



George Town Council

Annual Plan

Adopted: 15th July 2015

A large, colorful, abstract graphic composed of overlapping geometric shapes in red, blue, green, purple, and orange. The text "2015/16" is centered in white.

2015/16

Introduction

George Town Council is pleased to present its Annual Plan for 2015/16. The Annual Plan is the organisation's commitment to the community for the programs and services it intends to deliver throughout the year. These programs and services consist of a mix of new and upgraded services, replacing existing services or maintaining those that already exist.

Council is required to prepare an Annual Plan for the municipal area for each financial year under Section 71 of the Local Government Act (1993).

The Annual Plan is to –

- Be consistent with the Strategic Plan;
- Include a statement of the manner in which Council is to meet the goals and objectives of the Strategic Plan;
- Include a summary of the estimates adopted under Section 82; and
- Include a summary of the major strategies to be used in relation to Council's public health goals and objectives.

Following adoption of the Annual Plan, the General Manager shall make a copy of the Annual Plan available for public inspection at the Council offices during ordinary business hours and provide the Director of Local Government and the Director of Public Health with a copy of the Plan.

The objectives of the Annual Plan are to provide an analysis of financial resource allocation, outline strategies to be adopted to address strategic planning objectives, provide a list of operational targets to be achieved and support the budget process.

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Strategic Plan Goal 1

Organisational Accountability



AIM: *To be a responsible, accountable local government by:*

- › *Providing and maintaining a high standard of governance and accountability*
- › *Building strong stewardship and leadership*
- › *Maintaining financial viability and accountability in budgeting and administration*
- › *Developing and implementing policies to achieve the overall objectives of Council*
- › *Promoting innovation and responsibility within the organisational culture*
- › *Advocating effectively on behalf of the community*
- › *Enhancing Council's reputation with the community*

Strategies	
1.1	Ensure compliance with all legislative and statutory requirements.
1.2	Develop and implement a statutory compliance calendar detailing reporting requirements, key dates and actions required.
1.3	Acknowledge and communicate the roles and responsibilities of Council in advocating for and representing the community.
1.4	Maintain high standards of Council induction and knowledge.
1.5	Maintain good communication between Council and the community.
1.6	Manage the organisation to achieve high levels of motivation and effectiveness.
1.7	Implement continuous improvement plans and appropriate staff development and training programmes.
1.8	Develop and foster a strong, supportive and respectful corporate culture.
1.9	Provide an open forum for decision making.
1.10	Ensure best practice and risk management processes are observed.
1.11	Audit organisational policies, procedures and reports to ensure accountability.
1.12	Continue to lobby State & Federal Governments to invest and maintain infrastructure and services.

Strategic Plan Goal 2

Business and Economic Development



AIM: *To develop a strong and diverse local economy that meets the needs of the community by:*

- › *Attracting and promoting the advantages of living and working within the George Town municipality*
- › *Assisting and providing for the planned economic development of the district*
- › *Promoting the area's tourism opportunities, destinations and events*
- › *Maintaining long term financial sustainability*
- › *Ensuring transportation infrastructure is capable of supporting current and future business development*
- › *Working closely with neighbouring local government authorities*

Strategies	
2.1	Create and implement an economic development plan to enhance the long term sustainability of the municipality.
2.2	Positively influence attitudes associated with living and doing business in the municipality.
2.3	Maximise opportunities for new business and industry development.
2.4	Support activities and services.
2.5	Promote economic sustainability and attractive features, strengths and opportunities for business in local centres.
2.6	Support and encourage local businesses in positively marketing George Town and the Region.
2.7	Monitor global trends and innovations which could be adopted in the region.
2.8	Identify, develop and promote George Town's tourism opportunities, destinations and events, including town centres, environmental areas, heritage places and trails, museums, major festivals and facilities.
2.9	Develop, implement and continuously improve long term financial management.
2.10	Develop and implement initiatives to reduce operating costs.
2.11	Continue to develop a regional cooperative approach with regional local government authorities.
2.12	Continue to lobby State & Federal Governments to invest and maintain transport infrastructure and services.

Strategic Plan Goal 3

Community and Wellbeing



AIM: *To foster wellbeing and a sense of belonging for our community by:*

- › *Promoting and facilitating healthy lifestyles for our community*
- › *Creating a community in which people feel safe and included*
- › *Upgrading public facilities and open spaces to include use and response to ongoing community needs*
- › *Providing and promoting a range of social, cultural and community events*
- › *Supporting youth initiatives*
- › *Actively engaging with our community*

Strategies	
3.1	Explore and implement best practice ways to engage our community and understand their needs and expectations.
3.2	Continue to upgrade and encourage the use of public open space and sporting facilities.
3.3	Promote health and wellbeing with a particular focus on children, young people and services.
3.4	Support and engage community groups.
3.5	Accommodate the needs of an ageing population.
3.6	Extend our volunteering programmes, linked to the growing and changing needs of our community, including identifying and promoting the range of volunteering opportunities.
3.7	Establish local & regional partnerships to maximise the use of resources for the prevention of emergency situations, crime and anti-social behaviour.
3.8	Develop a Youth Strategy to support Youth Services.
3.9	Expand and further enhance our calendar of community events.
3.10	Explore and develop an appropriate consultation process for specific community initiatives, services and developments.
3.11	Adopt an ongoing lobbying and advocacy role on behalf of individuals and groups in the community with special health needs.

Strategic Plan Goal 4

Our Natural Environment and Heritage



AIM: *To manage and enhance our heritage and natural environment by:*

- › *Actively promoting and facilitating the appreciation, interpretation and conservation of the significant heritage places and collections*
- › *Minimising the impact of development on natural land forms*
- › *Protecting our beaches, heritage, waterways, wetlands and reserves*
- › *Pursuing renewable energy for current and future generations*
- › *Minimising waste to land fill and maximising resource recovery*
- › *Assessing opportunities to reduce our carbon footprint*

Strategies	
4.1	Develop and implement policies to improve the identification and retention of heritage areas and collections.
4.2	Audit municipal signage and promote historical sites.
4.3	Maximise the retention of natural landforms.
4.4	Reduce the negative impact of development on the environment.
4.5	Develop partnerships with environmental agencies and the community in the conservation and protection of our beaches and waterways.
4.6	Partner with State and Federal Governments and other key stakeholders to achieve renewable energy initiatives.
4.7	Promote waste minimisation through the “reduce, reuse, recycle, recover” message.
4.8	Develop policies and procedures to support and adopt environmentally sustainable principles whilst undertaking Council activities.
4.9	Raise awareness of environmental health services including animal management, noise abatement and fire abatement.
4.10	Stay well-informed on contemporary thinking about climate change and take its potential impacts into account in decision making.

Strategic Plan Goal 5

Our Built Environment



AIM: *To plan, develop, enhance and maintain a quality built environment based on sustainability principles by:*

- › *Ongoing revision of the Town Planning Scheme towards regional and State uniformity*
- › *Achieving a high quality built environment*
- › *Developing our commercial centre as a vibrant community meeting place*
- › *Achieving well planned, developed and maintained infrastructure*
- › *Implementing asset management based infrastructure upgrades and renewals*
- › *Improving pedestrian and cycleway linkages within our municipal area*

Strategies	
5.1	Identify and prioritise opportunities to revitalise existing neighbourhoods to meet the changing needs of the community.
5.2	Promote urban design that creates attractive, distinctive and sustainable amenity.
5.3	Create and implement innovative development policies.
5.4	Develop an overall plan to make the municipality more attractive including developing streetscapes, street dining and lighting; enhancing community safety; appropriately managing buildings, infrastructure and spaces.
5.5	Engage with the community on changes to the built environment.
5.6	Develop and implement asset management plans for parks and associated infrastructure.
5.7	Develop and implement asset management plans for roads, footpaths and civil infrastructure.

GOVERNANCE LEAD OFFICER - GENERAL MANAGER

2015/2016 Budget

Revenue: \$ 11,749

Operational Expenditure: \$809,813

Strategic Plan Strategy	Key Actions	Outcomes
1.1	Provide sound strategic decision-making, governance, leadership and professional management.	Community satisfaction with the performance of the Mayor and Councillors.
1.1	General Manager and Officers to comply with requirements of relevant Acts and Regulations in implementing Council's business activities.	General Manager and Officers fulfil their duties in accordance with legislative requirements.
1.3	Actively engage with the community on roles and responsibilities of Council.	Council's Website utilised to improve Community awareness on the roles and responsibilities of Council; Community satisfaction with the advocacy role provided by Council.
1.3	Improve community awareness of Council's strategies, decisions, facilities and services.	Council's Website utilised to improve Community awareness of Council's strategies, decisions, facilities and services; Community satisfaction with the quality of information provided by the Council.
1.3	Conduct community consultations in accordance with Council policy.	Community satisfaction with the level of community consultation undertaken by the Council.
2.1	Actively participate with other Councils on regional matters and support the development and implementation of regional strategies.	Participation in regional activities and liaison with neighbouring Councils as required; Regional strategies that support the development within the George Town municipal area; Participation with Northern Tasmania Development.
1.3	Increase and promote community participation in Council activities, promote business and industry associations and foster improved liaison between community groups and other relevant stakeholders.	Demonstrated involvement and participation in community group activities and liaison with other relevant stakeholders, business and industry groups.
All	Implement Council's current Strategic Plan.	Annual Plan 2015-2016 outcomes achieved during the year.
All	Review Council's Strategic Plan	George Town Council 10 Year Strategic Plan reviewed, developed and adopted prior to the 1 st July 2016.
1.4	Provide an ongoing program of professional development for Councillors.	Professional development undertaken by Councillors.
1.4	Review processes for Councillor support, including the provision of professional and timely advice.	Information and advice provided to Councillors (within legal constraints) as soon as possible.
1.5	Proactively liaise with the media.	Number of media releases and active promotion of Council's activities.
1.8	Encourage a professional, harmonious and effective working relationship within Council.	Demonstrated effective organisational outcomes.
1.6, 1.7, 1.8	Promote a positive image for Council and provide excellent customer service.	Customer service satisfaction levels and complaints.
1.6, 1.7	Enhance and promote employee satisfaction, health, safety and wellbeing.	Level of reported incidents, Lost Time Injuries, adherence to appropriate Policies, Practices and Procedures.
1.6, 1.7	Ensure adequate resourcing to meet the changing needs of Council and the community.	Review of resourcing requirements; Council budget; Customer service satisfaction levels and complaints.
1.6, 1.7	Promote an innovative and responsible organisational culture.	Staff embracement of an innovative, empowered and responsible organisational culture
1.6, 1.7	Facilitate continuous improvement in Council operations and service delivery.	Customer service satisfaction levels and complaints.
1.11	Review and develop Council policies and ensure that policies, procedures and practices are effective, open and transparent.	All Council policies, strategies and procedures reviewed by July 2016.
1.12, 2.2, 2.5	Meet with relevant State and Federal Government Ministers and Departments.	Meetings held.
1.12, 2.2,	Development of Council's Strategic Priority	George Town Council Strategic Priorities Projects

Strategic Plan Strategy	Key Actions	Outcomes
2.3, 2.5, 2.8	Projects.	finalised and followed up with other levels of Government.
1.12, 2.1	Meet with industry representatives who are in a position of influencing government policy.	Participation in local and regional initiatives with key industry representatives.
2.1	Identify and target new activities and businesses that add value to the sustainability of local centres.	Council engagement with businesses and the provision of regular updates on emerging issues affecting the municipality's economic development.
2.1, 2.2	Promote the municipality as a place for investment through the creation and future implementation of an economic development plan.	Number, value and quality of investment and new business/s attracted to the municipality; Development and promotion of partnerships with alliances and key stakeholders; Development of an economic and social prospectus for industry, business and residents/liveability.
1.1, 2.6, 3.1	Encourage and involve the community in implementing strategies for achieving local and regional objectives.	Community involvement in the review of Council's Strategic Plan and regional initiatives; Completion of new Council Strategic Plan.
2.10	Explore opportunities for common service provision with other Councils and relevant organisations.	Opportunities for resource sharing and shared services with other Councils explored and implemented in accordance with Council resolutions.
2.11	Support and participate in activities of the Local Government Association of Tasmania.	Membership and participation in the Local Government Association of Tasmania's activities.
2.11	Work with key stakeholders to develop transport management strategy that maximises transport efficiency and minimises local impacts.	Participation in joint projects and partnership agreements with regional Councils, Northern Tasmania Development and the State Government.
2.11	Work with Government, Northern Tasmania Development and Bell Bay stakeholders to upgrade Bell Bay infrastructure.	Participation in joint projects and partnership agreements with stakeholders, Northern Tasmania Development and the State Government.
3.3	Work collaboratively with federal and state government departments and non government organisations to provide services to meet unmet need.	Participation in joint projects and partnership agreements with stakeholders, Bell Bay Economic Development Group, Northern Tasmania Development and the State and Federal Governments.
1.1, 3.4	Facilitate development of strong governance and leadership skills to build capacity in community groups.	Participation in the activities of community groups.
3.7	Maintain Council's responsibility for community recovery.	The George Town Municipal Emergency Management Plan implemented and the development of Council's business continuity plan.
1.11	Review Council's communications policies, systems and procedures.	Improved communications outcomes for community benefit.
2.4, 2.5, 2.6	Review operations of George Town airport.	Review completed for Council consideration.

CORPORATE/ADMINISTRATION LEAD OFFICER - DIRECTOR CORPORATE SERVICES

2015/2016 Budget

Revenue: \$8,155,869

Operational Expenditure: \$2,117,565

Strategic Plan Strategy	Key Actions	Outcomes
1.6 1.7	Provide financial resources for staff professional development and training.	Training budget approved, officers demonstrate skills and knowledge to successfully undertake their duties in a professional manner in accordance with legislative requirements.
1.10	Facilitate organisational commitment and a high level of compliance and competency in Work Health and Safety matters including hazard identification and control.	Level of reported incidents reduced, lost time injuries reduced, adherence to work health and safety practices and procedures. Productivity improved.
1.10	Facilitate maintenance of the risk register and progress risk assessments and risk mitigation control strategies as required.	Risks identified, ongoing risk assessments performed, risk outcomes minimised.
2.9	Further develop a long term financial plan supported by a financial strategy to sustain Council's financial position.	Long term financial plan reviewed, updated, adopted and implemented. Financial sustainability improved.
1.11	Facilitate, further develop and implement an organisational performance management and improvement process including a supporting reporting framework.	Performance management measures and targets developed for strategic and annual plans. Results measured against performance targets and improvement strategies identified and implemented.
2.9	Manage and implement a borrowing strategy that supports Council's strategic goals that meets accepted sustainability measures.	Sustainable debt levels that support the delivery of Council's strategic goals.
2.9 1.11 2.10	Review plant and equipment usage, economic justifications and financing options, including whole of life cost analysis.	Plant inventory supports the activities of Council at best value for money.
2.9	Review and maintain a system of fees and charges for the full range of Council services, based on the user pays principle and community service obligations.	Council's fees and charges reviewed annually and adopted by Council.
2.9 2.10	Review banking and investment products regularly.	Banking and investment products reviewed, products selected to provide the best value for money.
2.9 2.10	Develop and facilitate the use of purchasing and supply practices that maximise value for money.	Council's Code for Tenders and Contracts reviewed, updated as required and implemented.
2.4	Ensure that Council's business information systems are maintained, secure and meet Council's service needs within budget constraints.	Maintained, secure business systems that respond to Council's service delivery requirements.
2.4 1.1	Apply Council resolutions and rating policy and Local Government Act Legislation to meet rating administrative requirements.	Rate administration activities comply with Council resolutions, policy and Legislation.
2.4 1.1	Process business transactions for accounts payable and accounts receivable in a timely and accurate manner.	Records and reporting accurate and updated, agreed terms complied with, cash flow managed. Supplier and debtors complaints minimised.
1.1 1.8	Process and record payroll transactions that reflect the terms agreed with employees and in accordance with legislative requirements.	Employees financially rewarded in accordance with the agreed terms and legislative compliance achieved.
1.1 1.8	Provide administrative and strategic human resources support to the organisation that complies with legislative requirements and supports the achievement of Council's goals.	Human resource practices and procedures that support Council's goals, promote work place harmony and comply with legislation.
2.4 1.1 2.9	Budgets developed and implemented in accordance with Council decisions, the long term financial plan, long term financial and sustainability plans in support of the annual plan.	Financial resources provided to support the approved activities of Council while maintaining long term financial sustainability.
1.1 2.4	Process business transactions in accordance with taxation legislation, administrative requirements and timeframes.	Tax compliance achieved, no fines for non-compliance.
2.4	Manage cash flow so that Council's funds are	Investment income maximised, penalties for not

Strategic Plan Strategy	Key Actions	Outcomes
2.9	invested and released to meet Council's financial commitments.	meeting agreed payment terms avoided.
2.4 1.1	Manage the insurance renewal and claims process.	Council's assets and activities insured and claims processed as required.
2.9 5.6 5.7	Manage the financial modelling and data collection process required to support the development of the long term asset management plan, asset register and the annual capital works program.	Updated long term asset management plan, asset register and annual capital works programs developed. Asset condition and service delivery data maintained. Accurate depreciation calculations.
2.4 2.9 2.10 1.7	Financial reporting regularly provided including key performance indicators against targets, variance analysis and recommended actions.	Council and responsible officers informed as to the financial status of their programs against budget and performance targets, recommended corrective actions considered by Council and responsible officers.
1.7 1.6	Facilitate and coordinate the employee performance review process conducted in accordance with agreed processes and timeframes.	Key performance indicators reviewed, corrective actions agreed, further training programs identified, remuneration levels match levels of responsibility and workloads, position descriptions accurately reflect job requirements.
1.1 1.11	Contribute to the development of the annual plan, strategic plan and Council policies.	Plans and policies further developed and adopted by Council where necessary.
2.3 2.5	Contribute to the economic development activities adopted by Council.	Economic development opportunities are further developed and implemented subject to the legislative, resource and funding constraints.
1.7 1.8	Encourage the service delivery and development potential of the corporate services team.	Further development of the corporate services team, enhanced ability of the team to support each other, greater professional capabilities, reduction in the need for casual or agency support staff.
2.4 3.1 1.5	Provide reception services for the organisation in accordance with the Customer Charter and council policies and procedures generally.	Enquires and queries received and customers to Council are efficiently and professionally managed to receive a response to their concerns from the identified responsible officer.
2.4 3.1 1.5	Provide administrative and technical support to the records management process and systems. Further develop records management procedures in accordance with business needs.	Council records maintained so that they can be quickly and easily retrieved to support business needs. Compliance with legislative requirements for records management.

COMMUNITY DEVELOPMENT SERVICES LEAD OFFICER - MANAGER COMMUNITY DEVELOPMENT

2015/2016 Budget

Revenue: \$ 169,925

Operational Expenditure: \$2,313,883

Strategic Plan Strategy	Key Actions	Outcomes
3.1, 3.4, 3.5, 5.1	Collaborate with community interest groups and associations to understand community needs and assist with program development to meet expectations	Number and relevance of programs delivered by community groups as determined by community need and facilitated by Council.
3.1, 3.4, 2.1	Facilitate community conversations, to explore community aspirations for program delivery, and facilitate access to these, particularly addressing social issues which impact on economic development.	Increased community participation in design of programs, in decisions about future need and in formulation of plans to address community issues.
3.1, 3.10	Identify and review best practice models for community engagement and develop appropriate mechanisms for the George Town community, including residents' associations and special interest groups	Application of appropriate mechanisms for community engagement across all Council activities, services and programs including application of International Association for Public Participation 2 (IAP2) principles.
3.1, 3.4, 3.5, 3.10	Work with the George Town community to support family friendly initiatives, programs and environment	Increased community awareness and participation in family friendly initiatives.
3.2, 5.4, 5.6	Assist with an audit of public open spaces and current usage	Assist with report to Council on audit outcomes.
3.2, 5.4	Ensure current facilities are maintained to appropriate standard and available to the community through an efficient booking and fee payment process.	Facilities maintained to safe and user appropriate standard; Annual maintenance inspections undertaken; Reports to Council on state of facilities; Booking processes continuously reviewed for efficiency and accuracy.
3.2, 3.3, 3.5	Work with user groups to identify best community use of sporting facilities; scope and facilitate a review of current sporting facilities and usage.	Increased community use of facilities and report demonstrating same and to report to Council on outcomes of facilities review.
3.3, 3.5, 3.8	Work with George Town Strategic Action group to identify health needs of the George Town community; promote healthy lifestyle and engage in preventative health initiatives.	Health needs more clearly articulated and documented; Health messaging increased; more people accessing preventative health services and information and increased participation in programs including National Heart Foundation walking group program.
3.3, 3.5	Facilitate provision of health and allied services to the George Town municipality specifically addressing the needs of the George Town community including children and young people.	Satisfactory access to services for community members facilitated.
3.6	Undertake annual review of volunteer protocols, processes and performance measures including induction and training; maintain a Council volunteer recognition program; promote volunteering and opportunities for community members to volunteer.	Annual review completed; Events hosted by Council to recognise and acknowledge volunteer contribution publicly including Australia Day Awards, Volunteer of the Year Awards and Service Acknowledgement events; Continuous liaison with community groups regarding volunteering opportunities within the community.
3.4	Maintain Council's community grants and sponsorship policy, guidelines and administrative processes to ensure relevance, best practice and to optimise benefits for community groups and individuals.	Grants and sponsorships awarded by Council in accordance with policy and budget.
3.7	Facilitate and support Council's Community Safety Committee; Identify opportunities to work with agencies responsible for crime prevention, antisocial behaviour deterrence and emergency situations as determined by the Community Safety Committee.	Administrative support provided in accordance with committee requirements; Continued support and discussions with relevant agencies.

Strategic Plan Strategy	Key Actions	Outcomes
3.7	Maintain Council's responsibility for community recovery including Tasmania Visitor Information Network (TVIN) Tourist Recovery strategy.	Participation in Emergency Management Recovery Coordinator, Northern Regional Social Recovery Coordinator, TVIN and Council's Community Recovery Plan.
3.8	Encourage youth leadership and participation in Council auspiced activities and services.	Youth leadership program continued and leadership demonstrated in community activities.
3.8	Review Council Youth Strategy.	Strategy reviewed and reported to Council.
3.9, 3.5	Collaborate with community groups and clubs to facilitate events in the municipality, including Seniors Week activities.	Community organisations from within George Town and elsewhere deliver successful events in George Town LGA.
3.9, 1.10	Manage Council events in line with the Events Calendar to deliver vibrant, inclusive events according to financial accountability and risk management principles.	Events delivered to meet standards including vibrancy, inclusiveness, financial and risk management.
3.11,1.12	Engage with regional, state and federal representatives and departments to access assistance in the delivery of Council endorsed projects and programs.	Successful partnerships negotiated between Council and other jurisdictions to deliver projects and/or programs.
2.5	Work collaboratively with the George Town Chamber of Commerce to increase the knowledge and understanding of current tourism trends, opportunities and benefits.	Active participation in appropriate Chamber of Commerce activities and pursue tourism opportunities and benefits through the promotion of the municipality using the Provincial Tamar website and other forums.
2.8, 2.1	Review and report on Council Tourism Strategy in line with Federal, State and Regional policies and strategies.	Review completed and report to Council.
2.8, 3.6	Monitor and manage the Visitor Information Centre and oversee development, business plan and strategic direction to maintain Industry accreditation and alignment with Council's strategic plan, TVIN accreditation and strategy and Tourism Industry Council Tasmania accreditations.	Industry accreditation maintained business plan and strategic direction aligned with Council's strategic plan and Industry standards.
2.8	Manage Council's tourism website Provincial Tamar to ensure currency of information and optimisation to current trends.	Increased page visits and hits to the website. Updated search engine optimisation cues and links to deliver increased visitor numbers to Provincial Tamar website.
2.8, 2.7	Engage in marketing and promotion of the George Town municipality for tourism visitors through marketing strategies and campaigns within budget constraints.	Identified digital and print marketing opportunities in line with Tourism Tasmania's tourism strategy and visitor statistics including focus on the Asian market.
2.8	Coordinate destination development opportunities within the municipal area including the Watch House and implement a gateway signage strategy and interpretive signage.	Ongoing oversight of the Watch House; Interpretive and gateway signage installed; industry operators engaged in developing destination experiences.
2.8	Actively engage with Tourism Northern Tasmania and develop strategy in line with regional project opportunities identified by TNT; liaise with regional and sub regional tourism organisations to maximise cooperative marketing and industry development activities.	Regular meetings with industry stakeholders and regional tourism organisations. Participation with Tourism Northern Tasmania projects.

DEVELOPMENT & REGULATORY SERVICES LEAD OFFICER - MANAGER DEVELOPMENT SERVICES

2015/2016 Budget

Revenue: \$225,751

Operational Expenditure: \$755,196

Strategic Plan Strategy	Key Actions	Outcomes
3.7	Provide appropriate opportunities to ensure that all school-age children are vaccinated.	Work with parents and schools in order to run the vaccination program in a manner that is accessible by the majority of the community.
3.7, 1.7, 1.10	Regulate and monitor the preparation and sale of food to the public. Ensure best practice and risk management processes are observed.	100% of Food preparation businesses within the Municipality regularly inspected, and where required, education provided, in order to ensure best practice principles are upheld.
3.7	Ensure domestic wastewater is managed safely.	Compliance with all legislative and statutory requirements; Best practice and risk management processes are observed; Policies and procedures developed to support and environmentally sustainable principles adopted whilst undertaking Council activities.
3.7	Minimise the risk of airborne threats to human health.	Support provided to the George Town Air Monitoring System (GAMS) both financially and through committee attendance.
3.7	Ensure that places of assembly do not pose a threat to the health and safety of the public	Best practice and risk management processes observed in line with Environmental guidelines.
4.1	Continue to identify the Town's heritage assets in consultation with the Tasmania Heritage Council.	Compliance with all legislative and statutory requirements; Policies developed and implemented to improve the identification and retention of heritage areas and collections; Municipal signage audited and historical sites promoted.
4.4	Improved streetscape amenity.	Municipal signage audited and historical sites promoted; Opportunities identified and prioritised to revitalise existing neighbourhoods to meet the changing needs of the community; Promotion of urban design that creates attractive, distinctive and sustainable amenity.
4.5	Increase the community's awareness of environmental practices through media.	Council's website and newsletters utilised to share relevant environmental information with the community.
4.5	Support local community environmental initiatives; Develop partnerships with environmental agencies and the community in the conservation and protection of our beaches and waterways; Continue to promote and support the initiatives and recommendations of coastal management plans; Encourage catchment management and support Natural Resource Management groups.	Facilitation of partnerships with environmental agencies such as Tamar NRM and Community Land Care groups in the conservation and protection of our Coastal regions, beaches and waterways; Policies and procedures developed to support and adopt environmentally sustainable principles whilst undertaking Council activities; Facilitation of a 26 week round of Green Army Land Care program in partnership with Tamar NRM and Conservation Volunteers Australia.
4.9	Take action to control the risks to the safety of drinking water; Take action to protect human health by preventing transfer of pathogenic organisms during contact with recreational water.	Compliance with all legislative and statutory requirements through the planning, building, plumbing and environmental health assessment processes; Best practice and risk management processes observed through regular water sampling in accordance with legislated and statutory requirements.
4.9	Maintain Animal Management procedures and practices in accordance with Council's Policy; Raise awareness of environmental health services including animal management, noise abatement and fire abatement.	Council Officers are trained and competent in all legislative and statutory requirements; Establishment of a Responsible Dog Management education program through local Schools; Council's Environmental Health Services promoted through the development of a range of information pamphlets including noise abatement, fire abatement and responsible animal ownership.

5.1	Continue to finalise the George Town Interim Planning Scheme.	Participation in Northern Regional Interim Planning Scheme finalisation processes including hearings and peer meetings in order to finalise the Interim Planning Scheme.
5.1	Provide feedback on the implementation of the State Planning Scheme which seeks to achieve State uniformity.	Provision of feedback to the Tasmanian State Planning Taskforce on sections of the Single State Scheme as they are released for comment by the Technical reference group.
5.4	Consider the development of an overall plan to make the municipality more attractive including developing streetscapes, street dining and lighting; enhancing community safety; appropriately managing buildings, infrastructure and spaces.	Development of information on the establishment of a suite of strategic documents to form the George Town Municipality Settlement Strategy.
5.4	Positively influence attitudes associated with living and doing business in the municipality.	Undertake all regulatory operations in a transparent manner; Provide customers with a high level of guidance and assistance through the planning, building, plumbing, environmental health and animal control application processes.
5.4, 2.2, 2.3	Maximise opportunities for new business and industry development.	Where required assist businesses and industry within the municipality; Relevant officers provide accurate advice, ensuring all opportunities are maximised for new and existing businesses.
5.4, 2.2, 2.3	Promote economic sustainability and attractive features, strengths and opportunities for business in local centres.	Encouragement of sound sustainable developments which result in economic benefits to the community; Regular interaction with business owners to ensure an understanding of the regulatory process required for economic growth; Council recognition that attractive features are an asset to the municipality and built upon existing strengths, in creating vibrant centres for local business.
5.4, 2.2, 2.3	Support local businesses in positively marketing George Town and the Region.	Provided a responsive enquiry process which encourages all community members to discuss economic proposals with Council officers.
5.4	Promote urban design that creates attractive, distinctive and sustainable amenity.	Encouragement of sound urban design, whilst ensuring the municipality retains its distinctive and attractive features; Regular review of the planning scheme to ensure developments have improved amenity, in order to achieve a distinctive and attractive community; Provision of regular and accurate advice, assisting members of the community in achieving sustainable results.

INFRASTRUCTURE & WORKS

LEAD OFFICER - MANAGER INFRASTRUCTURE & WORKS

2015/2016 Budget

Revenue: \$2,491,960

Operational Expenditure: \$4,499,690

Strategic Plan Strategy	Key Actions	Outcomes
2.9	Maintain Works Department plant and equipment.	Plant and equipment maintained to required operational and safety standards; Achievement of asset longevity and minimisation of life-cycle cost.
4.2	Create, maintain and improve appropriate signage.	Increased regulatory, directional and interpretative signage providing information to the community and visitors.
4.7	Develop and promote procedures to involve the community in recycling.	Enhanced community awareness and participation in recycling best practice principles and actions.
4.7	Planning and upgrade of the Waste Transfer Station at the existing George Town site.	Improved opportunity for community participation in recycling, waste minimisation and responsible waste disposal.
4.7	Manage kerbside waste collection and recycling.	Provision of waste services to reduce waste volumes, increase recycling rates and maintain public health standards.
4.7	Waste Transfer Station Report finalisation and Capital Works Project commenced.	Report received, resolutions made and Capital Works Project commenced.
5.4	Maintain public amenity and enhance community safety through the development of streetscapes and lighting.	Pedestrian friendly environment maintained and provision of safety and security of public places. Reduction of accidents and incidents.
5.6	Implement Council's parks management works programme.	Areas maintained to acceptable standards creating attractive areas for the public to congregate and enjoy.
5.6	Assist with development of a programme for the renewal and maintenance of parks infrastructure.	Increased opportunity for interaction, recreation and enjoyment of facilities and development of skills and fitness of users.
5.7	Coordinate asset management processes.	Assets managed and maintained to required quality and safety benchmarks; Achievement of asset longevity and minimisation of life-cycle cost.
5.7	Maintain our asset management system through routine inspection and reporting processes.	Prompt identification and rectification of infrastructure defects; Increased satisfaction of ratepayers.
5.7	Develop specific long term asset management plans for infrastructure to ensure long term asset sustainability.	Projects developed and prioritised ensuring continued viability and enhancing asset service potential in the long-term; Maintained levels of service, meeting customer expectations.
5.7	Undertake road maintenance and construction programme (sealed and unsealed roads).	Required standards maintained preserving the value of road assets. Construction undertaken increasing functionality, performance and improving safety for road users. Programs completed.
5.7	Undertake Council's maintenance of footpath and trail programme.	Provision of pedestrian and cycling linkages for residents and tourists with proactive identification and rectification of hazards ensuring the safety of users. Program completed.
5.7	Implement stormwater upgrade and maintenance programme.	Improved facilities and increased efficiency of stormwater management; Improved level of service for ratepayers. Program completed.
5.7	Contribute to sourcing State and Federal Government grants.	Funds sourced from Roads to Recovery, Blackspot etc Achievement of project goals via funding partnerships.
5.7	Manage and implement adopted infrastructure projects and programmes.	Project and programme objectives achieved within set parameters of safety, time, quality and cost.