



Meander Valley Council  
Working Together

# MINUTES

## ORDINARY COUNCIL MEETING

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**Tuesday, 21 January 2025**

**Time** 3.04pm

**Location** Council Chambers  
26 Lyall Street  
Westbury, Tasmania

**Telephone** (03) 6393 5300

## Attendance

### Chairperson

Mayor Wayne Johnston

### Councillors Present

Deputy Mayor Stephanie Cameron  
Councillor Kevin House  
Councillor Anne-Marie Loader  
Councillor Rodney Synfield  
Councillor John Temple  
Councillor Daniel Smedley

### Apologies


Councillor Ben Dudman

### Officers Present

Jonathan Harmey	General Manager
Natasha Whiteley	Acting Director Development and Regulatory Services
Craig Davies	Director Corporate Services
David Murray	Director Infrastructure Services
Justin Marshall	Team Leader Finance (Agenda Item 14.3)
Thomas Wagenknecht	Senior Strategic Planner (Agenda Item 13.1)
Nate Austen	Manager Community Wellbeing (Agenda Item 15.8)
Alison Hugo	Community Wellbeing Officer (Agenda Item 15.8)
Anthea Rooney	Governance Officer

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# 1. Opening of Meeting and Apologies

Mayor Wayne Johnston opened the Meeting at 3.04pm.

The Mayor also noted Councillor Ben Dudman was absent from the Meeting due to a leave of absence and that Deborah White had resigned from her role as a Councillor at Meander Valley due to personal circumstances. The Tasmanian Electoral Office is conducting a recount.

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# 2. Acknowledgment of Country

The Chairperson acknowledged the Pallitore and Panninher past peoples and the traditional owners and custodians of the land on which we gather for the Council Meeting, paid respects to elders past and present and extended those respects to all Aboriginal and Torres Strait Islander peoples present.

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# 3. Confirmation of Minutes

## Motion

That Council receives and confirms the Minutes of the last Ordinary Council Meeting held on 10 December 2024.

<b>Moved</b>	Councillor Anne-Marie Loader
<b>Seconded</b>	Councillor Daniel Smedley
<b>Votes For</b>	Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield, Councillor John Temple and Councillor Daniel Smedley
<b>Votes Against</b>	Nil

**Motion carried by simple majority**

**Minute Reference: 001/2025**

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## **4. Declarations of Interest**

No Declarations of Interest were received as part of these Minutes

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## 5. Council Workshop Report

*Local Government (Meeting Procedure) Regulations 2015 – Regulation 8(2)*

### Topics Discussed – 17 December 2024

#### **Highway Dedication of Dynans Lane, Weegen**

*Councillors discussed public highway status of Dynans Lane.*

#### **Place Brand Roll Out Update**

*Councillors received an update on the proposed timetable for the Place Brand roll out.*

#### **Review of Customer Service Charter**

*Councillors provided feedback on the proposed updates to the Council's Customer Service Charter.*

#### **State Government Response to Local Government Review**

*Councillors were provided with an opportunity to discuss the State Government's response to the Future of Local Government Report.*

#### **Proposed New Policy: *Managing Unreasonable Conduct by Customers***

*Councillors provided feedback on the proposed new Policy for Managing Unreasonable Conduct by Customers.*

#### **Proposed New Policy: *Governance Charter***

*Councillors provided feedback on the proposed new Policy for a Governance Charter.*

#### **Review of Economic Development Policies**

*Councillors discussed continuation of Economic Development Policies.*

#### **Proposed Discontinuation – Policy No. 93: *Managing Public Appeals***

*Councillors considered discontinuation of the Council's managing public appeals Policy.*

### Items for Noting

#### **Review and Proposed Amendments to Policy No. 15: *Driveway Crossovers***

*Councillors were advised of proposed amendments to the Driveway Crossovers Policy.*

## 6. Mayor and Councillors' Reports

### Councillors' Official Activities and Engagements Since Last Meeting

#### Mayor Wayne Johnston

*Attended the following events:*

- 10 December 2024 – presented at the Our Lady of Mercy End of Year presentations
- 10 December 2024 – presented at the Deloraine Primary School End of Year presentations
- 11 December 2024 – attended the Local Government Association's General Management Committee Meeting
- 12 December 2024 – attended the Local Government Association's PLGC
- 14 December 2024 – attended the Meander Valley Council's end of year dinner
- 9 January 2025 – attended a Meeting with The Honourable Kerry Vincent, Minister for Infrastructure and Local Government
- 9 January 2025 – attended a Meeting with TasWater, Malcolm Eastley and Peter Briggs

#### Deputy Mayor Stephanie Cameron

*Attended the following events:*

- 3 January 2025 – attended the Carrick Festival of Small Halls event

#### Councillor Ben Dudman

*Attended the following events:*

- 14 December 2024 – attended the Meander Valley Council's end of year dinner
- 17 December 2024 – attended the Meander Valley Council's Audit Panel Meeting

#### Councillor Kevin House

*Attended the following events:*

- 17 December 2024 – attended the Meander Valley Council's Community Grants and Sponsorship Fund Committee Meeting
- 3 January 2025 – acted as Master of Ceremonies at the Carrick Festival of Small Halls event

#### Councillor Anne-Marie Loader

*Attended the following events:*

- 10 December 2024 – attended the *BlazeAid* barbeque
- 12 December 2024 – presented at the Mole Creek Primary School Presentation evening
- 14 December 2024 – attended the Meander Valley Council's end of year dinner
- 17 December 2024 – attended the Meander Valley Council's Community Grants and Sponsorship Fund Committee Meeting



- 22 December 2024 – attended the Blackstone Heights Community Christmas Sausage Sizzle
- 3 January 2025 – attended the Carrick Festival of Small Halls event
- 9 January 2025 – attended a Meeting with The Honourable Kerry Vincent, Minister for Infrastructure and Local Government
- 9 January 2025 – attended a Meeting with TasWater, Malcolm Eastley and Peter Briggs
- 10 January 2025 – attended the Parkham Festival of Small Halls event

#### **Councillor Rodney Synfield**

*Attended the following events:*

- 14 December 2024 – attended the Meander Valley Council's end of year dinner
- 9 January 2025 – attended a Meeting with The Honourable Kerry Vincent, Minister for Infrastructure and Local Government
- 9 January 2025 – attended a Meeting with TasWater, Malcolm Eastley and Peter Briggs

#### **Councillor John Temple**

*Attended the following events:*

- 17 December 2024 – attended the Meander Valley Council's Audit Panel Meeting
- 9 January 2025 – attended a Meeting with The Honourable Kerry Vincent, Minister for Infrastructure and Local Government

### **Councillors' Announcements and Acknowledgements**

Deputy Mayor Stephanie Cameron thanked the Small Halls Committees for their organisation of the Small Halls events held in January.

Councillor Ann-Marie Loader congratulated the Carrick Hall Committee and the Parkham Community Inc. Committee on the Festival of Small Halls event and was pleased to note the use of the facilities by the community.

Councillor Synfield also congratulated the organisers of the Small Halls events.

Mayor Wayne Johnston extended the Council's thanks to Deborah White for her recent contribution as a Councillor and extended his best wishes for her future endeavours following her resignation.



## **7. Petitions**

No new Petitions or Actions on Previous Petitions were received as part of these Minutes

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## **8. Community Representations**

No new Community Representations were received as part of these Minutes

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## 9. Public Question Time

### 9.1. Public Questions With Notice

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

*(Questions With Notice must be in writing and should be received by the General Manager at least seven days before the relevant Council Meeting).*

#### **Question**

*Ralph Wayment, Reedy Marsh – Meander River Issues – asked at the Council Meeting on 10 December 2024*

1. *[In relation to approximately 650m of Meander River frontage downstream at Reedy Marsh], the 2022 floods deposited a huge amount of wood into the river, which remains in the riparian strip and is a concern in consideration of fire load. Does the Meander Valley Council have any policies, capability or financial assistance to help maintain the quality of riparian zones?*

**David Murray (Director Infrastructure Services)** advised that management of the Meander River is the responsibility of the Department of Natural Resource and Environment Tasmania (NRE). Enquiries relating to the clean-up and maintenance of the river should be directed to the NRE as the relevant authority.

NRM North is a natural resource management organisation based in the north of Tasmania. NRM North offers programs and potential funding opportunities specifically focused on the improvement of riparian vegetation adjacent to river banks. It is recommended that concerned residents make contact with NRM North to discuss the availability of assistance packages.

### **Question**

*Liam Harrex, Blackstone Heights – Capital Works Program 2024/25 – submitted via email on 13 December 2024*

1. *Can the Council please provide a project status update on the following items from the 2024-25 Capital Works Program? Do they remain on track for completion in 2024/25: 24.039 – Longvista Road – new footpath, Blackstone Park to Bayview Drive and 24.139 – Panorama Road – new footpath design?*

**David Murray (Director Infrastructure Services)** advised that the new footpath construction on Longvista Road (Blackstone Park to Bayview Drive) is programmed to commence construction in late March 2025, with completion estimated to be by May 2025. The preliminary design work for the proposed footpath works on Panorama Road has commenced. Following completion of the design, the project will be considered for future construction as part of the Council's Forward Works Program.

### **Question**

*Julia Gosling, Deloraine – FOGO Service in Deloraine – submitted via email on 9 January 2025*

1. *I have seen with interest the success of FOGO bins in other councils and understand that they have been extended to members of the Meander Valley Council. I live in Deloraine and am keen to know if/when we can expect this service?*

**David Murray (Director Infrastructure Services)** advised that the Meander Valley Council's *Waste and Resource Recovery Strategy 2024-2033* details that investigation of expanded FOGO services will be completed for other areas that have kerbside collection, which includes Deloraine, by 2029. Areas that currently have FOGO services include Blackstone Heights, Prospect Vale, Hadspen and Travellers Rest. The Council will continue to consult with residents in the remaining areas serviced by kerbside collection (including Deloraine) in a staged approach to meet the intended timeframes for roll-out of FOGO services by 2029.

### **Question**

*Tanya King, Westbury – Westbury Specific Area Plan – submitted via email on 14 January 2025*

*The Specific Area Plan (SAP) for Westbury was implemented in 2021, allowing blocks that were previously unable to be subdivided, to be divided into blocks down to 5,000m<sup>2</sup>.*

- 1. Can the Council please advise how many additional properties have been created since the SAP was implemented?*
- 2. Can the Council please advise what the increase in rate base has been because of the creation of more titles and how much of this newfound revenue has been reinvested back into infrastructure to support the development?*

**Krista Palfreyman (Director Development and Regulatory Services)** advised that the Westbury Specific Area Plan came into operation when the Council transitioned to the Tasmanian Planning Scheme State Planning Provisions and Meander Valley Local Provision Schedule on 19 April 2021. Since that time, approximately 56 additional lots have been approved through Planning Permits issued for subdivision within the area of the Specific Area Plan. It is noted that not all Planning Permits for subdivision have had Final Survey Plans submitted for sealing and registering for the new titles to be created. Of the 56 approved additional lots, 30 additional titles have been created.

**Craig Davies (Director Corporate Services)** advised that the Council undertakes an annual budget process that guides the setting of the Council's rates revenue. Whilst the creation of new titles following subdivision has the potential to increase the number of rateable properties in the municipality, it does not necessarily increase the total rates revenue received by Council.

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## 9.2. Public Questions Without Notice

### Question

*Tanya King – Westbury Specific Area Plan*

1. *What infrastructure improvements have been made commensurate with the development as a result of the subdivisions since the inception of the Specific Area Plan in Westbury?*

**Jonathan Harmey (General Manager) advised that** the questions asked in the current Agenda (page 15) are those referred to as Questions With Notice and they refer to the Tasmanian Planning Scheme State Planning Provisions and the Meander Valley Local Provision Schedule which came into operation in April 2021.

The Council's rates, charged by the Council, are not a fee for service, they are a property tax and they take into account the property owner's capacity to pay.

Subdivisions do not always mean that more rates are generated with subdivisions. The process is that a property may be revalued by the Office of the Valuer General, a State Government Department and they can elect to increase a property's value based on development that occurs. Just because a subdivision occurs does not always mean there is an additional rates revenue.

So, if a dollar value response is being requested for the 56 additional lots - 30 titles that have been created, then a dollar value cannot be provided in this response. However, since 2021 it has been good to see the area growing.

As a Council, Councillors make decisions annually regarding what capital works are to required in an area on the basis of new housing that has been developed. Examples of things like the new concrete footpaths that have been completed on William Street and the opening of a new dog run facility on Moore Street in Westbury. Developments such as these are facilitated with the knowledge of new developments being instigated.

## Question

*Danielle Farrow-Pryke – National Housing Crisis*

1. *Why would you waste tax payer funds for the Tasmania Police Service, two serving officers and two [Meander Valley Council] staff by intimidating me on a day I specifically said I was not going to be there [at my property]?*

**Jonathan Harmey (General Manager)** advised that the Council's Officers undertake compliance activities ... *[Danielle Farrow-Pryke then prevented the General Manager from answering the question by interjecting and arguing].* This question and its response will appear in the 11 February Council Agenda.

2. *What is Meander Valley Council proactively doing in the context of a very well known national housing crisis to open up accommodation?*

**Mayor Wayne Johnston** advised that this question would be Taken on Notice and responded to in the 11 February 2025 Council Agenda, however, a response was demanded *[Danielle Farrow-Pryke then prevented any further explanation or response to this question by interjecting and arguing].*

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## 10. Councillor Question Time

### 10.1. Councillors' Questions With Notice

No Councillors' Questions With Notice were received as part of these Minutes

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### 10.2. Councillors' Questions Without Notice

#### **Question**

*Councillor John Temple - Donald J Trump Landmark Naming*

1. *In recognition of Donald J Trump being inaugurated as the 47th President of the United States of America and hence perceived by the many as the leader of the Free World and as he is likely to be the greatest agent for change, will the Meander Valley Council this Tuesday, as an urgent item, consider naming a suitable landmark within the Meander Valley in his honour and wish him well for his term of leadership?*

**Mayor Wayne Johnston** advised that this question would be Taken on Notice and a response provided in the Council Agenda of 11 February 2025.

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## **11. Councillor Notices of Motion**

No Notices of Motion were received as part of these Minutes.

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## 12. Planning Authority Reports

### 12.1. PA\25\0046 - 258 Jones Street South, Westbury

<b>Proposal</b>	Subdivision (6 lots) including the demolition of outbuildings
<b>Report Author</b>	Natasha Whiteley Team Leader Town Planning
<b>Authorised By</b>	Krista Palfreyman Director Development and Regulatory Services

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Tanya King spoke against the Recommendation

### Motion

That Council receives the Agenda Item tabled for PA\25\0046 and resolves to approve the application.

Refer to *Details* below for further specification of Council's decision and any conditions or notes.

### Details

Council must take qualified advice before making a decision, and ensure that its reasons for any planning decisions are (a) minuted and (b) based on the Planning Scheme.

See *Local Government Act 1993*: section 65, *Local Government (Meeting Procedures) Regulations 2015*: Regulation 25(2) and *Land Use and Approvals Act 1993*: sections 57-59.

After receiving qualified advice about this planning application and its compliance with the Planning Scheme, Council resolved as follows:

### Recommendation

This application by D.J. McCulloch & Associates, for a Subdivision (six lots) including the demolition of outbuildings, on land located at 258 Jones Street South, Westbury (CT 202711/4) is recommended for approval generally in accordance with the Endorsed Plans and recommended Permit Conditions and Permit Notes.

### Endorsed Plan

- a. D.J. McCulloch & Associates; Dated: 15 November 2024; Plan Number: 2624-01.5DA; Subdivision and Services Plan;
- b. Rebecca Green & Associates; Dated 5 August 2024; Job No: RGA-B2605; Version: 1; Bushfire Hazard Assessment Report and Bushfire Hazard Management Plan; and
- c. Midson Traffic Pty Ltd; Dated: 26 November 2024; 258 Jones Street, Westbury Traffic Impact Assessment; Revision 2.

### Permit Conditions

1. Covenants or similar restrictive controls must not be included on or otherwise imposed on the titles to the lots created by the subdivision, permitted by this permit unless:
  - a. such covenants or controls are expressly authorized by the terms of this permit or by the consent in writing of the Council; and
  - b. such covenants or similar controls are submitted for and receive written approval by the Council prior to submission of a Plan of Survey and associated title documentation is submitted to the Council for sealing.
2. The vehicle crossings for lots 1, 3, 4, 5 and 6 must be constructed generally in accordance with the with Tasmanian Standard Drawings TSD-R03 and R04 to the satisfaction of the Council's Director Infrastructure Services (Refer Notes 1 and 2), including the following:
  - a. installation of driveable endwalls;
  - b. installation of Class 4 concrete pipe culvert;
  - c. reinstatement of all disturbed verge areas following completion of the driveway work; and
  - d. vehicle crossing width must not exceed 6m at the edge of road pavement.
3. The existing vehicle crossing to lot 2 is to be upgraded generally in accordance with the Tasmanian Standard Drawings TSD-R03 and R04 to the satisfaction of the Council's Director Infrastructure Services (Refer Notes 1 and 2), including the following:
  - a. installation of driveable endwalls;
  - b. installation of Class 4 concrete pipe culvert;
  - c. reinstatement of all disturbed verge areas following completion of the driveway work; and
  - d. vehicle crossing width must not exceed 6.0m at the edge of road pavement.
4. The existing open drain must be reformed for the full extent of the frontage to Jones Street South on an alignment closer to the property boundary to match the new and upgraded vehicle crossings to ensure free flowing stormwater drainage with no ponding to the satisfaction of the Council's Director Infrastructure Services.

5. The works required by the endorsed Bushfire Hazard Management Plan are to be completed to the satisfaction of the Tasmanian Fire Service or an accredited bushfire practitioner. Documentation of compliance is to be submitted to the satisfaction of the Council's Town Planner.
6. A cash in lieu contribution for public open space must be made on 5% of the value of the improved land at each stage to the satisfaction of the Council's Town Planner. The value of the land is to be determined by a land valuation prepared by a Registered Land Valuer and must be dated not greater than two months prior to the sealing of the final plan of survey. The valuation will remain valid for 12 months. Any stages submitted after 12 months from the date of the valuation will require a new valuation to be submitted, which must be dated not greater than two months prior to the sealing of the final plan of survey for the applicable stage. All costs associated with obtaining the land valuation are to be borne by the developer.
7. Prior to the sealing of the final plan of survey for each stage, the following, if applicable to that stage, must be completed to the satisfaction of the Council:
  - a. The vehicle crossings installed to the satisfaction of the Council's Director Infrastructure Services in accordance with Condition 2.
  - b. The vehicle crossing to lot 2 upgraded to the satisfaction of the Council's Director Infrastructure Services in accordance with Condition 3.
  - c. The open drain reformed in accordance with Condition 4.
  - d. Documentation of compliance by the Tasmania Fire Service or an accredited bushfire practitioner submitted to the Council demonstrating that the works as required by the endorsed Bushfire Hazard Management Plan have been completed, in accordance with Condition 5 to the satisfaction of the Council's Town Planner.
  - e. Payment of the Public Open Space contribution in accordance with the requirements of Condition 6.
  - f. Residential outbuildings identified for demolition are demolished and no structures are located over boundaries to the satisfaction of the Council's Town Planner.
8. The lots approved by this permit must be maintained at all times in accordance with the endorsed Bushfire Hazard Management Plan.

### Permit Notes

1. Works in the road reserve to construct the new vehicle crossings must be completed by a suitably qualified contractor using appropriate work health and safety and traffic management processes. Prior to any construction being undertaken in the road reserve, separate consent is required by the Road Authority. An Application for Works in Road Reservation form is enclosed. It is strongly recommended that the property owner contact the Council to discuss the proposed property access before engaging a contractor for these works. All enquiries should be directed to the Council's Infrastructure Department on 6393 5312.

2. Standard headwalls may be used provided the open drain can be offset sufficiently from the Jones Street South travel path.
3. Please note that building approval may be required to be obtained prior to the demolition of any buildings. Please contact a private Building Surveyor to discuss the requirements.
4. TasNetwork's Pole 138272 appears to be to be approximately 84m in from the right hand side boundary with 139, making it just to the left of the driveway entrance to proposed lot close to the driveway entrances planned for lots 5 and 6. A clearance of 1.5m either side should be maintained from a driveway. The subdivision may also result in TasNetworks service wire supplying the existing house crossing the boundary of lot 5. A minimum clearance of 1.5m is preferred between poles and driveways. If this is correct then the pole could still be utilised as the point of connection for the existing lot 2.

As with any subdivision of this magnitude, consideration should be given to the electrical infrastructure works that will be required to ensure a supply of electricity can be provided to each lot, as currently there is no low voltage supply available at the frontage for lots 1, 6, 4 or 3 so provision will need to be made available by the developer.

To understand what these requirements may entail, please contact TasNetworks Negotiated Connection Team on 1300 137 008 or submit a subdivision application via the website connections portal

<https://connections.tasnetworks.com.au/Identity/Account/Login> at their earliest convenience.

5. Any other proposed development or use (including amendments to this proposal) may require separate planning approval. For further information, contact the Council.
6. This permit takes effect after:
  - a. The 14-day appeal period expires; or
  - b. Any appeal to the Tasmanian Civil and Administrative Tribunal (TASCAT) is determined or abandoned; or
  - c. Any other required approvals under this or any other Act are granted.
7. Planning appeals can be lodged with TASCAT Registrar within 14 days of the Council serving notice of its decision on the applicant. For further information, visit the TASCAT website.
8. This permit is valid for two years only from the date of approval. It will lapse if the development is not substantially commenced. The Council has discretion to grant an extension by request.
9. All permits issued by the permit authority are public documents. Members of the public may view this permit (including the endorsed documents) at the Council Offices on request.

10. If any Aboriginal relics are uncovered during works:
- all works to cease within delineated area, sufficient to protect unearthed or possible relics from destruction;
  - presence of a relic must be reported to Aboriginal Heritage Tasmania; and
  - relevant approval processes for State and Federal Government agencies will apply.

**Moved** Deputy Mayor Stephanie Cameron

**Seconded** Councillor Anne-Marie Loader

**Votes For** Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader and Councillor Daniel Smedley

**Votes Against** Councillor Rodney Synfield and Councillor John Temple

**Motion carried by simple majority**

**Minute Reference: 002/2025**

## 13. Development and Regulatory Services

### 13.1. Minor Municipal Boundary Adjustment - 25 and 49 Meander Valley Road, Prospect Vale

<b>File Reference</b>	S02-00-000
<b>Report Author</b>	Thomas Wagenknecht Senior Strategic Planner
<b>Authorised By</b>	Krista Palfreyman Director Development and Regulatory Services

#### Motion

That Council resolves to request that the Director of Local Government initiate a minor municipal boundary adjustment, in accordance with section 16(4A) of the *Local Government Act 1993*, for:

- 25 Meander Valley Road, Travellers Rest (CT 168106/1);
- 49 Meander Valley Road, Travellers Rest (CT 186276/1);
- portion of the Bass Highway (CT 24782/1); and
- portion of Meander Valley Road (CT 30258/1),

to be entirely in the Municipality of Meander Valley.

<b>Moved</b>	Councillor Kevin House
<b>Seconded</b>	Councillor Anne-Marie Loader
<b>Votes For</b>	Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield, Councillor John Temple and Councillor Daniel Smedley
<b>Votes Against</b>	Nil

**Motion carried by simple majority**

**Minute Reference: 003/2025**

## 14. Corporate Services

### 14.1. New Policy No. 5: Managing Unreasonable Conduct by Customers

<b>File Reference</b>	S13-11-002
<b>Report Author</b>	Craig Davies Director Corporate Services
<b>Authorised By</b>	Jonathan Harmey General Manager

#### Motion

That Council adopts Policy No. 5: *Managing Unreasonable Conduct by Customers* as displayed below and includes it in the Council's Policy Manual:

<b>Policy No. 5</b>	<b>Managing Unreasonable Conduct by Customers</b>
<b>Purpose</b>	The purpose of this Policy is to ensure that the Council's Officers are treated with respect and courtesy during the course of their duties and provided with a clear, standardised and consistent approach for customers and staff.
<b>Department Author</b>	Corporate Services Craig Davies, Director
<b>Council Meeting Date</b>	21 January 2025
<b>Minute Reference</b>	004/2025
<b>Next Review Date</b>	January 2029

#### POLICY

#### 1. Definitions

<i>Customer</i>	Any person or organisation having dealings with the Council.
<i>UCC</i>	Unreasonable and challenging conduct by customers.



*Unreasonable Conduct  
by a Customer*

Any behaviour by a current or former customer which, because of its nature or frequency raises substantial health, safety, resource or equity issues for the Council, the staff, other service users or the customer themselves. Five categories include: unreasonable persistence, unreasonable demands, unreasonable lack of cooperation, unreasonable arguments and unreasonable behaviours.

*ADR*

Alternative Dispute Resolution.

*EAP*

Employee Assistance Provider.

## **2. Objective**

The objectives of this Policy are to assist all staff members to better manage unreasonable and challenging conduct by customers (UCC), by:

- a. assisting staff feel confident and supported;
- b. acting fairly, consistently, honestly and appropriately when responding to UCC;
- c. understanding staff roles and responsibilities in relation to the management of UCC and the application of this Policy; and
- d. understanding the circumstances when it is appropriate to manage UCC using alternate approaches:
  - i. including strategies to change or restrict a customer's access to the Council's services
  - ii. alternative dispute resolution strategies to deal with conflicts involving customers and members of the Council
  - iii. application of legal instruments, guidelines to manage unreasonable conduct of the public in Council Meetings including public question time
- e. understanding criteria being considered for customer restriction to staff or services;
- f. understanding the processes to be followed to report UCC incidents and resulting processes to notify customers about any proposed action or decision to change or restrict their access to services; and
- g. understanding procedures for review of decisions made under the Policy including specific timeframes for review.

## **3. Scope**

This Policy applies to those Council Officers engaging with community members when dealing with customer enquiries to the Council.

## **4. Policy**

This Policy considers unreasonable conduct of a customer as:

### **4.1 *Unreasonable Persistence***

Unreasonable persistence is continued, incessant and unrelenting conduct by a customer that has a disproportionate and unreasonable impact on the Council, staff, services, time or resources. Some examples of unreasonably persistent behaviour include:

- a. an unwillingness or inability to accept reasonable and logical explanations, including final decisions that have been comprehensively considered and dealt with (even when it is evident the customer does understand the information provided).
- b. persistently demanding a review simply because it is available and without arguing or presenting a case for one.
- c. pursuing and exhausting all available review options, even after we have explained that a review is not warranted – and refusing to accept that the Council cannot or will not take further action on their complaint.
- d. reframing a complaint in an effort to get it taken up again.
- e. multiple and repeated telephone calls, visits, letters, emails (including copied correspondence) after the Council has repeatedly asked them not to.
- f. contacting different people, within or outside, the Council to get a different outcome or a more sympathetic response to their enquiry, complaint or concern.

### **4.2 *Unreasonable Demands***

Unreasonable demands are any demands expressly made by a customer that have a disproportionate and unreasonable impact on the Council, staff, services, time or resources. Some examples of unreasonable demands include:

- a. issuing instructions and making demands about how to handle their complaint or enquiry, the priority it should be given or the outcome to be achieved.
- b. insisting on talking to the General Manager or Directors personally when the reasons that this is not appropriate or warranted have been carefully explained to the customer.
- c. portraying themselves as being victimised when this is not the case.
- d. insisting on outcomes that are not possible or appropriate in the circumstances.
- e. demanding services of a nature or scale that we cannot provide, even after the Council has explained this to them repeatedly.

#### **4.3 Unreasonable Lack of Cooperation**

Unreasonable lack of cooperation is when a customer is unwilling or unable to cooperate with the Council, the Council's staff or the accepted complaints process – resulting in a disproportionate and unreasonable use of the Council's services, time or resources. Some examples of unreasonable lack of cooperation include:

- a. sending the Council a constant stream of complex or disorganised information without clearly defining the issue at hand or explaining how the material provided relates to their complaint or enquiry.
- b. providing little or no detail around their complaint or enquiry or providing information in *dribs and drabs*.
- c. refusing to follow or accept instructions, suggestions or advice without a clear or justifiable reason for doing so.
- d. arguing that a particular solution is the correct one in the face of valid contrary arguments and explanations.
- e. unhelpful behaviour such as withholding information, acting dishonestly and misquoting others.
- f. claims relating to the legitimacy of the Council's legislative authority.
- g. a customer claiming they are not subject to the laws of Tasmania.

#### **4.4 Unreasonable Arguments**

Unreasonable arguments include any arguments that are not based on any reason or logic that are incomprehensible, false or inflammatory, trivial or delirious and that disproportionately and unreasonably impact upon the Council, the staff, services, time or resources. Arguments are unreasonable when they:

- a. fail to follow a logical sequence that the customer is able to explain to staff;
- b. are not supported by any evidence or are based on conspiracy theories;
- c. lead a customer to reject all other valid and contrary arguments;
- d. are trivial when compared to the amount of time, resources and attention that the customer demands; and
- e. are false, inflammatory or defamatory.

#### **4.5 Unreasonable Behaviour**

Unreasonable behaviour is conduct that is unreasonable in all circumstances (regardless of how stressed, angry or frustrated a customer is) because it unreasonably compromises the health, safety and security of the Council's staff, other service users or the customer themselves. Some examples of unreasonable behaviours include:

- a. acts of aggression, verbal abuse, derogatory, racist or grossly defamatory remarks.
- b. harassment, intimidation or physical violence.

- c. rude, confronting or threatening correspondence.
- d. threats of harm to self or third parties, threats with a weapon or threats to damage property, including bomb threats.
- e. stalking in person or online.
- f. emotional manipulation.

All staff should note that the Meander Valley Council has a zero-tolerance policy towards any harm, abuse or threats directed towards them. Any conduct of this kind will be dealt with under this Policy, and in accordance with our duty of care and work health and safety responsibilities under the *Work Health and Safety Act 2012*.

## **4.6 Roles and Responsibilities**

### **4.6.1 All Staff**

All staff are responsible for familiarising themselves with this Policy as well as expectations of the Council and customers, as detailed within the Council's Customer Service Charter. Staff are encouraged to explain the contents of this document to all customers, particularly those who engage in UCC or exhibit the early warning signs of UCC.

Staff are also encouraged and authorised to use the strategies and scripts provided at the NSW Ombudsman's website – see Part 2 of the *Managing unreasonable conduct by a complainant Manual (3rd edition)*:

- Strategies and scripts for managing unreasonable persistence
- Strategies and scripts for managing unreasonable demands
- Strategies and scripts for managing unreasonable lack of cooperation
- Strategies and scripts for managing unreasonable arguments
- Strategies and scripts for managing unreasonable behaviours

Any strategies that change or restrict a customer's access to our services must be considered by the General Manager as provided in this Policy.

Staff are also responsible for recording and reporting all UCC incidents they experience or witness (as appropriate) to the General Manager 24 hours of the incident occurring, using the Sample UCC incident form in Appendix A.

#### *4.6.2 General Manager*

The General Manager, in consultation with relevant staff, has the responsibility and authority to change or restrict a customer's access to services in the circumstances identified in this Policy. When doing so the General Manager, or their delegate will consider the criteria (adapted into a checklist in Appendix B) and will aim to impose any service changes or restrictions in the least restrictive ways possible. The aim when taking such actions will not be to punish the customer, but rather to manage the impacts of their conduct.

When applying this Policy, the General Manager, or their delegate will also aim to keep at least one open line of communication with a customer. However, it is recognised that in extreme situations all forms of contact may need to be restricted for some time to ensure the health, safety and security of staff or third parties.

The General Manager, or their delegate is also responsible for recording, monitoring and reviewing all cases where this Policy is applied to ensure consistency, transparency and accountability for the application of this Policy.

#### *4.6.3 Directors and Other Senior Staff*

All Directors and other senior staff are responsible for supporting staff to apply the strategies in this Policy. Managers and Team Leaders are also responsible for ensuring compliance with the procedures outlined in this Policy and that all staff members are trained to deal with UCC – including during induction.

After a stressful interaction with a customer, Managers and Team Leaders should provide affected staff members with the opportunity to debrief their concerns either formally or informally. Managers and Team Leaders will also ensure that staff are provided with proper support and assistance including medical or police assistance and if necessary, support through programs like the Employee Assistance Program.

Managers and Team Leaders may also be responsible for arranging other forms of support for staff, such as appropriate communication or intercultural training.

#### 4.6.4 Councillors

Councillors hold a vital role in upholding the principles outlined in this Policy, contributing to a safe and respectful community environment. Councillors have a responsibility to advocate for the implementation and adherence to this Policy within the community.

### 4.7 *Responding To and Managing UCC*

#### 4.7.1 *Changing or Restricting a Customer's Access to the Council's Services*

UCC incidents will generally be managed by limiting or adapting the ways we interact with or deliver services to customers by restricting:

- a. **Who they have contact with** – limiting a customer to a sole contact person or staff member at the Council.
- b. **What they can raise with us** – restricting the subject matter of communications that we will consider and respond to.
- c. **When they can have contact** – limiting a customer's contact with the Council to a particular time, day or length of time or curbing the frequency of their contact with the Council.
- d. **Where they can make contact** – limiting the locations where face-to-face interviews will be conducted to secured facilities or areas of the office.
- e. **How they can make contact** – limiting or modifying the forms of contact that the customer can have with the Council. This can include modifying or limiting face-to-face interviews, telephone and written communications, prohibiting access to the Council's premises, contact through a representative only, taking no further action or terminating provision of services altogether.

When using the restrictions provided in this section, it is recognised that discretion will need to be used to adapt them to suit a customer's personal circumstances such as level of competency, literacy skills and cultural background. In this regard, it is also recognised that more than one strategy may be needed in individual cases to ensure their appropriateness and efficacy.

#### 4.7.2 *Limiting the Customer to a Sole Contact Point*

Where a customer tries to forum-shop within the Council, changes their issues of complaint or their enquiry repeatedly, constantly reframes their issues or raises an excessive number of issues, it may be appropriate to restrict their access to a single staff member (a sole contact point) who will manage their correspondence and interaction with the office. This may help ensure they are dealt with consistently and may minimise the incidence of misunderstandings, contradictions and manipulation.

The sole contact's direct supervisor will provide regular support and guidance as needed. The General Manager will also review the arrangement every three months to ensure that the relevant Council Officer is managing/coping with the arrangement. Customers who are restricted to a sole contact person will, however, be given the contact details of one additional staff member who they can contact if their primary contact is unavailable for an extended period of time.

#### *4.7.3 Restricting the Subject Matter of Communications That Will Be Considered*

Where customers repeatedly send letters, emails or online forms that raise trivial or insignificant issues, contain inappropriate or abusive content or relate to an issue that has already been comprehensively considered or reviewed (at least once) by the Council, it may be necessary to restrict the issues the customer can raise with the Council. For example, it may be necessary to:

- a. refuse to respond to correspondence that raises an issue that has already been dealt with, that raises a trivial issue or is not supported by evidence. The customer will be advised that future correspondence of this kind will be read and filed without acknowledgement unless it is decided that the matter needs to be pursued further.
- b. restrict the customer to one complaint or enquiry per month. Any attempts to circumvent this restriction (for example by raising multiple complaints or issues in the one letter) may result in modifications or further restrictions being placed on their access.
- c. return the correspondence to the customer and require them to remove any inappropriate content before we agree to consider its contents.

#### *4.7.4 Limiting When and How a Customer Can Contact the Council*

If a customer's contact with the Council places an unreasonable demand on time or resources, or affects the health, safety and security of staff because it involves behaviour that is persistently rude, threatening, abusive or aggressive, it may be necessary to limit when or how the customer can interact with the Council. This may include:

- a. limiting their telephone calls or face-to-face interactions to a particular time of the day or days of the week.
- b. limiting the length or duration of telephone calls, written correspondence or face-to-face interactions. For example:
  - i. telephone calls may be limited to 10 minutes at a time and will be politely terminated at the end of that time period.
  - ii. limiting face-to-face interactions to a maximum of 15 minutes.

- c. limiting the frequency of their telephone calls, written correspondence or face-to-face interviews. Depending on the natures of the service(s) provided the Council may limit:
  - i. telephone calls to one every two weeks/month.
  - ii. written communications to one every two weeks/month.
  - iii. face-to-face interviews to one every two weeks/month.
  - iv. For irrelevant, overly lengthy, disorganised or very frequent written correspondence the Council may also:
- d. require the customer to clearly identify how the information or supporting materials they have sent to the Council relates to the central issues that have been identified in their complaint.
- e. restrict the frequency with which customers can send emails or other written communications to the Council.
- f. restrict a customer to sending emails to a particular email account (eg., the Council's main email account) or block their email access altogether and require that any further correspondence be sent through Australia Post only.

The Council may, in accordance with accepted Policies and Guidelines surrounding social media, remove inappropriate content posted on the Council's social media accounts.

For writing only restrictions, a customer may be restricted to written communications through:

- a. Australia Post only.
- b. email only to a specific staff email or our general office email account.
- c. hand delivery, where appropriate.

If a customer's contact is restricted to writing only, the General Manager, or their delegate will clearly identify the specific means that the customer can use to contact the Council (eg., Australia Post only). If it is not appropriate for a customer to enter the Council's premises to hand deliver their written communication this must be communicated to them as well.

Any communications received by the Council in a manner that contravenes a *writing only* restriction will be read and filed without acknowledgement.

#### *4.7.5 Limiting Face-to-Face Interviews*

If a customer is violent or overtly aggressive, unreasonably disruptive, threatening or demanding or makes frequent unannounced visits to the Council's premises, the Council may consider restricting its face-to-face contact with them.



These restrictions may include:

- a. restricting access to particular secured premises or areas of the office such as the reception area or a secured room or facility.
- b. restricting their ability to attend the Council's premises to specified times of the day or days of the week only – for example, when security is available or to times or days that are less busy.
- c. allowing them to attend the office on an *appointment only* basis and only with specified staff (for these meetings, staff should enlist the support and assistance of a colleague for added safety and security.)
- d. banning the customer from attending the Council's premises altogether and allowing some other form of contact, eg. *writing only* or *telephone only* contact.

#### 4.7.6 *Terminating a Customer's Direct Access to the Council's Services*

In rare cases, and as a last resort when all other strategies have been considered, the General Manager may decide that it is necessary for the Council to restrict a customer's direct contact or access to its services. In these situations, an intermediary body, such as an independent mediator, should be nominated by the General Manager.

A decision for the Council to terminate direct contact with a customer will only be made if it appears that the customer is unlikely to modify their conduct or their conduct poses a significant risk for staff or other parties because it involves one or more of the following:

- a. acts of aggression, verbal or physical abuse, threats of harm, harassment, intimidation, stalking or assault.
- b. damage to property while on the Council's premises.
- c. physically preventing a staff member from moving around freely either within their office or during an off-site visit – e.g. entrapping them in their home.

In these cases, the customer will be sent a letter notifying them that their access has been restricted as outlined in 4.9.3 below.

A customer's access to the Council's services and premises may also be restricted (directly or indirectly) using legal mechanisms like trespass laws and other legislation or legal orders to protect members of staff from personal violence, intimidation or stalking by a customer.

#### *4.7.7 Managing Disruptive Behaviour in Council Meetings*

The *Local Government Act 1993* (the Act) promotes participation of the community in council meetings through public question time and observation of the decision-making process which should be conducted in an open and transparent way. It is, however, at this time in the Meeting where it is most likely issues with unreasonable and disruptive conduct will arise.

Sometimes, members of public fail to show respect or consideration for the chairperson, elected members, the Council's staff and other members of the public. Such unreasonable conduct makes the running of Council's business more difficult and stressful, reducing the efficiency and effectiveness of Council Meetings.

Unreasonable and disruptive conduct can also deny other members of the public the opportunity to participate in and observe Council proceedings.

The Tasmanian *Local Government (Meeting Procedures) Regulations 2015* states that if a member of the public:

- a. hinders or disrupts a meeting; or
- b. tries to hinder or disrupt a meeting; or
- c. fails or refuses to leave a closed meeting –

then the chairperson may take reasonable steps to remove the person from the Meeting or Closed Meeting, including requesting the assistance of a police officer in removing the person.

The Chairperson and General Manager should familiarise themselves with *Guidelines - Disruptive behaviour by the public at council meetings*, prior to taking any decisive action regarding behaviour of customers in Council Meetings.

### **4.8 Alternative Dispute Resolution**

#### *4.8.1 Using Alternative Dispute Resolution Strategies to Manage Conflicts with Customers*

If the General Manager determines that the Council cannot terminate its services to a customer in a particular case or that the Council or the Council's staff bear some responsibility for causing or exacerbating their conduct, they may consider using alternative dispute resolution strategies (ADRs) such as mediation and conciliation to resolve the conflict with the customer and attempt to rebuild our relationship with them. If an ADR is considered to be an appropriate option in a particular case, it will be conducted by an independent third party to ensure transparency and impartiality.

However, it is recognised that in UCC situations an ADR may not be an appropriate or effective strategy – particularly if the customer is uncooperative or resistant to compromise. Therefore, each case will be assessed on its own facts to determine the appropriateness of this approach.

#### ***4.9 Procedure to be Followed When Changing or Restricting a Customer's Access to the Council's Services***

##### ***4.9.1 Consulting With Relevant Staff***

When the General Manager, or their delegate receives a UCC incident form from a staff member, they will contact the staff member to discuss the incident. They will discuss:

- a. the circumstances that gave rise to the UCC incident, including the customer's situation, personal and cultural background and perspective.
- b. the impact of the customer's conduct on the Council, relevant staff, time, resources, etc.
- c. the customer's response to the staff member's warnings or requests to stop the unreasonable behaviour.
- d. what the staff member has done to manage the customer's conduct (if applicable).
- e. any suggestions made by relevant staff on ways that the situation could be managed.

##### ***4.9.2 Criteria to be Considered***

Following a consultation with relevant staff the General Manager, or their delegate will search the Council's Customer Relationship Management system for information about the customer's prior conduct and history with the Council. The General Manager, or their delegate will also consider the following criteria:

- a. whether the conduct in question involved overt anger, aggression, violence or assault (which is unacceptable in all circumstances).
- b. the likelihood that the customer will modify their unreasonable conduct if they are given a formal warning about their conduct.
- c. whether changing or restricting access to our services will be effective in managing the customer's behaviour.
- d. whether changing or restricting access to the Council's services will affect the customer's ability to meet their obligations, such as reporting obligations.
- e. whether changing or restricting access to our services will have an undue impact on the customer's welfare, livelihood or dependents, etc.

- f. whether the customer's personal circumstances have contributed to the behaviour – for example, the customer's cultural background may mean their communication patterns differ from those of the Council's staff or the Council's standards, or the customer is a vulnerable person who is under significant stress as a result of one or more of the following:
  - i. homelessness;
  - ii. physical disability;
  - iii. low literacy or other language or communication barrier;
  - iv. mental or other illness; or
  - v. personal crises.
- g. whether the customer's response or conduct was moderately disproportionate, grossly disproportionate or not at all disproportionate in the circumstances.
- h. whether there are any statutory provisions that would limit the types of limitations that can be applied to the customer's contact with, or access to the Council's services.

Once the General Manager, or their delegate has considered these criteria, they will decide on the appropriate course of action. They may suggest formal or informal options for dealing with the customer's conduct which may include one or more of the strategies provided in the manual and this Policy (see Appendix B – Sample checklist for General Manager, or their delegate to consider when deciding to modify or restrict a customer's access).

#### 4.9.3 *Providing a Warning Letter*

Unless a customer's conduct poses a substantial risk to the health and safety of staff or other third parties, the General Manager, or their delegate will provide them with a written warning about their conduct in the first instance. If the customer is unable to read the letter, it will be followed/accompanied by a telephone call, using an interpreter if necessary.

The warning letter will:

- a. specify the date, time, and location of the UCC incident(s).
- b. explain why the customer's conduct/UCC incident is problematic.
- c. list the types of access changes and/or restrictions that may be imposed if the behaviour continues (*note: not every possible restriction should be listed but only those that are most relevant*).
- d. provide clear and full reasons for the warning being given.
- e. briefly state the standard of behaviour that is expected of the customer.

- f. provide the name and contact details of the staff member who they can contact about the letter.
- g. be signed by the General Manager (see Appendix C – sample warning letter).

#### *4.9.4 Providing a Notification Letter*

If a customer's conduct continues after they have been given a written warning or in extreme cases of overt aggression, violence, assault or other unlawful/unacceptable conduct, the General Manager, or their delegate has the discretion to send a notification letter immediately restricting the customer's access to the Council's our services (without prior or further written warning). If the customer is unable to read the letter (due to literacy issues, non-English speaking, etc.) the letter will be followed or accompanied by a telephone call, using an interpreter if necessary. The customer should, at this point, also be provided with an opportunity to give a written response to any restrictions.

This notification letter will:

- a. specify the date, time and location of the UCC incident(s).
- b. explain why the customer's conduct is problematic.
- c. identify the change and/or restriction that will be imposed and what it means for the customer.
- d. provide clear and full reasons for this restriction.
- e. specify the duration of the change or restriction imposed, which will not exceed 12 months.
- f. indicate a time period for review.
- g. provide the name and contact details of the Senior Officer who they can contact about the letter and/or request a review of the decision.
- h. be signed by the General Manager, or their delegate (see Appendix D – Sample letter notifying customers of a decision to change or restrict their access to our services after a warning).

#### *4.9.5 Notifying Relevant Staff About Access Changes/Restrictions*

The General Manager, or their delegate will notify relevant staff about any decisions to change or restrict a customer's access to our services, in particular reception and security staff in cases where a customer is prohibited from entering our premises. This process includes notification to current elected members of the situation.

#### 4.9.6 Continued Monitoring/Oversight Responsibilities

Once a customer has been issued with a warning letter or notification letter the General Manager will review the customer's record/restriction every three months, on request by a staff member, or following any further incidents of UCC that involve the particular customer to ensure that they are complying with the restrictions/the arrangement is working.

If the General Manager determines that the restrictions have been ineffective in managing the customer's conduct or are otherwise inappropriate they may decide to either modify the restrictions, impose further restrictions or terminate the customer's access to the Council's services altogether.

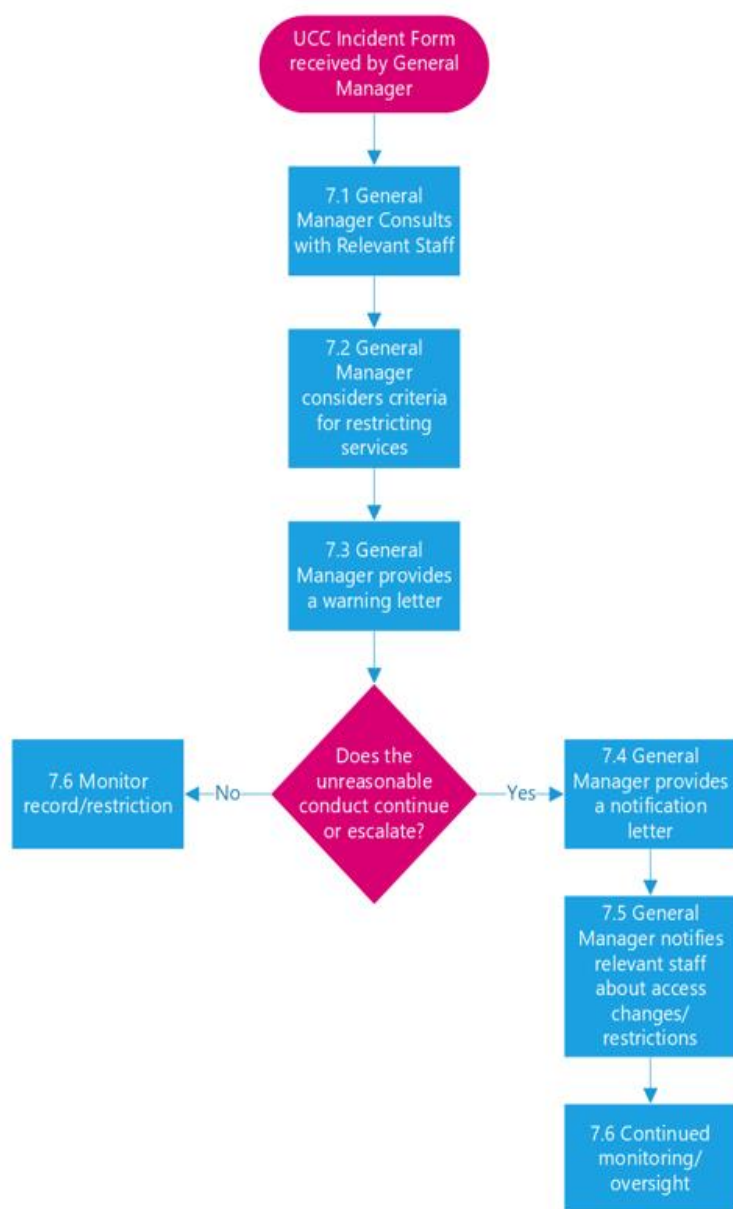


Figure 1: Modifying/Restricting Access of Customers to the Council's Services

#### ***4.10 Appealing a Decision to Change or Restrict Access to the Council's Services***

##### ***4.10.1 Right of Appeal***

Customers who have their access changed or restricted are entitled to one appeal of a decision to change or restrict their access to the Council's services. This review will be undertaken by a senior staff member who was not involved in the original decision to change or restrict the customer's access. This staff member will consider the customer's arguments and personal circumstances, including cultural background, along with all relevant records regarding the customer's past conduct. They will advise the customer of the outcome of their appeal by letter, which must be signed off by the General Manager, or their delegate. The staff member will then refer any materials or records relating to the appeal to the General Manager, or their delegate to be kept in the appropriate file.

If a customer is still dissatisfied after the appeal process, they may seek an external review from an oversight agency such as the Ombudsman. The Ombudsman may accept the review (in accordance with its administrative jurisdiction) to ensure that the Council has acted fairly, reasonably and consistently and has observed the principles of good administrative practice, including procedural fairness.

#### ***4.11 Non-Compliance With a Change or Restriction on Access to the Council's Services***

##### ***4.11.1 Recording and Reporting Incidents of Non-Compliance***

All staff members are responsible for recording and reporting incidents of non-compliance by customers. This should be recorded in a file note in the Council's Customer Relationship Management system and a copy forwarded to the General Manager, or their delegate who will decide whether any action needs to be taken to modify or further restrict the customer's access to our services.

#### ***4.12 Periodic Review of all Cases Where This Policy is Applied***

##### ***4.12.1 Period for Review***

All cases where this Policy is used will be reviewed every three months or six months (depending on the nature of the service provided) and not more than 12 months after the service change or restriction was initially imposed or upheld.

#### *4.12.2 Notifying the Customer of an Upcoming Review*

The General Manager will ask customers if they would like to participate in the review process unless they determine that this invitation will provoke a negative response from the customer (ie., further UCC). The invitation will be given, and the review will be conducted in accordance with the customer's access restrictions (see Appendix E – sample letter notifying a customer of an upcoming review).

#### *4.12.3 Criteria to be Considered During a Review*

When conducting a review, the General Manager will consider:

- a. whether the customer has had any contact with the Council during the restriction period.
- b. the customer's conduct during the restriction period.
- c. any information put forward by the customer for review.

The General Manager may also consult any staff members who have had contact with the customer during the restriction period.

Sometimes a customer may not have a reason to contact the Council's offices during their restriction period. As a result, a review decision that is based primarily on the fact that the customer has not contacted the Council during their restriction period may not be an accurate representation of their level of compliance/reformed behaviour. This should be taken into consideration, in relevant situations (see Appendix F – Sample checklist for reviewing an access change or restriction).

#### *4.12.4 Notifying a Customer of the Outcome of a Review*

The General Manager will advise the customer the outcome of their review using an appropriate method of communication, as well as a written letter explaining the outcome. The review letter will:

- a. briefly explain the review process.
- b. identify the factors that have been considered during the review.
- c. explain the decision or outcome of the review and the reasons for it.
- d. explain the appeals option for the customer, notably contact with the Ombudsman.

If the outcome of the review is to maintain or modify the restriction, the review letter will also:

- a. indicate the nature of the new or continued restriction.
- b. state the duration of the new restriction period.



- c. provide the name and contact details of the General Manager or relevant Officer who the customer can contact to discuss the letter.
- d. be signed by the General Manager (see Appendix G – Sample letter advising the customer of the outcome of a review).

#### *4.12.5 Recording the Outcome of a Review and Notifying Relevant Staff*

The General Manager, is responsible for keeping a record of the outcome of the review, updating the Council's Customer Relationship Management system and notifying all relevant staff of the outcome of the review including if the restriction has been withdrawn. This process includes notification to current elected members of the situation.

### **4.13 Managing Staff Stress**

#### *4.13.1 Staff Reactions to Stressful Situations*

Dealing with demanding, abusive, aggressive or violent customers can be stressful, distressing and even frightening for the Council's staff. It is perfectly normal to get upset or stressed when dealing with difficult situations.

As a Council, there is a responsibility to support staff members who experience stress as a result of situations arising at work and the Council will do its best to provide staff with appropriate debriefing and counselling opportunities, when needed. However, to do this the Council also needs the help of all staff to identify stressful incidents and situations.

All staff have a responsibility to tell relevant supervisors and senior managers about UCC incidents and any other stressful incidents that they believe require management to be involved.

#### *4.13.2 Debriefing*

Debriefing means talking things through following a difficult or stressful incident. It is an important way of dealing with stress. Many staff do this naturally with colleagues after a difficult telephone call, but staff can also debrief with a supervisor or senior manager (or as a team) following a significant incident. Staff are encouraged to engage in an appropriate level of debriefing, when necessary. Staff may also access an external professional service if required including the EAP service.

#### **4.14 Training and Awareness**

The Council is committed to ensuring that all its staff are aware of and know how to use this Policy. All staff who deal with customers in the course of their work will also receive appropriate training and information on using this Policy and on managing UCC on a regular basis and on induction. This should include training to support culturally appropriate communication.

### **5. Legislation and Related Standards**

This Policy is compliant with and supported by the following documents:

Customer Service Charter

Work Health and Safety Policy

*Local Government Act 1993*

*Work, Health and Safety Act 2012*

*Work Health and Safety Regulations 2022*

*Anti-Discrimination Act 1998*

### **6. Responsibility**

Responsibility for the operation of this Policy rests with the General Manager.

<b>Moved</b>	Deputy Mayor Stephanie Cameron
<b>ecoded</b>	Councillor Anne-Marie Loader
<b>Votes For</b>	Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor John Temple and Councillor Daniel Smedley
<b>Votes Against</b>	Councillor Rodney Synfield

**Motion carried by simple majority**

**Minute Reference: 004/2025**

## 14.2. Review of Customer Service Charter

<b>File Reference</b>	S13-05-002
<b>Report Author</b>	Craig Davies Director Corporate Services
<b>Authorised By</b>	Jonathan Harmey General Manager

### Motion

That Council adopts the reviewed *Customer Service Charter* as required by the *Local Government Act 1993* (Attachment 1).

<b>Moved</b>	Deputy Mayor Stephanie Cameron
<b>Seconded</b>	Councillor Anne-Marie Loader
<b>Votes For</b>	Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor John Temple and Councillor Daniel Smedley
<b>Votes Against</b>	Councillor Rodney Synfield

**Motion carried by simple majority**

**Minute Reference: 005/2025**

### 14.3. Audit Panel Minutes - 17 December 2024

<b>File Reference</b>	S13-12-013
<b>Report Author</b>	Craig Davies Director Corporate Services
<b>Authorised By</b>	Jonathan Harmey General Manager

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#### Motion

That Council receives the Minutes of the Audit Panel Meeting held on 17 December 2024 as provided (Attachment 1).

<b>Moved</b>	Councillor John Temple
<b>Seconded</b>	Councillor Kevin House
<b>Votes For</b>	Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield, Councillor John Temple and Councillor Daniel Smedley
<b>Votes Against</b>	Nil

**Motion carried by simple majority**

**Minute Reference: 006/2025**

#### 14.4. Financial Report to 31 December 2024

<b>File Reference</b>	S12-04-014
<b>Report Author</b>	Justin Marshall Team Leader Finance
<b>Authorised By</b>	Craig Davies Director Corporate Services

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#### Motion

That Council receives the financial report for the period ended 31 December 2024, as provided in Attachment 1.

<b>Moved</b>	Deputy Mayor Stephanie Cameron
<b>Seconded</b>	Councillor Daniel Smedley
<b>Votes For</b>	Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield, Councillor John Temple and Councillor Daniel Smedley
<b>Votes Against</b>	Nil

**Motion carried by simple majority**

**Minute Reference: 007/2025**

## 15. Governance and Community Wellbeing

### 15.1. Annual Plan 2024-25 - Quarter 2 Performance

<b>File Reference</b>	S13-12-002
<b>Authorised By</b>	Jonathan Harmey General Manager

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#### Motion

That Council receives and notes the report of performance against the Annual Plan 2024-25 for the period from October to December 2024 (Quarter 2) as shown below:

## Supporting Our Customers

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
4.1, 6.4	Review and update the Council's website information	Website updated	G&CW	Progressing	2,3	Review of websites in progress to incorporate the Council's Place Brand adopted in November 2024.
5.1, 5.3, 5.6	Renew the Customer Service Charter and Customer Service Standards and establish reporting mechanisms to meet needs of the community	Service Charter approved by Council	CS	Progressing	2,3	Draft Customer Service Charter reviewed at December Workshop with Councillors for Council consideration in January 2025.

## Managing Our Asset Portfolio

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
5.2, 6.1, 6.3	Divestment of the Council's properties in accordance with Council's decision 268/2022	Properties sold	WORKS	Progressing	1,2,3,4	Council approved the sale of public land at Deloraine, Hadsphen and Prospect Vale in November 2024.
6.1, 6.3	Construction of new centralised Works Depot at Westbury	Percentage complete	WORKS	Progressing	1,2,3,4	This project is 30% complete. Pavement, drainage and building works (three buildings) in progress.
6.2, 6.3	Support the development of the Hadsphen Urban Growth area	Engagement with stakeholders	INFRA/D&RS	Achieved	1,2,3,4	Meeting held with one landholder group during the December quarter. Continued correspondence with State Government regarding required intersection work. Grant application submitted for intersection upgrade.

## Investing in Community Facilities and Infrastructure

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
6.1, 6.3	Plan and deliver projects in line with approved Capital Works Program	Percentage completed	WORKS/ INFRA	Achieved	1,2,3,4	This activity is 35% complete. Design, tendering, RFQ processes and construction works in progress.
6.2, 6.3	Progress the Deloraine Recreation Precinct project and contracts for delivery of design elements	Percentage complete	INFRA	Achieved	1,2,3,4	Tender packages have been issued for the construction of civil works and playground elements. Consultation with key stakeholders is continuing. This activity is 35% complete.
6.1	Installation of street litter bins and replacement program, adjust level of service to support community needs	Percentage Installed	WORKS	Achieved	1,2,3,4	No further progress this quarter. This activity is 20% complete. Bins and stands purchased and some installations have been completed.
1.5	Progress construction of the new waste transfer station at the Deloraine waste facility	Percentage completed	INFRA	No target this Quarter	3,4	
1.5	Implement weight-based pricing system following weighbridge installation at the Deloraine waste facility	Completed	INFRA	Deferred	2,3	Meetings held, prices reviewed and recommended implementation from 1 July 2025 with the 2025-26 budget estimates process.
5.2	Review and update the Council's public building facility security and access agreements	Percentage completed	INFRA	No target this Quarter	3,4	Security agreements in place. Planning for access system upgrade in progress.
5.2	Engage with contractors and suppliers on tendering for the Council's work	Delivery of Workshop	INFRA	No target this Quarter	4	



## Making a Positive Contribution to Community Wellbeing

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
3.3	Connect with community and employees on key infrastructure projects any key service delivery changes and to share the broader work of the Council with community	Engagements completed	G&CW	Achieved	1,2,3,4	Discussions on key projects such as Deloraine Racecourse and Westbury Streetscape. Workshop conducted regarding community forums. First forum conducted in Blackstone Heights November 2024.
1.1	Implement Meander Valley place brand concepts into the Council's communications	Documentation updated	G&CW	No target this Quarter	3,4	

## Supporting Economic Growth, Prosperity and the Environment

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
1.4	Encourage environmentally sustainable practices and support action of the Council's Climate Change Action and Mitigation Policy	Completed	G&CW	Achieved	1,2,3,4	Draft Council Climate Change Adaptation Plan developed. Workshop conducted with Councillors.

## Managing Planning, Development and Regulation

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
1.1, 1.2, 1.3	Actively participate in regional planning initiatives including the review of the Northern Tasmanian Regional Land Use Strategy	Participation	D&RS	Achieved	1,2,3,4	Councils have commenced review at the regional level of the Regional Land Use Strategy and appointed consultants working on the project.
1.1, 1.2, 1.3	Contribute to the review of the Greater Launceston Plan	Participation	D&RS	Progressing	1,2,3,4	Project being progressed with NTDC and the City of Launceston.
1.2	Develop Structure Plan for Carrick	Completed	D&RS	Progressing	1,2,3	Survey results reviewed at November Workshop.
1.1, 1.2, 1.3	Review and update the Prospect Vale – Blackstone Heights Structure Plan	Completed	D&RS	Progressing	1,2,3,4	Survey results reviewed at October Workshop.
1.1, 1.2, 1.3	Commence consultation on Westbury Village Green character precinct specific area plan	Consultation commenced	D&RS	No target this Quarter	3,4	
1.1, 1.2, 1.3	Review and implement the Public Open Space Policy	Completed	D&RS/ INFRA	Progressing	1,2	Internal meetings conducted. Workshop with Councillors planned for Quarter 3.
1.1	Review the Council's Dog Management Policy to include additional declared areas including Moore Street, Westbury	Completed	D&RS	Progressing	3,4	Draft presented to November Workshop for Councillor consideration.

## Provide Contemporary Waste Collection, Disposal and Recycling Services and Infrastructure

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
1.5, 6.6	Complete design and commence construction for new transfer station at Deloraine	Percentage constructed	INFRA	Progressing	1,2,3,4	Design work is in progress.
1.5, 6.1, 6.6	Complete design and commence construction of expanded landfill cell at Cluan	Percentage constructed	INFRA	Deferred	1,2,3	Project design was placed on hold pending Workshop discussion with Councillors in January 2025.
1.5	Build community awareness around the planned closure of Westbury waste facility to the public	Completed	INFRA/ G&CW	No target this Quarter	3,4	
1.5	Update information resources relating to waste management of the Meander Valley Council's website	Completed	INFRA	No target this Quarter	4	

## Provide a Robust, Reliable, Secure and Available ICT Environment

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
5.1	Embrace new technologies through agreement of ERP upgrade pathway for Finance and Property systems	Roadmap delivered	CS	Progressing	1,2,3,4	Planning continues to define the procurement strategy for the remaining ERP products. A request for proposal will be released to market in late January 2025.

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
5.1, 5.2, 5.3, 5.4, 5.6.	Continue delivery of the ERP upgrade pathway through procurement of Records Management and <i>SharePoint</i> software products, plan and commence implementation	Product delivered	CS	Progressing	1,2,3,4	Implementation of <i>Sharepoint</i> based Records Management System is in progress and scheduled for completion in the June 2025 quarter.

### Deliver Good Governance and Resilience Through Sound Corporate and Financial Management

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
5.2	Engage with candidates and political parties in advance of the Federal Election	Engagement opportunities	G&CW	Achieved	2,3	Engaged with candidates in the December quarter. Engaged with NTDC regarding regional priorities for the Federal Election.
5.2	Councillors attend Council Meetings and Workshops in order to contribute to Policy and Strategy development and adoption	Meeting attendance	G&CW	Achieved	1,2,3,4	Factoring in approved leave of absences, attendance at Council Meetings and Workshops was 98%.

## Managing Our Supply Chain to Procure Goods and Services

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
5.5	Continue to explore opportunities for shared services and/or resource sharing opportunities with other Councils	Shared services investigated	G&CW	Achieved	1,2,3,4	Discussions continue to occur. Group training project being pursued.

## Informing and Engaging Our Community

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
3.1, 3.4, 4.1	Finalise Draft Community Strategic Plan 2024-34, receive community feedback to inform agreed Plan	Completed	G&CW	Achieved	1,2,3,4	2024-34 Community Strategic Plan adopted by Council in November 2024.
5.2	Deliver new place making initiatives to engage community spaces in the Meander Valley	Community spaces activated	G&CW	Achieved	1,2,3,4	Two projects progressing. A third being explored.

## Demonstrating a Commitment to Our People

Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
5.3, 5.4, 5.6	Undertake priority actions identified by employees in the Cultural Development Action Plan	Number progressed	CS	Achieved	1,2,3,4	Annual culture survey results have been received and action planning is in progress. <i>Pulse</i> check surveys have also been completed with results released in early January 2025.
5.3, 5.4, 5.6	Review and update human resource management policies and deliver employee training to align with contemporary practices and industrial law	Policy suite reviewed and training complete	CS	No target this Quarter	3,4	
5.3, 5.4, 5.6	Undertake employee culture survey and revise cultural action plan	Survey complete	CS	No target this Quarter	3,4	
5.3, 5.4, 5.6	Negotiate with all employees to form a new Enterprise Agreement	Completed	G&CW	Progressing	2,3,4	Discussions commenced with employees and Workplace Consultative Committee, negotiations to commence in January 2025.

## Ensuring a Safe and Healthy Workplace

ANNUAL PROJECTS						
Strategic Plan Ref.	Activity Description	Annual Activity Measurement	Department Lead	Current Quarter Status	Quarter Delivered	Comments
5.4	Implement an organisation wide engagement on WHS including sharing incident stories and promoting the reporting of hazards, incidents and near misses	Implemented	CS	Achieved	2,3	Safety Month in October 2024 was a key initiative to build engagement and awareness. Recruitment of contract WHS Officer will supplement ability to deliver on this activity.
5.3	Embed the Child and Youth Safe Organisations Framework, as required by the Tasmanian Government's <i>Child and Youth Safe Organisations Act 2023</i>	Completed	G&CW	Progressing	1,2,3,4	A Policy has been adopted. Further training will be provided to all relevant Council Officers in Quarter 3.
5.3	Implement WHS software, equipment purchases, digitisation of employee templates and undertake training for employees	Percentage Implemented	CS/ WORKS	Achieved	1,2,3,4	Incidents module of <i>Lucidity</i> has been launched with contractor management scheduled for early 2025.

**Moved** Councillor Kevin House  
**Seconded** Deputy Mayor Stephanie Cameron  
**Votes For** Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield, Councillor John Temple and Councillor Daniel Smedley  
**Votes Against** Nil

**Motion carried by simple majority**

**Minute Reference: 008/2025**



## 15.2. Annual General Meeting Report 2024

**File Reference** S13-07-003

**Authorised By** Jonathan Harmey  
General Manager

### Motion

That Council, in respect of the Annual General Meeting held on 10 December 2024:

1. receives and confirms the Minutes of the Annual General Meeting held on
2. 10 December 2024 as presented (*Attachment 1*).
3. notes the motion passed that *Council receives the Meander Valley Council's 2023-24 Annual Report as presented (Attachment 2).*
4. notes the motion passed that: *Council endorses the 2023-24 Annual Report during the 2023-24 financial year* in respect of its organisational performance.
5. notes the Public Notice of Motion Without Notice passed that: *in recognition of increasing pressures on our communities and our environment brought on by mineral exploration and extraction proposals, that Council affirms a commitment to sustainable resource management, the promotion of ecological processes and genetic diversity and environmental stewardship and community well-being, noting the importance of community engagement, scientific integrity, public safety and the avoidance of harm.*

**Moved** Councillor Anne-Marie Loader

**Seconded** Councillor Daniel Smedley

**Votes For** Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield, Councillor John Temple and Councillor Daniel Smedley

**Votes Against** Nil

**Motion carried by simple majority**

**Minute Reference: 009/2025**

### 15.3. Annual General Meeting Public Notice Without Motion Consideration

<b>File Reference</b>	S13-07-003
<b>Report Author</b>	Jonathan Harmey General Manager

Danielle Farrow-Pryke spoke to the Recommendation  
Leigh Wasserfall spoke to the Recommendation

#### Motion

That Council, in response to the Public Notice of Motion Without Notice passed at Council's Annual General Meeting 2024, reaffirms Strategic Direction 2 – *Valuing and protecting our natural environment* contained in the *Community Strategic Plan 2024-34* and will consider Strategic Actions 2.1, 2.2, 2.3, 2.4, 2.5 and 2.6 when forming policy positions and strategies for the Meander Valley local government area.

<b>Moved</b>	Councillor Anne-Marie Loader
<b>Seconded</b>	Deputy Mayor Stephanie Cameron
<b>Votes For</b>	Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield, Councillor John Temple and Councillor Daniel Smedley
<b>Votes Against</b>	Nil

**Motion carried by simple majority**

**Minute Reference: 010/2025**

## 15.4. New Policy No. 4: Governance Charter

<b>File Reference</b>	S13-11-002
<b>Authorised By</b>	Jonathan Harmey General Manager

### Motion

That Council adopts the new Policy No. 4: *Governance Charter*, as displayed below and includes the Policy in the Council's Policy Manual:

<b>Policy No. 4</b>	<b>Governance Charter</b>
<b>Purpose</b>	The purpose of this Policy is to provide a mutually agreed standard of behaviours and conduct for Councillors.
<b>Department Author</b>	Governance and Community Wellbeing Jonathan Harmey, General Manager
<b>Council Meeting Date</b>	21 January 2025
<b>Minute Reference</b>	011/2025
<b>Next Review Date</b>	January 2029

### POLICY

#### 1. Definitions

<i>Expected Behaviours</i>	Includes, but not limited to: <ul style="list-style-type: none"><li>• We work as a team, value each other's contribution and are accountable for our work;</li><li>• We support each other's roles to deliver the best outcomes for our customers and community;</li><li>• We are supported, trusted and empowered to do our work;</li><li>• We value open and transparent communication to keep each other well informed;</li><li>• We operate in an environment where people feel connected;</li><li>• We come prepared and willing to contribute in meetings;</li><li>• We actively listen and support a safe space for all;</li><li>• Our meetings stay on topic, and start and finish on time;</li><li>• We respect confidentiality;</li></ul>
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- We understand and comply with our roles, governance obligations and meeting procedures;
- We are inclusive and respectful towards each other;
- We act with integrity and kindness;
- We are committed to resolving misunderstandings quickly;
- We practice gratitude, humility and empathy;
- We speak honestly about others;
- We do not speak over or interrupt others;
- We follow through on what is said at all times;
- We actively engage in healthy debate;
- We show open mindedness, listen to debate and are prepared to change our minds;
- We show genuine curiosity and seek to understand other's perspectives; and
- We maintain the desire to enhance the reputation of the Council, Councillors, the Council's staff and community members.

#### *Self-regulation*

Includes, but not limited to:

- calling out inappropriate behaviour;
- taking individual time-out when necessary;
- calling a time-out to de-escalate situations; and
- seeking out a mediator or coach.

#### *PCBU*

Person Conducting a Business or Undertaking for the purposes of the *Work Health and Safety Act 2012*.

## **2. Objective**

The objectives of this Policy are to ensure that:

- a. the agreed behavioural standards required of all Councillors, individually and collectively, are applied in Council Meetings, Council Committee Meetings, Workshops and whilst undertaking all Council duties.
- b. self-regulation is applied where required.
- c. the public confidence in decisions made by Councillors at Meander Valley and Councillor conduct is evident and well considered.
- d. Meetings of Council operate in a safe, respectful and effective manner.
- e. the Council meets its obligations as a PCBU pursuant to the *Work Health and Safety Act 2012* in order to mitigate against psychosocial risks to Councillors, the Council's staff and others engaged in the Council workplace.

### **3. Scope**

The Governance Charter is a mutually agreed behavioural standards required of all Councillors, individually and collectively, and applies in Council Meetings (open, closed and special) and Council Committee meetings (referred to collectively as Council meetings); Council Workshops and when undertaking all Council duties. This Policy applies to all Councillors undertaking duties at the Meander Valley Council.

### **4. Policy**

#### **4.1 Councillor Conduct**

Section 28U of the *Local Government Act 1993* (the Act) requires that, in performing the functions and exercising the powers of their office with the Council, Councillors comply with the provisions of the Councillor Code of Conduct, as prescribed by the Minister for Local Government.

Meander Valley Council's Councillors are expected, individually and collectively, to comply fully with the requirements of holding their positions as Councillors, including but not limited to the Code of Conduct and the Act.

If another Councillor is concerned that the conduct of a Councillor is not consistent with the conditions in this Governance Charter or Code of Conduct, they are encouraged to raise their concerns directly with that Councillor, in a respectful manner or direct their concerns to the Mayor or General Manager if appropriate. This Governance Charter will be the most effective if Councillors self- and co-regulate and utilise informal means to resolve any issues. The manner in which issues are addressed or resolved may utilise a range of conflict resolution options including, but not limited to: mediation, agreement for arbitration, development or coaching. Concerns can also be raised for discussion at a Workshop where all Councillors can be involved in the resolution of issues by consensus.

In the event that issues cannot be resolved following Workshop discussions, more formal approaches (eg. formal resolution by Council) may need to be employed. The General Manager may provide an Agenda Item to a Council Meeting whereby recommendations are discussed and deliberated upon. If issues continue to occur and Councillors are still non-compliant further formal matters should be instigated (eg. further recommendations to Council for dealing with non-compliance) or referral via the established Code of Conduct process.

#### **4.2 *Process for Dealing with Councillor Conduct During Council Meetings that are Not Compliant with Expected Behaviours***

In addition to Regulation 37(1) of the *Local Government (Meeting Procedures) Regulations 2015* (the Regulations), Council is able to determine any procedures relating to its Meetings as it considers appropriate. In the event of any inconsistency between the Regulations and additional procedures, the relevant provisions in the Regulations prevail. Councillor conduct that does not comply with this Governance Charter during Meetings will be deemed unsuitable conduct and the process for dealing with unsuitable conduct is detailed in this Governance Charter. In all circumstances, Councillors are able to raise a Point of Order regarding behaviour of other Councillors during Meetings. At all times, normal rules dealing with Points or Order apply during Meetings. The Meetings Chairperson has specific actions in Regulation 40 of the Regulations to address unsuitable conduct. Councillors are expected to identify when they may have a conflict of interest and take appropriate action.

#### **4.3 *Process for Dealing with Conduct by the Chairperson During Council Meetings that is Not Compliant with Expected Behaviours***

If, during the course of a meeting, another Councillor reasonably believes that the conduct of the Chairperson is unsuitable conduct, the Councillor may raise the concern as a Point of Order. Normal rules dealing with Points or Order apply during Meetings at all times.

#### **4.4 *Council Workshops***

Council Workshops are not formal meetings of Council but meetings where full and frank discussion between Councillors and the Council's staff can occur. Formal decisions are not made at Workshops and matters requiring a formal decision are referred to a Council Meeting. As such, formal meeting procedures as set out in the Regulations do not apply, however, all Councillors are required to comply with the Councillors Code of Conduct and this Governance Charter.

If, during a Workshop, a Councillor's behaviour is deemed not to be compliant with expected behaviours, any Councillor is able to call attention to that behaviour and seek appropriate discussion/resolution as per this Governance Charter and other adopted processes. If the matter is resolved, then no further action is required. However, if the matter is not resolved alternative dispute resolutions should be considered (eg. reporting the matter formally via a Council Meeting recommendation, Code of Conduct report, etc.).

#### **4.5 Conduct Breach**

A conduct breach occurs in the event that a Councillor's unsuitable conduct is reported to Council. This occurs when the General Manager provides a formal report via an Agenda Item to Council where recommendations are provided and voting occurs. If this occurs, it is the Council's responsibility as the PCBU, to resolve how to risk manage the Councillor's unsuitable conduct.

Any subsequent management of a Councillor's behaviour should be determined on a case by case basis taking into consideration that the Council meets its statutory obligations for good governance, non-discrimination and the health and safety of other Councillors, the Council's staff and others engaged in work with the Council.

Management options may include any or all of the following:

- a. a formal direction from the Council setting out behavioural expectations and consequences should the direction not be complied with;
- b. a requirement to unreservedly apologise for unsuitable conduct, generally or to specified individuals;
- c. a written apology, generally or to specified individuals;
- d. completion of a formal risk assessment about ongoing management of risks associated with a Councillor continuing unsuitable conduct;
- e. undertaking a training course or other professional development or coaching opportunity;
- f. attending mediation with another individual (Councillor, members of staff or other determined person);
- g. application of reasonable restrictions on a Councillor contact or interactions with other Councillors, members of staff or other determined person);
- h. reasonable restrictions of a Councillor attendance at the workplace;
- i. a direction by the PCBU for the Councillor to confirm with an application Code or Policy;
- j. referral of the matter to Worksafe Tasmania;
- k. request for the Minister to issue a performance improvement direction to a Councillor;
- l. authorisation for a complaint to be submitted by the PCBU against the Councillor for an alleged breach or breaches of the Councillor Code of Conduct; and
- m. any other measures the Council deems appropriate.

When determining the appropriate management options for a Councillor's conduct breach, the Council must consider and balance the management options with the statutory role and functions of a Councillor. Generally, management options should be proportionate to the risk constituted by unsuitable conduct. If unsuitable conduct by a Councillor continues then more management options may be imposed. The primary objectives are to enable all Councillors to perform their statutory roles and functions safely and to ensure that all Councillors confirm to the requirements of the Governance Charter and other applicable legislation.

The Council may, as part of its management response, set reasonable time frames for compliance with any or all of its management options as determined by resolution. If a Councillor substantially fails to comply with management options, the General Manager is required to provide an Agenda Item to Council, as the PCBU, outlining the non-compliance whilst making further recommendations for dealing with the Councillor's non-compliance and unsuitable behaviours. Council deliberations on matters such as this should be conducted in a Closed Council Meeting.

The General Manager is required to maintain a Councillor Conduct Register for the duration of each Council term, to record any reprimands or conduct breaches by Councillors made under this Policy. The entire conduct history of a Councillor remains a relevant consideration under this Policy whilst a Councillors serves on Council.

## **5. Legislation and Related Standards**

Councillor Code of Conduct

Policy No. 98: *Council Meeting Administration*

*Work, Health and Safety Act 2012*

*Work Health and Safety Regulations 2022*

*Anti-Discrimination Act 1998*

*Local Government Act 1993*

*Local Government (Meeting Procedures) Regulations 2015*

*Local Government (Code of Conduct) Order 2024*

## **6. Responsibility**

Responsibility for the operation of this Policy rests with the General Manager.



**Moved** Deputy Mayor Stephanie Cameron  
**Seconded** Councillor Kevin House  
**Votes For** Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron,  
Councillor Kevin House, Councillor Anne-Marie Loader and  
Councillor Daniel Smedley  
**Votes Against** Councillor Rodney Synfield and Councillor John Temple

**Motion carried by simple majority**

**Minute Reference: 011/2025**

Council adjourned for a break at 4.40pm  
Council resumed following a break at 4.46pm

## 15.5. Review of Policy No. 76: Enabling Industrial Land Development

<b>File Reference</b>	S13-11-002
<b>Authorised By</b>	Jonathan Harmey General Manager

### Motion

That Council endorses continuation of Policy No. 76: *Enabling Industrial Land Development* as displayed below:

#### **Policy No. 76                      Enabling Industrial Land Development**

<b>Purpose</b>	The purpose of this Policy is to establish guidelines for the provision of infrastructure by the Council, to facilitate industrial development and the method for obtaining contributions from developers and landowners to offset the cost to the Council.
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<b>Department</b>	Governance and Community Wellbeing
<b>Author</b>	Jonathan Harmey, General Manager

<b>Council Meeting Date</b>	21 January 2025
<b>Minute Reference</b>	012/2025

<b>Next Review Date</b>	<b>January 2029</b>
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<b>POLICY</b>
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### **1. Definitions**

<i>Landowner Contributions</i>	Contributions made by landowners to directly compensate the Council for the cost of providing infrastructure to a particular development. Landowner contributions are distinct from head works charges.
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### *Head Works Charges*

These are charges the Council may elect to impose on developers or landowners where there is a nexus between the development and the need for the Council to upgrade infrastructure into the future due to a particular development.

### *Cost of Capital*

The borrowing rate, as provided by TASCORP, applied to the total cost of the construction of infrastructure over a period not exceeding 15 years which may include periodic interest rate reviews as determined appropriate to the financing arrangements.

### *Infrastructure*

For the purposes of this Policy, infrastructure includes the following:

- roads;
- stormwater including water sensitive urban design;
- water and sewerage;
- pedestrian and cycle networks;
- power; and/or
- telecommunications.

## **2. Objective**

The objectives of this Policy are to provide:

- parameters for the Council to apply when considering investing in new infrastructure required to augment an industrial development.
- the Council with the flexibility to consider the merits of each proposal and is, therefore, not intended to be definitively prescriptive.
- appropriate risk management mechanisms and controls required to manage the Council's financial exposure and risk to such developments.

## **3. Scope**

The Policy is applicable only to industrial land development.

## **4. Policy**

Where it is in the public interest and it is financially sound to do so, the Meander Valley Council may finance the provision of shared infrastructure for the purposes of enabling industrial land development where contributions from more than one landowner is required.

In determining the need for the Council to enter into an agreement to facilitate industrial land development, the Council will consider the supply and demand circumstance within the area concerned and must be satisfied there is demand for industrial land that underwrites the Council's expected ability to recoup any investment.

Any recommendation to Council for financing under this Policy must be informed by due diligence in respect of the land tenure, substantiation from utility providers, financial advice of landowners and developers, cost of capital and confirmation of proposed landowner Contributions payment terms to the Council.

## **5. Explanations and Relevant Considerations**

In instances where there is more than one landowner/developer involved in an industrial land development, the Council may be required to provide shared infrastructure supported by arrangements that achieve an agreed equitable contribution from developers to the cost of infrastructure.

In determining whether or not to support the development of industrial land under this policy, the Council should consider:

*a. Risk*

In committing to the provision of shared infrastructure, the Council may be taking on substantial financial risk and will apply appropriate due diligence to ensure this financial risk is acceptable to the Council and that there is a demonstrated public benefit.

The risk of a particular development is the cost of providing Infrastructure and the length of time it will take for the Council to recoup Landowner Contributions from the development, hence an assessment of immediate and medium-term demand for industrial land in the subject area is essential.

*b. Basis for Investment*

As a guide, the Council should only consider providing head works infrastructure where there is more than one landowner. Where there is only one landowner and the developer is reluctant to put in the required head works infrastructure, then the Council should carefully consider the risk of default of landowner contribution payments.

*c. Total Investment Costs*

The Council's total cost of investment includes all Infrastructure costs, cost of capital and management of Infrastructure contracts.

d. *Cap on Investment*

The Council's investment in any required infrastructure is capped at the lesser of the annual borrowing limit approved by State Treasury for the current financial year or 100 percent of the annual general rate in the current year less any outstanding debt under this Policy and Policy No. 87: Hadspen Urban Growth Area Development.

e. *Recoupment of Investment*

The Council will recoup 100 percent of its investment in the development through landowner contributions to the Council.

The timing of the contributions back to the Council will be determined at the discretion of the Council based upon projected revenues from the development and the extent to which the Council needs to provide a stimulus to the development.

- i. the developer contributions can either be recouped 100 percent from the initial developer or spread between the original developer and subsequent developers;
- ii. notwithstanding the above, a minimum of 50 percent of the Council's investment will be recouped from the initial developer(s); and
- iii. the time frame to recoup the Council's investment will not exceed 15 years.

Having determined the timing of the contributions, the Council will recoup its investment by the following mechanisms:

- iv. a *Part 5 Agreement* under section 71 of the *Land Use Planning and Approvals Act 1993* with payment of the Landowner Contributions being payable proportionately on the sealing of the final plan; and/or
- v. conditions on a planning permit with payment of the per lot developer contribution being payable on the issuing of the *Certificate of Occupancy* signifying commencement of the use.

f. *Calculation of Landowner Contribution*

The contribution will be apportioned on a per square metre basis of the saleable land and applied to each lot in the proposed subdivision proportionately.

g. *General Rates Incentive*

To continue to encourage industrial development, the initial landowner will be provided with the following rate subsidy:

- i. a grant will be paid by the Council representing the differential between the rates (on a per hectare basis) on the land prior to the development and the subsequent rates per the revaluation as a result of subdivision. This grant will be available to the initial developer only and be available for a period of three years from the date of the sealing of the plan for the creation of the new lot(s).

- ii. the Council, at its sole discretion, may extend the grant beyond the three year period at its discretion and only in circumstances where the economic climate indicates the need for further incentive or rate relief and where a representation is made in writing by a developer and a case for extension is presented.
- iii. this subsidy will only apply where land has been rezoned to industrial use and is subsequently subdivided into multiple lots.

## **5. Legislation and Related Standards**

*Land Use Planning and Approvals Act 1993*

*Local Government Act 1993*

## **6. Responsibility**

Responsibility for the operation of this Policy rests with the General Manager.

<b>Moved</b>	Councillor Kevin House
<b>Seconded</b>	Deputy Mayor Stephanie Cameron
<b>Votes For</b>	Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield, Councillor John Temple and Councillor Daniel Smedley
<b>Votes Against</b>	Nil

**Motion carried by simple majority**

**Minute Reference: 012/2025**

## 15.6. Review of Policy No. 87: Hadspen Urban Growth Area Development

<b>File Reference</b>	S13-11-002
<b>Authorised By</b>	Jonathan Harmey General Manager

### Motion

That Council endorses continuation of Policy No. 87: *Hadspen Urban Growth Area Development*:

<b>Policy No. 87</b>	<b>Hadspen Urban Growth Area Development</b>
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<b>Purpose</b>	The purpose of this Policy is to establish guidelines for the provision of infrastructure by the Council and securing contributions from landowners to facilitate development in the Hadspen Urban Growth Area.
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<b>Department</b>	Governance and Community Wellbeing
<b>Author</b>	Jonathan Harmey, General Manager

<b>Council Meeting Date</b>	21 January 2024
<b>Minute Reference</b>	013/2025

<b>Next Review Date</b>	<b>January 2029</b>
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<b>POLICY</b>
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### 1. Definitions

<i>Hadspen Urban Growth Area</i>	The area described by the MEA-S2.0 Hadspen Specific Area Plan in the Tasmanian Planning Scheme – Meander Valley, Local Provisions Schedule.
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<i>Landowner Contributions</i>	Contributions made by landowners to directly compensate the Council for the cost of its investment.
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<i>Cost of Capital</i>	The borrowing rate as provided by TASCORP, applied to the total cost of the Council's investment over a period not exceeding 15 years, which may include periodic interest rate reviews as determined appropriate to the financing arrangements.
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### *Infrastructure*

For the purposes of this Policy, infrastructure includes the following:

- roads
- stormwater including water sensitive urban design;
- water and sewerage;
- pedestrian and cycle networks;
- power; and/or
- telecommunications.

### *Investment*

The Council's costs of the construction of infrastructure, cost of capital and cost of managing infrastructure contracts in the Hadspen Urban Growth Area.

### *Development*

As defined by section 3 of the *Land Use Planning and Approvals Act 1993*.

## **2. Objective**

The objectives of this Policy are to provide:

- for the construction of infrastructure which will underpin the development of the Hadspen Urban Growth Area.
- a framework for financing the Council investment in the capital cost of the construction of infrastructure.
- a model for ensuring that the Council recovers its investment through landowner contributions.

## **3. Scope**

The Policy is applicable to the provision of infrastructure for the Hadspen Urban Growth Area.

## **4. Policy**

Where it is in the public interest and it is financially sound to do so, the Council may finance the provision of shared infrastructure related to the Hadspen Specific Area Plan MEA-S2.0 in the Tasmanian Planning Scheme – Meander Valley.



In determining the need for the Council to enter into an agreement to facilitate the land development outcomes, the Council will consider the supply and demand circumstance within the area concerned and must be satisfied there is demand for land that underwrites the capacity for the Council to recoup any investment.

Any recommendation to Council for financing or contributions to infrastructure under this policy must be informed by full due diligence in respect of the land tenure, relevant confirmation from utility providers, financial bona-fides of landowners and developers and appropriate arrangements to secure any due financial contributions to the Council.

## **5. Explanation and Principles**

There are multiple land owners in the Hadspen Urban Growth Area.

In order to coordinate and facilitate development, the Council may resolve to finance and construct infrastructure that will be shared by the future community. In doing so, the Council may take on a financial risk by borrowing funds to provide Infrastructure. The management of such financial risk is to address the following principles:

- a. the Council will apply appropriate mechanisms to ensure that the initial investment is recovered and the debt paid down as the area is developed.
- b. the Council will ensure that arrangements secure creditor rights and an ensured capability to recover its investment in any Infrastructure.
- c. the Council may finance the planning, design and construction of infrastructure where there is a clear public interest and a long-term benefit to the community.
- d. the Council will limit the amount of its investment to:
  - i. expenses associated with planning, design and construction of the infrastructure; and
  - ii. the Cost of Capital required to provide finance.
- e. the Council will cap its investment to the lesser of the annual borrowing limit approved by State Treasury for the current financial year or 100 percent of the annual general rate in the current year less any outstanding debt under this Policy and Policy No. 76 – *Enabling Industrial Land Development*.
- f. the Council will recover 100 percent of its investment in the development from landowner contributions in accordance with the following procedures:

## **6. Mechanism**

Having determined the timing of the contributions, the Council will recover its investment by a Part 5 agreement as provided for under section 71 of the *Land Use Planning and Approvals Act 1993* with payment of the specified landowner contributions being payable on the sealing of a final plan in each subdivision:

- a. landowner contributions will be apportioned on a per square metre basis of the saleable land and applied to each lot in the proposed subdivision accordingly.
- b. the Council will accept additional voluntary contribution payments. If the Council agrees and voluntary contribution payments are received the remaining contribution amount will be proportionally reduced over the remaining square metres.

## **7. Timing of Developer Contributions to Council**

The timing of any developer contributions back to the Council will be determined at the discretion of the Council based upon projected revenues from the development and the extent to which the Council needs to provide a stimulus to the development:

- a. should a landowner sell all or any part of the land during the life of the Part 5 Agreement, the landowner contributions can either be recovered 100 percent from the initial landowner or spread between the original landowner and subsequent landowners; and
- b. the time frame to recover the Council's investment will not exceed 15 years.

## **8. Legislation and Related Standards**

*Local Government Act 1993*

*Land Use Planning and Approvals Act 1993*

Meander Valley Council Policy No. 76: Enabling Industrial Land Development

## **9. Responsibility**

Responsibility for the operation of this Policy rests with the General Manager.

<b>Moved</b>	Deputy Mayor Stephanie Cameron
<b>Seconded</b>	Councillor Daniel Smedley
<b>Votes For</b>	Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield, Councillor John Temple and Councillor Daniel Smedley
<b>Votes Against</b>	Nil

**Motion carried by simple majority**

**Minute Reference: 013/2025**

## 15.7. Removal of Policy No. 93: Managing Public Appeals and Fundraising

<b>File Reference</b>	S13-11-002
<b>Authorised By</b>	Jonathan Harmey General Manager

### Motion

That Council approves the removal and discontinuation of Policy No. 93: *Managing Public Appeals and Fundraising* (Attachment 1) and removes it from the Council's Policy Manual.

<b>Moved</b>	Deputy Mayor Stephanie Cameron
<b>Seconded</b>	Councillor Kevin House
<b>Votes For</b>	Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield, Councillor John Temple and Councillor Daniel Smedley
<b>Votes Against</b>	Nil

**Motion carried by simple majority**

**Minute Reference: 014/2025**

## 15.8. Community Grants and Sponsorships 2024-25 Round 3

<b>File Reference</b>	S15-01-036
<b>Report Author</b>	Alison Hugo Community Wellbeing Officer
<b>Authorised By</b>	Jonathan Harmey General Manager

### Motion

That Council:

1. notes the recommendations of the Community Grants and Sponsorship Fund Committee from their Meeting held on 17 December 2024.
2. approves the funding allocations recommended by the Community Grants and Sponsorship Fund Committee, as indicated in Table 1 below:

Community Grants				
Applicant/Project	Project Cost	Grant Request	Amount Recom.	Comments
Deloraine Football Club (Storage Shed)	\$2,089	\$2,089	\$0	Recommend resubmit in a future round
Dairy Plains Hall Committee (First Aid Course and equipment)	\$3,060	\$3,000	\$3,000	Committee recommended
Deloraine Rotary Club and PALM (Cultural Showcase)	\$3,000	\$3,000	\$3,000	Committee recommended
Deloraine District Pony Club (Annual Camp Coaching Costs)	\$4,250	\$2,500	\$2,500	Committee recommended
Pony Club Association of Tasmania (Event Marquee)	\$4,766	\$3,000	\$3,000	Committee recommended
Tasmanian Tomato and Garlic Festival (Tomato and Garlic Festival)	\$38,186	\$3,000	\$3,000	Committee recommended
Westbury and Districts Historical Society	\$4,674	\$2,749	\$2,749	Committee recommended

Community Grants				
Applicant/Project	Project Cost	Grant Request	Amount Recom.	Comments
(Collections Management System)				
Westbury Health Inc. (Tyre Removal from Community Garden)	\$2,820	\$2,420	\$2,420	Committee recommended
Westbury RSL (PA system upgrade)	\$2,007	\$2,007	\$2,007	Committee recommended
Westbury Show Horse Committee (Show Jumping Equipment)	\$6,097	\$3,000	\$3,000	Committee recommended
Whitemore Cricket Club (Pitch upgrade)	\$18,000	\$3,000	\$3,000	Committee recommended
Organisation Sponsorship				
Eudaimonia Cycling Tour (Note 1)	Not stated	\$5,000	\$5,000	Committee recommended
<b>Total Funding Recommended Table 1</b>			<b>\$32,676</b>	

3. notes that several grants and sponsorships recommended for funding by the Community Grant and Sponsorship Fund Committee have been approved out of round by the General Manager due to timeline restraints as indicated in Table 2 as listed below:

Organisation Sponsorship		
Applicant/Project	Grant Request	Approved
Parkham Community Inc. (Small Halls Festival)	\$2,000	\$2,000
Meander Valley School presentation awards (Nine schools received funding)	\$1,350	\$1,350
Deloraine Table Tennis League (Coaching)	\$500	\$500
New Horizons Club (Western Tiers Cycle Challenge)	\$2,000	\$2,000
Community Grants		
Friends of Great Western Tiers (Weed Mapping – Spurge Laurel, Great Western Creek)	\$3,000	\$3,000

Organisation Sponsorship		
Individual Sponsorship		
Nicola Duffy (Masters Hockey World Cup)	\$300	\$300
Christopher Huston (World Fly Fishing Championship)	\$300	\$300
Isabella Sherriff (National Netball Championships)	\$150	\$150
Sophie Sherriff (National Netball Championships)	\$150	\$150
<b>Total Funding Approved Table 2</b>		<b>\$9,750</b>

**Moved** Councillor Kevin House

**Seconded** Councillor Anne-Marie Loader

**Votes For** Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield and Councillor Daniel Smedley

**Votes Against** Councillor John Temple

**Motion carried by simple majority**

**Minute Reference: 015/2025**

## 16. Infrastructure Services

### 16.1. Review of Policy No. 15: Driveway Crossovers

<b>File Reference</b>	S28-05-001 and S13-11-002
<b>Report Author</b>	David Murray Director Infrastructure Services
<b>Authorised By</b>	Jonathan Harmey General Manager

#### Motion

That Council endorses continuation of Policy No. 15: *Vehicle Crossings*:

<b>Policy No. 15</b>	<b>Vehicle Crossings</b>
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<b>Purpose</b>	The purpose of this Policy is to ensure that formal application is made to the Council in any instances where a vehicle crossing needs to be constructed or altered.
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<b>Department Author</b>	Infrastructure Services David Murray, Director
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<b>Council Meeting Date</b>	21 January 2025
<b>Minute Reference</b>	016/2025

<b>Next Review Date</b>	<b>January 2029</b>
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<b>POLICY</b>
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#### 1. Definitions

Vehicle Crossing	Is the connection of an accessway/driveway from the edge of the property to the road, often crossing over a footpath, nature strip, kerb or open drain.
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A vehicle crossing allows vehicles to move between the property and the road. Vehicle crossings are pathways constructed within the road reserve to enable access to and from a property onto the roadway.

## **2. Objective**

The objective of this Policy is to ensure that vehicle crossings are constructed to an appropriate standard and to the satisfaction of the Director, Infrastructure Services.

## **3. Scope**

This Policy applies to the Council, private and public authority landowners, developers and anyone constructing or altering a vehicle crossing located within the Council's road reserve.

## **4. Policy**

- a. The Council will require an application to be made where a new vehicle crossing is to be constructed or an alteration to an existing crossing is required.
- b. For all new vehicle crossings or alterations, construction shall be undertaken by a suitably qualified contractor with appropriate insurance coverage.
- c. Vehicle crossings are categorised as rural or urban, based on the formation of the adjacent road. All vehicle crossings must be constructed in accordance with appropriate standards and to the satisfaction of the Director, Infrastructure Services.
- d. Poorly constructed vehicle crossings that have been constructed without a permit from the Council may be required to be removed.
- e. Guidelines for Policy No. 15: *Vehicle Crossings* should be read in conjunction with this Policy.

## **5. Legislation and Related Standards**

*Local Government Highways Act 1982*  
Tasmanian Standard Drawings

## **6. Responsibility**

Responsibility for the operation of this Policy rests with the Director, Infrastructure Services.



**Moved** Councillor Daniel Smedley  
**Seconded** Deputy Mayor Stephanie Cameron  
**Votes For** Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron,  
Councillor Kevin House, Councillor Anne-Marie Loader, Councillor  
Rodney Synfield, Councillor John Temple and Councillor Daniel  
Smedley  
**Votes Against** Nil

**Motion carried by simple majority**

**Minute Reference: 016/2025**

## 17. Works

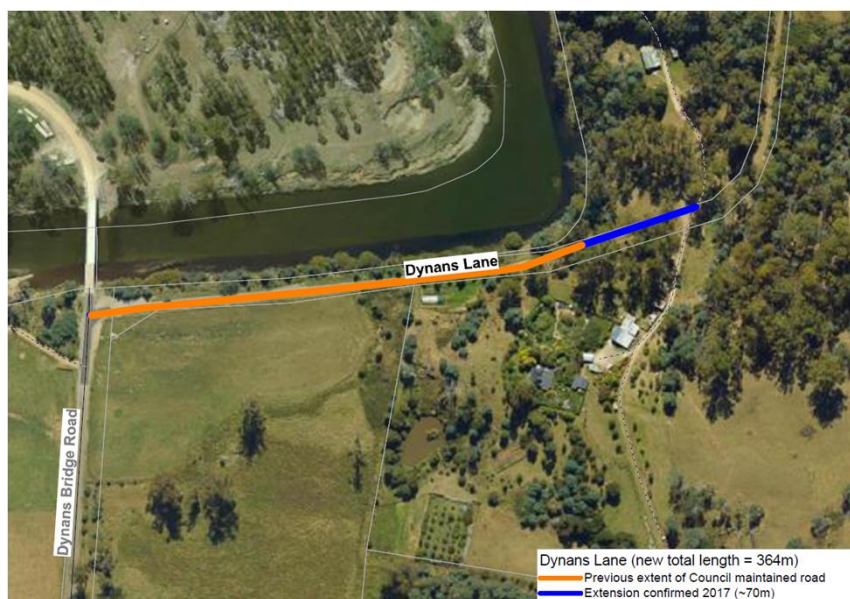
### 17.1. Highway Dedication - Dynans Lane, Weegen

<b>File Reference</b>	Street ID No. – 638
<b>Report Author</b>	Matthew Millwood Director Works
<b>Authorised By</b>	Jonathan Harmey General Manager

#### Motion

That Council, pursuant to section 12 of the *Local Government (Highways) Act 1982*:

1. declares that approximately 364m of the road surface and associated infrastructure at Dynans Lane, Weegen (as shown below), as the full extent of the orange and blue line will become a highway maintainable by the Council on the date of publication of this resolution in *The Gazette*:



2. requests the General Manager to ensure that a copy of the highway declaration at Recommendation 1. is published in *The Gazette*.

**Moved** Deputy Mayor Stephanie Cameron  
**Seconded** Councillor Anne-Marie Loader

**Votes For** Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield, Councillor John Temple and Councillor Daniel Smedley

**Votes Against** Nil

**Motion carried by simple majority**

**Minute Reference: 017/2025**

## 18. Motion to Close Meeting

*Refer to Local Government (Meeting Procedures) Regulations 2015: Regulation 15(1)*

### Recommendation

That Council, by absolute majority, pursuant to the *Local Government (Meeting Procedures) Regulations 2015*, closes the Meeting to the public for discussion of the Agenda Items listed below:

#### 18.1 Confirmation of Closed Minutes

*Refer to Local Government (Meeting Procedures) Regulations 2015: Regulation 34(2)*

#### 18.2 General Manager's Quarterly Performance Report

*Refer to Local Government (Meeting Procedures) Regulations 2015: Regulation 15(2)(a) personnel matters, including complaints against an employee of the council and industrial matters.*

#### 18.3 Appointment of Acting General Manager

*Refer to Local Government (Meeting Procedures) Regulations 2015: Regulation 15(2)(a) personnel matters, including complaints against an employee of the council and industrial matters.*

#### 18.4 End of Closed Session and Release of Public Information

*Refer to Local Government (Meeting Procedures) Regulations 2015: Regulation 15(8)*

To be determined in Closed Council.

<b>Moved</b>	Deputy Mayor Stephanie Cameron
<b>Seconded</b>	Councillor Kevin House
<b>Votes For</b>	Mayor Wayne Johnston, Deputy Mayor Stephanie Cameron, Councillor Kevin House, Councillor Anne-Marie Loader, Councillor Rodney Synfield, Councillor John Temple and Councillor Daniel Smedley
<b>Votes Against</b>	Nil

**Motion carried by absolute majority**

**Minute Reference: 018/2025**

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Council moved into Closed Session at 5.12pm

Council returned to Ordinary Session at 5.21pm

## 19. End of Closed Session and Release of Public Information

### 19.1 End of Closed Session and Release of Public Information

*Refer to Local Government (Meeting Procedures) Regulations 2015: section 15(8)*

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

Minutes Item	Matter	Brief Description and Release of Public Information
2	Closed Council Minutes – 10 December 2024	<i>Minutes not to be released to the public.</i>
3.1	General Manager's Quarterly Performance Report	<i>Details not to be released to the public.</i>
3.2	Appointment of Acting General Manager	<i>Details can be released to the public by the Mayor and General Manager as appropriate.</i>

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## 20. Close of Meeting

Mayor Wayne Johnston closed the Meeting at 5.21pm.

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**Mayor Wayne Johnston**  
**Chairperson**