

# ANNUAL REPORT 2019/20



**Devonport City Council**  
*The City with Spirit*

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**Professional service providers**  
**Auditors:** Tasmanian Audit Office  
**Bankers:** Commonwealth Bank of Australia  
ANZ Bank  
**Insurance Broker:** Jardine Lloyd Thompson  
**Valuers:** Office of Valuer-General

**Photographers**  
**Cover Image:** Kelly Slater  
The Devonport City Council thanks  
all photographers featured in this  
annual report including Tom Sayers  
and Lyons Architects.



# About Council





## Mayor's Message

This has been a year of two distinct halves, a pre-Coronavirus world of 2019, followed by the monumental challenges of 2020, which were unprecedented on a global scale. We have all added some new phrases to our vocabulary such as 'social distancing' and 'self isolation'.

Since the beginning of this pandemic experience I have been very proud of the ways in which Council has been able to support residents, local businesses and community groups in the face of the uncertain impacts of COVID-19.

As Mayor, I am also extremely proud of how we have responded as a city to the challenges of COVID-19, and the spirit of our community has remained strong as we work towards recovery.

This year has forced us, as a council, to reflect on our vision and our priorities. As individuals, it also forced many of us to pause, to slow down and stay home.

We all had to find a new normal. This year has brought many challenges, but one of the most effective ways to stimulate the local economy is through generating construction works. The \$15 million Waterfront Park and \$40 million Waterfront Hotel developments will play a big

role in helping the community to recover from the effects of COVID-19, and to enable Devonport to continue to be a thriving, welcoming, regional city.

It has been fantastic to see these developments starting to take shape and progressing even throughout this uncertain period.

Before COVID-19, Devonport unveiled a rich range of community events in the latter half of 2019, including the Devonport Jazz Festival, Devonport Food and Wine, the Christmas Parade, New Year's Eve celebrations and the Festival of Learning.

The Christmas Parade and New Year's Eve were held successfully at different locations due to the construction work happening in the CBD.

All these events were not only well attended by local people, but also attracted people from outside the city, which in turn supported our local retailers.

Once COVID-19 hit, and the State Government introduced measures and restrictions designed to limit the spread of the virus and to keep the community safe, Council was required to make a number of changes to facilities and programs, which meant several facilities were closed and events such as the always-popular Harmony Day were cancelled in order to comply with the restrictions.

Council continued to deliver essential services and embraced the online platform to ensure the community stayed connected and felt supported.

New online art and fitness programs were delivered through the Devonport Regional Gallery and Devonport Recreation Centre respectively.

These proved to be a big hit and a great example of how adapting

to change can bring about exciting and new opportunities.

Council's Capital Works Program in 2019/20 delivered some fantastic projects for the community including several street and intersection improvements, such as the Fenton Street and Stewart Street intersection and Berrigan Road and Lyons Avenue intersection. There were also upgrades to the Lovett Street pedestrian facilities and the Middle Road pedestrian crossing at Gatenby Drive.

Road and kerb renewal projects were undertaken in Victory Avenue, Stewart Street, Holyman Street, Winspears Road and Roberts Court. The Oldaker East stormwater catchment was the main stormwater project, while completion of Stage 1 of the Coastal Pathway along River Road between Ambleside and Latrobe, and construction of a new toilet block at Miandetta Park, were other key projects completed.

It has been said and written many times that this year has been extraordinary and challenging, but it also gives us all an opportunity to reflect and take stock, analyse priorities and prepare ourselves emotionally, financially and strategically for the future.

I thank my fellow elected members, Council staff, businesses and our residents for the way in which we have been able to come together through this confronting time and I look forward with optimism to our shared future.

**Cr Annette Rockliff, Mayor**



## General Manager's Message

I am pleased to present the Devonport City Council Annual Report for 2019/20, my first as General Manager.

Having been part of Council's Executive team for the past 11 years, I can confidently say the organisation has ended the decade as a leaner, more focused and effective organisation with some major strategic initiatives underway, which are bringing generational transformation to the City.

Council enters this next decade on a solid foundation, with further operational improvements during 2019/20, which are bringing us closer to our vision of becoming a leading local government authority.

The start of 2020 will forever be known for the outbreak of the COVID-19 pandemic. With the North West Coast of Tasmania being the national epi-centre of the virus during April, the City experienced an unprecedented three-week lockdown, with the forced closure of retail, hospitality and commercial activity.

Council had to adapt and promptly respond to circumstances which were changing daily. A COVID-19 Response Committee was established to quickly implement measures to support the community through this difficult period.

With initiatives such as waiving community and sporting club fees, providing hardship support to rate payers, waiving parking fees and food licence renewals, Council accepted the inevitable budget implications for the greater good and need of the community.

With the reported February financial forecast indicating a small surplus of \$52,000, Council was on track to meet its budgeted operating result. However with the onset of COVID-19, this position rapidly deteriorated over coming months, with the final nett operating result for the year ending 30 June 2020 being a deficit of \$1.3 million. Fortunately, Council has capacity to sustain this loss without the need to borrow for cashflow purposes, due to its sound financial position with sufficient cash reserves.

The net worth of Council as at 30 June 2020 was \$565 million up from \$556 million in 2019. This is predominantly made up of Council's investment in property and community infrastructure worth \$514 million and Council's ownership in TasWater of \$76 million. Debt reduced from \$51.8 million to \$50.01 million in line with anticipated principal and interest repayments detailed in the Long Term Financial Management Plan.

A budgeted final dividend from TasWater of \$543,000 was not received due to a need for the company to provide support to its water and sewerage customers during the pandemic.

Without question, COVID-19 has tested Council as it has organisations the world over, however, from this pressure has evolved much innovation and improvement. Council's digital transformation continues to change the way we operate and how people do business with us. Live streaming of Council meetings commenced in May providing greater opportunity for members of the public to engage with the decision-making processes of Council. Over 65

electronic forms and processes were created during the year, resulting in not only operational efficiencies but importantly allowing the community to transact with Council 24/7.

Major milestones were achieved during the year in regard to Council's ambitious LIVING CITY strategy, with site works commencing on the \$15 million Waterfront Park redevelopment and the fully privately funded \$40 million Waterfront Hotel. The 200-room hotel and attractive open space will be a shift change for the region, complementing LIVING CITY Stage 1 and opening up previously unattainable opportunities in the tourism and corporate sectors.

Festivals and events continued to be an important part of the City's fabric, with major annual events such as the Jazz Festival, Christmas and New Year's Eve activities and the Devonport Food and Wine Festival again proving popular. Complementing these events was a visit by the HMAS Stuart in February, which saw the crew enjoy a weekend in port and undertake a formal Freedom of Entry march.

This Annual Report provides a comprehensive summary of Council's achievements and performance for the 2019/20 year against the objectives of the 2019/20 Annual Plan and budget.

I extend my thanks to the Mayor and Councillors, the Management Team and all employees for their excellent efforts, commitment and dedication in meeting the many challenges of the past year and making a vital contribution to Devonport and its community.

**Matthew Atkins, General Manager**



# Council remains steady despite COVID-19 impact hitting hard

Despite the significant impact of COVID-19 this year, the Devonport City Council is in a sound financial position.

As an urban council, Devonport is heavily reliant on the retail, hospitality and commercial sectors and traditionally generates a high percentage of its own revenue, rather than depending on government operating grants. However, the COVID-19 impact saw a large number of facilities and services close in accordance with government guidelines. With relatively high cash reserves, Council has the capacity to endure the short-term impacts while continuing to provide services, invest in the future and remain financially sustainable over the long term. Council remained committed to serving the community throughout the pandemic, and introduced a broad range of measures in response to the enforced restrictions:

- Council's facilities and services required to close or operate remotely included, customer service operations, meeting rooms at the paranaple centre, the Bass Strait Maritime Centre, the Devonport Regional Gallery, the Visitor Information Centre, Providore Place food pavilion, paranaple convention centre, the Devonport and East Devonport Recreation centres and Splash Aquatic Centre.

- Section 23 Committee meetings and other meetings were suspended, while changes to legislation enabled Council meetings to be conducted online.

A COVID-19 Response Committee was established to develop and implement strategies to provide assistance, support and relief for the hardship that would be experienced by many in the community. Some of these strategies included:

- Parking fees for street meters were suspended from 25 March to 25 May, and for Council-owned car parks from 25 March to 15 June.
- Penalty charges for late payment of the April rates instalment were waived.
- Winter ground fees were waived for sporting clubs.
- 20/21 Licence fees for food business have been waived.
- A Financial Hardship Assistance Policy was introduced to enable Council to provide assistance to community members and commercial ratepayers who were suffering financial hardship, by providing an appropriate level of relief from rates.
- Waived the first six months of rent in 20/21 for community

and sporting groups (including childcare centres).

- Varied staff work arrangements were put in place to ensure the continuity of essential services to the community, and the safety of staff throughout the pandemic.

Council also endeavoured to help the community stay connected during COVID-19:

- Although many facilities were required to close, the Devonport Regional Gallery and the Bass Strait Maritime Centre exhibitions were available online, and the Gallery developed 'The Creative Space at Home' which has enabled public programs and creative learning projects to be delivered online.
- 'Wellness Wednesdays', a blog post was released each week with tips and tricks to encourage the community to stay positive during the pandemic.
- 'Fitness Fridays' were introduced, with the Recreation Team sharing videos of exercises aimed at various ages within the community.
- Various online children's activities were also developed to coincide with school holidays.

COVID-19 related financial impacts have included:

- Foregone 2019/20 final TasWater dividend \$543,000.
- Lost rent from commercial and community tenants as a result of legislation requiring landlords to provide financial relief.
- Loss of paranaple convention centre income with the cancellation or postponement of external meeting room hires and major events.
- Loss of income due to the closure of regional facilities such as Splash Aquatic Centre, the Town Hall Theatre and the Bass Strait Maritime Centre.

- Foregone parking revenue of approximately \$300,000 between March and June.
- Commercial and residential rate relief measures such as deferrals and waivers as outlined in Council's Financial Assistance Hardship Policy.
- Significant reduction of income from fees and charges due to economic downturn.
- Waiving of sporting club ground fees and facility rent payments.

While the COVID-19 pandemic was a challenge as Council adapted and responded to community needs, the organisation embraced the opportunity to introduce

innovation and improvement, which will have a lasting benefit. Primarily driven through the digital transformation of Council's business processes, COVID-19 has embedded new business practices that have benefits such as 24/7 access to Council services, live streaming of Council meetings, major reduction of printing and paper usage, streamlined budget processes with improved engagement and better mobile work practices. Given Council's recent investment in technology, within 24 hours over 65 office-based employees seamlessly transitioned to working from home with full system access, including the ability to process customer transactions and online appointments.



# Mission

Devonport City Council is committed to excellence in leadership and service.

# Vision

Devonport is a thriving and welcoming regional city, living lightly by river and sea.

Strong, thriving and welcoming Devonport is a regional leader with a strong economy. It is a great place to live, work and play.

Valuing the past, caring for the present, embracing the future We have been shaped by a rich cultural heritage and enthusiastically embrace present challenges and future opportunities.

Engaging with the world We have an outward focus and send quality products and experiences to the world. We welcome all to share our beautiful City and all it offers.

Living lightly by river and sea We live lightly on our valued natural environment of clean rivers, waterways and beaches; rich agricultural land; and coastal landscapes, so future generations can also enjoy this special place.

# Values

## Leadership

We will embrace a culture of leadership founded on respect, professionalism and integrity, to ensure we make strategic decisions today for tomorrow.

## Customer satisfaction

We will strive to consistently engage and communicate with our internal and external customers to meet desired outcomes.

## Our people

We will respectfully work together by recognising each other's talents, skills, experience and knowledge.

## Continuous improvement and innovation

We will continually evaluate current practices and changing needs to foster an adaptive and innovative environment.

## Results and accountability

We will be results focused and take pride in our successes and efforts and be accountable for our actions.

# The Council

The Devonport City Council is established under the provisions of the *Local Government Act 1993*. Council is made up of nine elected members who each serve a four-year term, with elections held on an 'all-in-all-out' basis. The term for the popularly elected Mayor and Deputy Mayor is also four years.



**Annette Rockliff**  
Mayor  
Councillor



**Alison Jarman**  
Deputy Mayor  
Councillor



**John Alexiou**  
Councillor



**Gerard Enniss**  
Councillor



**Peter Hollister**  
Councillor



**Lynn Laycock**  
Councillor



**Sally Milbourne**  
Councillor



**Leigh Murphy**  
Councillor



**Leon Perry**  
Councillor

## Decision Making Structures of Council

Decisions are made through Council meetings and three committees established in accordance with Section 23 of the *Local Government Act 1993* (the Act), known as Section 23 Committees – Governance, Finance and Community Services Committee, the Infrastructure, Works and Development Committee and the Planning Authority Committee.

Council meetings are held monthly and Section 23 Committees (apart from the Planning Authority, which meets as required) meet bi-monthly. Meetings are open to the public, except where an item is considered to be of a confidential nature in accordance with the *Local Government (Meeting Procedures) Regulations 2015*. Meeting schedules are available on Council's website and at the Council Offices. Meetings are recorded in line with Council's Digital Recording Policy.

Members of the public can have input into Council decision making through community consultation and engagement, tabling of petitions and public question time at Council meetings and Section 23 Committee meetings.

Delegations of authority also support effective decision making by Council. Under Section 22 of the Act, Council may delegate its powers and functions to the General Manager, who may sub-delegate certain powers and functions to Council officers, in accordance with Section 64 of the Act.

Delegations allow for timely and efficient decision making at an operational level.

Council is further supported by an Audit Panel, which is an advisory committee to the Council, established in compliance with Part 8 of Division 4 of the Act and the *Local Government (Audit Panels) Order 2014*. The Audit Panel's objective is to review the Council's performance under section 85A of the Act and report its conclusions and recommendations.



# Committee representation

COVID-19 restrictions impacted many committees during 2019/20. Council meetings and workshops continued to be held virtually, however Section 23 Committees were suspended from April 2020 until further notice.

A new COVID-19 Response Committee was established in March to develop and implement strategies to provide assistance, support and relief for the inevitable hardship many in our community were expected to experience during this unprecedented crisis.

<b>Council</b>	All Councillors	
<b>Workshops</b>	All Councillors	
<b>Planning Authority Committee</b>	Mayor, Cr Rockliff (Chair) Cr Perry Cr Murphy	Cr Alexiou Cr Hollister Cr Milbourne
<b>Governance, Finance and Community Services Committee</b>	Deputy Mayor, Cr Jarman (Chair) Mayor, Cr Rockliff	Cr Alexiou Cr Enniss Cr Laycock Cr Milbourne
<b>Infrastructure Works and Development Committee</b>	Cr Perry (Chair) Cr Enniss Cr Laycock Cr Murphy	Deputy Mayor, Cr Jarman Cr Hollister

## Representation on other committees

Local Government			
Local Government Association of Tasmania	Cr Rockliff	Cr Jarman (proxy)	
Shareholdings in Corporations			
TasWater	Cr Rockliff	Cr Jarman (proxy)	
Membership/Joint Authorities			
Dulverton Regional Waste Management Authority	Cr Rockliff	General Manager	Cr Jarman (proxy)
Cradle Coast Authority Representatives Group	Cr Jarman	General Manager	Cr Perry (proxy)
Controlling Authorities and Board Membership			
Maidstone Park Controlling Authority	Cr Rockliff	Cr Milbourne	
Tasmanian Arboretum Inc.	Cr Rockliff	Cr Milbourne	
Special Interest Groups/Working Groups			
Community Financial Assistance Committee	Cr Rockliff	Cr Hollister	Cr Murphy
Dame Enid Lyons' Trust Fund	Cr Rockliff	Cr Laycock	
Devonport Food and Wine Festival Committee	Cr Jarman	Cr Laycock	Cr Milbourne (proxy)
paranaple art centre Special Advisory Committee	Cr Alexiou	Cr Hollister	Cr Jarman
East Devonport Special Interest Group	Cr Alexiou	Cr Murphy	Cr Jarman (proxy)
General Manager's Performance Review Committee	Cr Rockliff Cr Perry	Cr Jarman Cr Laycock	Cr Hollister
Maritime and Heritage Committee	Cr Laycock	Cr Murphy	
COVID-19 Response Committee	Cr Perry	Cr Laycock	Cr Murphy
External Committees			
Cement Australia Community Liaison Committee	Cr Hollister		
Mersey-Leven Emergency Management Committee	Cr Rockliff	Cr Jarman (proxy)	
Mersey Bluff SeaWalk Committee	Cr Jarman	Cr Enniss	
Statutory Council Committees			
Audit Panel	Cr Perry	Cr Murphy	



## Meeting attendance

	Council	Planning Authority		Governance, Finance and Community Services		Infrastructure, Works and Development		Workshops	Approved Leave of Absence
	15	7		5		4		17	
	Member	Member	Non Member	Member	Non Member	Member	Non Member	Member	
Mayor Cr Rockliff	15	7	0	5	0	0	4	17	
Cr Alexiou	15	7	0	5	0	0	4	17	
Cr Enniss	13	0	5	5	0	4	0	16	15 to 27 Aug 2019
Cr Hollister	14	7	0	0	5	4	0	17	17 Sep to 2 Oct 2019
Cr Jarman	15	0	7	4	0	3	0	15	
Cr Laycock	14	0	6	4	0	4	0	15	1 to 23 Jul 2019
Cr Milbourne	15	7	0	5	0	0	4	16	
Cr Murphy	15	6	0	0	3	4	0	17	
Cr Perry	15	6	0	0	4	4	0	16	1 to 5 Jul 2019

Councillor attendances at Council meetings, S.23 committees and workshops during the year.



DEVONPORT  
MEDIAN AGE

42.8

25,415

POPULATION OF  
DEVONPORT

## Councillor expenses

COUNCILLOR EXPENSES	MAYORAL ALLOWANCE	DEPUTY MAYORAL ALLOWANCE	COUNCILLOR'S ALLOWANCE	MILEAGE REQUIREMENTS	IPADS	CONFERENCE/ PROFESSIONAL DEVELOPMENT ATTENDANCE	TRAVEL, ACCOMMODATION AND MEAL EXPENSES	MEETING EXPENSES	MOBILE PHONE	TOTAL \$
Mayor Cr Rockliff	71,470			10,500	491	1,697	2,474	95	682	<b>87,408</b>
Deputy Mayor Cr Jarman		40,286			491		306			<b>41,083</b>
Cr Alexiou			22,612		491	520	156			<b>23,779</b>
Cr Enniss			22,612		491	520	292			<b>23,915</b>
Cr Hollister			22,612		491	520	298			<b>23,921</b>
Cr Laycock			22,612		491	90				<b>23,193</b>
Cr Milbourne			22,612		491					<b>23,103</b>
Cr Murphy			22,612		491					<b>23,103</b>
Cr Perry			22,612		491					<b>23,103</b>
<b>TOTAL \$</b>	<b>71,470</b>	<b>40,286</b>	<b>158,287</b>	<b>10,500</b>	<b>4,416</b>	<b>3,347</b>	<b>3,526</b>	<b>95</b>	<b>682</b>	<b>292,610</b>
Budget	83,218	40,713	155,169	10,500	4,418	15,000	9,200	1,500	655	<b>320,373</b>
% Spent	86%	99%	102%	100%	100%	22%	38%	6%	104%	<b>91%</b>

Note: Council provides a motor vehicle for use by the Mayor - the cost of this vehicle is shown in the mileage column.

## Summary of decisions by Council

Meeting	No. of meetings	Open session items	Closed session items	Total	% Items dealt in closed session
Council*	15	186	27	213	13
Governance, Finance and Community Services Committee	5	48	4	52	8
Infrastructure, Works and Development Committee	4	24	0	24	0
Planning Authority Committee	7	19	0	19	0
<b>TOTAL</b>	<b>31</b>	<b>277</b>	<b>31</b>	<b>308</b>	<b>10</b>

\* Includes Special Meetings and Annual General Meeting.

In addition to the number of items listed in Closed Session, there were also three Leave of Absence Requests and seven Minutes of Joint Authorities (provided to Council on the condition that they remain confidential).

Figures do not include confirmation of previous Council meeting minutes.



# Strategic planning framework

The Strategic Plan outlines the desired objectives and strategies of the community, which is subsequently endorsed by Council. In late 2018, Council undertook a review of its Strategic Plan 2009-2030. Consultation commenced in November and concluded in March 2019.

Feedback received provided evidence that there remains a high level of support for Council’s key goals. The revised Plan was adopted by Council on 29 April 2019.



# Organisational structure





# Workforce profile

Category	Full-time	Part-time	Casual
Male	90	7	6
Female	37	22	14
<b>Total</b>	<b>127</b>	<b>29</b>	<b>20</b>
General Manager	1	0	0
Deputy General Manager	1	0	0
Executive Managers	1	1	0
Administrative/Technical	57	12	4
Operations/Works	57	5	0
Facilities/Satellite Sites	10	11	16
Number of FTE	146.27		
% of female staff	42%		
% of male staff	58%		
Staff turn over rate	8.38%		
	2019/20	2018/19	2017/18
Absenteeism (sick leave, average number of days lost)	10.35 days	10.4 days	10.2 days
Lost Time Injury Frequency Rate (LTIFR)	17	52.6	26.25
Medical Treatment Injury Frequency Rate (MTIR)	10.2	10.5	17.5

## Workers compensation as at 30 June 2020

Policy year ending 30 June	Number of workers compensation claims lodged with Council's insurer	Current open claims	Gross value incurred by the insurer \$
30/6/2020	6 claims	2	31,673.76
30/6/2019	12 claims	1	364,730.97
30/6/2018	6 claims	1	87,767.98
30/6/2017	7 claims	0	27,839.69
30/6/2016	20 claims	0	128,445.62
30/6/2015	12 claims	0	201,329.20

### Senior Officer remuneration

Council is required to report on the total annual remuneration paid to employees who hold senior positions. For the purpose of this disclosure, all staff appointed to the Executive Leadership Team are included as Senior Officers. Details relating to Senior Officer remuneration are outlined in the Financial Report.



## GOAL 1

Living lightly on our environment



# Clean Up Australia Day

Four community groups registered for Clean Up Australia Day held on 1 March 2020, plus a fifth group arranged a collection of rubbish through Council. Clean ups were held at Horsehead Creek – Scouts, River Road Ambleside, McDonalds Devonport Homemaker Centre, and The Bluff.

In the lead up to Clean Up Australia Day, 40 students from Don College, along with teachers and Council’s NRM Officer, removed 30 bags of rubbish and some car tyres from Coles Beach and Coles Beach Road.

# Don Reserve BioBlitz

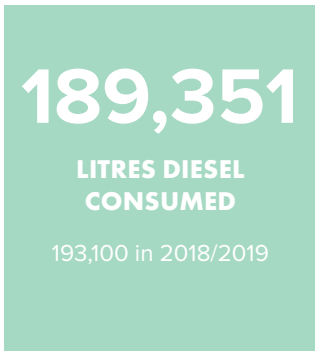
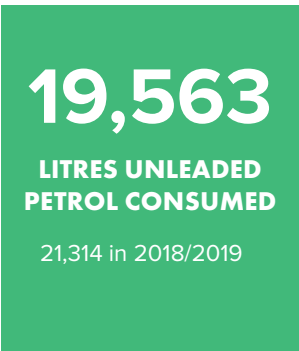
More than 120 Devonport students joined scientists, naturalists and citizen scientists for the Extinction Matters BioBlitz held in November 2019.

The festival of science in nature saw participants discover and record as many living things as possible over 30 hours within the Don Reserve. A total of 255 species were catalogued on the iNaturalist app allowing scientists from around the world to help verify their identification.

The event was organised with the Bookend Trust and supported by the University of Tasmania, University of Canberra, Tasmanian Land Conservancy, Tasmanian Parks and Wildlife Service, WildSCOOL program, Insects of Tasmania and Cradle Coast NRM.

Devonport Regional Gallery assisted participants with artistic interpretations of the species found.

The Bass Strait Maritime Centre, with Sea Shepherd Australia – Marine Debris Campaign, cleaned up Coles Beach at the head of the Don River. Items removed from the environment included 830-gun cartridge fragments and a bucket load of cigarette butts.



## Environmental sustainability

Throughout May and June, more than 2,000 native seedlings were planted in 11 sites around the Devonport municipality. Thank you to the volunteers from the following groups:

- The Friends of the Don Reserve (FODR)
- Don College
- Tiagarra/Six Rivers.



## GOAL 1 ANNUAL PLAN ACTION SUMMARY

Strategy	Action	Outcome	Status
1.2	SUSTAINABILITY IS PROMOTED AND INTEGRATED ACROSS ALL SECTORS		
1.2.1	Support the conservation and maintenance of biodiversity corridors including coastal landscapes and preservation areas of remnant vegetation		
	Undertake works to repair and prevent further coastal erosion along the Victoria Parade parkland.	The \$75,000 project funded in Council’s capital works program was completed in June.	✓
	Deliver a BioBlitz event that focuses on finding as many species as possible in a specific area over a short period of time.	BioBlitz event held in November with 250 people participating.	✓
1.2.2	Develop and implement local and regional policies and initiatives to mitigate climate change impacts in partnership with all spheres of Government		
	Advocate to the Cradle Coast Authority for a regional approach toward managing climate change impacts and improving adaption.	Initial discussions held with Cradle Coast Authority staff to discuss process for working together. Deferred due to COVID-19. Action to be undertaken in 2020/21.	➔
	Support the Local Government Association of Tasmania (LGAT) to consider a climate emergency with State Government support.	Council supported a motion at LGAT’s July General Meeting, acknowledging a climate emergency and calling on all levels of government to act.	✓
	Develop and publish a statement of recognised climate related risks for the municipal area.	Information prepared and to be uploaded to the Devonport City Council (DCC) website in July 2020.	➔
LEGEND Completed ✓ In progress ➔ Deferred ➔			



Strategy	Action	Outcome	Status
<b>1.3</b>	<b>“LIVING LIGHTLY” IS PROMOTED AND ENCOURAGED</b>		
<b>1.3.1</b>	<b>Identify and implement initiatives to educate and encourage our community on opportunities to “live lightly”</b>		
	Investigate opportunities to increase commuter bike riding.	Funding has been confirmed and a program of events will be delivered in 2020/21.	✓
	Implement community based educational initiatives in accordance with the Environment Strategy.	Educational programs conducted with Friends of Don, BioBlitz and Don College.	✓
<b>1.4</b>	<b>OUR ENERGY IS REDUCED</b>		
<b>1.4.1</b>	<b>Promote reduction, re-use and recycling options to minimise waste materials within Council, the community and businesses</b>		
	Support initiatives for waste minimisation through Dulverton and the Cradle Coast Waste Management Group.	Council continue to participate in the Cradle Coast Waste Management Group, and relevant waste minimisation initiatives are being explored and implemented as resources permit. The rollout of recycling bins in priority locations through the CBD has been included in the 2020/21 Capital Works program.	✓
	Distribute recycling educational material with the rates notices.	Information to educate the community on recycling was distributed as part of Council’s 2019/20 rates notice.	✓
<b>1.4.2</b>	<b>Facilitate, and where appropriate, undertake improvements in waste and recycling collection, processing services and facilities</b>		
	Explore and trial recycling bins in public places, including events.	Public recycling bins are included in the design of the Waterfront Park, and an allocation of \$30,000 has been made in the 2020/21 Capital Works Program. Grant funding is being pursued for this project to increase the scope.	➔
<b>1.4.3</b>	<b>Lead and actively promote emissions minimisation</b>		
	Consider the options for the future provision of electric vehicle charging stations in Devonport.	Two sites have been confirmed to have suitable electricity supply. Each site has different challenges which are being considered prior to final confirmation.	✓
	Implement Council’s Electric Vehicle Integration Plan.	Fleet purchases are being made using the principles of the Electric Vehicle Integration Plan. One hybrid petrol-electric vehicle is in the fleet and two more have been ordered. Electric options for a garbage truck were considered, but were not suitable at the time of purchase.	✓
LEGEND Completed ✓ In progress ➔ Deferred ➔			



## GOAL 2

# Building a unique city



# LIVING CITY highlights

LIVING CITY is one of the largest urban renewal projects undertaken in regional Tasmania and is estimated to generate \$250 million in construction investment and provide up to 830 on-going jobs.

It is a project that benefits the entire North West region and is a collaboration between the three tiers of government with funding provided by the Devonport City Council, and the State and Federal governments.

Importantly, the project also creates complementary investment opportunities for the private sector.

LIVING CITY is transforming Devonport through the creation of attractive new precincts, new jobs and new opportunities focused on highlighting our unique tourism, arts, food and service offerings.

Half way through the decade-long LIVING CITY Master Plan, Stage 1 construction is now complete, representing a \$71.1 million investment.

Stage 1 has delivered an award-winning new multi-purpose civic building, the paranple centre, which is home to a state-of-the-art library, integrated customer service centre including Service Tasmania, a café, Devonport Online, Council offices and a spectacular 800-seat convention centre.

The centre also includes a multi-level car park and a food pavilion, which will showcase the region's premium produce through restaurants, a distillery, accredited training facilities and events spaces.

Due to an unsuccessful head lease arrangement, Council took back operational control of the food pavilion in early 2020 and is committed to activating both the commercial and community components within the venue as COVID-19 restrictions are lifted.



This initial stage of the Master Plan was recognised by the Australian Institute of Architects Tasmanian awards program, winning both the best Public Architecture and Urban Design categories for the State.

The last 12 months have seen significant progress on the second major stage of LIVING CITY, with commencement of both the new Waterfront Park precinct, and the privately funded hotel development.

With a combined construction value of \$57 million, these projects are an integral part of the Master Plan and will result in an estimated total economic benefit to the Tasmanian and national economies of \$127 million, and support 285 jobs across the anticipated construction

period. Construction on the hotel commenced in March 2020.

This fully privately funded development is being undertaken by Devonport-based Fairbrother Pty Ltd under a freehold arrangement with international hotel developer Fragrance Group Limited, and will consist of 200 rooms in various configurations offering 4.5-star accommodation.

It is expected the construction will be complete by the end of 2021, with an anticipated opening in early 2022.

The Waterfront Precinct enables Council to achieve the long-held community desire of opening the CBD to the Mersey River.

The park consists of a children's play space with adjacent BBQ

shelter and public amenities, endemic Tasmanian plantings, rotunda, amphitheatre, water and mist feature, events common area, pathways and a 160-metre long, 6-metre wide elevated walkway and viewing area overlooking the Mersey River and beyond.

During the year, planning has also commenced on future LIVING CITY initiatives with proposals for further arts, cultural and tourism projects to be integrated within the Waterfront Park precinct, and also development of further private sector investment opportunities across the Devonport CBD.

**LIVING CITY**  
Changing the heart, reviving the region



# Capital works program

## New Children's Memorial Pavilion – Mersey Vale Cemetery

The new Children's Memorial Pavilion at the Mersey Vale Memorial Park at Spreyton was officially opened in late May 2020.

The memorial pavilion provides a 'special place' for parents to reflect and remember children they have lost.

Kyla's Foundation provided \$10,000 towards the Council's \$195,000 project.

The pavilion features a central tree surrounded by seating and garden beds in a circular arrangement with segmenting partition walls available for ash interment and memorial plaques.

There are 278 ash interment spaces within the precast concrete walls and 32 colourful aluminium powder coated balloons, allowing for cast bronze memorial plaques.

The central Maidenhair tree was relocated from the former Best Street car park when work began on the new waterfront hotel.



## Renewal projects

Three key road renewal projects for Council this financial year have included:

- Lower Madden Street (between Montague and Fenton Street).
- Holyman Street.
- Stewart Street (between William and Gunn Street).



**\$14.85M**

**CAPITAL WORKS COMPLETED**

\$21.4M in 2018/2019

## Roundabouts

Funding from the Federal Government's Black Spot Program enabled completion of roundabouts at the intersection of Berrigan Road and Lyons Avenue, and also Stewart Street and Fenton Street.



## New pathways

Several new pathways were constructed and upgraded including:

- A new path between the Bass Strait Maritime Centre and the Coastal Pathway along Victoria Parade. This project was one of the recommendations from the Mersey Bluff Traffic, Parking and Pedestrian Study completed in 2018.
- A new path through Highfield Park. This was an action from the Highfield Park Master Plan 2018-2028.
- The path through the Mary Binks Wetlands was upgraded.



## Coastal Pathway

Construction of the Coastal Pathway started last year with Council undertaking the first stage of the Ambleside to Latrobe section between River Road and the Latrobe municipal boundary.



## Stormwater upgrades

The Oldaker (East) Stormwater catchment was upgraded, and the capacity of the system increased. Some of the pipes replaced were 75 years old.



# Regulatory services

Regulatory functions such as development and planning assessment, permit authority services, animal control, compliance and environmental health functions continue to be a core part of the services Council provide to the community.

Overall development and investment in Devonport is continuing to grow, with Council approving 226 planning applications in the 2019/20 financial year, an increase of 23% on the previous 12-month period and well above the five year trend.

Worth more than \$113 million, this figure signals continued growth and confidence in the region and its economy. Providing high-level customer service continues to be a focus for Council's regulatory team, with new improvements such as online inspection bookings and an appointment system for professional staff being introduced during the year.

Environmental Health Officers continued to monitor food outlets, with improvement notices issued on approximately 5% of inspections. This valuable service allows the community to have confidence when dining out or ordering takeaways, that the food has been prepared in a safe and hygienic manner.



## Local provisions schedule

As part of the transition to a single statewide planning scheme (known as the Tasmanian Planning Scheme), Council prepared a draft Local Provisions Schedule (LPS). The draft proposed how the standardised statewide planning rules (known as the State Planning Provisions by the Tasmanian Government) are to be applied in the Devonport local government area.

- All local councils were required to prepare a draft LPS as part of the transition to the Tasmanian Planning Scheme. The draft LPS process is about where the State Planning Provisions are to be applied in each local council area through the allocation of zones and code overlays, etc. The Tasmanian Planning Scheme will come into effect for each council once the relevant LPS is declared/approved for that local government area.
- In accordance with the requirements of the *Land Use Planning and Approvals Act 1993*, the draft Devonport LPS was made available for public exhibition for a period of 60 days (from Monday 23 March 2020 to Friday 12 June 2020). At the commencement of the exhibition period, Devonport City Council was the eighth local council in the State to progress a draft LPS to the public exhibition phase.
- As of 30 June 2020, Council had prepared and endorsed a report to the Tasmanian Planning Commission (the Commission) on the representations received during the public exhibition period, including an assessment of the representations and subsequent recommendations. As part of its ongoing assessment of the draft LPS, the Commission will now consider those representations including the facilitation of public hearings. Subject to the outcome of the Commission's assessment, it is Council's expectation that the draft LPS will be finalised before the end of 2020.

# Asset management

Council manages \$514 million worth of transport, stormwater, parks, buildings, cultural and heritage, plant and equipment assets on behalf of the Devonport community.

Robust and efficient systems and processes are required to enable Council to make informed asset management decisions, which will result in cost reductions over the life of the asset, as well as alignment between the community demand for asset-based services and the delivery of those services.

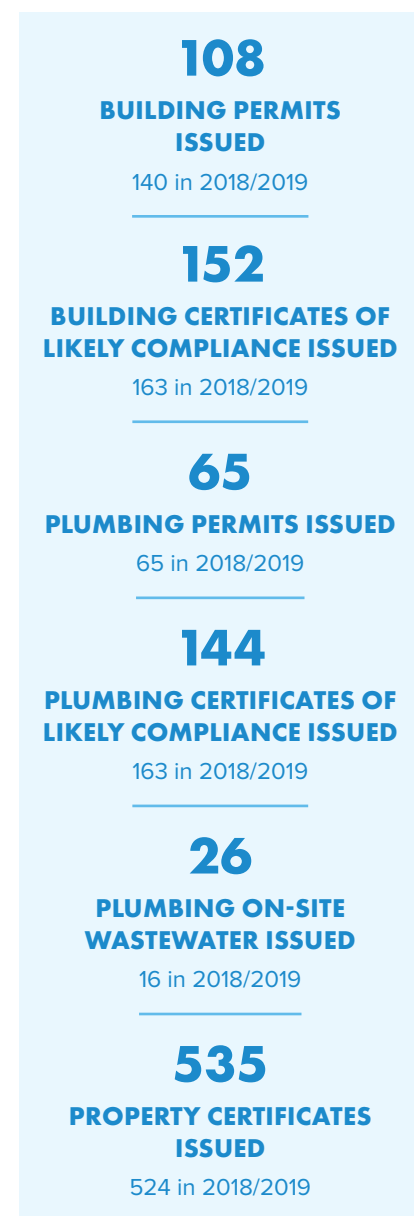
Project Transform refers to a project commenced in 2019/20 to implement improvements to Council's asset management processes. Council is utilising the TechnologyOne product suite, which is already used for financial management and some asset management tasks. The project brings significant changes to the processes Council uses for customer request management, work planning and allocation, purchasing, timesheet entry, asset inspections and cost reporting.

During 2019/20, preparing for the implementation of improved systems and processes included:

- Detailed review of structure and content of Council's asset register
- Improvements to asset spatial data: more assets mapped, more accurately
- Detailed documentation of scheduled and reactive maintenance activities
- Asset management system configuration and testing
- Staff training.

Work to be completed in 2020-21 includes:

- Finalisation of asset management system configuration
- Staff training
- Procurement of mobile technology
- System 'Go-live'
- Ongoing support to users.



## Revaluation of infrastructure assets

Council undertakes a scheduled revaluation of infrastructure assets which are valued in accordance with AASB116:Property, Plant and Equipment, and AASB 113:Fair Value Measurement.

Current replacement costs are calculated (except for land and buildings) using current construction costs, or detailed estimations provided by qualified or experienced staff. As part of the revaluation, asset useful lives are reviewed and amended as required. Stormwater assets were revalued in 2019/20.

Summary	Pre-valuation \$M	Post-valuation \$M	Variance amount \$M	Variance %
Stormwater assets				
Asset cost	138.6	153.1	14.5	10.5
Accumulated depreciation	61.1	67.97	6.8	11.2
Written down value	77.5	85.13	7.6	9.8





## GOAL 2 ANNUAL PLAN ACTION SUMMARY

Strategy	Action	Outcome	Status
<b>2.1</b>	<b>COUNCIL'S PLANNING SCHEME FACILITATES APPROPRIATE PROPERTY USE AND DEVELOPMENT</b>		
<b>2.1.1</b>	<b>Apply and review the Devonport Interim Planning Scheme as required, to ensure it delivers local community character and appropriate land use</b>		
	Finalise Local Planning Provisions through the Tasmanian Planning Commission.	The draft Local Planning Schedules (LPS) for Devonport has been endorsed by the Tasmanian Planning Commission and has been publicly exhibited and will be reported to Council for endorsement in the new financial year.	→
	Undertake actions required for finalising the new Statewide Planning Scheme.	The draft Local Provisions Schedule (LPS) for Devonport has been endorsed by the Tasmanian Planning Commission and has been publicly exhibited and will be reported to Council for endorsement in the new financial year.	✓
<b>2.1.2</b>	<b>Provide consistent and responsive development assessment and compliance processes</b>		
	Develop a Residential Strategy for Devonport.	Work has commenced to draft a Residential Strategy by collecting the statistical data and preparing a draft document for review. Action will be rescheduled for next financial year.	→
	Review Council's Retail Strategy from a planning perspective.	Action will be rescheduled for next financial year.	→
	Adopt a Retaining Wall Policy.	The Retaining Wall Maintenance Policy was adopted by Council in June. A copy of the policy is available from Council's website.	✓
<b>2.1.3</b>	<b>Work in partnership with neighbouring councils, State Government and other key stakeholders on regional planning and development issues</b>		
	Maintain membership of Cradle Coast Regional Planning Group and contribute to regional forums.	Participation in regional forums has not been required as councils finalise their LPS.	✓
<b>2.2</b>	<b>THE DEVONPORT BRAND SUPPORTS OUR MARKETING AND PROMOTION</b>		
<b>2.2.2</b>	<b>Develop an integrated approach to local branding in partnership with business and community groups</b>		
	Implement actions from Council's Retail Strategy.	Project Officer has commenced detailing actions from Retail Strategy, 'Visit Devonport' destination website has been live since November. Brian Walker, Retail Doctor Group, engaged to undertake research and a series of retailer based workshops. A presentation to Council was undertaken at the June workshop.	✓
LEGEND Completed ✓ In progress → Deferred →			

Strategy	Action	Outcome	Status
<b>2.3</b>	<b>INFRASTRUCTURE PRIORITIES SUPPORT WELL PLANNED, MANAGED AND APPROPRIATELY FUNDED DEVELOPMENT WITHIN OUR UNIQUE CITY</b>		
<b>2.3.1</b>	<b>Develop and maintain long-term Strategic Asset Management Plans</b>		
	Review Council's Asset Management Strategy.	Development of a draft strategy is underway. Deferred to 2020/21.	→
	Develop an Asset Management Plan for Council's stormwater assets.	Stormwater Asset Management Plan is completed.	✓
	Develop an Asset Management Plan for Council's plant and fleet assets.	A draft plan is being developed, incorporating recently updated asset data. Deferred to 2020/21.	→
	Undertake a safety assessment of bike paths.	Bike path safety assessment check-list is completed. Inspections are underway.	✓
<b>2.3.2</b>	<b>Provide and maintain roads, bridges, paths and car parks to appropriate standards</b>		
	Review Public Lighting Strategy.	Planned to commence in January 2021.	→
	Undertake a review of the provision of footpaths, public open space, etc in the Woodrising area.	Report prepared and considered by Council in February 2020.	✓
	Continue to review and update Council's Stormwater Strategy.	Consultation has been undertaken with both internal and external stakeholders on the current strategy and work has commenced on a draft of the updated strategy. A draft plan is being prepared for public feedback.	✓
	Audit all 'Guide Signs' from the airport, Spirit of Tasmania Terminal and the Bass Highway into the City.	Audit completed and recommendations made.	✓
<b>2.3.3</b>	<b>Provide and maintain stormwater infrastructure to appropriate standards</b>		
	Progress implementation and improvements for the Oldaker (East) catchment in conjunction with Waterfront Park works.	Stormwater works have been completed as part of the early phases of the Waterfront Park construction.	✓
<b>2.3.4</b>	<b>Provide and maintain Council buildings, facilities and amenities to appropriate standards</b>		
	Install an information kiosk at the Mersey Vale Memorial Park office.	Installation of a signage system at the Mersey Vale Memorial Park will also address this action. Deferred to 2020/21.	→
	Improve access throughout Mersey Vale Memorial Park by way of directional signage.	Installation of the signage system is pending, with the final details of sign contents being confirmed. Deferred to 2020/21.	→
	Develop and implement a program for installation of Destination Signage at all Cemeteries in Devonport.	Work to install signage to commence from early 2020/21 at Mersey Vale Memorial Park with others to follow in subsequent years. Consistent sign design has been adopted.	✓
	Investigate methods to improve pedestrian safety and restrict vehicular access at Pioneer Park.	Some preliminary work has been undertaken to understand the issue in more detail. A concept design for improved pedestrian access from the south east has been prepared. Deferred to 2020/21.	→
LEGEND Completed ✓ In progress → Deferred →			



Strategy	Action	Outcome	Status
<b>2.3.5</b>	<b>Provide and maintain sustainable parks, gardens and open spaces to appropriate standards</b>		
	Review Council's Open Space Strategy.	Internal stakeholder consultation has commenced. Deferred to 2020/21.	→
	Consider natural or built shelter options for shade/wind/rain at Pioneer Park.	Options being developed for stakeholder consultation.	→
	Develop a plan and implementation program for improvements to the garden/former burial area in the south east corner of Pioneer Park.	Internal and external funding options have been pursued for this project without success. It is unlikely the project will proceed in the near future.	✓
	Construct a walking path through Highfield Park from west to east.	Construction of the path is complete.	✓
	Develop a plan for the grounds surrounding the Don Hall.	A concept plan has been developed. Key stakeholder and wider community consultation is planned for later in 2020.	→
<b>2.4</b>	<b>PROMOTE THE DEVELOPMENT OF THE CBD IN A MANNER WHICH ACHIEVES THE LIVING CITY PRINCIPLES PLAN</b>		
<b>2.4.1</b>	<b>Implement initiatives from the LIVING CITY Master Plan</b>		
	Complete design of the Waterfront Parkland and commence construction.	Design completed and construction tender awarded has been awarded to Vos Construction & Joinery Pty Ltd, with construction works now progressing on site.	✓
	Relocate remaining commercial tenants within the Waterfront Precinct and demolish redundant buildings.	Relocation of tenants is complete. Demolition is being undertaken by Vos as part of their contract.	✓
<b>2.4.2</b>	<b>Lobby and attract Government support to assist with the implementation of LIVING CITY Master Plan</b>		
	Develop concept for light show within LIVING CITY Waterfront Park and seek necessary government funding to implement.	The Council appointed design consultant is developing an initial concept for consideration. Input has been sought from Council's public art sub-committee and an initial workshop held with Council. Detailed design work is progressing, and project documentation being prepared to commence funding application processes.	✓
<b>2.4.3</b>	<b>Implement initiatives to encourage private investment aligned with the outcomes of the LIVING CITY Master Plan</b>		
	Continue to work with the LIVING CITY Waterfront Hotel developer to establish a privately funded hotel within the LIVING CITY Waterfront Precinct.	Early construction works for the new hotel development have commenced on site, and the contractor is providing regular updates to Council on their progress. The contract for sale of the associated land to the hotel operator has been finalised, concluding Council's direct engagement in this project.	✓
<b>LEGEND</b> Completed ✓ In progress → Deferred →			



## GOAL 3

# Growing a vibrant community





# DEVONPORT JAZZ

Devonport Jazz is a key event for Devonport's cultural and winter events calendar.

The 2019 festival featured 39 performances held in 26 venues throughout Devonport over four days.

Held from 25-28 July, the festival was headlined by the great multi-instrumentalist James Morrison and included many acts from Tasmania and interstate.

Other exciting elements of the festival included the Squeezebox Cabaret (complete with dance troupe and big band), sensational traditional band The Syncopators, the RAN Jazz Ensemble Melbourne, the ABC Radio live broadcast, a schools' tour, Pure Jazz Sessions and a jazzy INXS tribute.

The paranple precinct was showcased with events held in the Town Hall, paranple convention centre, Market Square, Aberdeen Room and Providore Place, as well as venues across the City and beyond.

Of the 35 public events, there were three held in East Devonport (East Devonport Child and Family Centre, Café Squire, Mersey Yacht Club) and one each in Port Sorell (Rubicon Grove), Forth (Bridge Hotel) and Ulverstone (The Wharf). The remaining events were held close to Devonport's CBD.

Council has a very proactive Jazz Taskforce, made up of volunteers, who assist with the staging of the festival.

This year, 19 volunteers contributed 322 hours in preparation for the festival, as well as during the four-day festival. Their duties included ushering, venue liaisons, support provision and back-stage assistance.



## Devonport Food and Wine Festival

More than 80 events were held as part of Devonport Food and Wine 2019. October's month-long festival offered a variety of events and experiences for people of all ages.

As the school holidays and Senior's Week also fell in October, there were several targeted events during the first three weeks of the festival.

These included sessions on Food Science, cupcake decorating, making mini platters and rice balls and a Bees Wax workshop for children. There was also a river cruise on the Julie Burgess and high tea with hair salon appointments for seniors.

Producer tours included behind-the-scenes glimpses at Brandsema's Greenhouse, the Petuna Seafoods factory and Spreyton Cidery.

Venues celebrated gin, beer, wine, eggs benedict, berries, noodles and potatoes. Council coordinated the "Spring Fling" on 5 October, which was held at Aikenhead Point.

There was live music, food and beverages vendors, and fun and games throughout the afternoon.



# New Year's Eve

A strong crowd attended Devonport's New Year's Eve event, "SeaFM City of Devonport SKYFIRE Bon Voyage 2019".

The event, held at Aikenhead Point and Joshua Slocum Park, included fireworks at 9.30pm and again at midnight, fired from the Spirit of the Sea lookout. The main entertainment was provided by local band, Nine Lives Rock 'n' Soul Revue, with SeaFM's local band competition SPOTLIGHT showcasing three youth acts. Magic and circus acts filled out the program.

The event had a strong family focus and featured the Wheel of Dreams, various games and activities, a Silent Disco supported by SeaFM and a selection of food and beverage vendors.

Council partnered with MerseyLink to provide a free bus loop to and from the event. This free service was well utilised with over 560 people taking advantage.

At Devonport Oval, the Family Fun Fair catered to those wanting thrill rides and sideshow alley-type games. Patrons moved with ease between the two sites, as both events were free entry.

# Christmas Parade

Approximately 40 floats participated in the 2019 Devonport Christmas Parade held on 11 December.

Due to current construction areas in the CBD, the parade route was moved to the precinct around the Bass Strait Maritime Centre.

The Mayor's Award for floats that best captured the Christmas spirit, was split equally between Meercroft Care, Terry White Chemmart, and Paisley Park Early Learning.

Spectator numbers were strong which was helped by good weather.

Mayor Annette Rockliff and Cr John Alexiou MC'd the event via a live Facebook feed.



## GOAL 3 ANNUAL PLAN ACTION SUMMARY

Strategy	Action	Outcome	Status
3.1	DEVONPORT IS THE BUSINESS, SERVICE AND RETAIL CENTRE FOR NORTH WEST TASMANIA		
3.1.1	Market and promote the City as a regional business, service and retail hub		
	Develop an intrastate and interstate marketing campaign for the paranple convention centre.	Advertised in Qantaslink September to October edition of Spirit. Advertised in the Business Events Tasmania Planners Guide 2020/21. Completed a venue prospectus to circulate to potential interstate and intrastate event planners.	✓
	Maintain membership with Business Events Tasmania to secure events for the paranple convention centre.	Membership renewed until September 2020.	✓
3.2	DEVONPORT'S VISITOR INDUSTRY IS DEVELOPED AROUND ITS NATURAL ASSETS, HISTORY AND LOCATION		
3.2.1	Support tourism through the provision of well-designed and managed infrastructure and facilities		
	Develop a tourism website to engage visitors and provide an online booking platform for accommodation and attractions.	The Visit Devonport site was launched in November 2019.	✓
3.2.2	Support regional tourism development through productive relationships with regional partners and State and Federal Government		
	Maintain relationships with the Tasmanian Visitor Centre network and regional tourism networks.	The Tasmanian Visitor Information Network has continued to meet online over the quarter with discussions focused on restructuring the centres to provide support to local tourists and tourism.	✓
	Undertake actions that support regional tourism initiatives.	The local RTO, West x North West, have continued to provide webinars and video conferences relating to reigniting tourism on the NW Coast. Staff have had the opportunity to participate and attend these meetings and discuss ways to support local tourism.	✓
LEGEND Completed ✓ In progress ➡ Deferred ➡			





Strategy	Action	Outcome	Status
<b>3.2.3</b>	<b>Facilitate a pro-active approach by business to embrace tourism opportunities</b>		
	Facilitate a familiarisation tour for local and regional tourism operators and provide operators with the opportunity to engage in professional development exercises.	Deferred to 2020/21.	→
<b>3.2.4</b>	<b>Promote our natural environment and assets to underpin tourism opportunities</b>		
	Develop a localised marketing strategy, promoting the story of the Julie Burgess as linked to Devonport's maritime history.	Ongoing photographic and social media campaign about the historical significance of the Julie Burgess and its maritime history has been implemented and the new website has a section on the restoration and history of the vessel.	✓
<b>3.2.5</b>	<b>Support festivals, events and attractions that add value to the City's economy</b>		
	Offer the following Council initiated events: <ul style="list-style-type: none"> <li>• Devonport Jazz</li> <li>• Food and Wine</li> <li>• New Year's Eve</li> <li>• Harmony Day</li> <li>• Christmas Parade</li> </ul>	Devonport Jazz, Devonport Food and Wine and the Christmas Parade were successfully held in 2019. New Year's Eve successfully held at new location of Aikenhead Point. Harmony Day cancelled as a result of COVID-19.	✓
	Promote an Events Assistance Program.	Deferred to 2020/21.	→
<b>3.3</b>	<b>ACCESS IN TO, OUT OF, AND AROUND THE CITY IS WELL PLANNED AND MANAGED</b>		
<b>3.3.1</b>	<b>Improve the City's physical access and connectivity focusing on linkages to and from key access points</b>		
	Work with the State and Federal governments to implement the State Vehicle Entry Point project.	GHD Woodhead have been appointed as project design consultants and are commencing work on initial concepts in consultation with Council, TT Line and TasPorts. Project costing and associated information has been provided to funding partners for assessment prior to execution of funding agreements.	→
	Consider the installation of city entrance makers on the Port Sorell Overpass on the Bass Highway and the railway overpass on the Don Hill.	Initial audit has been undertaken to determine existing signage stock. Elements of this proposal may also have synergies with the proposed State Vehicle Entry Point project with regard to branding and graphic design elements, and both projects will be progressed in unison.	→
<b>3.4</b>	<b>OUR ECONOMIC PROGRESS CONTINUOUSLY IMPROVES</b>		
<b>3.4.1</b>	<b>Work in partnership with industry and government to identify needs of business and industry to pursue opportunities, which fosters economic development in the area</b>		
	Participate in the implementation of the Cradle Coast Future's Plan, including the provision of agreed staff resources.	Staff resources have been dedicated to the project and are working closely with representatives of the Cradle Coast Authority to undertake selected projects as per signed Memorandum of Understanding.	✓
LEGEND Completed ✓ In progress → Deferred →			



## GOAL 4

# Building quality of life





# AUSTRALIA DAY CITIZENSHIP CEREMONY

Devonport City Council celebrated with a combined Australia Day and Citizenship ceremony on 26 January 2020 in the paranapple convention centre.

A total of 24 new residents were sworn in from Indonesia, United Kingdom, Philippines, Ukraine, Vietnam, Taiwan, China and Sri Lanka.

The winners of the Australia Day Awards were: Pat Kent, Citizen of the Year; Caitlyn Walker, Young Citizen of the Year; and Oceania and Australian Laser Championship Mersey Yacht Club, Community Event of the Year.

Tasmanian Local Hero (2019) Vicki Purnell was Devonport's Australia Day Ambassador for the event.

47

NEW CITIZENS  
WELCOMED TO  
DEVONPORT  
29 in 2018/2019

## HMAS Stuart – Freedom of Entry

The Naval frigate HMAS Stuart visited its ceremonial home port of Devonport late February 2020 to a welcoming crowd

During their visit, they hosted an official reception on board and Council granted the ship Freedom of Entry to the City.

The is the highest honour bestowed by a military unit and was celebrated with a march through the city on 29 February.



## Celebrating International Women's Day

Council once again, together with community partners, created a week-long calendar to celebrate International Women's Day.

This year's theme was 'Each for Equal' and the celebrations included film, speaking events and concluded with Council's Diamonds of Devonport Cocktail Party.

The Cocktail Party was one of two events hosted by Council, the other being the 'Each for Equal' Speakers Forum.

The forum was a free event which consisted of a panel of four local women, Margaret Fay (Diamonds of Devonport Patron 2020), Tara Felts, Claire Fielding and Jan Robertson who all shared their life experiences.

Well-known hockey personality Minka Woolley was the MC for the popular event.



5,184

VOLUNTEER HOURS RECORDED

10,414 in 2018/2019



## Harbourmaster's House 100<sup>th</sup> Birthday Bonanza

A fabulous day of family fun was had on 18 January 2020, when the Bass Strait Maritime Centre celebrated 100 years since the building of the heritage-listed Harbourmaster's House. The theme was a 1920s garden party, which included a croquet pitch and old-fashioned rope-making machine (fashioned by volunteer Gareth Gunn), as well as the inaugural Slocum Dry Land Regatta. A 100<sup>th</sup> birthday cake was provided by centre volunteer guide Eddie Utberg.

## Sport and recreation

Increasing the utilisation of sport and recreation facilities and multi-use open spaces in Devonport is one of the Council's key strategies, under Goal 4.

Council assisted in facilitating or supporting a number of major sporting events in Devonport including:

- Australian Junior Squash Championships – Devonport Recreation Centre.
- Islanders Cup (Futsal) – Devonport Recreation Centre.
- Basketball Tasmania Under 12 State Championships – Devonport Recreation Centre.
- Basketball Tasmania College Championships – Devonport Recreation Centre.
- The Northern Schools Triathlon Challenges – Mersey Bluff precinct and Meercroft Park.
- The National Skills Acquisition Program (SAP) – Junior under 12 soccer – Meercroft Park.
- The Devonport Triathlon – 2020 OTU Oceania Elite and U23 Championship and 2020 OTU Continental Cup Elite – Mersey Bluff precinct.



# paranaple arts and convention centre

Council's paranaple arts and convention centre enjoyed a brilliant year until COVID-19 saw the doors forcibly closed to comply with government restrictions.

However prior to the shutdown period, some of the highlights were:

- FEM-Affinity – a nets Victoria and Arts Project Australia touring exhibition – Curated by Dr Catherine Bell, this exhibition uncovered shared perspectives on female identity and revealed how feminism materialises in distinctive and uncanny ways.
- Exhibitions by emerging artists, including Life Lines by June Wilson and Finding Place by Cheryl Sims.
- Beyond Sight – this was a multi-sensory exhibition in which visitors could explore the artworks through touch, sound, smell, sight and imagination. Curated by Katrin Terton, the exhibition challenged the prevailing paradigm of inclusion by revealing that the experience of those with impairments is both valid and rich and that the whole audience can benefit by using all of their available senses.
- Members of the Devonport Surf Life Saving Club (DSLSC) installed a mosaic mural in January 2020. The project commenced during the tidal festival, when the Gallery ran workshops in tile making. The workshops continued through the year and extended to other community groups and mosaic pavers being installed at the Mary Binks Wetlands in East Devonport.

The Town Hall Theatre hosted a number of wonderful performances including:

- The City of Devonport Eisteddfod
- Swan Lake – Imperial Russian Ballet
- The Cat in the Hat – Showcase Entertainment Group
- Kasey Chambers the Captain 20<sup>th</sup> Anniversary Tour – Premier Artists
- Possum Magic – Monkey Baa Theatre Company
- The Sapphires – Hit Productions.

The convention centre hosted a number of major events throughout the year including:

- Australian Regional Tourism National Conference
- Australian Maritime Museum Council Conference
- Athlete briefings for the Devonport Triathlon
- Children's University Graduation
- 2019 Disability Expo
- Choral Spectacular – the Crescendo Choir
- Neighbourhood Houses Conference
- Speak Out Advocacy Conference
- 2019 State Council of the Australian Liberal Party
- Squash Championships Dinner
- Parkinsons Tasmania Seminar.
- Planning Institute State Conference
- Local Government Professionals Tasmania Conference
- Maritime Union of Australia State Conference
- GSA SGGMP Biennial National Conference

## Day of People with Disability

Council worked in partnership with Mission Australia to Deliver an Expo: Day of People with Disability at Providore Place on 28 November. The day was well attended and provided information on local services and Council's draft Disability Inclusion Plan.

There was also music, entertainment, a jumping castle, face painting, photo booth, reptile display and a free BBQ. There were 35-plus stalls delivering information and fun activities.



## Dementia Café

'Reflections Café' opened on 14 August at the Senior Citizen's Club in Devonport and attracted about 30 people living with dementia and their carers/support person. The café has been organised and supported by Munnew Day Care, Devonport City Council and the Devonport Lions Club. Catering for the café has been donated by Don College, Devonport High School and the Square Peg program. The café has been well received by the community.



<b>6,428</b> <b>ENTRIES TO THE</b> <b>BASS STRAIT MARITIME</b> <b>CENTRE</b> 7,628 in 2018/2019	<b>462</b> <b>PASSENGERS</b> <b>ON THE</b> <b>JULIE BURGESS</b> 343 in 2018/2019	<b>185,219</b> <b>ENTRIES TO</b> <b>SPLASH AQUATIC</b> <b>&amp; LEISURE CENTRE</b> 258,276 in 2018/2019
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## GOAL 4 ANNUAL PLAN ACTION SUMMARY

Strategy	Action	Outcome	Status
<b>4.1</b>	<b>SPORT AND RECREATION FACILITIES AND PROGRAMS ARE WELL PLANNED TO MEET COMMUNITY NEEDS</b>		
<b>4.1.1</b>	<b>Provide and manage accessible sport, recreation and leisure facilities and programs</b>		
	Run a number of programs through the Devonport Recreation Centre.	Ageing Stronger Active Longer, Tai Chi and Tai Chi for beginners held on a weekly basis at the Devonport Recreation Centre, as well as school holiday programs. Programs in partnership with the East Devonport Child and Family Centre are ongoing.	✓
<b>4.1.2</b>	<b>Increase the utilisation of sport and recreation facilities and multi-use open spaces</b>		
	Develop a calendar of events that support repeat visitations to Council-owned sport and recreation facilities.	Completed.	✓
<b>4.1.3</b>	<b>Promote passive recreational usage including walking, bike paths, trails, parks and playspaces</b>		
	Support the Coastal Pathway project and ensure Council's project objectives are met.	Construction of the Ambleside-Latrobe section is underway. Design and stakeholder consultation is progressing on the Don-Leith section.	✓
<b>4.2</b>	<b>A VIBRANT CITY IS CREATED THROUGH THE PROVISION OF CULTURAL ACTIVITIES, EVENTS AND FACILITIES</b>		
<b>4.2.1</b>	<b>Acknowledge, preserve and celebrate local art, culture and heritage</b>		
	Develop a Master Plan for Devonport General Cemetery.	Public consultation on the draft plan was completed in June and incorporated in the final version for Council adoption.	✓
	Maintain and promote the Council's permanent collection, and continue to acquire work by significant Tasmanian artists.	Prior to closure due to COVID-19, the The Devonport Regional Gallery was able to present four permanent collection exhibitions throughout the 2019/20; Uncanny, Here at the Earth's end, Modern Sublime and Portrait of a Place. The Gallery has continued to collect work by Tasmanian artists, with the permanent collection expanding in 2019/20 with the acquisition of work by Kelly Austin and Lisa Garland.	✓
	Produce an annual program of exhibitions and programs that acknowledges Devonport's maritime history.	An annual program of events was developed that included travelling exhibitions, digital presentations and promotion of the collection via social media.	✓
<b>LEGEND</b> Completed ✓ In progress ➔ Deferred ➔			

Strategy	Action	Outcome	Status
<b>4.2.2</b>	<b>Cultural facilities and programs are well planned and promoted to increase accessibility and sustainability</b>		
	Maintain an exhibition program that aligns with the Devonport Regional Gallery's strategic plan.	The 2019/20 exhibition program aligned with the Gallery's strategic plan. The program included: four touring exhibitions; four exhibitions featuring works from Devonport City Council's permanent collection; exhibitions by mid-career Tasmanian Artists, including the 2019 Solo Commission by Tricky Walsh; The Little Gallery Emerging Artist Program; group shows by Tasmanian artists; and one exhibition by local youth. The paranple arts centre foyer space has also been used for community exhibitions and displays.	✓
	Maintain a performing arts presenter season that enhances the cultural experiences of the community.	The 2020 Presenter Season was launched on 11 December.	✓
<b>4.2.3</b>	<b>Develop and implement an integrated approach to public art</b>		
	Develop a public art strategy for the paranple art centre and precinct highlighting the cultural heritage of the region.	With COVID-19 impacting on the Public Art Sub-Committee's ability to meet, this action is to be deferred to 2020/21.	➔
<b>4.4</b>	<b>OUR COMMUNITY AND VISITORS ARE SAFE AND SECURE</b>		
<b>4.4.1</b>	<b>Support the community in emergency management response and recovery</b>		
	Provide information to residents to inform their preparedness for an emergency.	Community Safety Handbook was reviewed and updated and distributed via Council's website.	✓
<b>4.4.2</b>	<b>Coordinate and promote effective management of animals</b>		
	Deliver an education program for responsible dog ownership.	Program has been developed. The program will be rolled out in 2020/21, however the delivery method will be reviewed depending on COVID-19 restrictions.	✓
<b>4.4.3</b>	<b>Encourage safe and responsible community behaviour</b>		
	Review Community Safety Strategy.	Will commence review in 2020/21.	➔
<b>4.5</b>	<b>EDUCATION AND LEARNING IS ACCESSIBLE AND RESPONSIVE</b>		
<b>4.5.1</b>	<b>Support the provision of facilities and services that encourage lifelong learning, literacy and meet the information needs of the community</b>		
	Continue to support the Live and Learn Steering Group to implement the actions from the Live and Learn Strategy.	26Ten Project Officer commenced. Live and Learn Steering Group met on a monthly basis to commence planning for the Festival of Learning to be held in September 2019.	✓
	Provide creative learning programs for young people and adults at the paranple arts centre.	The creative learning and public programs of the paranple arts centre are reported bi-monthly. The programs include activities for young people, toddlers, adults and established artists. Programs since COVID-19 have moved online, with resources and images of finished works being presented on the gallery's blog.	✓
<b>LEGEND</b> Completed ✓ In progress ➔ Deferred ➔			



Strategy	Action	Outcome	Status
<b>4.6</b>	<b>INTEGRATED HEALTH AND WELLBEING SERVICES AND FACILITIES ARE ACCESSIBLE TO ALL</b>		
<b>4.6.1</b>	<b>Facilitate and advocate for child and family support services</b>		
	Continue the "Square Peg" project working with 'at risk' young people.	Square Peg project re-commenced in February at the East Devonport Recreation Centre, however was placed on hold until COVID-19 restrictions were lifted. The project re-commenced June 2020.	✓
<b>4.6.2</b>	<b>Facilitate and advocate for services for seniors in the community</b>		
	Offer a number of programs aimed at Seniors.	Tai Chi for seniors and people with Parkinsons, MS and arthritis, and the seniors program, 'Ageing Stronger, Active Longer' and Reflections cafe were delivered up until COVID-19 restrictions.	✓
	Develop events and activities as part of Seniors Week.	More than 50 community activities and events were delivered in Seniors Week. Planning for 2020 is ongoing.	✓
<b>4.6.3</b>	<b>Provide quality public and environmental health services</b>		
	Implement an inspection schedule that complies with the Tasmanian Food Business Risk Classification System.	Inspections are being carried out by handheld devices in accordance with the new classification system.	✓
<b>4.7</b>	<b>AN ENGAGED COMMUNITY PROMOTES AND VALUES DIVERSITY AND EQUITY</b>		
<b>4.7.3</b>	<b>Promote the equitable distribution and sharing of resources throughout the community that supports the delivery of quality outcomes</b>		
	Undertake two rounds of Financial Assistance Grants Program during the financial year.	Two rounds of the Financial Assistance Grants Program were held during 2019/20.	✓
<b>4.7.4</b>	<b>Advocate for and provide access to quality services, facilities, information and activities that celebrate and promote diversity and harmony which supports engagement, participation and inclusivity</b>		
	Promote Harmony Day to ensure active participation by all sectors of the community.	Harmony Day and citizenship ceremony cancelled as a result of COVID-19.	✓
<b>4.8</b>	<b>YOUNG PEOPLE ARE RECOGNISED AND VALUED ALLOWING THEM TO REACH THEIR FULL POTENTIAL</b>		
<b>4.8.1</b>	<b>Promote programs that encourage youth participation, engagement in decision making, development and leadership</b>		
	Run a youth event which coincides with Youth Week in conjunction with Youth Family and Community Connect.	Cancelled due to COVID-19 restrictions, along with School Holiday programs, Square Peg program and Know Your Odds Skate competition.	✓
	Maintain a Devonport Regional Gallery Young Members Committee that engages with, and develops its own, creative programs and events.	The Devonport Regional Gallery Young Members Committee, The Droogs, will resume their monthly skill-based workshops and committee meetings when volunteers can return to the paranple arts centre.	✓
<b>4.8.2</b>	<b>Provide, promote and advocate for appropriate and accessible services, information, facilities, activities and spaces for young people</b>		
	Implement initiatives from the adopted Youth Strategy.	Initiatives implemented during the year include involving students from Don College, Devonport High and the Square Peg/Space program in supporting community programs, for example, the Reflections Cafe and 'Ageing Stronger Active Longer'.	✓
<b>4.8.3</b>	<b>Assist in the development, promotion and celebration of young people</b>		
	Promote youth engagement through the delivery of creative programs and event, such as Youth Week Tasmania.	This is Us was scheduled to open in March. Youth Week Tas was cancelled due to COVID-19.	✓
<b>LEGEND</b> Completed ✓ In progress ➔ Deferred ➔			



## GOAL 5

# Practicing excellence in governance



# Good governance

## GOOD GOVERNANCE CHARACTERISTICS

### ACCOUNTABLE

### TRANSPARENT

### LAW-ABIDING

### RESPONSIVE

### EQUITABLE

### PARTICIPATORY AND INCLUSIVE

### EFFECTIVE AND EFFICIENT

### CONSENSUS ORIENTED

#### HOW DOES COUNCIL ACHIEVE THE GOOD GOVERNANCE ELEMENTS?

- Council policies
- Public Interest Disclosures
- Integrity Commission training and awareness
- Audit Panel
- Community consultation
- Special Interest Groups
- Declarations of Interest
- Related Party Disclosures
- Workshops
- Active disclosures
- Delegations Register
- Compliance Register (in development)
- Gifts and Benefits Register
- Declaration of Interest Register
- Reporting compliance
- Planning compliance
- Budget and estimates
- Meeting procedures
- Common law
- Strategic Plan
- Reports, policies and Annual Plan actions linked to Strategic Plan
- Long-term plans and strategies
- Annual Plan
- Annual Report
- Councillor, employee and community involvement in Strategic Plan development and input in updated plans
- KPIs (financial and non-Financial)
- Regular review of policies and strategies
- Public questions/notices
- Surveys
- Expressions of interest
- Budget and other submissions
- Public question time
- Feedback opportunities
- Petitions
- Continuous improvement and lean activities
- Induction and targeted ongoing training and development opportunities (councillor and employee).

#### RELATED/ SUPPORTIVE RESOURCES FOR ADDRESSING GOVERNANCE ELEMENTS

##### LEGISLATIVE FRAMEWORK

(includes but not limited to):

- *Local Government Act 1993*
- *Local Government (General) Regulations 2015*
- *Local Government (Meeting Procedures) Regulations 2015*
- *Right to Information Act 2009*
- *Public Interest Disclosures Act 2002*
- *Land Use Planning and Approvals Act 1993*
- *Resource Management and Planning Appeal Tribunal Act 1993*
- *Building Act 2016*
- *Public Health Act 1997*
- *Food Act 2003*
- *Dog Control Act 2000*
- *Environmental Management and Pollution Control Act 1994*
- *Vehicle and Traffic Act 1999*
- *Roads and Jetties Act 1935*
- *Burial and Cremations Act 2019*
- *Environmental Management and Pollution Control Act 1994*.

##### INTERNAL DOCUMENTS

(includes but not limited to):

- Code of Conduct (Councillor and Employee)
- Governance Policy
- Fraud and Corruption Control Policy
- Public Question Time Policy
- Information Disclosure and Right to Information Policy
- Community Engagement Policy
- Related Party Disclosure Policy
- Rates and Charges Policy
- Council By-Laws
- Strategic Plan 2009-2030
- Annual Report
- Annual Plan (including quarterly updates)
- Long Term Financial Management Plan
- Long Term Asset Management Plans (Transport; Stormwater)
- Financial Management Strategy
- Asset Management Strategy
- Risk Management Framework
- Speak Up Devonport.

# Financial performance snapshot

## Financial summary

Although impacted by COVID-19, the Devonport City Council continues to be in a financially sound position.

A summary of key elements of Council's finances are outlined below. Full details on Council's financial performance can be found in the Annual Financial Statements which is provided as an appendix to this Annual Report.

The Annual Financial Statements meet the requirements of the *Local Government Act 1993* and relevant Australian Accounting Standards

and has been audited by the Tasmanian Audit Office. An unqualified audit opinion was issued by the Deputy Auditor General on 30 September 2020.

With the inclusion of all items, Council achieved a total comprehensive result of \$9.5 million for the year ending 30 June 2020. The result from ordinary activities were significantly impacted by COVID-19, with a deficit result of \$1.3 million against a budget position of a \$473,000 surplus. The net worth of Council increased by \$9.5 million to \$565 million.

FINANCIAL RESULTS	2018/ 19 ACTUAL \$000	2019/ 20 BUDGET \$000	2019/ 20 ACTUAL \$000
Total income	41,158	40,822	40,444
Total expenses	41,746	40,349	41,755
Net operating result	(588)	473	(1,311)
Comprehensive result	12,443	4,226	9,533
Total assets	614,995	601,739	626,756
Net assets	555,637	545,537	565,170
Total debt	51,821	50,017	50,017
Cash balance	15,966	14,194	13,730



### Income

Council's total operating income for 2019/20 was \$40.4 million, \$378,000 less than budget. A further \$2.5 million in capital grants was received.

Income source	2018/19 Actual \$000	2019/20 Budget \$000	2019/20 Actual \$000	% of total Operational revenue
Rates and service charges	27,976	28,642	28,907	71.47
Fees and charges	5,852	5,681	5,460	13.50
Operating grants	2,586	2,644	2,372	5.87
Contributions	19	36	24	0.06
Investments	3,620	2,680	2,544	6.29
Other income	1,105	1,139	1,137	2.81
Capital grants and contributions	1,504	4,057	2,505	

### Expenses

Council's total expenditure for 2019/20 was \$41.8 million, or 3.48% higher than budget. The majority of the increase was related to additional depreciation, unbudgeted accounting treatment of interest rate swaps and the write off of a lease incentive for 17 Fenton Way.

Expenses	2018/19 Actual \$000	2019/20 Budget \$000	2019/20 Actual \$000	% of total Operational expenses
Employee benefits	11,964	12,332	12,506	29.95
Materials and services	15,395	15,541	15,232	36.48
Depreciation	9,574	9,750	10,624	25.44
Financial costs	3,611	1,731	2,054	4.92
Other expenses	1,202	995	1,339	3.21
Loss on disposal	819	304	626	

### Capital expenditure

Council delivered \$14.8 million in capital expenditure during 2019/20, with the majority spent on road projects and the continuation of Council's LIVING CITY initiative.

	\$000
Open space and recreation	2,188
Facilities	299
Stormwater	377
Roads	5,379
Plant and fleet	1,280
Equipment/other	670
LIVING CITY	4,655

\$42.5M

SPENT ON MATERIALS,  
CONTRACTS AND  
WAGES

\$48.8M in 2018/2019

\$21.9M

TOTAL GENERAL RATE  
REVENUE RECEIVED

\$21.3M in 2018/2019

12,471

NUMBER OF RATEABLE  
PROPERTIES

12,528 in 2018/2019

\$1,175

AVERAGE GENERAL  
RESIDENTIAL RATE

\$1,153.27 in 2018/2019

### Key financial indicators

The table below provides a selection of the key financial indicators for the year. Further analysis and other financial indicators are included in Note 44 of the Financial Statements.

Indicator	Council target	2020 Actual	2019 Actual
Financial operating performance			
Underlying surplus ratio	0-15%	(4.43%)	(3.81%)
Liquidity position			
Current ratio	1:1 or greater	1.79:1	3.88:1
Cash reserves \$000	6,000	13,730	15,966
Net financial liabilities* \$000		(45,498)	(35,814)
Net financial liabilities ratio*	0% to (50%)	(112.11%)	(87.34%)
Net interest cost	below 7%	4.50%	7.97%
Asset management performance			
Asset consumption ratio – roads	40-60%	44%	45%
Asset sustainability ratio	60-100%	67%	42%



# Performance measures

		Target	Result
<b>GOVERNANCE</b>	Council decisions made during closed session of Council meetings.	<10%	10%
	Councillor attendance at Council meetings.	>90%	96%
<b>PERMIT AUTHORITY</b>	Time taken to assess building applications (maximum # days from receipt to decision).	7 days	3
	Time taken to assess plumbing applications (maximum # days from receipt to decision).	14 days	7
	Building and Plumbing applications decided within required time frame (% decided).	100%	100%
<b>STATUTORY PLANNING</b>	Discretionary planning applications (maximum # days).	42 days	37
	Permitted planning applications (maximum # days).	28 days	24
	Planning applications decided within required time frame (% decided).	100%	100%
<b>ANIMAL MANAGEMENT</b>	Animal complaints were actioned within five days.	100%	100%
<b>FOOD SAFETY</b>	Food Complaints actioned within five days.	100%	100%
	Food safety assessments undertaken in accordance with the Tasmanian Food Business Risk Classification System.	100%	100%
<b>ASSET MANAGEMENT</b>	Capital works projects completed.	90%	100%
	Work requests completed for the year (internal and external).	3,000	4,047
<b>WASTE COLLECTION</b>	Cost of domestic kerbside garbage bin collection service - excluding landfill disposal charges (per week per property).	\$2.50	\$2.65
	Domestic resource recovery rate.	20%	16.50%
<b>CEMETERY MANAGEMENT</b>	Number of available plots/interment sites available (excluding reservations).	500	586
<b>OPERATIONAL POSITION</b>	Adjusted underlying surplus (or deficit) (% of adjusted recurrent revenue).	Between 0-15%	(4.43%)
<b>TURNOVER</b>	Resignations and terminations as a % of average staff numbers.	<10%	8.38%
<b>INFRASTRUCTURE</b>	Asset renewal compared to depreciation (as a % of depreciation).	Between 60-100% depreciation	67%
<b>WORK HEALTH AND SAFETY</b>	Lost time injury frequency rate.	0	17

**\$40.4M**

**OPERATIONAL REVENUE RECEIVED**

\$41.1M in 2018/2019

**\$41.8M**

**OPERATIONAL EXPENDITURE**

\$41.7M in 2018/2019

# Legislative requirements

## Enterprise powers

Council did not undertake any activities pursuant to section 21 of the *Local Government Act 1993*.

## Number of Code of Conduct Complaints

There was one code of conduct partially upheld by the Local Government Code of Conduct Panel during 2019/20.

As at 30 June 2020, Council had not received an invoice for the investigation undertaken by the Panel for this complaint.

## Public Interest Disclosure Statement

Council is committed to the aims and objectives of the *Public Interest Disclosures Act 2002*.

Council also recognises the value of transparency and accountability in its administrative and management practices, and supports the making of disclosures that reveal corrupt conduct, involving substantial mismanagement of public resources, or conduct involving substantial risk to public health and safety of the environment.

In accordance with the *Public Interest Disclosures Act 2002*, Council provides information pertaining to the Act on Council's website – [devonport.tas.gov.au/Council/council-Policies](http://devonport.tas.gov.au/Council/council-Policies).

The mandatory disclosures under section 86(b)(i) of the *Public Interest Disclosure Act 2002* are:

The number and types of disclosures made to the relevant public body during the year and the number of disclosures determined to be a public interest disclosure.	None
The number of disclosures determined by the relevant public body to be public interest disclosures that it investigated during the year.	None
The number and types of disclosed matters referred to the public body during the year by the Ombudsman to investigate.	None
The number and types of investigations of disclosed matters taken over by the Ombudsman from the public body during the year.	None
The number and types of disclosed matters that the relevant public body has declined to investigate during the year.	None
The number and type of disclosed matters that were substantiated upon investigation and the action taken on completion of the investigation.	None
Any recommendations made by the Ombudsman that relate to the relevant public body.	None

## Complaints in accordance with Customer Service Charter

During 2019/20 there were a total of 17 complaints made in accordance with Council's Customer Service Charter:

- Two complaints related to failure to adhere to Council's service standards
- Eight related to decisions made by Council officers
- Seven related to staff behaviour.
- In accordance with section 72(1)(da) of the *Local Government Act 1993*, Council did not donate any land under Section 177 of the *Local Government Act 1993* during the 2019/20 financial year.

## Land sales

Council sold the following properties in 2019/20:

- 39A Canning Drive – Sale Amount = \$58,000.
- part 20-26 Best Street Devonport Amount = \$1.18 million.

## Joint authorities

Section 30 (1) *Local Government Act 1993* Devonport City Council participates in two joint authorities; the Cradle Coast Authority and Dulverton Waste Management Authority.

**308**

**ITEMS CONSIDERED BY COUNCIL AND SECTION 23 COMMITTEES**

321 in 2018/2019



# Contracts and tenders

For the purposes of section 72(1)(e) of the *Act*, a council is to report the following in its annual report in relation to any contract, for **the supply or provision of goods or services valued at or exceeding \$250,000 (excluding GST), that is entered into, or extended under regulation 23(5)(b),** in the financial year to which the annual report relates:

CONTRACT NUMBER	Contractor/supplier	Description of contract	Contract or supply period (plus options)	\$ Value exc GST
CT0246-02	Hardings Hotmix Pty Ltd 30 Industrial Drive Ulverstone TAS 7315	Supply, delivery and placement of bituminous surfacing	Sep 2019-Jun 2020	\$364,245
CB0082	Vos Construction & Joinery Pty Ltd 40 Appledore Street Devonport TAS 7310	Waterfront Park Construction	Oct 2019-Dec 2021	\$16,811,297
CT0252	ATM Civil 46 York Street Latrobe TAS 7307	Berrigan Road and Lyons Avenue Roadworks	Oct-Dec 2019	\$294,162
CF0026	Webster Trucks Lot 1 6183 Frankford Highway East Devonport TAS 7310	Side Arm Garbage Truck	Oct 2019-May 2020	\$390,896
CT0261	Civilscape Contracting 1419 Mount Road Highclere TAS 7321	Stewart Street Renewal	Jan-Mar 2020	\$261,146
CT0265	Hardings Hotmix Pty Ltd 30 Industrial Drive Ulverstone TAS 7315	Holyman Street Renewal	Dec 2019-Mar 2020	\$368,846
CT0267	Hardings Hotmix Pty Ltd 30 Industrial Drive Ulverstone TAS 7315	Fenton & Stewart Street Roundabout	Aug 2019-Aug 2020	\$295,665
CT0245	CBB Contracting 240 Old Surrey Road Havenview TAS 7320	Bus stop works	Jan-Apr 2020	\$368,422
CT0277-02	Hardings Hotmix Pty Ltd 30 Industrial Drive Ulverstone TAS 7315	Supply, delivery and placement of sprayed bituminous surfacing	Jul 2020-Jun 2021	\$461,176
CT0277-01	Hardings Hotmix Pty Ltd 30 Industrial Drive Ulverstone TAS 7315	Supply, delivery and placement of hotmix asphalt	Jul 2020-Jun 2021	\$261,120
CB0097	Mead Con Pty Ltd 89 Devonport Road Spreyton TAS 7310	Meercroft Park facilities upgrade	Jun-Dec 2020	\$1,172,478
CB0099	AJ&M Construction Pty Ltd 3 Upper Stowport Road Burnie TAS 7320	East Devonport Football Club – New change rooms	Jun-Dec 2020	\$414,561
1317	Belgravia Health and Leisure Group Pty Ltd 20 Longstaff Rd Bayswater VIC 3153	Operation of Splash Aquatic Centre	Option exercised Jun 2023-Jun 2028	\$2,072,400

In accordance with section 23(5)(b) there was one instance of extending a contract (entered into by tender, where the contract does not specify extensions) by an absolute majority.

CONTRACT NUMBER	Contractor/supplier	Description of contract	Contract or supply period (plus options)	\$ Value exc GST
1317	Belgravia Health and Leisure Group Pty Ltd 20 Longstaff Rd Bayswater VIC 3153	Operation of Splash Aquatic Centre	Jun 2028-Jun 2029	\$414,480

For the purposes of section 72(1)(e) of the *Act*, a council is to report the following in its annual report in relation to any contract, for the supply or provision of **goods or services valued at or exceeding \$100,000 (excluding GST) but less than \$250,000, that is entered into, or extended,** in the financial year to which the annual report relates:

CONTRACT NUMBER	Contractor/supplier	Description of contract	Contract or supply period (plus options)	\$ Value exc GST
1314	Boral Construction Materials Stony Rise Road Quoiba TAS 7310	Supply and delivery of pre-mixed contract – 2nd option exercised	Jun 2017-Jun 2018 Plus 1+1 options	Schedule of rates \$52,700 p.a. (est)
1320	Steeds Weeds Solution 19 William Street Devonport TAS 7310	Weed control – 2nd option exercised	Jul 2018-Jul 2019 Plus 1+1 options	\$107,180 p.a.
1321	Mareeba Trust 13 Export Drive Ulverstone TAS 7315	Roadside mowing – 2nd option exercised	Jun 2018-Jun 2019 Plus 1+1 options	\$65,250 p.a.
1331	JRB Protection Wattlebank Close Spreyton TAS 7310	Security patrol associated services	Jul 2019-Jun 2021 Plus 1+1 options	\$33,587 p.a.
1334	Thomas Paul Security 34 Dry Street Invermay TAS 7248	Cash collection services	Aug 2019-Aug 2020 Plus 1+1+1 options	\$52,490 p.a.
1335	6ty 57 Best Street Devonport TAS 7310	Waterfront Park superintendent consultancy	Sep 2019-Sep 2021	\$9,100 per month
CT0246-01	Hardings Hotmix Pty Ltd 30 Industrial Drive Ulverstone TAS 7315	Supply, delivery and placement of hotmix asphalt	Sep 2019-Jun 2020	\$218,310
CT0256	Hardings Hotmix Pty Ltd 30 Industrial Drive Ulverstone TAS 7315	Roberts Court renewal	Sep 2019-Nov 2019	\$182,221
CT0269	Walters Contracting 6192 Frankford Highway Wesley Vale TAS 7307	Winspears Road renewal	Jan-Mar 2020	\$218,981
1336	Veolia 75 Mornington Road, Mornington TAS 7018	Waste transfer	Dec 2019-Nov 2022 Plus 1+1 options	\$232,000 p.a.
CT0264	Civilscape Contracting 1419 Mount Road Highclere TAS 7321	Victoria Street renewal	Jan-Mar 2020	\$236,873
CT0260	Civilscape Contracting 1419 Mount Road Highclere TAS 7321	Victory Ave kerb renewal	ar 2020 – Ap 2020	\$175,221
CP0186	Devonport Electrical Service 113 Don Road Devonport TAS 7310	Girdlestone Park ground lighting	May-Sep 2020	\$228,784
N/A	A1 Tree Services 4 Tarleton Road Tarleton TAS 7310	Tree maintenance services	May 2020-Apr 2021 Plus 1 option	\$80,000 p.a (est)
1338	Hazell Bros Group 8C Lampton Avenue Hobart TAS 7009	Supply & delivery of pre-mixed concrete and cement stabilised sand	Jul 2020-Jun 2021 Plus 1+1 options	\$51,262 p.a. (est)

For the purposes of section 72(1)(e) of the *Act*, a council is to report in its annual report all instances where regulation **27(a) and (i) have been applied**, with the following details:

REASON FOR NOT INVITING PUBLIC TENDERS	Contractor/supplier	Description of contract	\$ Value exc GST
NIL			



# Public health statement

Section 72(1)(ab) of the *Local Government Act 1993* requires that Council provide a statement of its goals and objectives in relation to public health activities in the Annual Report.

## Staff resources throughout 2019/20:

- One full-time Environmental Health Officer
- One full-time Environmental Services Officer
- One casual Environmental Health Officer (January until 30 June 2020)
- One part-time contracted Environmental Health Officer (1 June until 20 November 2019).

School Immunisation Clinics were administered by Council staff and contract Immunisation Nurses.

## Functions of the Environmental Health Department include:

- Food Safety
- Disease prevention and control
- Public Health education and promotion
- Assessment of public events
- Public Health risk activities
- Immunisations
- Exhumations (nil occurred during 2019/2020)
- On-site waste disposal systems
- Water carters and private suppliers
- Unhealthy premises
- Cooling towers and warm water systems
- Recreational and bathing water quality
- Public health nuisances
- Air, water and soil pollution
- Public health emergency management
- By-law compliance
- Environmental complaints

## Key environmental health outcomes for 2019/20:

- Assisted local businesses to understand and comply with COVID-19 requirements as they related to food businesses, in particular requirements relating to take-away food and home delivery of take-aways.
- Implemented an inspection schedule that complies with the Tasmanian Food Business Risk Classification system
- Implemented an online system for mobile vending permits and booking system for pre-approved locations
- Consultation on new Street Trading By-Law undertaken.

## Some key environmental health stats:

- 252 Food Premise Permits issued
- 98 Food Inspections carried out
- Five improvement Notices issued
- 20 New Premises Permits issued
- 95 Temporary Premises Permits issued
- Six food-related complaints received and investigated.

# Community grants

## Community partnerships and agreements

Organisations	Description	Amount \$
Carols by Candlelight	Contribution towards operating costs	3,500 P/A
Devonport Brass Band	Contribution towards operating costs	10,000 P/A
Devonport Community House	Contribution towards operating costs of the community garden and the Playhouse	18,000 P/A
Devonport Men's Shed	Contribution towards operating costs	8,000 P/A
Rotary Club of Devonport North - Devonport Motor Show	Contribution towards operating costs	2,500 P/A
Devonport Surf Club	Contribution towards operating costs	1,818 P/A
Tasmanian Arboretum	Contribution towards operating costs	20,000 P/A
National Trust of Australia – Home Hill operations	Contribution towards operating costs	28,000 P/A
City of Devonport Eisteddfod	Contribution towards costs of Eisteddfod	10,000 P/A
Youth and Family and Community Connections	Subsidised rent for property at 64 Stewart Street for the delivery of service to support young people and families; marketing and promotion; and assistance in funding applications.	Rental agreement/ Youth services, in-kind funding
Merseylink	Contribution towards Devonport Ferry operations	25,000



## Major grants

Organisations	Description	Amount \$
Melrose Memorial Hall Controlling Authority	Replacement of inbuilt woodheater	3,795
East Devonport Bowls Sporting and Recreation Club Inc	Refurbishing the clubrooms	7,300
Devonport Surf Life Saving Club Inc	Saving lives and increasing community safety at "The Bluff"	3,028
Mersey Pony Club	Clubroom rebuild	7,390
Devonport Tennis Club	Refurbishment of two synthetic grass courts	5,000
Devonport City Soccer Club	Upgrade seating facilities for women's World Cup bid	7,700
Van Diemen Light Railway Society (t/a Don River Railway)	Don River toilet upgrade	12,224
Devonport Cricket Club	Pavilion and bar floor upgrade	6,800

## Minor grants

Organisations	Description	Amount \$
507 Squadron	Fridge	149
Live Well Tasmania	Camera	170
Cradle Coast Triathlon and Multisport Club Inc	Event finishing line chute	1,691
Soroptimist International of Devonport	Commemorative seat at the Devonport Cemetery in Lawrence Drive	1,750
North West Film Society	Devonport Community Film	2,250
East Devonport Football Club	Function room oven	1,818

## Sport and recreation – grants and sponsorship

Organisations	Description	Amount \$
Cradle Coast Sports and Events	Devonport Triathlon and Run Devonport	30,000
Devonport Basketball Council	Primary School Tournament	2,000
Devon Netball Association	State Carnival	1,500
Basketball TAS	Various tournaments	11,500
Tour of Tasmania Cycling Event	GTR Events	15,000
Devonport Athletic Club	Christmas Carnival	8,500
Football Tas	National Skills Festival Junior Soccer	12,000
Australian Futsal	Futsal Islanders Cup (interstate)	2,000
Squash Tasmania	Sponsorship of the 2020 City of Devonport Tasmanian Open Squash Championships	11,500



Community donations		
Organisations	Description	Amount \$
Devonport Orchid Society	2019 Spring Show	250
KC Dance Studio	Development grant	350
Spreyton Primary School	End of Year Award	50
Reece High School	End of Year Award	50
Nixon Street Primary School	End of Year Award	50
East Devonport Primary School	End of Year Award	50
Don College	End of Year Award	50
Lapidary Club	Costs incurred in the set up of the cancelled 2020 Jewellery, Gem and Mineral Fair	250
Rotary Club of Devonport Southeast	Annual Children's Film Show (two tickets)	60
Devonport Basketball Club	2019 Mayor's Award – Best Club Person	64
Terry White Chemmart Fourways	Prize – Christmas Parade Float	100
Meercroft Care Inc.	Prize – Christmas Parade Float	100



### Individual development grants

Number	Description	Amount \$
15	Approved and paid	750

### Rate remissions – not-for-profit organisations

Organisations	Description	Amount \$
Don River Railway	Rates remission	9,574
Mersey Rowing Club Inc	Rates remission	1,618
Mersey Community Care Association Inc	Rates remission	3,082
1st Spreyton Scouts. Scout Association of Australia	Rates remission	1,154
East Devonport Tennis Club	Rates remission	1,154
Devonport Girl Guides	Rates remission	1,447
Cancer Council Tasmania	Rates remission	3,483
Scouts Australia Tasmanian Branch Mersey District	Rates remission	3,473

### Waivers relating to COVID-19

Organisations	Description	Amount \$
Devonport Football Club	Ground charges waived	6,180
East Devonport Football Club	Ground charges waived	4,738
Spreyton Football Club	Ground charges waived	3,708
Devonport Rugby Union Club	Ground charges waived	1,854
Devonport Junior Football	Ground charges waived	1,082
Devonport Junior Soccer	Ground charges waived	1,674
Devonport City Soccer Club	Ground charges waived	3,090
Commercial properties	Rent relief provided in accordance with COVID-19 Disease Emergency (Commercial Leases) Act 2020.	84,605
Recreation Centre User Groups	Rent relief	5,110
Various	Reserve parking fees waived	23,239

### Other pecuniary benefits

Organisations	Description	Amount \$
Mersey Bluff Caravan Park*	Rent	28,311
SES (via Latrobe Council)		13,489
*The Lessee at the Mersey Bluff Caravan Park is undertaking capital improvements at the park, in lieu of paying rent as agreed by Council, resolution no. 218/17.		

### Summary of grants and benefits

	Amount \$
Community partnership agreements	126,818
Major grants	53,237
Minor grants	7,828
Sport and recreation grants and sponsorship	94,000
Community donations	1,424
Individual development grants	750
Rate remissions – not-for-profit organisation	24,985
Waivers relating to COVID-19	135,280
Other pecuniary benefits	41,800
Waste Transfer Station community subsidies	2,860
paranaple centre, convention centre and art centre room hire subsidies	41,205
Total	530,187



# Digital transformation

Council introduced a digital transformation program in 2018, which continues to focus on improved operational efficiency and service delivery.

A Cloud and Mobile first Strategy was adopted to enable employees to efficiently deliver services to the Devonport community from any location and any device at any time.

Employees generate a vast volume of documents and information every day and make decisions from this information to deliver effective and quality services to the community

Through digital transformation, Council has replaced manually intensive processes with digital processes, resulting in increased efficiency, effectiveness and improved service delivery

Following are a few of the digital transformation initiatives that have delivered operational improvements:

1. Council's core business system, TechnologyOne, was transitioned to the Cloud, leveraging a modern interface which has enabled employees to provide services to the community from any location. Council's outdoor team carry smart devices that allow employees to capture and report issues with Council assets and initiate Work Orders in the field, resulting in quicker resolution.
2. Council has implemented Microsoft 365 and is using all capabilities of this cloud-hosted solution to improve collaboration and communication. All Council records are now stored in Microsoft SharePoint making

it easier for employees to quickly and efficiently find relevant and accurate information needed to make informed decisions and deliver quality outcomes for the community.

3. More than 70 electronic forms are available on Council's redesigned website, making it quick and easy for the community to engage with Council and secure services. Forms such as Request Building and Plumbing Records, Dog Registration, Food Business, Application for Use of Recreation Ground and many more, have been used extensively by the community.

These are a few of the digital transformation initiatives that are part of a larger program of work that will continue to drive ongoing improvements in service delivery to the community

## GOAL 5 ANNUAL PLAN ACTION SUMMARY

Strategy	Action	Outcome	Status
<b>5.1</b>	<b>REGIONAL CO-OPERATION IS ACHIEVED THROUGH PURPOSEFUL PARTICIPATION</b>		
<b>5.1.1</b>	<b>Promote open communication and cooperation whilst representing Council at regional, state and national level</b>		
	Actively participate in activities at the National, State & Regional Level.	Council's elected members and officers continue to participate in LGAT, PLGC, LG Professionals, ALGA and similar State and National activities. Council has a team in the 2020 LG Professional Management Challenge.	✓
<b>5.2</b>	<b>PROMOTE ACTIVE AND PURPOSEFUL COMMUNITY ENGAGEMENT AND PARTICIPATION</b>		
<b>5.2.1</b>	<b>Encourage community participation initiatives that supports two-way communication and consultation which results in increased engagement</b>		
	Undertake community consultation throughout the year to provide input into council decision making.	Community consultation undertaken as required.	✓
<b>5.2.2</b>	<b>Develop an integrated approach to "volunteerism" in our community</b>		
	Review Volunteer Strategy.	Working with Volunteering Tas, deferred to 2020/2021.	➔
	Provide volunteer recognition opportunities.	Due to COVID-19 restrictions, Council celebrated the contribution of volunteers through social media, the Mayor's message and community volunteer certificates.	✓
<b>5.3</b>	<b>COUNCIL LOOKS TO EMPLOY BEST PRACTICE GOVERNANCE</b>		
<b>5.3.1</b>	<b>Review and amend structures, policies and procedures to adapt to changing circumstances</b>		
	Review all Council policies when required.	Policy reviews completed and adopted by Council.	✓
	Transition Council Delegations from paper based to electronic version.	Paper-based delegations are being transitioned to new software platform. Work will continue in 2020/21.	➔
	Review all community and sporting group leases.	Review complete and new leases distributed to lessees.	✓
<b>5.3.2</b>	<b>Provide appropriate support to elected members to enable them to discharge their functions</b>		
	Develop a formal Councillor training program.	Deferred to 2021/22.	➔
<b>5.3.5</b>	<b>Maintain and monitor a fully integrated strategic and business planning process</b>		
	Review corporate systems used to monitor strategic plan actions, staff performance reviews and incorporate other functions such as risk reporting if possible.	Corporate systems have been reviewed and recommendation implemented.	✓
<b>LEGEND</b> Completed ✓ In progress ➔ Deferred ➔			



Strategy	Action	Outcome	Status
<b>5.4</b>	<b>COUNCIL IS RECOGNISED FOR ITS CUSTOMER SERVICE DELIVERY</b>		
<b>5.4.1</b>	<b>Provide timely, efficient, consistent services which are aligned with and meet customer needs</b>		
	Continue the integration of Council services with Service Tasmania.	Completed transition of DCC Customer Service from ground floor to Level 2. Service Tasmania supports a majority of Council customers.	✓
	Delivery of electronic services through Council's online presence.	More than 70 forms are now available on Council's website. The Mobile Vending Permit and online booking system were delivered in March.	✓
<b>5.4.2</b>	<b>Monitor and evaluate Council's service standards</b>		
	Action service delivery improvements where monitoring indicates there are gaps in service delivery.	Full integration with Service Tasmania has been achieved. Service Tasmania is delivering nearly all payment transactions for the community. Online services have improved with more than 70 electronic forms available making it easier for the community to engage with Council and secure services.	✓
<b>5.4.3</b>	<b>Manage customer requests and complaints with a view to continual improvement of service delivery</b>		
	Monitor customer feedback and drive improvements in service delivery to meet community expectations.	Ongoing action to improve service based on community feedback.	✓
<b>5.5</b>	<b>COUNCIL'S SERVICES ARE FINANCIALLY SUSTAINABLE</b>		
<b>5.5.2</b>	<b>Ensure comprehensive financial planning and reporting to guarantee sustainability and meet or exceed financial targets</b>		
	Review and update Council's Financial Management Strategy.	Due to the impact of COVID-19, the Financial Management Strategy will be presented following the completion of the 2019/20 Financial Statements and the Forward Capital Works Program.	➔
<b>5.6</b>	<b>RISK MANAGEMENT IS A CORE ORGANISATIONAL FOCUS</b>		
<b>5.6.1</b>	<b>Ensure safe work practices through adherence to Work Health and Safety standards</b>		
	Audit compliance of Council's processes against the WHS codes of Practice.	Code of Practice review continues to be assessed against current Safe Operating Procedures and the requirement for new SOP's to be developed.	➔
<b>5.6.2</b>	<b>Comply with Council's Risk Management Framework</b>		
	Deliver Risk Management training to all staff.	External provider to deliver Risk Management refresher training to all staff next financial year due to the COVID pandemic. Training for new employees continues.	➔
<b>5.6.3</b>	<b>Provide internal and external audit functions to review Council's performance</b>		
	Assess and implement, where appropriate, recommendations from the Annual Risk Audit.	This action is being reviewed in conjunction with the implementation of the new Asset Management Software. Completion deferred to 2020/21.	➔
	Support the activities of the Audit Panel.	Provided support for Audit Panel meetings held in August, November, March and June.	✓
<b>5.6.5</b>	<b>Ensure compliance with all relevant legislative requirements, standards, policies and procedures</b>		
	Implement internal audits of Council's WHS Systems	Audit program continuing as per the Audit Schedule. Management Team have been provided with an overview of the outcomes and trends from these audits.	✓
LEGEND Completed ✓ In progress ➔ Deferred ➔			

Strategy	Action	Outcome	Status
<b>5.7</b>	<b>SKILLED, ENGAGED AND MOTIVATED EMPLOYEES HAVE A SUPPORTIVE ENVIRONMENT</b>		
<b>5.7.1</b>	<b>Provide opportunities for the development of Council employees</b>		
	Support the roll out of Competitive Systems training across the organisation.	A number of employees are undertaking LEAN training and members of the Management Team participated in training during November.	✓
	Prepare and negotiate terms and conditions for a new Enterprise Agreement.	Negotiations have been deferred and will recommence in January 2021.	➔
<b>5.8</b>	<b>INFORMATION MANAGEMENT AND COMMUNICATION ENHANCES COUNCIL'S OPERATIONS AND DELIVERY OF SERVICES</b>		
<b>5.8.1</b>	<b>Provide efficient, effective and secure information management services that support Council's operations</b>		
	Increase the utilisation of Council's business system, TechnologyOne, to support the most effective and efficient processes.	This is a multi-year initiative with the current focus on implementing the full capability of Asset Management. The implementation commenced in November and is progressing according to plan. The Procure to Pay implementation has commenced. Electronic timesheets have been implemented for all employees.	✓
	Develop a standard communication plan for capital works projects.	A draft external stakeholder matrix has been developed, while options are being considered for internal consultation using the tools available in Office 365. Deferred to 2020/21.	➔
	Implement a records management system that delivers efficient and effective protection and security, capture and retention of Council information assets.	Council has implemented a modern Records Management platform that ensures the highest level of records compliance is being achieved.	✓
<b>5.8.2</b>	<b>Ensure access to Council information that meets user demands</b>		
	Further develop and enhance the delivery of online services to the community.	Many online services are now included on Council's website, making it easier for the community to secure services from Council.	➔
	Continue to develop and enhance Council's online presence and branding to support the delivery of quality services to the community and to capture a greater share of the tourism market.	The Bass Strait Maritime Centre and the paranapple arts centre websites have both been updated this financial year.	➔
	Implement quality asset management processes and systems to ensure a well maintained asset base and to delivery assets that return the greatest value to the community.	The implementation of the TechnologyOne Asset Management system has commenced. The full implementation of TechnologyOne Asset Management is targeted for early August 2020.	➔
LEGEND Completed ✓ In progress ➔ Deferred ➔			



# Independent Auditor's Report



Independent Auditor's Report

To the Aldermen of Devonport City Council

Report on the Audit of the Financial Report

Opinion

I have audited the financial report of Devonport City Council (Council), which comprises the statement of financial position as at 30 June 2020 and statement of comprehensive income, changes in equity and cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, other explanatory notes and the statement of certification by the General Manager.

In my opinion the accompanying financial report:

- (a) presents fairly, in all material respects, Council's financial position as at 30 June 2020 and its financial performance and its cash flows for the year then ended
- (b) is in accordance with the *Local Government Act 1993* and Australian Accounting Standards.

Basis for Opinion

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

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

My audit responsibility does not extend to the budget figures included in the financial report, the asset renewal funding ratio disclosed in Note 44, nor the Significant Business Activities disclosed in Note 3 to the financial report and accordingly, I express no opinion on them.

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

Key Audit Matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial report of the current period. These matters were addressed in the context of my audit of the financial report as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

Why this matter is considered to be one of the most significant matters in the audit	Audit procedures to address the matter included
<b>Property and infrastructure</b> <i>Refer to notes 13, 24, 26 and 45</i>	
Property and infrastructure at 30 June 2020 includes land, buildings, parks and open space, cultural and heritage assets and infrastructure assets, totalling \$495.02m. The fair values of these assets are based on market value or current replacement cost. Council undertakes formal revaluations on a regular basis to ensure valuations represent fair value. Indexation is applied to fair values between formal valuations.	<ul style="list-style-type: none"><li>Assessing the scope, expertise and independence of experts involved in the valuations.</li><li>Assessing the appropriateness of the valuation methodology and the key assumptions used.</li><li>Evaluating indexation applied to assets between formal valuations.</li></ul>
In 2019-20, Council revalued stormwater infrastructure assets based on current replacement cost valuations determined by internal experts and indexed all other asset classes. These valuations are highly dependent upon a range of assumptions and estimated unit rates.	<ul style="list-style-type: none"><li>Testing, on a sample basis, the mathematical accuracy of the valuation model's calculations.</li><li>Evaluating management's assessment of asset useful lives.</li></ul>
The calculation of depreciation requires estimation of asset useful lives, which involves a high degree of subjectivity. Changes in assumptions and depreciation policies can significantly impact the depreciation charged.	<ul style="list-style-type: none"><li>Performing substantive analytical procedures on depreciation expenses.</li><li>Testing, on a sample basis, significant expenditure on maintenance and capital works to corroborate appropriate treatment.</li></ul>
Capital expenditure in 2019-20 totalled \$21.22m on a number of significant programs to upgrade and maintain assets. Capital projects can contain a combination of enhancement and maintenance activity which are not distinct and therefore the allocation of costs between capital and operating expenditure is inherently judgemental.	<ul style="list-style-type: none"><li>Testing, on a sample basis, capital work-in-progress to ensure that active projects will result in usable assets and that assets commissioned are transferred in a timely manner.</li></ul>

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- 
- Evaluating the adequacy of disclosures made in the financial report, including those regarding key assumptions used.
- 

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

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

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

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

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

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

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

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

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

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

From the matters communicated with the General Manager, I determine those matters that were of most significance in the audit of the financial report of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.



Ric De Santi  
**Deputy Auditor-General Financial Audit Services**  
**Delegate of the Auditor-General**

**Tasmanian Audit Office**

30 September 2020  
Hobart

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