period provided within the Land Use Planning and Approvals Act 1993. A total of 11 discretionary planning applications were presented to Council as the Planning Authority for determination. Two appeals were lodged with the Tasmanian Civil and Administrative Tribunal against the decision of the Planning Authority. One appeal was resolved via consent agreement between parties and the other appeal was withdrawn by the applicant.

Building & Plumbing

277 building applications and 184 plumbing applications were received by Council's Permit Authority in 2023-24. This slight decrease is in line with the planning applications and continues to be a 5% increase on the previous 10 year average. This development has however resulted in a 10% increase on the previous financial year on the value of building works completed in the municipality. This demonstrates the continued property growth that is occurring in Meander Valley.

Annual Application Trends



Environmental Health Statement

Council recognises the importance of and is committed to protecting the health and safety of its residents and visitors.

We are required to undertake numerous inspection and monitoring programs to ensure compliance with the *Public Health Act 1997*, *Food Act 2003*, and *Environmental Management and Pollution Control Act 1994* and associated regulations and guidelines.

Approximately \$476,000 was spent on environmental health projects and services during 2023-24, including the employment of 2.6 FTE Environmental Health Officers.

Council's core Environmental Health functions are:

- Food safety, including education, registration and inspection of food businesses and food stalls at major events;
- Disease prevention and control, including immunisations, notifiable disease investigations, education, and sharps disposal service;



Approximately
\$287,000
on animal control services

4,108
Dogs registered



177
Food premises registered

Approximately
\$476,000
on environmental
health projects



351
Complaints
investigated

- Water quality monitoring, including recreational water, public pools/spas and private water suppliers and water carriers;
- Licensing and inspection of Places of Assembly (specific events);
- Licensing and inspection of premises where public health risk activities are carried out;
- On-site wastewater management system assessment and installation inspections; and
- Public health and environmental complaints.

The following summarises the activities carried out during the financial year 2023-24:

Activities under Public Health Act 1997:

- 12 Place of Assembly (Specific Events) Licenses issued and six Place of Assembly (Specific Events) inspected;
- Four recreational water sites sampled on a weekly basis from December to the end of March, totaling 73 samples;
- Seven public pools/spas were sampled on a monthly basis, totaling 75 samples;
- 20 private water suppliers registered, 10 private water supplier samples undertaken;
- Six water carriers registered, inspected;

- Three premises where public health risk activities are carried out licensed, and three premises where public health risk activities are carried out inspected;
- Four regulated systems registered;
- Three unhealthy premises investigations undertaken;
- Seven notifiable disease investigations completed;
- Immunisation sessions were held at Deloraine High School and Giant Steps Tasmania on 22 March 2024. Immunisations were provided in accordance with the National Immunisation Program Schedule and included diphtheria, tetanus and pertussis (whooping cough) (dTpa), human papilloma virus (HPV), and Meningococcal ACWY. 134 vaccines were administered at the school sessions during the year. Immunisations against seasonal influenza were also offered to all Meander Valley Council Staff.

Activities under Food Act 2003:

- 177 food premises and 33 statewide mobile businesses were registered and 87 food businesses notified under the Food Act 2003;
- 311 inspections were completed for premises registered or notified under the Food Act 2003;
- 56 temporary food stall applications were registered and 185 inspections of statewide mobile businesses or temporary food stalls were conducted, including 95 at Agfest and 37 inspections at the Tasmanian Craft Fair;
- Six complaints relating to food premises investigated.

Other Activities:

- 104 environmental complaints investigated (e.g. noise, water quality and air pollution);
- 71 on-site wastewater management system assessments completed and 55 on-site waste-

- water management system installation inspections undertaken;
- 225 development application referrals completed;
- Regular attendance at Tamar Estuary and Esk Rivers (TEER) program meetings including the recreational water quality working group and Lake Trevallyn working group.

Dog Management:

Approximately \$287,000 was spent on animal control services during 2023-24, includ-

- ing the employment of 2 FTE Rangers and a contractor for urgent on-call after hours services for animal management matters.
- 4,108 dogs registered in the 2023-24 financial year.
- 62 dogs were impounded with all either returning home or being surrendered to the Dogs' Homes of Tasmania;
- 14 infringement notices issued;
- 345 complaints received and actioned;
- 57 active kennel licenses;
- 5 registered declared dangerous

Annual Plan Performance — Development & Regulatory Services

<i>Activity</i>	<i>Action</i>	<i>Result</i>
Contribute to regional planning initiatives: Northern Tasmanian Regional Land Use Strategy Review	REMPAN Demand and Supply report completed. To be released 2024-25 once confirmed by State Planning Office.	Achieved
Contribute to the Greater Launceston Plan Review	Workshop conducted with elected members.	Achieved
Progress development of a Structure Plan for Carrick	To be progressed in Annual Plan 2024-25.	Deferred
Review the Prospect Vale - Blackstone Heights Structure Plan	Round 1 consultation complete. To be presented to future Council workshop.	Progressing
Participate in Planning Reforms and Statutory reviews	State Planning Provisions Review of Action Group 1 items - workshops ongoing.	Achieved
Review and implement Public Open Space Policy	Deferred to Quarter 1 2024-25.	Deferred