

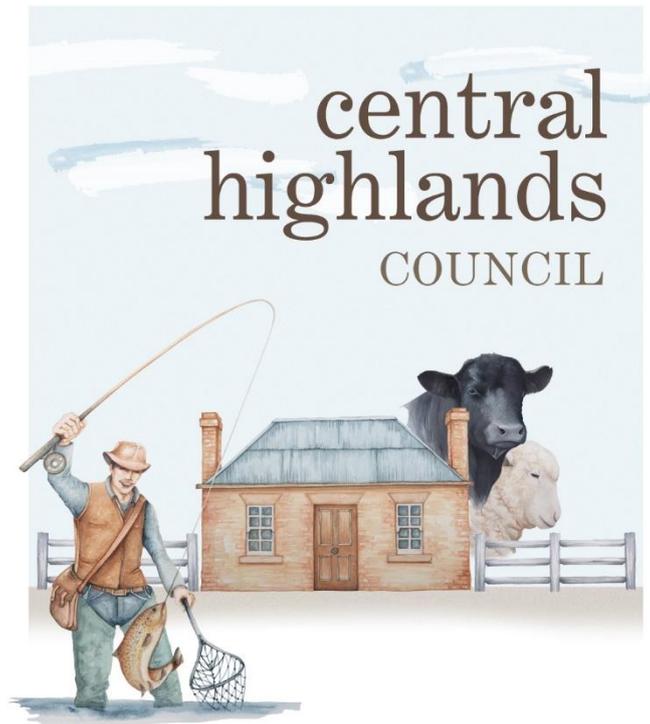
## **Agenda Attachments**

17 February 2026

Ordinary Council Meeting  
Hamilton Council Chambers

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# **Special Council Meeting Minutes**

**5<sup>th</sup> March 2026**

**Bothwell Council Chambers**

## **Notice of Special Meeting of Council – Thursday 5<sup>th</sup> March 2026**

To Councillors,

In accordance with the Local Government (Meeting Procedures) Regulations 2025, Notice is hereby given, that a Special Meeting of Central Highlands Council is scheduled to be held in the Council Chamber, **Bothwell** on **Thursday 5<sup>th</sup> March 2026**, commencing at **9.00am** with the business of the meeting to be in accordance with the following agenda paper.

In accordance with the Local Government (Meeting Procedures) Regulations 2025 Part 2, Division 1, a notice of the meeting was published on the Council website on 2 March 2026.

### General Manager's Certification

PURSUANT to Section 65 (1) of the Local Government Act 1993, I hereby certify, with respect to the advice, information and/or recommendation provided for the guidance of Council in this Agenda, that:

- A. such advice, information and/or recommendation has been given by a person who has the qualifications or experience necessary to give such advice; and
- B. where any advice is given by a person who does not have the required qualifications or experience, that person has obtained and taken into account the advice from an appropriately qualified or experienced person.

Section 65(2) forbids Council from deciding any matter which requires the advice of a qualified person without considering that advice.

Dated at Bothwell this 2<sup>nd</sup> day of **March 2026**.



Stephen Mackey  
**General Manager**

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The meeting commenced at 9.00 a.m.

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### **AUDIO RECORDING DISCLAIMER**

As per *Regulation 43 of the Local Government (Meeting Procedures) Regulations 2025*, audio recordings of meetings will be made available to Councillors, staff and members of the wider community including Government Agencies at no charge and will be made available on Council's website as soon as practicable after each Council Meeting. Unlike Parliament, Council meetings are not subject to parliamentary privilege, and both Council and the individual may be liable for comments that may be regarded as offensive, derogatory and/or defamatory.

The Mayor advises the meeting and members of the public that Council Meetings, not including Closed Sessions, are audio recorded and published on Council's Website in accordance with Council's Policy 2017-50.

The Mayor also advises, that members of the public are not permitted to make audio recordings of Council Meetings without prior approval being granted.

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### **ACKNOWLEDGEMENT OF COUNTRY**

I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners and continuing custodians of this land on which we gather today and acknowledge and pay respect to Elders, past, present and emerging.

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### **CONDUCT OF COUNCIL MEETING**

Central Highlands Council takes safety seriously. We have a duty to ensure that we provide a safe workplace for our Employees, Councillors, Contractors and members of the public while present at Council's workplaces.

These premises form part of the Council's workplace, and it is expected that everyone who attends Council meetings will behave in a polite and respectful manner. People should refrain from using offensive or derogatory language or comments and not be aggressive, threatening or speak in a hostile manner.

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## 1. PRESENT

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer (attended the meeting at 9.01 a.m.); Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam, and Cr S Triffitt.

### 1.1 IN ATTENDANCE

Mr Stephen Mackey (General Manager), Louisa Brown (Senior Planning Officer) and Mrs Katrina Brazendale (Minute Secretary).

### 1.2 APOLOGIES

Nil

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## 3. DECLARATION OF PECUNIARY INTEREST AND CONFLICT OF INTEREST BY COUNCILLORS AND STAFF

### PURPOSE

In accordance with the requirements of Part 2 Regulation 10 of the Local Government (Meeting Procedures) Regulations 2025, the chairperson of a meeting is to request Councillors to indicate whether they have, or are likely to have, a pecuniary interest or conflict of interest in any item on the Agenda.

*Mayor L Triffitt and Cr J Hall Item – 4.1 Development Application (DA2025/71) for Alterations and Additions to Supermarket, including Bottle Shop and Signage at 18 Patrick Street, Bothwell*

*Mayor L Triffitt and Cr J Hall left the meeting and Deputy Mayor J Allwright took the chair 9.05am.*

#### 4. COUNCIL ACTING AS A PLANNING AUTHORITY PURSUANT TO THE LAND USE PLANNING AND APPROVALS ACT 1993 AND COUNCIL'S STATUTORY LAND USE PLANNING SCHEME

In accordance with Regulation 29(1) of the *Local Government (Meeting Procedures) Regulations 2025*, the Mayor advises that the Council intends to act as a Planning Authority under the *Land Use Planning and Approvals Act 1993*, to be noted.

In accordance with Regulation 29, the Council will act as a Planning Authority in respect to those matters appearing under Item 4 on this agenda.

#### **RESOLUTION 01/03.2026/SC**

**Moved:** Cr D Meacheam

**Seconded:** Cr R Cassidy

*THAT Council now act as a Planning Authority.*

**CARRIED**

#### **For the Motion**

Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

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#### 4.1 DEVELOPMENT APPLICATION (DA2025/71) FOR ALTERATIONS & ADDITIONS TO SUPERMARKET, INCLUDING BOTTLE SHOP AND SIGNAGE AT 18 PATRICK STREET, BOTHWELL APPLICATION MADE BY CHARLIE ELLIS ARCHITECTURE ON BEHALF OF THE OWNERS M GORDON & S NOONAN

**REPORT BY** Louisa Brown, Senior Planning Officer

**Attachments:** [Development Application documents, Taswater SPAN, Representations and Heritage Assessment prepared by Southern Midlands Council.](#)

**Moved:** Cr R Cassidy

**Seconded:** Cr D Meacheam

#### **RESOLUTION 02/03.2026/C**

**Moved:** Cr A Archer

**Seconded:** Cr D Meacheam

**THAT** the meeting suspends standing orders

**CARRIED**

#### **For the Motion**

Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

**RESOLUTION 02/03.2026/C****Moved:** Cr D Meacheam**Seconded:** Cr Y Miller**THAT** the meeting resume standing orders**CARRIED****For the Motion**

Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

**RESOLUTION 03/03.2026/C****Moved:** Cr R Cassidy**Seconded:** Cr D Meacheam

**THAT**, in accordance with the provisions of the *Tasmanian Planning Scheme – Central Highlands* and section 57 of the *Land Use Planning & Approvals Act 1993 (Tas)*, Council APPROVE the Development Application DA2025/71 for alterations & additions to supermarket, including Bottle Shop and signage at 18 Patrick Street, Bothwell application made by Charlie Ellis Architecture on behalf of the owners M Gordon & S Noonan subject to conditions detailed below.

**CONDITIONS****General**

- (1) The use and development approved by this permit must be carried out substantially in accordance with:
  - a) the application for planning approval, inclusive of all information supplied in response to requests made pursuant to section 54 of the *Land Use Planning and Approvals Act 1993 (Tas)*;
  - b) the endorsed drawings/documents; and
  - c) the conditions of this permit, and must not be varied without the further written approval of Council (i.e. which may given pursuant to section 56 of the *Land Use Planning and Approvals Act 1993 (Tas)*).Landscaping Plan

**Amenity**

- (2) All lighting associated with the use must be baffled so that it does not cause emission of light onto adjoining residential properties.
- (3) The generator must be baffled or insulated so as to not cause an unreasonable loss of amenity to adjoining sensitive uses.

**Heritage Amenity**

- (4) That the existing window aperture for the post office boxes on the northern elevation of the sandstone building is not to be enlarged and that the blocking of the adjacent

door is to be undertaken with sandstone to match the surrounding wall.

- (5) That the cladding of the northern and eastern walls of the proposed store/loading area be timber (as per the proposed feature panel on the northern elevation).
- (6) That the wall material on the western and southern walls of the proposed bottle shop extension be either imitation sandstone block or rendered concrete block.
- (7) Documentation demonstrating the intent of these conditions must be submitted to the satisfaction of Council's Planning Officer as part of the building permit documentation package.

### TasWater

- (8) The use and/or development must comply with the requirements of TasWater, as detailed in the form Submission to Planning Authority Notice, Reference No TWDA 2025/01478-CHL dated 05/12/2025, a copy of which is attached to, and forms part of, this permit.

### Services

- (9) The developer must pay the costs of any alterations and/or reinstatement to existing services, Council infrastructure, or private property incurred as a result of the development approved by this permit. Any work required is to be specified or undertaken by the authority concerned.

### Parking and Access

- (10) A car parking plan prepared and certified by a qualified civil engineer or other person approved by Council's Manager of Infrastructure & Works must be submitted to Council prior to or in conjunction with the lodgment of a Building Approval or Building Permit Application. The parking plan is to include:
  - Vehicle swept paths for deliveries to the loading bay;
  - Surface and pavement details,
  - Spaces for bicycle parking (at least 3),
  - turning paths for cars,
  - dimensions and markings for car parking spaces,
  - details of any landscaping proposed,
  - clearly defined pedestrian footpaths,and shall form part of the permit when approved.
- (11) At least one (1) of the required parking space(s) must be provided for the use of people with disabilities as close as practicable to (a) suitable entrance(s) to the building. The parking space(s) must be signed and marked out to indicate that the space(s) is only for use by persons with disabilities and must be designed in accordance with Standards Australia (2004): Australian Standard AS 2890.1 - 2004 – Parking Facilities Part 1: Off Street Car Parking; Standards Australia, Sydney.
- (12) At least four (4) parking spaces must be provided on the land at all times for the use of the occupiers in accordance with Standards Australia (2004): Australian Standard AS 2890.1 - 2004 – Parking Facilities Part 1: Off Street Car Parking; Standards Australia, Sydney.

- (13) All parking and associated turning, loading and unloading areas and access must be constructed in accordance with the approved parking plan.
- (14) All areas set-aside for parking and associated turning, loading and unloading areas and access must be completed before the use commences or the building is occupied and must continue to be maintained to the satisfaction of the Council's Manager of Infrastructure & Works.
- (15) Car park lighting must be designed to ensure light pollution is minimised to the satisfaction of Council's Manager of Infrastructure & Works.

### Stormwater

- (16) Stormwater produced by the approved use and development must be drained to Council's Stormwater system and in accordance with a Certificate of Likely Compliance or Plumbing Permit issued by the Permit Authority in accordance with the Building Act 2016 (Tas).Wastewater

### Construction amenity

- (17) The approved development must only be carried out between the following hours unless otherwise approved in advance by Council's Manager Development and Environmental Services:

Monday to Friday	7:00 a.m. to 6:00 p.m. (inclusive)
Saturday	8:00 a.m. to 6:00 p.m. (inclusive)
Sunday and State-wide public holidays	10:00 a.m. to 6:00 p.m. (inclusive)

- (18) All works associated with the development of the Site must be carried out in a manner that does not unreasonably cause injury to, or unreasonably prejudice or affect the amenity, function and safety of, any adjoining or adjacent land, and of any person therein or in the vicinity thereof, by reason of the:
  - a) emission of noise, artificial light, vibration, odour, fumes, smoke, vapour, steam, ash, dust, wastewater, waste products, grit or similar;
  - b) transportation of materials, goods and commodities to and from the Site;
  - c) obstruction of any public footway or highway; or
  - d) appearance of any building, works or materials.
- (19) Any accumulation of vegetation, building debris or other unwanted material must be disposed of by removal from the Site in an approved manner. No burning of any materials on site will be permitted unless first approved in writing by Council's Manager Development and Environmental Services.
- (20) Public roadways and/or footpaths must not be used for the:
  - a) storage of any construction materials or wastes;
  - b) loading/unloading of any vehicle or equipment; or

- c) carrying out of any work, process or tasks associated with the project during the construction period, or otherwise.
- (21) The developer must make good and/or clean any footpath, road surface, drain, culvert or other like matter damaged, soiled or obstructed by the development, to the satisfaction of Council's Municipal Engineer.

#### THE FOLLOWING ADVICE APPLIES TO THIS PERMIT

- A. Subject to subsections 53(3), 53(4) and 53(6) of the *Land Use Planning and Approvals Act 1993* (Tas), this permit takes effect at the expiration of 14 days from the day on which the notice of the granting of this permit was served on all persons who have a right of appeal (*Land Use Planning and Approvals Act 1993* (Tas), subsection 53(1)).
- B. The extent of internal demolition to the mid-Victorian stone building is considered excessive and not good heritage practice. It is advised that this should be minimised as much as practicable – although noting that the planning scheme cannot mandate this.
- C. The operator must contact Council's Environmental Health Officer to gain a Food License before the use commences.
- D. Pursuant to subsection 57(7) of the *Land Use Planning and Approvals Act 1993* (Tas), this permit remains in effect until it:
  - a) lapses under subsection 53(5) of the *Land Use Planning and Approvals Act 1993* (Tas); or
  - b) expires as a result of a condition or restriction contained in this permit; or
  - c) is cancelled under section 65G of the *Land Use Planning and Approvals Act 1993* (Tas).
- E. This planning permit is in addition to the requirements of the *Building Act 2016* (Tas). Approval in accordance with the *Building Act 2016* (Tas) may be required prior to works commencing. A copy of the Directors Determination – categories of Building Work and Demolition Work is available via the CBOS website: Director's Determination - Categories of Building and Demolition Work (PDF, 504.4 KB) or for Low Risk Building Work information go to: Consumer Guide to Low Risk Building and Plumbing Work.
- F. Where Crown Consent to the lodgement of a Planning Application has been sought, the consent from Crown does not constitute, nor imply any consent or approval to undertake works, or that any other approvals required under *Crown Lands Act 1976* (Tas) or otherwise have been granted. The applicant is required to obtain separate and distinct consent from the Crown before commencing any works upon Crown land.
- G. This permit does not imply that any other approval required under any other legislation, by-law or other regulatory regime has been granted.
- H. This permit does not take effect until all other approvals required for the use or

development to which the permit relates have been granted (Land Use Planning and Approvals Act 1993 (Tas), subsection 53(4)).

- I. The issue of this permit does not ensure compliance with the provisions of the Commonwealth Disability Discrimination Act 1992 in relation to access to or use of premises that the public can enter or use. Building access issues may also arise under other Disability Discrimination Act 1992 provisions relating to employment, access to services and accommodation provisions. The operator may be liable to complaints in relation to any non-compliance with the Disability Discrimination Act 1992.

**CARRIED**

**For the Motion**

Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

**Discretions:**

12.3.1 P1, P4  
 12.4.3 P2, P3  
 12.4.4 P1  
 C1.6.1 P1.2  
 C2.5.1 P1  
 C2.5.2 P1  
 C2.6.2 P1  
 C2.6.5 P1  
 C6.7.1 P1  
 C6.7.3 P1.1, P1.2  
 C6.4 P1

**THE PROPOSAL**

Charlie Ellis Architecture acting for and on behalf of the future land owner, has applied to the Central Highlands Council (the “**Council**”) for a Permit under the *Land Use Planning and Approvals Act 1993* (the “**Act**”) to develop alterations & additions to the existing supermarket, including a Bottle Shop and signage at 18 Patrick Street, Bothwell on land currently owned by M Gordon & S Noonan and particularised in CT 185050/2 (the **Site**), with a total area of 1112m<sup>2</sup>.

**The application includes;**

Existing	Supermarket, kitchen/store and bowsters (general retail & hire) 2.7m fuel price sign (to be repaired) Existing dwelling
Demolition/removal	Shop front glazing and cladding (Patrick Street) Timber garage to Patrick Street frontage Lean-to store and concrete platform to south west

	Internal changes to the older structure within the supermarket (does not require Planning Approval and may require Building Approvals and a Building Permit).
New floor area of 165m <sup>2</sup>	<p>Loading dock/store (7.2m x 8.2m) with 3.2m entrance</p> <p>Bottle shop (12.4m x 8.5m)</p> <p>Bottle shop dry store (3.0m x 3.3m)</p> <p>Windows/doors to supermarket elevation on Patrick Street</p> <p>1.8m high colourbond fence, with 3m opening to the northern property boundary and adjacent to 20 Patrick</p>
Signage to Patrick Street	<p>Fascia sign</p> <p>Billboard Signs x 2 (back lit when supermarket open)</p> <p>Cabinet Sign</p>
Signage to William Street	<p>Fascia Sign</p> <p>Billboard sign</p> <p>Cabinet Sign</p>
Proposed Materials	<p>Existing brick work to be painted off white</p> <p>Rough sawn stringy bark shiplap cladding</p> <p>Colourbond "basalt" cladding</p> <p>Concrete block wall to southern elevation</p> <p>Colourbond "basalt" roof</p>

### **Proposed operating hours are as follows;**

Supermarket	<p>6.30am – 7.00pm Monday to Friday</p> <p>8.00am – 6.30pm Saturday, Sunday and public holidays</p>
Bottle shop	<p>10.00am – 9.00pm Monday to Friday</p> <p>10.00am – 6pm Saturday</p> <p>10.00am – 5pm Sunday and public holidays</p>

The property, until recently has been a Supermarket, use class "General Retail & Hire" in the Tasmanian Planning Scheme – Central Highlands. The proposed addition to the building for a Bottle Shop also falls within the definition of General Retail & Hire. The application has been lodged under the *Tasmanian Planning Scheme – Central Highlands* (the "**Planning Scheme**").

The Site is zoned Village and located within the Local Historic Precinct – Bothwell Heritage Precinct.

No changes to the adjacent roads being Patrick Street and William Street are proposed as a part of the development application. Patrick street is owned by the Department of State Growth (DSG).

The Proposal is to be assessed against the applicable standards of the Village Zone and the applicable Codes. These matters are described and assessed in this report.

This is a discretionary application under the Planning Scheme. Council gave notice of the Proposal for public comment as required by the Act. During the notification period one (1) representation was received.

This report assesses the Proposal against the relevant provisions of the Act and the Planning Scheme. The assessment concludes with a recommendation that Council grant a permit for the Proposal, subject to conditions.

### **THE SITE**

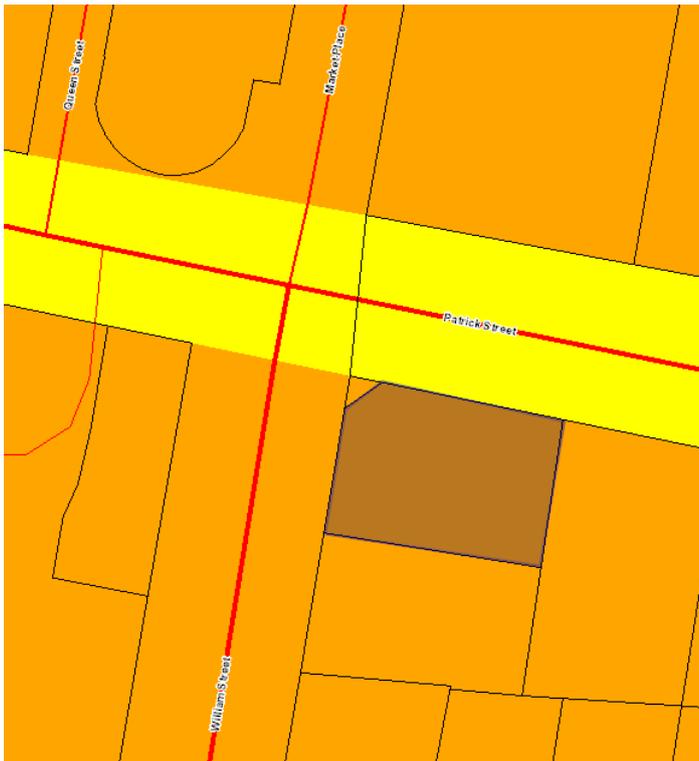
The Site is located to the center of Bothwell, at the junction of William Street and Patrick Street and is currently the "Bothwell super store". The property is in the process of being purchased by a new owner, who intends to develop the supermarket into an IGA and will include Post Office and Bottle Shop. Fuel sales will also remain.

The garage is also located at the road junction, adjacent to the supermarket. William Street offers 6 on street car parking spaces and a further 4 car parking spaces could be accommodated on the site. The surrounding area offers opportunity for additional on street car parking.

On the opposite side of the street are ST Michael & all Angels Church, the visitor centre and Queens Park.



Map 1\_The subject title area is indicated above by a blue line around the Site. (Source: LISTmap, 23/02/2026)



Map 2\_ The subject land outlined with a blue line is within the Village Zone (orange), as is all surrounding property in the vicinity. Patrick Street, a Department of State Growth asset is in the Utilities Zone (bright yellow). (Source: LISTmap, 23/02/2026)



Map 3 \_ The property is subject to the following overlays: Bothwell Heritage Precinct (Source: LISTmap, 23/02/2026).

**Heritage**

The property is not listed on the Tasmanian Heritage Register, but is located in the Bothwell Heritage Precinct. An assessment of the proposal against the Heritage Code of the Planning Scheme has been prepared by B Williams, Manger Heritage Projects at Southern Midlands Council. The report is attached to the Agenda documents. A summary of this assessment is below in the relevant section of the Code Assessment.

**USE/DEVELOPMENT DEFINITION**

The proposed use and development is defined, under the Planning Scheme, as General Retail & Hire, which is a Permitted use of the Site under the Planning Scheme. However, the Development Application is a Discretionary Application as the property is within the Bothwell Heritage Precinct. In addition, several Performance Criteria standards require assessment.

**Use/Development Status under the Planning Scheme**

As a discretionary development, the Proposal was notified in accordance with section 57(3) of the Act, the relevant requirements being prescribed by regulation 8 of the *Land Use Planning and Approvals Regulations 2024*.

Council has the discretion to grant a permit for the Proposal with or without conditions, or refuse to grant a permit.

**PUBLIC NOTIFICATION AND REPRESENTATIONS**

The application was advertised from 5 February to 20 February 2026. During this time, one (1) representation was received.

A summary of the matters raised in the representation is considered in the table below (as required by section 51(2)(c) of the Act).

<b>Summary of concerns and issues</b>	<b>Council Officer Comment</b>
Car Parking proposed to Patrick Street, including disabled car parking across front of dwelling.	The car parking diagram provided in the Development Application documents is an example of a potential car parking layout.
Car parking too close to the intersection with William Street, which is a very busy intersection with trucks and caravans turning.	The comment that it is not ideal to have car parking, especially disabled car parking spaces located so that the car must back out onto the road is noted and supported.
Suggests that an additional disabled car parking bay is included in William street.	
Concerned that car parking on Patrick street will require cars to back into the road.	A car parking plan which takes into consideration the truck turning for deliveries, vehicle movements for fuel sales, car parking to the front of the

<p>The church side of the Patrick Street is where trucks and caravans park, which works well.</p> <p>Also concerned that because driveways on Patrick Street are not sealed, and therefore not clearly marked, cars visiting the shop may park over driveways to houses.</p>	<p>supermarket and the safety of pedestrians is required. This is recommended in the Conditions of a Planning Permit below, if a Permit is granted.</p> <p>Patrick Street is a DSG road, so is outside of Council's ownership. However, Council has been in touch with DSG regarding the proposed development. The comment regarding truck and caravan parking next to the church is noted.</p> <p>William street is owned by Council. It is suggested that Council considers making improvements to the existing parking provision, pedestrian environment and junction (where possible) in this area.</p> <p>The comment regarding driveways to dwellings on Patrick Street is noted.</p>
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**ZONE ASSESSMENT – TASMANIAN PLANNING SCHEME – CENTRAL HIGHLANDS**

**Village Zone**

The Site is in the Village Zone of the Planning Scheme. The purpose the Village Zone is:

- To provide for small rural centers with a mix of residential, community services and commercial activities; and
- To provide amenity for residents appropriate to the mixed use characteristics of the zone.

The proposed use, being General Retail & Hire is a Permitted Use in the in the Village Zone. However, the Performance Criteria is required to be met for some of standards of the Village zone. The proposal must satisfy the requirements of the following relevant development standards of this zone:

<p><b>12.3 Use Standards</b></p> <p><b>12.3.1 All non-residential uses</b></p> <p>Objective</p> <p>That non-residential use:</p> <p>(a) is compatible with the mixed use characteristics of a village; and</p> <p>(b) does not cause unreasonable loss of amenity to adjacent sensitive uses.</p>
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Acceptable Solutions	Performance Criteria	OFFICER COMMENT
<p><b>A1</b></p> <p>Hours of operation of a use, excluding Emergency Services, Natural and Cultural Values Management, Passive Recreation, Utilities or Visitor Accommodation, must be within the hours of:</p> <p>(a) 7.00am to 9.00pm Monday to Friday;</p> <p>(b) 8.00am to 6.00pm Saturday; and</p> <p>(c) 9.00am to 5.00pm Sunday and public holidays.</p>	<p><b>P1</b></p> <p>Hours of operation of a use, excluding Emergency Services, Natural and Cultural Values Management, Passive Recreation, Utilities or Visitor Accommodation, must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <p>(a) the timing, duration or extent of vehicle movements; and</p> <p>(b) noise, lighting or other emissions.</p>	<p><i>The operating hours for the Supermarket fall outside of the Acceptable solution, as the supermarket will open at 6.30am Monday to Friday, close at 6.30pm Saturday, Sunday and Public Holidays. The application is therefore assessed against the Performance Criteria P1.</i></p> <p><i>The current supermarket hours of operation are</i></p> <p><i>6am – 6pm Monday to Thursday, 6am – 7pm Fridays, 7am – 7pm Saturday, 7am – 6pm Sunday and Public Holidays.</i></p> <p><i>There is a minor change in operating hours from the proposed to the existing, with the proposed operating hours commencing later (6.30am) and closing later (7pm) to that of the existing. It is considered that this minor change to operating hours will not cause an unreasonable loss of amenity to adjacent dwellings, being 16 &amp; 20 Patrick</i></p>

		<p><i>Street and 6 William Street.</i></p> <p><i>Bottle shop operating hours meet the Acceptable Solution A1.</i></p>
<p><b>A2</b></p> <p>External lighting for a use, excluding Natural and Cultural Values Management, Passive Recreation, Utilities or Visitor Accommodation, must:</p> <p>(a) be baffled so that it does not cause emission of light onto adjoining residential properties; and</p> <p>(b) not include permanent fixed floodlighting if the site adjoins a General Residential Zone, Low Density Residential Zone or Rural Living Zone.</p>	<p><b>P2</b></p> <p>External lighting for a use, excluding Natural and Cultural Values Management, Passive Recreation, Utilities or Visitor Accommodation, used on the site must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <p>(a) the number of proposed light sources and their intensity;</p> <p>(b) the location of the proposed light sources;</p> <p>(c) the topography of the site;</p> <p>(d) the degree of screening between the light source and the sensitive use; and</p> <p>(e) existing light sources.</p>	<p><i>All lighting will be baffled and only operational during opening hours.</i></p> <p><i>No flood lighting is proposed.</i></p> <p><i>The acceptable solution A2 is met.</i></p>
<p><b>A3</b></p> <p>Commercial vehicle movements and the unloading and loading of commercial vehicles for a use, excluding Emergency Services, Natural and Cultural</p>	<p><b>P3</b></p> <p>Commercial vehicle movements and the unloading and loading of commercial vehicles for a use, excluding Emergency Services, Natural and Cultural</p>	<p><i>The application documents states that delivery hours will be between the hours listed in the Acceptable Solution A3.</i></p>

<p>Values Management, Passive Recreation, Utilities or Visitor Accommodation, must be within the hours of:</p> <p>(a) 7.00am to 7.00pm Monday to Friday; and</p> <p>(b) 8.00am to 6.00pm Saturday, Sunday and public holidays.</p>	<p>Values Management, Passive Recreation, Utilities or Visitor Accommodation, must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <p>(a) the extent and timing of traffic generation;</p> <p>(b) the dispatch of goods and materials;</p> <p>(c) the size of commercial vehicles involved;</p> <p>(d) noise reducing structures between vehicle movement areas and dwellings; and</p> <p>(e) existing levels of amenity.</p>	
<p><b>A4</b></p> <p>The gross floor area of a non-residential use, excluding Visitor Accommodation, must be not more than 250m<sup>2</sup>.</p>	<p><b>P4</b></p> <p>A non-residential use, excluding Visitor Accommodation, must be at a scale and intensity consistent with the character of the area, having regard to:</p> <p>(a) the nature and scale of the use;</p> <p>(b) the number of employees;</p> <p>(c) the hours of operation;</p> <p>(d) the emissions generated by the use;</p>	<p><i>The gross floor area of the general retail &amp; hire use is greater than 250m<sup>2</sup> in total. However the proposed use (Bottle shop) generates an additional 165m<sup>2</sup> in floor area.</i></p> <p><i>It is considered that the additional floor space for the Bottle Shop is small in scale compared to the overall floor space (265m<sup>2</sup>) of the existing use.</i></p>

	<p>(e) the type and intensity of traffic generated by the use;</p> <p>(f) the impact on the character of the surrounding area; and</p> <p>(g) the impact on the amenity of any adjoining residential properties.</p>	<p><i>The hours of operation vary slightly from the existing operating times, with the proposed hours of operation for the proposed bottle shop meeting the Acceptable Solution.</i></p> <p><i>As the increase in floor area is small in scale to accommodate the Bottle shop use, it is expected the development will not have a negative impact on adjoining residential properties.</i></p> <p><i>The character of the surrounding area includes other uses within the definition of General Retail &amp; Hire, such as fuel station, hardware shop and gun shop. The small scale increase in gross floor area required for the Bottle shop will not negatively impact the character of the surrounding mixed use area of Bothwell.</i></p>
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<p><b>12.4 Development Standards for Buildings and Works</b></p> <p><b>12.4.2 Building height</b></p> <p>Objective:</p> <p>That building height is compatible with the streetscape and does not cause an unreasonable loss of amenity for adjoining properties.</p>		
<b>Acceptable Solution</b>	<b>Performance Criteria</b>	<b>Officer Comment</b>
<p><b>A1</b></p> <p>Building height must be not more than 8.5m.</p>	<p><b>P1</b></p> <p>Building height must be compatible with the streetscape and not cause an unreasonable loss of amenity to adjoining properties, having regard to:</p> <p>(a) the topography of the site;</p> <p>(b) the height, bulk and form of existing buildings on the site and adjoining properties;</p> <p>(c) the bulk and form of proposed buildings;</p> <p>(d) sunlight to habitable rooms and private open space in adjoining properties; and</p> <p>(e) any overshadowing of adjoining properties or public places.</p>	<p><i>A1 is met, as the height of new structures is below 8.5m.</i></p>
<p><b>12.4.3 Setback</b></p> <p>Objective: That building setback is compatible with the streetscape and does not result in an unreasonable impact on amenity of adjoining properties.</p>		
<b>Acceptable Solution</b>	<b>Performance Criteria</b>	<b>Officer Comment</b>
<p><b>A1</b></p> <p>Buildings must have a setback from a frontage of:</p>	<p><b>P1</b></p> <p>Buildings must be sited to be compatible with the streetscape and character</p>	<p><i>The acceptable solution A1 is met, the proposed Bottle Shop addition to</i></p>

<p>(a) not less than 4.5m;</p> <p>(b) not less than existing buildings on the site; or</p> <p>(c) not more or less than the maximum and minimum setbacks of the buildings on adjoining properties.</p>	<p>of development existing on established properties in the area, having regard to:</p> <p>(a) the topography of the site;</p> <p>(b) the setbacks of buildings on adjoining properties;</p> <p>(c) the height, bulk and form of existing and proposed buildings;</p> <p>(d) the appearance of proposed buildings when viewed from roads and public places adjoining the site; and</p> <p>(e) the safety of road users.</p>	<p><i>the supermarket is in line with the existing building line.</i></p> <p><i>The proposed loading dock structure also meets the Acceptable Solution as it is set back 5.17m from the frontage.</i></p>
<p><b>A2</b></p> <p>Buildings must have a setback from side and rear boundaries of not less than:</p> <p>(a) 3m; or</p> <p>(b) half the wall height of the building, whichever is the greater.</p>	<p><b>P2</b></p> <p>Buildings must be sited so that there is no unreasonable loss of amenity to adjoining properties, having regard to:</p> <p>(a) the topography of the site;</p> <p>(b) the size, shape and orientation of the site;</p> <p>(c) the setbacks of surrounding buildings;</p> <p>(d) the height, bulk and form of existing and proposed buildings;</p> <p>(e) the existing buildings and private open space areas on the site;</p>	<p><i>The proposed loading dock/store meets the Acceptable solution A2 as the set back is greater than 3m.</i></p> <p><i>The proposed bottle shop has a setback of 0.33m to the side boundary and must be assessed against the Performance Criteria P2.</i></p> <p><i>The property 18 Patrick Street is constrained for space to expand. Numerous structures, a dwelling stores and the existing supermarket are within the site An area identified for the addition, being a bottle shop is located to the southern</i></p>

	<p>(f) sunlight to private open space and windows of habitable rooms on adjoining properties; and</p> <p>(g) the character of development existing on established properties in the area.</p>	<p><i>property boundary and will require the demolition of an existing lean-to store and concrete platform.</i></p> <p><i>The proposal maintains an area of private outdoor space to the southern and western property boundary adjacent to the existing dwelling on the site.</i></p> <p><i>The property to the south of the proposed Bottle Shop is currently vacant, apart from an existing stone building. Therefore there is no loss of sunlight to windows of habitable rooms on adjoining properties.</i></p> <p><i>The character of mixed use development in this location in Bothwell, maximizes the available space within the lot. For example, the Bothwell Garage opposite also contains structures up to the site boundary and hard onto the building line.</i></p> <p><i>The Performance Criteria is met.</i></p>
<p><b>A3</b></p> <p>Air extraction, pumping, refrigeration systems, compressors or generators, excluding Residential, Visitor Accommodation, Natural</p>	<p><b>P3</b></p> <p>Air conditioning, air extraction, pumping, heating or refrigeration systems, compressors or generators, excluding Residential, Visitor</p>	<p><i>A Generator is located 4.2m from the property boundary of 20 Patrick Street, which contains a dwelling (sensitive use). Therefore the application</i></p>

<p>and Cultural Values Management, Passive Recreation and Utilities, must have a setback from a property containing a sensitive use of not less than 10m.<sup>14</sup></p>	<p>Accommodation, Natural and Cultural Values Management, Passive Recreation and Utilities, within 10m of a property containing a sensitive use must be designed, located, baffled or insulated to not cause an unreasonable loss of amenity, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the characteristics and frequency of any emissions generated;</li> <li>(b) the nature of the proposed use;</li> <li>(c) the topography of the site and location of the sensitive use; and</li> <li>(d) any mitigation measures proposed.</li> </ul>	<p><i>must be assessed against the Performance Criteria.</i></p> <p><i>The location of the generator is 20m north of the dwelling located at 20 Patrick Street. It is unclear from the Development Application the operating times of the generator.</i></p> <p><i>A condition of the Planning Permit has been added that the generator must be baffled or insulated to not cause an unreasonable loss of amenity to adjoining sensitive uses.</i></p>
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14 An exemption for air conditioners and heat pumps applies in this zone - see Table 4.6.

**12.4.4 Site coverage**

That site coverage:

- (a) is compatible with the character of the development existing in the area; and
- (b) provides sufficient area for private open space and landscaping.

<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	<b>Officer Comment</b>
<p><b>A1</b></p> <p>Site coverage must be not more than 50%.</p>	<p><b>P1</b></p> <p>Site coverage must be consistent with that existing on established properties in the area, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the topography of the site;</li> <li>(b) the size and shape of the site;</li> <li>(c) the existing buildings and any constraints imposed by existing development;</li> <li>(d) the provision for landscaping and private open space; and</li> <li>(e) the character of development existing on established properties in the area.</li> </ul>	<p><i>Site coverage is greater than 50%, therefore the application is assessed against the Performance Criteria below.</i></p> <p><i>The proposed loading bay and bottle shop addition require existing structures to be demolished and replaced with larger structures. The site is constrained by size and being bound by roads on two sides.</i></p> <p><i>Although constrained, a reasonable of open space remains on the property adjacent to the existing dwelling.</i></p> <p><i>As stated above, character of mixed use development in this location of the town, is similarly restrained by small lots, where buildings sit hard onto the property boundary.</i></p> <p><i>The performance criteria is met.</i></p>

**CODE ASSESSMENT – TASMANIAN PLANNING SCHEME – CENTRAL HIGHLANDS**

**C1.0 Signs Code**

The purpose of the Signs Code is:

- *To provide for appropriate advertising and display of information for business and community activity.*
- *To provide for well-designed signs that are compatible with the visual amenity of the surrounding area.*
- *To ensure that signage does not disrupt or compromise safety and efficiency of vehicular or pedestrian movement.*

This code applies to all development for signs, unless exemptions apply.

The applicable standards of the Code are addressed in the following table:

<p><b>C1.6 Development Standards for Buildings and Works</b></p> <p><b>C1.6.1 Design and siting of signs</b></p> <p>Objective That:</p> <p>(a) signage is well designed and sited; and</p> <p>(b) signs do not contribute to visual clutter or cause an unreasonable loss of visual amenity to the surrounding area.</p>		
<p><b>Acceptable Solution</b></p>	<p><b>Performance Criteria</b></p>	<p><b>Officer Comment</b></p>
<p><b>A1</b></p> <p>A sign must:</p> <p>(a) be located within the applicable zone for the relevant sign type set out in Table C1.6; and</p> <p>(b) meet the sign standards for the relevant sign type set out in Table C1.6, excluding for the following sign types, for which there is no Acceptable Solution:</p> <p>(i) roof sign;</p>	<p><b>P1.1</b></p> <p>A sign must:</p> <p>(a) be located within an applicable zone for the relevant sign type as set out in Table C1.6; and</p> <p>(b) be compatible with the streetscape or landscape, having regard to:</p> <p>(i) the size and dimensions of the sign;</p>	<p><i>The proposal includes, fascia and cabinet signs. These signs meet the Acceptable solution A1 as the sign types are applicable to the zone.</i></p> <p><i>Billboard signs are assessed below.</i></p> <p><i>A billboard sign is proposed for the Patrick street and William street building elevations. Billboard signs are</i></p>

<p>(ii) sky sign; and (iii) billboard.</p>	<p>(ii) the size and scale of the building upon which the sign is proposed; (iii) the amenity of surrounding properties; (iv) the repetition of messages or information; (v) the number and density of signs on the site and on adjacent properties; and (vi) the impact on the safe and efficient movement of vehicles and pedestrians.</p> <p><b>P1.2</b> If a roof sign, sky sign or billboard, the sign must:</p> <p>(a) be located within the applicable zone for the relevant sign type set out in Table C1.6; (b) meet the sign standards for the relevant sign type in Table C1.6; and (c) not contribute to visual clutter or cause unreasonable loss of amenity to the surrounding area, having regard to:</p> <p>(i) the size and dimensions of the sign; (ii) the size and scale of the building upon which the sign is proposed;</p>	<p><i>applicable in the Village Zone. Both signs meet the sign standards for the village zone.</i></p> <p><i>A billboard sign is located on the existing supermarket to the Patrick Street elevation and a painted wall sign is located to the William street elevation.</i></p> <p><i>The proposed billboard sign to Patrick street will be in the same colour pallet as the fascia signs, will be similar in size to that what is existing and are compatible with the streetscape. The Billboard sign to Patrick street will be lit whilst the supermarket is open, but will not include moving messages.</i></p> <p><i>The billboard sign to William street, is similar in size and location to the existing painted wall sign, with the colour pallet complementary to the streetscape.</i></p> <p><i>The acceptable solution is met.</i></p>
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	<ul style="list-style-type: none"> <li>(iii) the amenity of surrounding properties;</li> <li>(iv) the repetition of messages or information;</li> <li>(v) the number and density of signs on the site and on adjacent properties; and</li> <li>(vi) the impact on the safe and efficient movement of vehicles and pedestrians.</li> </ul>	
<p><b>A2</b></p> <p>A sign must be not less than 2m from the boundary of any lot in the General Residential Zone, Inner Residential Zone, Low Density Residential Zone, Rural Living Zone or Landscape Conservation Zone.</p>	<p><b>P2</b></p> <p>A sign must not cause an unreasonable loss of amenity to adjoining residential properties, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the topography of the site and the surrounding area;</li> <li>(b) the relative location of buildings, habitable rooms of dwellings and private open space;</li> <li>(c) any overshadowing; and</li> <li>(d) the nature and type of the sign.</li> </ul>	<p><i>Not Applicable, the relevant zone is the Village zone.</i></p>
<p><b>A3</b></p> <p>The number of signs for each business or tenancy on a road frontage of a building must be no more than:</p> <ul style="list-style-type: none"> <li>(a) 1 of each sign type, unless otherwise stated in Table C1.6;</li> </ul>	<p><b>P3</b></p> <p>The number of signs for each business or tenancy on a street frontage must:</p> <ul style="list-style-type: none"> <li>(a) not unreasonably increase in the existing level of visual clutter in the streetscape, and where possible, reduce any existing visual clutter in the streetscape by</li> </ul>	<p><i>The frontage for Patrick and William streets exceed 20m, therefore a maximum of 6 sign types are acceptable.</i></p> <p><i>To Patrick Street 4 fascia signs, 2 billboard signs</i></p>

<p>(b) 1 window sign for each window;</p> <p>(c) 3 if the street frontage is less than 20m in length; and</p> <p>(d) 6 if the street frontage is 20m or more, excluding the following sign types, for which there is no limit:</p> <p>(i) name plate; and</p> <p>(ii) temporary sign.</p>	<p>replacing existing signs with fewer, more effective signs; and</p> <p>(b) not involve the repetition of messages or information.</p>	<p><i>and 3 cabinet signs are proposed.</i></p> <p><i>To William street 1 fascia sign, 1 billboard and 3 cabinet signs are proposed.</i></p> <p><i>The acceptable solution A3 is met.</i></p>
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**C2.0 Parking and Sustainable Transport Code**

The purpose of the Parking and Sustainable Transport Code is:

- *To ensure that an appropriate level of parking facilities is provided to service use and development.*
- *To ensure that cycling, walking and public transport are encouraged as a means of transport in urban areas.*
- *To ensure that access for pedestrians, vehicles and cyclists is safe and adequate.*
- *To ensure that parking does not cause an unreasonable loss of amenity to the surrounding area.*
- *To ensure that parking spaces and accesses meet appropriate standards.*
- *To provide for parking precincts and pedestrian priority streets.*

Unless stated otherwise in a particular purpose zone, this code applies to all use and development.

The applicable standards of the Code are addressed in the following table:

<p><b>C2.5 Use Standards</b></p> <p><b>C2.5.1 Car parking numbers</b></p> <p>Objective:</p> <p>That an appropriate level of car parking spaces are provided to meet the needs of the use.</p>
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Acceptable Solution	Performance Criteria	Officer Comment
<p><b>A1</b></p> <p>The number of on-site car parking spaces must be no less than the number specified in Table C2.1, less the number of car parking spaces that cannot be provided due to the site including container refund scheme space, excluding if:</p> <p>(a) the site is subject to a parking plan for the area adopted by council, in which case parking provision (spaces or cash-in-lieu) must be in accordance with that plan;</p> <p>(b) the site is contained within a parking precinct plan and subject to Clause C2.7;</p> <p>(c) the site is subject to Clause C2.5.5; or</p> <p>(d) it relates to an intensification of an existing use or development or a change of use where:</p> <p>(i) the number of on-site car parking spaces for the existing use or development specified in Table C2.1 is greater than the number of car parking spaces specified in Table C2.1 for the proposed use or development, in which</p>	<p><b>P1.1</b></p> <p>The number of on-site car parking spaces for uses, excluding dwellings, must meet the reasonable needs of the use, having regard to:</p> <p>(a) the availability of off-street public car parking spaces within reasonable walking distance of the site;</p> <p>(b) the ability of multiple users to share spaces because of:</p> <p>(i) variations in car parking demand over time; or</p> <p>(ii) efficiencies gained by consolidation of car parking spaces;</p> <p>(c) the availability and frequency of public transport within reasonable walking distance of the site;</p> <p>(d) the availability and frequency of other transport alternatives;</p> <p>(e) any site constraints such as existing buildings, slope, drainage, vegetation and landscaping;</p> <p>(f) the availability, accessibility and safety of on-street parking, having regard to the nature of the</p>	<p><i>Table C2.1 prescribes the following number of car parking spaces for general retail and hire,</i></p> <p><i>1 space per 30m<sup>2</sup> of floor area where floor area means the gross floor area, excluding the area for loading bays, access ways or space occupied by machinery required for air conditioning.</i></p> <p><i>Car parking on the site is very limited and currently does not meet the number required for the existing use. The proposed bottle shop requires an additional 2 spaces.</i></p> <p><i>The proposal must therefore be assessed against the performance criteria.</i></p> <p><i>Although on site car parking spaces are limited, these could be improved if dedicated spaces were designed and clearly marked out within the property boundary. In addition, the current junction between Patrick Street and William Street is not clearly defined and enables</i></p>

<p>case no additional on-site car parking is required; or</p> <p>(ii) the number of on-site car parking spaces for the existing use or development specified in Table C2.1 is less than the number of car parking spaces specified in Table C2.1 for the proposed use or development, in which case on-site car parking must be calculated as follows:</p> <p><math>N = A + (C - B)</math></p> <p>N = Number of on-site car parking spaces required</p> <p>A = Number of existing on site car parking spaces</p> <p>B = Number of on-site car parking spaces required for the existing use or development specified in Table C2.1</p> <p>C = Number of on-site car parking spaces required for the proposed use or development specified in Table C2.1.</p>	<p>roads, traffic management and other uses in the vicinity;</p> <p>(g) the effect on streetscape; and</p> <p>(h) any assessment by a suitably qualified person of the actual car parking demand determined having regard to the scale and nature of the use and development.</p> <p><b>P1.2</b></p> <p>The number of car parking spaces for dwellings must meet the reasonable needs of the use, having regard to:</p> <p>(a) the nature and intensity of the use and car parking required;</p> <p>(b) the size of the dwelling and the number of bedrooms; and</p> <p>(c) the pattern of parking in the surrounding area.</p>	<p><i>vehicles to drive from the supermarket directly onto William street.</i></p> <p><i>6 dedicated car parking spaces are available on William Street adjacent to the proposed Bottle shop.</i></p> <p><i>It is recommended and has been included in the conditions of the planning permit, that the applicant prepare a Car Parking Plan for the property, which includes a triangle shape section of land in Council's ownership. The car parking plan will be referred to the Department of State Growth for approval and any conditions relating to the road.</i></p> <p><i>In addition to the condition above, it is recommended that council undertake works to William street to define car parking areas and improve the public realm.</i></p>
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<b>C2.5.2 Bicycle parking numbers</b>		
Objective: That an appropriate level of bicycle parking spaces are provided to meet the needs of the use.		
<b>Acceptable solution</b>	<b>Performance Criteria</b>	<b>Officer comment</b>
<b>A1</b> Bicycle parking spaces must: (a) be provided on the site or within 50m of the site; and (b) be no less than the number specified in Table C2.1.	<b>P1</b> Bicycle parking spaces must be provided to meet the reasonable needs of the use, having regard to: (a) the likely number of users of the site and their opportunities and likely need to travel by bicycle; and (b) the availability and accessibility of existing and any planned parking facilities for bicycles in the surrounding area.	<i>Bicycle spaces required by the proposed bottle shop is 1 new space, additionally there should be some provided for the existing supermarket.</i>  <i>It is a condition of the planning permit for the car parking plan to include 3 bicycle spaces.</i>

<b>C2.5.4 Loading Bays</b>		
Objective: That adequate access for goods delivery and collection is provided, and to avoid unreasonable loss of amenity and adverse impacts on traffic flows.		
<b>Acceptable Solution</b>	<b>Performance Criteria</b>	<b>Officer Comment</b>
<b>A1</b> A loading bay must be provided for uses with a floor area of more than 1000m <sup>2</sup> in a single occupancy.	<b>P1</b> Adequate space for loading and unloading of vehicles must be provided, having regard to: (a) the type of vehicles associated with the use; (b) the nature of the use; (c) the frequency of loading and unloading;	<i>The total floor area is less than 1000m<sup>2</sup> therefore a loading bay is not required under the Planning Scheme.</i>  <i>However, the proposal does include a loading bay to Patrick street. The Department of state growth where referred the proposed loading bay design, including vehicle</i>

	<p>(d) the location of the site;</p> <p>(e) the nature of traffic in the surrounding area;</p> <p>(f) the area and dimensions of the site; and</p> <p>(g) the topography of the site;</p> <p>(h) the location of existing buildings on the site; and</p> <p>(i) any constraints imposed by existing development.</p>	<p><i>swept path and made no comment.</i></p>
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<p><b>C2.6 Development Standards for Buildings and Works</b></p>		
<p><b>C2.6.1 Construction of parking areas</b></p>		
<p>Objective: That parking areas are constructed to an appropriate standard.</p>		
<p><b>Acceptable Solution</b></p>	<p><b>Performance Criteria</b></p>	<p><b>Officer Comment</b></p>
<p><b>A1</b></p> <p>All parking, access ways, manoeuvring and circulation spaces must:</p> <p>(a) be constructed with a durable all weather pavement;</p> <p>(b) be drained to the public stormwater system, or contain stormwater on the site; and</p> <p>(c) excluding all uses in the Rural Zone, Agriculture Zone, Landscape Conservation Zone, Environmental Management Zone,</p>	<p><b>P1</b></p> <p>All parking, access ways, manoeuvring and circulation spaces must be readily identifiable and constructed so that they are useable in all weather conditions, having regard to:</p> <p>(a) the nature of the use;</p> <p>(b) the topography of the land;</p> <p>(c) the drainage system available;</p>	<p><i>The proposed car parking areas are constructed from durable all weather pavement and are drained to a public stormwater system,</i></p> <p><i>The acceptable solution is met.</i></p>

<p>Recreation Zone and Open Space Zone, be surfaced by a spray seal, asphalt, concrete, pavers or equivalent material to restrict abrasion from traffic and minimise entry of water to the pavement.</p>	<p>(d) the likelihood of transporting sediment or debris from the site onto a road or public place;</p> <p>(e) the likelihood of generating dust; and</p> <p>(f) the nature of the proposed surfacing.</p>	
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<p><b>C2.6.2 Design and layout of parking areas</b></p>		
<p>Objective:</p>		
<p>That parking areas are designed and laid out to provide convenient, safe and efficient parking.</p>		
<p><b>Acceptable Solution</b></p>	<p><b>Performance Criteria</b></p>	<p><b>Officer Comment</b></p>
<p><b>A1.1</b></p> <p>Parking, access ways, manoeuvring and circulation spaces must either:</p> <p>(a) comply with the following:</p> <p>(i) have a gradient in accordance with Australian Standard AS 2890 - Parking facilities, Parts 1-6;</p> <p>(ii) provide for vehicles to enter and exit the site in a forward direction where providing for more than 4 parking spaces;</p> <p>(iii) have an access width not less than the requirements in Table C2.2;</p> <p>(iv) have car parking space dimensions which</p>	<p><b>P1</b></p> <p>All parking, access ways, manoeuvring and circulation spaces must be designed and readily identifiable to provide convenient, safe and efficient parking, having regard to:</p> <p>(a) the characteristics of the site;</p> <p>(b) the proposed slope, dimensions and layout;</p> <p>(c) useability in all weather conditions;</p> <p>(d) vehicle and pedestrian traffic safety;</p> <p>(e) the nature and use of the development;</p> <p>(f) the expected number and type of vehicles;</p>	<p><i>A parking diagram is included with the application documents. These plans are at a concept design stage only. The plans state that all car parking spaces will be designed to meet the required standard.</i></p> <p><i>It is recommended that a parking plan be developed and be approved by Council's Manager of Infrastructure &amp; Works as a condition of the Planning Permit.</i></p>

<p>satisfy the requirements in Table C2.3;</p> <p>(v) have a combined access and manoeuvring width adjacent to parking spaces not less than the requirements in Table C2.3 where there are 3 or more car parking spaces;</p> <p>(vi) have a vertical clearance of not less than 2.1m above the parking surface level; and</p> <p>(vii) excluding a single dwelling, be delineated by line marking or other clear physical means; or</p> <p>(b) comply with Australian Standard AS 2890- Parking facilities, Parts 1-6.</p> <p><b>A1.2</b></p> <p>Parking spaces provided for use by persons with a disability must satisfy the following:</p> <p>(a) be located as close as practicable to the main entry point to the building;</p> <p>(b) be incorporated into the overall car park design; and</p> <p>(c) be designed and constructed in accordance with Australian/New Zealand Standard AS/NZS 2890.6:2009 Parking facilities, Off-street parking for people with disabilities.<sup>35</sup></p>	<p>(g) the likely use of the parking areas by persons with a disability;</p> <p>(h) the nature of traffic in the surrounding area;</p> <p>(i) the proposed means of parking delineation; and</p> <p>(j) the provisions of Australian Standard AS 2890.1:2004 - Parking facilities, Part 1: Off-street car parking and AS 2890.2 -2002 Parking facilities, Part 2: Off--street commercial vehicle facilities.</p>	
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35 Requirements for the number of accessible car parking spaces are specified in part D3 of the National Construction Code 2016.

<b>C2.6.5 Pedestrian access</b>		
Objective: That pedestrian access within parking areas is provided in a safe and convenient manner.		
<b>Acceptable Solution</b>	<b>Performance Criteria</b>	<b>Officer Comment</b>
<p><b>A1.1</b></p> <p>Uses that require 10 or more car parking spaces must:</p> <p>(a) have a 1m wide footpath that is separated from the access ways or parking aisles, excluding where crossing access ways or parking aisles, by:</p> <p>(i) a horizontal distance of 2.5m between the edge of the footpath and the access way or parking aisle; or</p> <p>(ii) protective devices such as bollards, guard rails or planters between the footpath and the access way or parking aisle; and</p> <p>(b) be signed and line marked at points where pedestrians cross access ways or parking aisles.</p> <p><b>A1.2</b></p> <p>In parking areas containing accessible car parking spaces for use by persons with a disability, a</p>	<p><b>P1</b></p> <p>Safe and convenient pedestrian access must be provided within parking areas, having regard to:</p> <p>(a) the characteristics of the site;</p> <p>(b) the nature of the use;</p> <p>(c) the number of parking spaces;</p> <p>(d) the frequency of vehicle movements;</p> <p>(e) the needs of persons with a disability;</p> <p>(f) the location and number of footpath crossings;</p> <p>(g) vehicle and pedestrian traffic safety;</p> <p>(h) the location of any access ways or parking aisles; and</p> <p>(i) any protective devices proposed for pedestrian safety.</p>	<p><i>A parking diagram is included with the application documents. These plans are at a concept design stage only. The plans state that all car parking spaces will be designed to meet the required standard.</i></p> <p><i>It is recommended that a parking plan be developed and be approved by Council's Manager of Infrastructure &amp; Works as a condition of the Planning Permit.</i></p>

footpath having a width not less than 1.5m and a gradient not steeper than 1 in 14 is required from those spaces to the main entry point to the building.		
<p><b>C2.6.6 Loading bays</b></p> <p>Objective: That the area and dimensions of loading bays are adequate to provide safe and efficient delivery and collection of goods.</p>		
<b>Acceptable Solution</b>	<b>Performance Criteria</b>	<b>Officer Comment</b>
<p><b>A1</b></p> <p>The area and dimensions of loading bays and access way areas must be designed in accordance with Australian Standard AS 2890.2–2002, Parking facilities, Part 2: Off--street commercial vehicle facilities, for the type of vehicles likely to use the site.</p>	<p><b>P1</b></p> <p>Loading bays must have an area and dimensions suitable for the use, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the types of vehicles likely to use the site;</li> <li>(b) the nature of the use;</li> <li>(c) the frequency of loading and unloading;</li> <li>(d) the area and dimensions of the site;</li> <li>(e) the topography of the site;</li> <li>(f) the location of existing buildings on the site; and</li> <li>(g) any constraints imposed by existing development.</li> </ul>	<p><i>The Acceptable Solution A1 is met.</i></p> <p><i>However, it is recommended that a parking plan be developed and be approved by Council's Manager of Infrastructure &amp; Works as a condition of the Planning Permit.</i></p>
<p><b>A2</b></p> <p>The type of commercial vehicles likely to use the site must be able to enter, park and exit the site in a forward direction in accordance with Australian Standard AS 2890.2 – 2002, Parking Facilities, Part 2:</p>	<p><b>P2</b></p> <p>Access for commercial vehicles to and from the site must be safe, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the types of vehicles associated with the use;</li> <li>(b) the nature of the use;</li> <li>(c) the frequency of loading and unloading;</li> </ul>	<p>The Department of State Growth as road authority have been referred the proposed development and have no objection to the loading bay arrangement.</p>

<p>Parking facilities - Off-street commercial vehicle facilities.</p>	<p>(d) the area and dimensions of the site;</p> <p>(e) the location of the site and nature of traffic in the area of the site;</p> <p>(f) the effectiveness or efficiency of the surrounding road network; and</p> <p>(g) site constraints such as existing buildings, slope, drainage, vegetation, parking and landscaping.</p>	
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**C6.0 Local Historic Heritage Code**

The purpose of the Local Historic Heritage Code is:

To recognise and protect:

- (a) the local historic heritage significance of local places, precincts, landscapes and areas of archaeological potential; and
- (b) significant trees.

This code does not apply to Aboriginal heritage values.

This code applies to:

- (a) development on land within any of the following, as defined in this code:
  - (i) a local heritage place;
  - (ii) a local heritage precinct;
  - (iii) a local historic landscape precinct; and
  - (iv) for excavation only, a place or precinct of archaeological potential; and
- (b) the lopping, pruning, removal or destruction of a significant tree as defined in this code.

The property is within the Bothwell Heritage Precinct and must be assessed against the relevant standards of the code.

<b>C6.7.1 Demolition within a local heritage precinct</b>		
<b>Objective:</b>		
That demolition within a local heritage precinct does not have an unacceptable impact on the local historic heritage significance of the precinct.		
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	<b>Commentary on proposal</b>
<p><b>A1</b>                      Within a local heritage precinct, demolition of a building, works or fabric, including trees, fences, walls and outbuildings must:</p> <ul style="list-style-type: none"> <li>a) not be on a local heritage place;</li> <li>b) not be visible from any road or public open space; and</li> <li>c) space; and</li> <li>d) not involve a value, feature or characteristic specifically part of a precinct listed in the relevant Local Provisions Schedule.</li> </ul>	<p><b>P1</b>                      Within a local heritage precinct, demolition of a building, works or fabric, including trees, fences, walls and outbuildings, must not cause an unacceptable impact on the local historic heritage significance of the local heritage precinct as identified in the relevant Local Provisions Schedule, having regard to:</p> <ul style="list-style-type: none"> <li>a) the physical condition of the building, works, structure or trees;</li> <li>b) the extent and rate of deterioration of the building, works, structure or trees;</li> <li>c) the safety of the building, works, structure or trees;</li> <li>d) the streetscape in which the building, works, structure or trees is located;</li> <li>e) the special or unique contribution that the building, works, structure or trees makes to the streetscape or townscape values of the local heritage precinct identified in the relevant Local Provisions Schedule;</li> </ul>	<p><i>The proposal does not meet the Acceptable Solution, therefore consideration against the Performance Criteria is required.</i></p> <p><i>The proposal does not result in the loss of any significant fabric or landscape elements (subject to Condition HER1 below). Consideration against points (a-h) is not required.</i></p> <p><i>The proposal satisfies this Performance Criterion.</i></p>

	<ul style="list-style-type: none"> <li>f) any options to reduce or mitigate deterioration;</li> <li>g) whether demolition is a reasonable option to secure the long-term future of a building. Works or structure; and</li> <li>h) any economic considerations.</li> </ul>	
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<p><b>C6.7.3 Building and Works Excluding Demolition</b></p> <p><b>Objective:</b> That development within a local heritage precinct or a local historic landscape precinct is sympathetic to the character of that particular precinct.</p>		
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	<b>Commentary on proposal</b>
<p><b>A1</b> Within a local heritage precinct or local historic landscape precinct, building and works, excluding demolition, must:</p> <ul style="list-style-type: none"> <li>a) not be on a local heritage place;</li> <li>b) not be visible from any road or public open space; and</li> <li>c) not involve a value, feature or characteristic specifically part of a local heritage precinct or local historic landscape precinct listed in the relevant Local Provisions Schedule.</li> </ul>	<p><b>P1.1</b> Within a local heritage precinct, design and siting of buildings and works, excluding demolition, must be compatible with the local heritage precinct, except if a local heritage place of an architectural style different from that characterising the precinct, having regard to:</p> <ul style="list-style-type: none"> <li>a) the streetscape or townscape values identified in the local historic heritage significance of the local heritage precinct, as identified in the relevant Local Provisions Schedule;</li> <li>b) the character and appearance of the surrounding area;</li> <li>c) the height and bulk of other buildings in the surrounding area;</li> <li>d) the setbacks of other buildings in the</li> </ul>	<p><i>The proposal does not meet the Acceptable Solution, therefore consideration against the Performance Criteria is required.</i></p> <p><i>As per the discussion above, the proposed new building forms are considered to be appropriate to the townscape context of the Local Heritage Precinct – despite the scheme being deficient with the absence of conservation policy/design guidelines.</i></p> <p><i>Clarification of detail on the treatment of the northern elevation of the existing sandstone portion of the building is required to adequately address a-b – as per Condition HER1.</i></p>

	<p>surrounding area; and e) any relevant design criteria or conservation policies for the local heritage precinct, as identified in the relevant Local Provisions Schedule.</p>	<p><i>The more prominent extension (on the Patrick Street frontage) utilises a traditional form and with conditions will utilise traditional materials which will provide the required functionality and subservience to the adjacent heritage building (which is a more robust stone building). Although the form of the rear extension is not traditional, the proposed form will result in a more subservient outcome, attached to a non-heritage portion of the complex which is responds to.</i></p> <p><i>The proposal satisfies this Performance Criterion.</i></p>
	<p><b>P1.2</b> Within a local heritage precinct, extensions to existing buildings must be compatible with the local heritage precinct, having regard to: a) the streetscape or townscape values identified in the local historic heritage significance of the local heritage precinct, as identified in the relevant Local Provisions Schedule; b) the character and appearance of the surrounding area;</p>	<p><i>As per P1.1. The proposal satisfies this Performance Criterion.</i></p>

	<ul style="list-style-type: none"> <li>c) the height and bulk of other buildings in the surrounding area;</li> <li>d) the setbacks of other buildings in the surrounding area; and</li> <li>e) any relevant design criteria or conservation policies for the local heritage precinct, as identified in the relevant Local Provisions Schedule.</li> </ul>	
<p><b>A2</b> Within a local heritage precinct, new front fences and gates must be designed and constructed to match the existing original fences on the site.</p>	<p><b>P2</b> Within a local heritage precinct, new front fences and gates must be compatible with the local heritage precinct, having regard to:</p> <ul style="list-style-type: none"> <li>a) the streetscape or townscape values identified in the local historic heritage significance of the local heritage precinct, as identified in the relevant Local Provisions Schedule;</li> <li>b) height, form, style and materials of the proposed fence; and</li> <li>c) the style, characteristics and setbacks of fences and gates in the surrounding area.</li> </ul>	<p><i>No fencing is proposed.</i></p>

**C1.6.4 Signs on Local Heritage Places and in Local Heritage Precincts and Local Historic Landscape Precincts**  
**Objective:**  
 That the size, design and siting of signs is compatible with and does not have an unacceptable impact on the local historic heritage significance of a local heritage place, a local heritage precinct or a local historic landscape precinct as listed in the Local Historic Heritage Code.

Acceptable Solutions	Performance Criteria	Commentary on proposal
<p><b>A1</b>                      A sign located on a site that is a local heritage place, in a local heritage precinct or local historic landscape precinct listed under the Local Historic Heritage Code, must:</p> <ul style="list-style-type: none"> <li>a) be not more than 0.2m<sup>2</sup>;</li> <li>b) not be an illuminated sign; and</li> <li>c) here must be not more than 1 sign per site.</li> </ul>	<p><b>P1</b>                      A sign located on a site that is a local heritage place, in a local heritage precinct or local historic landscape precinct listed under the Local Historic Heritage Code must be located in a manner that does not have an unacceptable impact on the local historic heritage significance of the place or precinct, having regard to:</p> <ul style="list-style-type: none"> <li>a. placement to allow the architectural details of the building to remain prominent;</li> <li>b. the size and design not substantially diminishing the local historic heritage significance of the place or precinct;</li> <li>c. where relevant, placement in a location on the building that would traditionally have been used as an advertising area;</li> <li>d. any domination or obscuring of any historic signs forming an integral part of a building’s architectural detailing or local historic heritage significance;</li> <li>e. using fixtures that do not and are not likely to damage building fabric;</li> <li>f. not projecting above a parapet or roof line if such a projection impacts on the local</li> </ul>	<p><i>The proposal does not meet the Acceptable Solution, therefore consideration against the Performance Criteria is required.</i></p> <ul style="list-style-type: none"> <li>a. <i>The proposed signage will not be installed on the mid-Victorian sandstone building – being limited to the existing modern awning and modern/ proposed portion of the building.</i></li> <li>b. <i>The size and design of the proposed signage is considered to be restrained and minimal and is not considered to have any adverse impact upon the local heritage precinct.</i></li> <li>c. <i>The location of the proposed signage is considered appropriate for the context of the modern buildings within the complex.</i></li> <li>d. <i>The proposed signage will not be installed on the mid-Victorian sandstone building.</i></li> <li>e. <i>The proposed signage will not be installed on the mid-Victorian sandstone building</i></li> <li>f. <i>Internal illumination is not proposed.</i></li> </ul>

	<p>historic heritage significance of the building; and</p> <p>g. not using internal illumination in a sign on a local heritage place unless it is demonstrated that such illumination will not detract from the local historic heritage significance of the place or precinct.</p>	<p><i>The proposal satisfies this Performance Criterion.</i></p>
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The report has assessed a Development Application for alterations & additions to supermarket, including Bottle Shop and signage at 18 Patrick Street, Bothwell.

One representation (1) was received and has been considered in this report.

The proposal has been found to comply with all the relevant standards of the Village Zone and the applicable Codes.

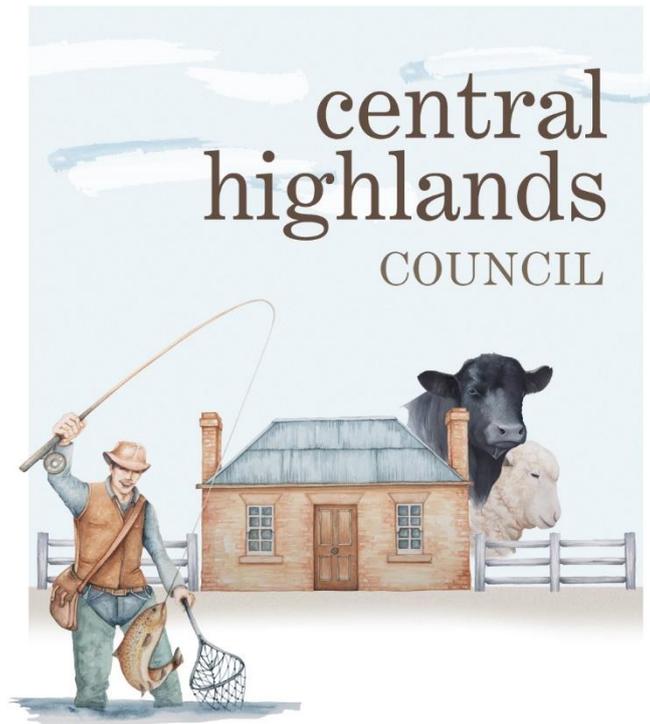
It is recommended that the Application be approved and a Permit issued with conditions and advice.

**5. CLOSURE**

*Deputy Mayor J Allwright thanked everyone for their contribution and declared the meeting closed at 9.25 a.m.*

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**Mayor L Triffitt**

**Dated:** 17 March 2026



# **Council Meeting Minutes**

**17<sup>th</sup> February 2026**

**Bothwell Council Chambers**

## **Notice of Meeting of Council – Tuesday 17<sup>th</sup> February 2026**

To Councillors,

In accordance with the Local Government (Meeting Procedures) Regulations 2025, Notice is hereby given, that an Ordinary Meeting of Central Highlands Council is scheduled to be held in the Council Chamber, **Bothwell** on **Tuesday 17<sup>th</sup> February 2026**, commencing at **5.00pm** with the business of the meeting to be in accordance with the following agenda paper.

In accordance with the Local Government (Meeting Procedures) Regulations 2025 Part 2, Division 1, a notice of the meeting was published on the Council website on 2 January 2026.

### General Manager's Certification

PURSUANT to Section 65 (1) of the Local Government Act 1993, I hereby certify, with respect to the advice, information and/or recommendation provided for the guidance of Council in this Agenda, that:

- A. such advice, information and/or recommendation has been given by a person who has the qualifications or experience necessary to give such advice; and
- B. where any advice is given by a person who does not have the required qualifications or experience, that person has obtained and taken into account the advice from an appropriately qualified or experienced person.

Section 65(2) forbids Council from deciding any matter which requires the advice of a qualified person without considering that advice.

Dated at Bothwell this **12<sup>th</sup>** day of **February 2026**.



Stephen Mackey  
**General Manager**

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The meeting commenced at 5.00 p.m.

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### **AUDIO RECORDING DISCLAIMER**

As per *Regulation 43 of the Local Government (Meeting Procedures) Regulations 2025*, audio recordings of meetings will be made available to Councillors, staff and members of the wider community including Government Agencies at no charge and will be made available on Council's website as soon as practicable after each Council Meeting. Unlike Parliament, Council meetings are not subject to parliamentary privilege, and both Council and the individual may be liable for comments that may be regarded as offensive, derogatory and/or defamatory.

The Mayor advises the meeting and members of the public that Council Meetings, not including Closed Sessions, are audio recorded and published on Council's Website in accordance with Council's Policy 2017-50.

The Mayor also advises, that members of the public are not permitted to make audio recordings of Council Meetings without prior approval being granted.

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### **ACKNOWLEDGEMENT OF COUNTRY**

I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners and continuing custodians of this land on which we gather today and acknowledge and pay respect to Elders, past, present and emerging.

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### **CONDUCT OF COUNCIL MEETING**

Central Highlands Council takes safety seriously. We have a duty to ensure that we provide a safe workplace for our Employees, Councillors, Contractors and members of the public while present at Council's workplaces.

These premises form part of the Council's workplace, and it is expected that everyone who attends Council meetings will behave in a polite and respectful manner. People should refrain from using offensive or derogatory language or comments and not be aggressive, threatening or speak in a hostile manner.

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*Cr S Triffett attended the meeting at 5.01 p.m.*

## 1. PRESENT

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam, and Cr S Triffett (attended the meeting at 5.01 p.m.)

### 1.1 IN ATTENDANCE

Mr Stephen Mackey (General Manager) and Mrs Katrina Brazendale (Minute Secretary).

### 1.2 APOLOGIES

Nil

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## 2. CONSIDERATION OF SUPPLEMENTARY ITEMS TO THE AGENDA

### RESOLUTION 01/02.2026/C

**Moved:** Cr R Cassidy

**Seconded:** Deputy Mayor J Allwright

*THAT the Council resolve by absolute majority to deal with any supplementary items not appearing on the agenda, as reported by the General Manager in accordance with the Local Government (Meeting Procedures) Regulations 2025.*

In accordance with the requirements of Part 2 Regulation 10 (7) of the *Local Government (Meeting Procedures) Regulations 2025*, A council by absolute majority at an ordinary council meeting, or a council committee by simple majority at a council committee meeting, may decide to deal with a matter that is not specifically listed on the agenda if –

- a) the general manager has reported the reason for which it was not possible to include the matter on the agenda; and
- b) the general manager has reported that the matter is urgent; and
- c) in a case where the matter requires the advice of a qualified person, the general manager has certified under [section 65](#) of the Act that the advice has been obtained and taken into account in providing general advice to the council.

22.1 Notice of Motion – Cr D Meacheam

### 3. DECLARATION OF PECUNIARY INTEREST AND CONFLICT OF INTEREST BY COUNCILLORS AND STAFF

#### PURPOSE

In accordance with the requirements of Part 2 Regulation 10 of the Local Government (Meeting Procedures) Regulations 2025, the chairperson of a meeting is to request Councillors to indicate whether they have, or are likely to have, a pecuniary interest or conflict of interest in any item on the Agenda.

- Stephen Mackey – Item 5.1 Closed Session

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### 4. MINUTES

#### 4.1 CONFIRMATION OF DRAFT ORDINARY COUNCIL MEETING MINUTES – 20 JANUARY 2026

#### RESOLUTION 02/02.2026/C

**Moved:** Cr D Meacheam

**Seconded:** Cr J Hall

**THAT** the Draft Minutes of the Ordinary Meeting of Council held on Tuesday 20 January 2026 be confirmed.

**CARRIED**

#### **For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

#### **Attachment – Draft Minutes**

#### PURPOSE

The purpose of the report is to confirm the Council Minutes of the previous month. Copies of the minutes have been previously circulated to Councillors prior to the meeting.

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### 5. BUSINESS ARISING – JANUARY 2026 COUNCIL MEETING

#### RESOLUTION 03/02.2026/C

**Moved:** Cr J Honner

**Seconded:** Cr J Hall

**THAT** the information be received.

**CARRIED**

#### **For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

16.2	Fishing Comp Donations Request - Wayatinah Sports And Social Club	Progressing - donation of \$500.00
21.1	Inquiry Local Government Financial Reform	Progressing - once further comments are received from Councillors the draft response will be amended and forwarded to all councillor prior to sending
21.2	Local Government Electoral Reform	Progressing - once further comments are received from Councillors the draft response will be amended and forwarded to all councillor prior to sending

### Matters still progressing from the December 2025 Council Meeting

12.2	NOTICE OF MOTION – CR A Archer That the Mayor provide council with copies of correspondence forwarded and responses that have been received to date from the Premier to the letters requesting the holding of a cabinet meeting in Bothwell	Progressing
20.2	POTENTIAL DARK SKY RESERVE	Progressing
21.1	BOTHWELL LIBRARY RENEWAL OF LEASE	Progressing
21.11	DRAFT STRATEGIC PLAN 2025-2030	Advertised 17 <sup>th</sup> December 2025 and closes on 27 <sup>th</sup> February 2026

### Matters still progressing from the November 2025 Council Meeting

8.3	NOTICE OF MOTION – CR D MEACHEAM THAT Council establish a working group to progress the improvement of phone and internet services on the Central Plateau; THAT the group established has a 'sunset' date of March 2026; and THAT via our Facebook page and website, 2 interested community group members be invited to membership	Progressing
17.4	DEVELOPMENT ASSESSMENT PANEL (DAP) CONSULTATION	Progressing

**REPORT BY** Katrina Brazendale, Executive Assistant

#### **PURPOSE**

This report aims to provide an overview of the actions undertaken from the previous minutes.

## 6. CLOSURE OF THE MEETING TO THE PUBLIC

### RESOLUTION 04/02.2026/C

**Moved:** Cr R Cassidy

**Seconded:** Cr Y Miller

**THAT** pursuant to Regulation 17 (1) of the Local Government (Meeting Procedures) Regulations 2025, Council, by an absolute majority, close the meeting to the public to consider the following matters in Closed Session:

<b>Item Number</b>	<b>Matter</b>	
<b>2.1</b>	<i>Confirmation of the Minutes - Closed Session of the Ordinary Meeting of Council held on 20 January 2026.</i>	<i>Regulation 17 (2)(h) of the Local Government (Meeting Procedures) Regulations 2025 – information of a personal and confidential nature or information provided to Council on the condition it is kept confidential.</i>
<b>5.1</b>	<i>General Managers Performance Criteria</i>	<i>Regulation 17 (2)(h) of the Local Government (Meeting Procedures) Regulations 2025 – information of a personal and confidential nature or information provided to Council on the condition it is kept confidential.</i>

**CARRIED**

#### **For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffitt

#### **PURPOSE**

Under Regulation 17 (1) of the *Local Government (Meeting Procedures) Regulations 2025* states that at a meeting, a council by absolute majority, or a council committee by simple majority, may close a part of the meeting to the public for a reason specified in sub-regulation (2).

As per *Regulation 17 (1) of the Local Government (Meeting Procedures) Regulations 2025*, this motion requires an absolute majority.

**MEETING CLOSED** to the public at 5.06 p.m.

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## 7. RE-OPEN MEETING TO THE PUBLIC

The meeting re-opened to the public at 6.00 p.m.

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## 8. PUBLIC RELEASE ANNOUNCEMENT(S)

The Chairperson announced that pursuant to Regulation 17(6)(7) of the Local Government (Meeting Procedures) Regulations 2025 and having considered privacy and confidential issues, the Council authorised the release to the public of the following discussions, decisions, reports or documents relating to the closed meeting:

<b>Item Number</b>	<b>Matter</b>	<b>Decision</b>
2.1	<i>Confirmation of the Minutes - Closed Session of the Ordinary Meeting of Council held on 20 January 2026.</i>	<i>THAT the Minutes of the Closed Session of the Ordinary Meeting of Council held on 20 January 2026 be confirmed.</i>
5.1	<i>General Managers Performance Criteria.</i>	<i>THAT the information be received.</i>

## 9. NOTIFICATION OF COUNCIL WORKSHOP(S) HELD

In accordance with the requirements of the Local Government (Meeting Procedures) Regulations 2025, the Agenda is to include details of any Council workshop held since the last meeting.

One workshop has been held since the last Ordinary Meeting. The workshop was held on the 3<sup>rd</sup> February 2026 at the Council Chambers, Bothwell commencing at 9.00 a.m.

**Attendance:** Mayor L Triffitt, Deputy Mayor J Allwright, Cr A Archer (attended from 11.40am), Cr R Cassidy (attended from 11.55am), Cr J Hall, Cr J Honner, and Cr S Triffett.

**Also in Attendance:** Stephen Mackey (General Manager), Katrina Brazendale (Executive Assistant), Paul West (River Road Consulting), Martin Farley (Creating Preferred Futures) and Damian Mackey (Planning Consultant).

**Apologies:** Cr Y Miller and Cr D Meacheam

The workshop focussed on the following items for discussion:

- Bus Services
- Hamilton Plains
- Ambulances Services
- Local Government Electoral Reform
- Inquiry Local Government Financial Reform
- Ellendale Sewerage
- Gretna Cricket Club new building
- Strategic Planning
- STRLUS Submission
- General Managers Performance Criteria

The workshop concluded at 12.55 p.m.

## 9.1 FUTURE WORKSHOP(S)

### PURPOSE

The purpose of the report is for Councillors to note the Council Workshop date(s).

The proposed next Council Workshop will be held on the following date.

10<sup>th</sup> March 2026 – Bothwell 9.00a.m.

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## 10. PUBLIC QUESTION TIME

In accordance with the *Local Government (Meeting Procedures) Regulations 2025*, the Council conducts questions by member of the public to enable members of the public to ask question on Council related matters.

### Questions by member of the public

- (1) The chairperson of an ordinary council meeting must ensure that, if required, at least 15 minutes of that meeting is made available for questions by members of the public.
- (2) A question asked by a member of the public under regulation 37 or 38, and the answer given to that question, is not to be debated at the ordinary council meeting.
- (3) A council is to determine any other procedures to be followed in respect of public question time at an ordinary council meeting.

### Questions without notice by member of the public

- (1) A member of the public may, on invitation by the chairperson of an ordinary council meeting, ask a question without notice at the meeting.
- (2) A public question without notice must relate to the activities of the council.
- (3) The chairperson of an ordinary council meeting may require a public question without notice to be –
  - a) put on notice in writing; and
  - b) answered at a later ordinary council meeting.

### Questions on notice by member of the public

- (1) A member of the public may, at least 7 days before an ordinary council meeting, give written notice to the general manager of a question to which the member of the public seeks an answer at the meeting.
- (2) A public question on notice must relate to the activities of the council.
- (3) The chairperson of an ordinary council meeting may address a public question on notice.
- (4) The period referred to in subregulation (1) includes Saturdays, Sundays and statutory holidays, but does not include –
  - a) the day on which notice is given under that subregulation; or
  - b) the day of the ordinary council meeting.

## 11. PETITIONS / DEPUTATIONS / PRESENTATIONS

### 11.1 PETITIONS

Nil

### 11.2 DEPUTATIONS

6.15 p.m. - Derwent Catchment Eve Lazarus and Aleida Williams

6.30 p.m. – Damian Mackey

### 11.3 PRESENTATIONS

Nil

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## 12. NOTICE OF MOTIONS

### PURPOSE

Under Regulation 19 of the Local Government (Meeting Procedures) Regulations 2025 relating to Motions on Notice. It states the following:

- (1) *A Councillor may give to the general manager, at least 7 days before a meeting, give written notice of a motion, together with supporting information and reasons, for the inclusion of the motion on the next meeting.*

### 12.1 NOTICE OF MOTION – CR R CASSIDY

#### **RESOLUTION 05/02.2026/C**

**Moved:** Cr R Cassidy

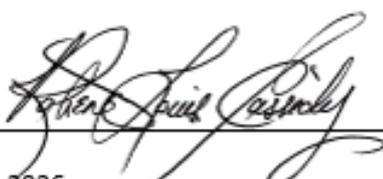
**Seconded:** Cr J Honner

**THAT** Central Highlands Council's Mayor Lou Triffitt and General Manager Stephen Mackey write to Elspeth Maroni, GM Department of State Roads and the Honourable Kerry Vincent, Minister for Infrastructure and Transport Minister to widen and straighten where possible the Highland Lakes Road, between Melton Mowbray and Bothwell, to allow regular commuters, tourists, the school bus, and other vehicles to safely pass oversized prime movers transporting wind farm components along the Highland Lakes Road.

Also, the patched section above Lower Marshes is subsiding, again and a permanent solution is required. All of this work should be undertaken and completed before wind farm construction begins or a workable solution found that will not inconvenience regular commuters, tourists, the school bus, and other vehicles for the next few years, during construction phase

**CARRIED****For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

<b>Date of Meeting:</b>	17 February 2026
<b>Councillor Name:</b>	Robert Cassidy
<b>Proposed Motion:</b>	<p>That Central Highlands Council's Mayor Lou Triffitt and General Manager Stephen Mackey write to Elspeth Maroni, GM Department of State Roads and the Honourable Kerry Vincent, Minister for Infrastructure and Transport Minister to widen and straighten where possible the Highland Lakes Road, between Melton Mowbray and Bothwell, to allow regular commuters, tourists, the school bus, and other vehicles to safely pass oversized prime movers transporting wind farm components along the Highland Lakes Road.</p> <p>Also, the patched section above Lower Marshes is subsiding, again and a permanent solution is required. All of this work should be undertaken and completed before wind farm construction begins or a workable solution found that will not inconvenience regular commuters, tourists, the school bus, and other vehicles for the next few years, during construction phase.</p>
<b>Background</b>	<p>Regular commuters, tourists, the school bus, and other vehicles cannot safely pass oversized prime movers transporting wind farm components along the Highland Lakes Road and are forced to pull off the Highland Lakes Road and the shoulders are soft and the embankment steep to do it safely.</p> <p>Further, regular commuters, tourists, the school bus, and other vehicles are forced to park on the roadside twenty to thirty minutes . . . regardless they will be late to work, school, medical and other appointments.</p> <p>The degraded patch is located at S42.419/E147.139</p>
<b>Signature:</b>	
<b>Date:</b>	31 January 2026

Notes:

See photos



The wind turbine blade lies partly on the road after the truck rollover near Bothwell.

Picture: TASMANIA POLICE



## 12.2 NOTICE OF MOTION – CR R CASSIDY

### RESOLUTION 06/02.2026/C

**Moved:** Cr R Cassidy

**Seconded:** Cr Y Miller

**THAT** the Central Highlands Council’s Mayor Loueen Triffitt and General Manager Stephen Mackey discuss with Council and Council Employees the concerns raised in the Tasmania Integrity Commission “Local Government Gifts and Donations Consultation paper”, dated 2 February 2026.

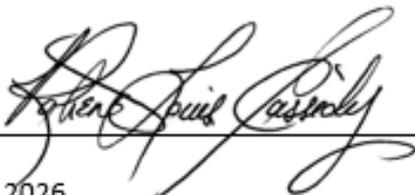
- a) Review Gifts and Donations Policy;
- b) Review and complete Gifts and Donations monthly register, individually;
- c) Council address each of the 13 questions raised and make a submission; and
- d) Give assurances to the Honourable Minister for Local Government, Director of Local Government and the Integrity Commission that Central Highlands Council is fully compliant, #1 with current legislative requirements and the intentions of the Commission “Local Government Gifts and Donations Consultation paper”, dated 2 February 2026, going forward.

**CARRIED**

#### **For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffitt

**Attachment** – [Local Government Gifts Donations Consultation Paper](#)

<b>Date of Meeting:</b>	17 February 2026
<b>Councillor Name:</b>	Robert Cassidy
<b>Proposed Motion:</b>	<ul style="list-style-type: none"> <li>• That Central Highlands Council's Mayor Lou Triffitt and General Manager Stephen Mackey discuss with Council and Council Employees the concerns raised in the Tasmania Integrity Commission "Local Government Gifts and Donations Consultation paper", dated 2 February 2026.</li> <li>• Review Gifts and Donations Policy.</li> <li>• Review and complete Gifts and Donations monthly register, individually.</li> <li>• Council address each of the 13 questions raised and make a submission.</li> <li>• <u>Give</u> assurances to the Honourable Minister for Local Government, Director of Local Government and the Integrity Commission that Central Highlands Council is fully compliant, #1 with current legislative requirements and the intentions of the Commission "Local Government Gifts and Donations Consultation paper", dated 2 February 2026, going forward.</li> </ul>
<b>Background</b>	The Tasmania Integrity Commission has released the "Local Government Gifts and Donations Consultation paper", dated 2 February 2026
<b>Signature:</b>	
<b>Date:</b>	3 February 2026
<b>Notes:</b>	Refer to the Tasmania Integrity Commission "Local Government Gifts and Donations Consultation paper", dated 2 February 2026 (attached)

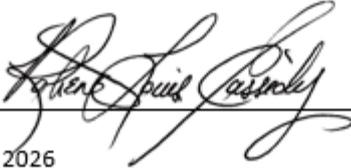
**12.3 NOTICE OF MOTION – CR R CASSIDY****THE MOTION WAS WITHDRAWN****Moved:** Cr R Cassidy**Seconded:**

**THAT** Central Highlands Council's Mayor Lou Triffitt and General Manager Stephen Mackey communicate to Department of State Roads, GM Elspeth Moroni to:

- a. Install a 40 km/h Speed Limit sign on either side of the “shopping precinct”;
- b. The shopping precinct is bounded by the entry to Bothwell Medical Centre (Archer Drive S42.384361, E147.008980) to the East and the Bothwell Post Office to the West (S42.383993, E147.006567); and
- c. A pedestrian Zebra Crossing should be painted from the footpath adjacent to St Michael's All Angels Church, on the corner of Patrick Street and Market Place, directly across to the corner of Patrick Street and William Street corner.

**CARRIED****For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacham and Cr S Triffitt

<b>Date of Meeting:</b>	17 February 2026
<b>Councillor Name:</b>	Robert Cassidy
<b>Proposed Motion:</b>	<ul style="list-style-type: none"> <li>• That Central Highlands Council’s Mayor Lou Triffitt and General Manager Stephen Mackey communicate to Department of State Roads, GM Elspeth Moroni to:</li> <li>• Install a 40 km/h Speed Limit sign on either side of the “shopping precinct”.</li> <li>• The shopping precinct is bounded by the entry to Bothwell Medical Centre (Archer Drive S42.384361, E147.008980) to the East and the Bothwell Post Office to the West (S42.383993, E147.006567).</li> <li>• A pedestrian Zebra Crossing should be painted from the footpath adjacent to St Michael’s All Angels Church, on the corner of Patrick Street and Market Place, directly across to the corner of Patrick Street and William Street corner.</li> <li>• See Google Maps view, page 2</li> </ul>
<b>Background</b>	We must consider future road safety and the safety of pedestrians, as well as for the School Bus Stop.
<b>Signature:</b>	
<b>Date:</b>	5 February 2026



**RESOLUTION 07/02.2026/C****Moved:** Cr D Meacheam**Seconded:** Cr R Cassidy**THAT** standing orders be suspended.**CARRIED****For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

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*Eve Lazarus and Aleida Williams attended the meeting at 6.25 p.m. to discuss the Derwent Catchment Project and left the meeting at 6.46 p.m.*

*Damian Mackey (Planning Consultant) attended the meeting at 6.30 p.m.*

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**RESOLUTION 08/02.2026/C****Moved:** Cr R Cassidy**Seconded:** Cr J Honner**THAT** Item 20.2 be brought forward on the agenda.**CARRIED****For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

**RESOLUTION 09/02.2026/C****Moved:** Cr A Archer**Seconded:** Cr Y Miller**THAT** standing orders be resumed.**CARRIED****For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

## 20.2 COUNCIL SUBMISSION: DRAFT SOUTHERN TASMANIAN REGIONAL LAND USE STRATEGY.

### RESOLUTION 10/02.2026/C

**Moved:** Cr R Cassidy

**Seconded:** Cr J Honner

**THAT** Council endorse and submit the enclosed submission to the Draft Southern Tasmania Regional Land Use Strategy (STRLUS).

**CARRIED**

#### **For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffitt

**REPORT BY** Damian Mackey, Planning Consultant

**Attachments** - Proposed Council Submission and Niche Consultancy – Comments re: Structure Plans.

#### **LINK**

Draft Southern Tasmanian Regional Land Use Strategy:  
<https://shapingtasmania.com.au/southern-region>

#### **PURPOSE**

The purpose of this report is consider and endorse a submission to the Draft Southern Tasmania Regional Land Use Strategy (STRLUS).

#### **BACKGROUND**

The Southern Tasmania Regional Land Use Strategy (STRLUS) is intended to be a medium-term plan to facilitate and manage change, growth, and development, whilst protecting natural values and managing risks, within Southern Tasmania to 2046.

Section 5A of the *Land Use Planning and Approvals Act 1993* provides for the making of Regional Land Use Strategies. All planning scheme amendments are required to align with these strategies

Since the preparation of the first STRLUS in 2010, the Southern Tasmanian region has experienced significant population growth and new economic and social conditions are driving change. Most significantly, the Housing Crisis has deepened.

There have also been changes to the Tasmanian planning framework including the introduction of state-wide Tasmanian Planning Scheme and, recently, the declaration of a suite of Tasmanian Planning Policies (which come into effect in July 2026.)

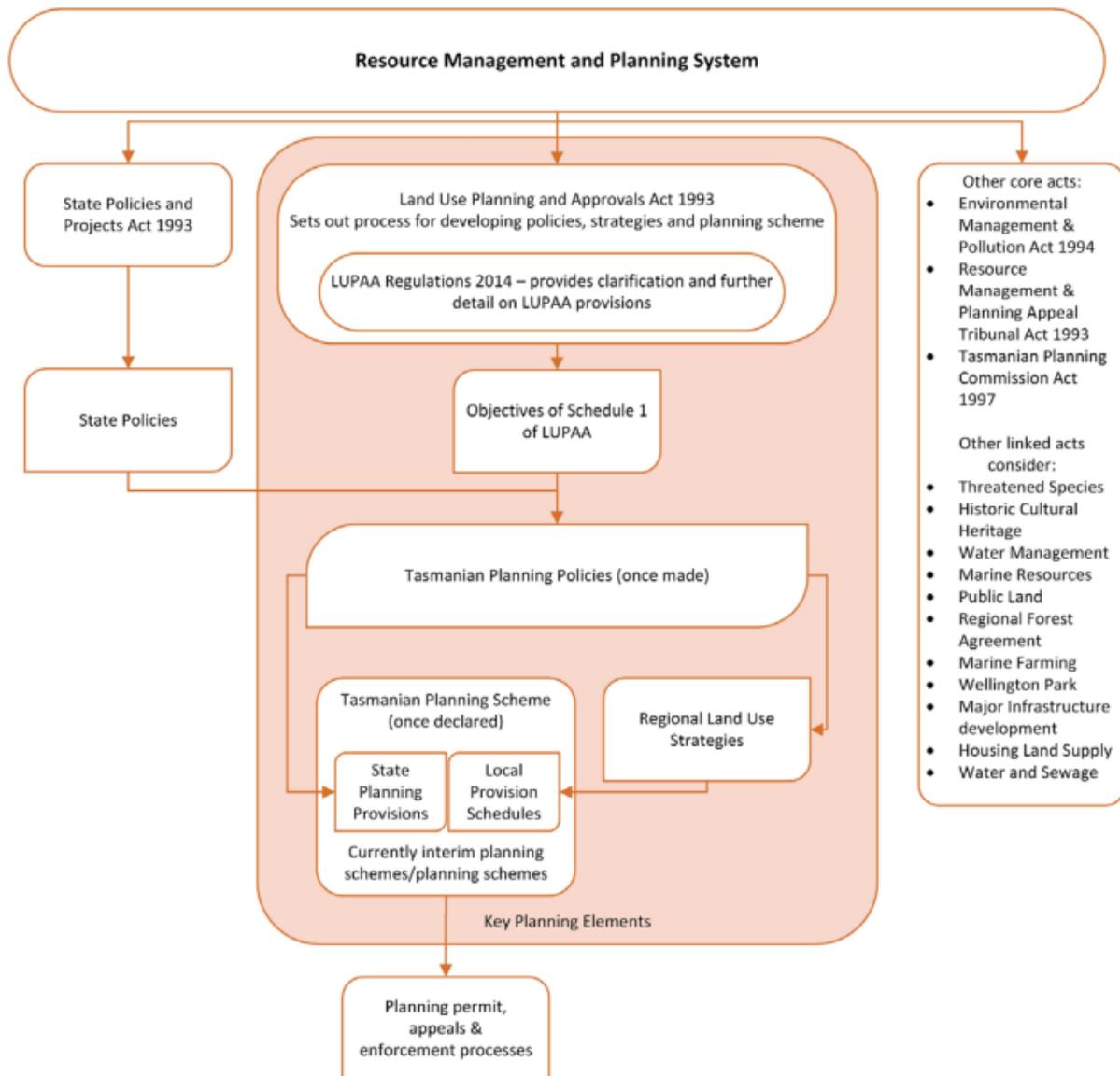
In the context of these changes, the Tasmanian Government and the 12 Southern Councils committed to conduct a comprehensive review of the 2010 STRLUS. In February 2023, a Steering Committee was established consisting of State Planning Office representatives and several Mayors and General Managers of southern Councils. In August 2023, a Regional Planning Coordinator was appointed. This position was responsible for working with the Southern Councils, the State Planning Office, infrastructure providers and State Agencies to coordinate the development of an updated STRLUS.

In early 2025 the Steering Committee was disbanded and the Regional Planning Coordinator role ceased. The State Government, through the State Planning Office, assumed full control.

In November 2025 a draft was released for comment with a deadline of the 22<sup>nd</sup> of February. Councils have been allowed an extension of time to February 27 to enable submissions to be go through February Council meetings.

**REGIONAL LAND USE STRATEGIES WITHIN THE PLANNING SYSTEM**

Each of the three regions in Tasmania has a Regional Land Use Strategy, all developed around 2010-2011. They play a key role in Tasmania’s planning system, known as the *Resource Management and Planning System*:



All three regions are now embarking on projects to review their existing Regional Land Use Strategies.

The initial intention was that they would be reviewed every five years. However it has now been 15 years and the current review process is therefore considered long overdue.

The southern region is somewhat ahead of the north and northwest regions in the review process.

**COUNCIL SUBMISSION**

Attached is the proposed Council submission for consideration and endorsement.

Included are issues of concern submitted by Council during 2024 that remain unaddressed. These have been added to through consideration of the Draft STRLUS in an officer-level workshop and then through an elected member workshop. In addition, the planning consultants appointed by Council to develop Structure Plans for the towns of Bothwell, Hamilton and Ouse have provided the comments which are proposed to form an addendum to Council's broader submission.

In summary, the Draft STRLUS raises significant concerns. These are especially acute for rural councils as the document is biased towards growth in Greater Hobart and misunderstands the role rural communities play in contributing to the economic prosperity of all Tasmanians.

Key points are:

**1. No Acknowledgment of the Housing Crisis.**

The Draft STRLUS is silent in regard to the Housing Crisis, which is the worst it has been in a century and would appear to be the most important issue to most members of the community. The existence of the Housing Crisis is also not acknowledged in the new Tasmanian Planning Policies, which is equally startling.

The 'business as usual' approach to our housing supply system embedded within the Draft STRLUS is a major flaw.

**2. No Mention of Tasmania's Housing Target Under the National Housing Accord.**

Australia has set a nominal housing target under the National Housing Accord. Whilst this may be aspirational, it is important to acknowledge this target if we are to address the Housing Crisis. Tasmania is currently achieving only 51% of this target and the Draft STRLUS should, at the very least, name it as a goal.

**3 A Passive Acceptance of Demographic Projections and a Lack of Aspirational Planning**

Population and demographic projections claim that, over the next 25 years:

- Tasmania's population growth will slow down.
- Tasmania's population will age significantly .

Instead of passively accepting thus future, we should take the demographers' projections as a call to action.

Strategic land use planning does not have to be passive and reactive. It can be – and should be – proactive and aspirational. Tasmania can choose to aim to change the future from what it would otherwise be.

**4 Confusing Past Supply with Past Demand**

A critical flaw in the Draft STRLUS is in adopting past housing growth as a proxy for demand - when the region has under-supplied housing for decades.

**5 Maintaining an Unrealistic View of the Residential Land Supply Industry**

Land developers do not line up to subdivide on time and in sequence in an orderly fashion, and market forces act to set prices. Our strategic planning system has to account for these facts.

## **6 Ignoring Future Climate Change Driven Immigration**

The Draft STRLUS does not acknowledge that climate change-induced immigration to Tasmania will accelerate over coming decades. This additional increase in future demand will exacerbate the Housing Crisis if we do not act to increase supply now.

## **7 A Flawed Concept of Settlement Growth Boundaries.**

The Settlement Growth Boundary (SGB) concept within the STRLUS is mis-construed and is not fit for purpose. It is short-sighted, focussing only on the next land to be rezoned for residential use.

## **8 Unnecessarily Micro-Managing Rural Communities and Regional Towns**

The Draft STRLUS endeavours to direct local-level outcomes for matters that have no regional strategic planning implications, thereby unreasonably restricting growth and economic development initiatives. It presumes to know everything at the local level, both current and future. This will hamper revitalisation efforts by local communities and their Councils, and limit future economic prosperity.

## **9 Absence of Aspirational Social-Economic Planning**

The Draft STRLUS is focussed on the status quo and is purged of practical aspirational thinking.

## **10 Incorrect Definition of the Aboriginal Community.**

The Draft STRLUS states that the only members of the Tasmanian Aboriginal community are those descend from members of the Northeast Nation and that no others survived European colonisation. This statement is not supported.

## **NEXT STEPS**

Following the close of submissions, the State Planning Office and the Minister for Planning will assess the submissions and determine if any changes are warranted. The advice of the Tasmanian Planning Commission (TPC) will then be sought. The TPC may choose to hold public hearings to which those who made submissions would be invited. It will then provide advice back to the Minister / State Planning Office regarding any changes it may consider appropriate. Finally, the Minister will determined and approval the final form of the STRLUS. This might be towards the end of 2026.

## **FINANCIAL**

There are no direct funding implications beyond Council officer involvement in representing Council at any TPC public hearings.

Broader financial impacts on Council and the community are likely to arise from the Draft STRLUS's bias towards growth within Greater Hobart and unnecessary restrictions on rural communities.

**12.4 NOTICE OF MOTION – CR D MEACHEAM**

**RESOLUTION 11/02.2026/C**

**Moved:** Cr D Meacheam

**Seconded:** Cr R Cassidy

**THAT** Council notes advice below of the work of the Better Politics Foundation

**CARRIED**

**For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffitt

<b>Date of Meeting:</b>	February 17, 2026
<b>Councillor Name:</b>	David Meacheam
<b>Proposed Motion:</b>	That Council notes advice below of the work of the Better Politics Foundation.
<b>Background Details:</b>	<p>The non-partisan Better Politics Foundation is newly established in Australia, after notable success in the UK and Ireland. The work of the Foundation is a response to the increasingly antagonistic political systems within so many democratic societies, marked in the UK by the tragic killings of MP’s Jo Cox and Sir David Amess.</p> <p>In Australia the Foundation is headed up by <b>Professor Patrick McGorry OAM</b>, supported at the Federal level by the <b>Milton Dick</b>, Speaker of the House of Representatives, with MP’s <b>Allegra Spender and Helen Haines</b>. At the State level the ‘champions’ are <b>Ruth Forrest</b>, MLC, Deputy President of the Legislative Council, and <b>myself</b>. Our work is to improve the tone of politics at all levels, and support the mental wellbeing of elected reps and staff. We are just at the launch stage of the Foundation now. You can read further of our work at <a href="https://www.betterpolitics.foundation/better-politics-study-australia">https://www.betterpolitics.foundation/better-politics-study-australia</a></p> <p>The Foundation still has <u>open</u> a survey gauging the experiences and views of politicians at all levels. To date we’ve had 250+ responses, better than the response out of the UK and Ireland. We are also keen to expand the number of ‘champions’ for the Foundation at the local government level.</p> <p>Rather than my seeking support for the work of the Foundation through contacting the handful of mayors I know, I privately approach Dion Lester, CC’ing Mayors Duniam and Wriedt, asking that LGAT:</p> <ul style="list-style-type: none"> <li>• Promote the work of the Foundation.</li> <li>• Invite mayors and councillors across the State to respond to the survey at <a href="https://www.surveymonkey.com/r/SCHVVHC">https://www.surveymonkey.com/r/SCHVVHC</a></li> </ul> <p>I urge fellow councillors to complete the survey via the Surveymonkey link given above and consider how they might work to improve the civility and inclusiveness of our practices, with renewed attention to the progress of our communities.</p>
<b>Signature:</b>	<i>David Meacheam</i>
<b>Date:</b>	5/2/2026

**12.5 NOTICE OF MOTION – CR D MEACHEAM****RESOLUTION 12/02.2026/C****Moved:** Cr D Meacheam**Seconded:** Cr Y Miller

**THAT** media outlets fully or partly funded by Council must not be used to promote the interests of individual elected members. This motion recognizes self-promotion content that individual Council members have individually paid for are the appropriate means for such promotion.

**CARRIED 6/3****For the Motion**

Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr Y Miller and Cr D Meacheam

**Against the Motion**

Mayor L Triffitt, Cr J Honner and Cr S Triffitt

<b>Date of Meeting:</b>	February 17, 2026
<b>Councillor Name:</b>	David Meacheam
<b>Proposed Motion:</b>	That media outlets fully or partly funded by Council must not be used to promote the interests of individual elected members. This motion recognizes self-promotion content that individual Council members have individually paid for are the appropriate means for such promotion.
<b>Background Details:</b>	Recent instances have arisen of social media being used to advance the interests of a single elected member. Council contributes \$15,000 pa in support of the Online Access Centre and the Highlands Digest.
<b>Signature:</b>	<i>David Meacheam</i>
<b>Date:</b>	10/2/26

**13. COUNCIL ACTING AS A PLANNING AUTHORITY PURSUANT TO THE LAND USE PLANNING AND APPROVALS ACT 1993 AND COUNCIL'S STATUTORY LAND USE PLANNING SCHEME**

Nil

**14. ORDINARY COUNCIL MEETING RESUMED****NOT REQUIRED**

## 15. MONTHLY MAYORAL AND ELECTED MEMBERS ACTIVITY

### RESOLUTION 13/02.2026/C

**Moved:** Cr Y Miller

**Seconded:** Cr R Cassidy

**THAT** the Council notes the Mayoral and Elected Members Activities.

**CARRIED**

#### **For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffitt

#### **IMPLICATIONS AND FINANCIALS**

<b>Strategic Plan</b>	6.2 Ensure that Council members have the resources and skills development opportunities to effectively fulfil their responsibilities
<b>Council Policy</b>	Councillor Code of Conduct Policy
<b>Legislative Context</b>	Local Government Act 1993 Local Government (General) Regulations 2025 Local Government (Model Code of Conduct) Order 2024
<b>Consultation</b>	The community and stakeholders.
<b>Impact on Budget/Resources</b>	Not applicable.
<b>Risk</b>	Allocations for Councillor Conference attendance are included in the operational budget.

#### **PURPOSE**

This report aims to provide an overview of the Mayor and Elected Member's monthly activities.

#### **BACKGROUND**

The Mayor and Elected members can provide an activity report each month summarising any civic events they attend.

#### **DISCUSSION**

The Mayor and Elected Members represent the council at public and civic events and are the political interface between other bodies, governments, and the Council. In accordance with the Local Government Act 1993, the Mayor is designated as the spokesperson for the Council as well as a representative for the Council on regional organisations and at intergovernmental forums at regional, state, and federal levels. Reports below are provided outside the general functions of a Councillor, whereby Councillors meet with ratepayers and attend workshops.

#### ***Mayor Loueen Triffitt***

20 January 2026      Ordinary Council Meeting (Hamilton)  
26 January 2026      Australia Day Presentations (Bothwell)  
3 February 2026      Council Workshop (Bothwell)

- Business of Council – **15**
- Ratepayer and community members – communications - **4**
- Elected Members - communications - **23**
- Council Management communications - **10**
- Legal Communications - **0**

**Deputy Mayor J Allwright**

20 January 2026 Ordinary Council Meeting (Hamilton)  
 26 January 2026 Australia Day Presentations (Bothwell)  
 3 February 2026 Council Workshop (Bothwell)

**Cr A Archer**

20 January 2026 Ordinary Council Meeting (Hamilton)  
 26 January 2026 Australia Day Presentations (Bothwell)  
 3 February 2026 Council Workshop (Bothwell)

**Cr R Cassidy**

20 January 2026 Ordinary Council Meeting (Hamilton)  
 23 January 2026 met with UTAS Professor of Astronomy, Dr Karelle Siellez, regarding Dark Sky Reserve in Central Highlands  
 23 January 2026 emailed Hobart Lord Mayor Anna Reynolds and King Trailer introduction of UTAS Professor of Astronomy, Dr Karelle Siellez, regarding Dark Sky, at her request  
 26 January 2026 Australia Day Presentations (Bothwell)  
 29 January 2026 submitted a list I developed of Dark Sky Stakeholders to Damian Mackey.  
 29 January 2026 I met with the Honourable Minister Guy Barnett, at his invitation, to discuss matters of significance to Central Highlands municipality, including Dark Sky Reserve and tourism opportunities, as well as matters regarding State and Federal significance.  
 30 January 2026 submitted a list I developed of Dark Sky Stakeholders to Honourable Minister Guy Barnett's staff  
 30 January 2026 submitted Submission to Local Government regarding Electoral Reform  
 2 February 2026 I made a Submission to State Planning Office and Honourable Minister for Planning, Kerry Vincent, regarding Southern Tasmania Regional Land Use Strategy.  
 3 February 2026 Council Workshop (Bothwell)  
 4 February 2026 communication with Hobart Lord Mayor Anna Reynolds regarding Dark Sky  
 5 February 2026 communication from Honourable Minister for Planning, Kerry Vincent, regarding Southern Tasmania Regional Land Use Strategy

**Cr J Hall**

20 January 2026 Ordinary Council Meeting (Hamilton)  
 26 January 2026 Australia Day Presentations (Bothwell)  
 28 January 2026 Bush Watch Meeting (Westerway)  
 3 February 2026 Council Workshop (Bothwell)

**Cr J Honner**

20 January 2026 Ordinary Council Meeting (Hamilton)  
 26 January 2026 Australia Day Presentations (Bothwell)  
 3 February 2026 Council Workshop (Bothwell)

**Cr D Meacheam**

20 January 2026 Ordinary Council Meeting (Hamilton)  
 26 January 2026 Australia Day Presentations (Bothwell)

**Cr Y Miller**

26 January 2026 Australia Day Presentations (Bothwell)

**Cr S Triffett**

20 January 2026 Ordinary Council Meeting (Hamilton)  
 26 January 2026 Australia Day Presentations (Bothwell)  
 3 February 2026 Council Workshop (Bothwell)

**15.1 MAYORAL GOVERNMENT DEPARTMENTS, GOVERNMENT AGENCIES AND PARLIAMENTARY MEMBERS LETTERS AND ANNOUNCEMENTS**

**RESOLUTION 14/02.2026/C**

**Moved:** Cr D Meacheam

**Seconded:** Cr R Cassidy

**THAT** the Information be received.

**CARRIED**

**For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffitt

**REPORT BY** Stephen Mackey, General Manager



11 February 2026

Ms Vicki Brady  
Managing Director and CEO  
Telstra Corporation Pty Ltd  
Level 41  
242 Exhibition Street  
Melbourne, VIC 3000

Dear Ms Brady

#### **Pelham Telstra Tower Co-Investment Funding**

Firstly, Council wishes to thank you for your patience regarding the funding you seek for the installation of the Telstra tower at Pelham in the Central Highlands.

You are no doubt aware of the reasons for this delay, that being the lack of performance from this tower for mobile coverage along the Lyell highway. At a meeting with Telstra's Mr Michael Patterson, Council admitted that there was an expectation the tower would provide additional coverage of about 7 to 8 kilometres along the Lyell Highway. However, this only achieved about 20% of that proposed coverage.

After receiving a curt response from Mr Paterson who informed us that as the Lyell Highway coverage was not included in the contract for the co-contribution for this tower, Council was now required to make good on the contractual agreement.

Council informed Mr Patterson that we were of the view that the Federal Minister for Communication provided the grant funding under the Mobile Black Spot Funding Programme, for this tower, clearly believing there would be an improvement in service along the Lyell Highway from this installation.

This was communicated to Telstra, and we now have the response from the Minister stating in part as follows:

Administration & Works & Services  
Tarleton Street Tel: (03) 6286 3202  
Hamilton, Tasmania 7140

Development & Environmental Services  
Alexander Street Tel: (03) 6259 5503  
Bothwell, Tasmania 7030 Fax: (03) 6259 5722

website [www.centralhighlands.tas.gov.au](http://www.centralhighlands.tas.gov.au)

"In respect of the comments you report from Telstra, you are correct to say the highway coverage was envisaged in the awarding of funding for the project.

If you are concerned the project has not met Council's expectations when co-funding this project, based on your engagement with local Telstra representatives, you may wish to raise this at a more senior level within Telstra."

Another step was also proposed in the letter, but we would prefer attempting to get a resolution by communicating with you for a more beneficial outcome for our ratepayers.

Council's decision is to withhold or defer payment until either:

- The works are carried out to our satisfaction, in terms of the improved coverage on the Lyell Highway.
- Or, new works are undertaken elsewhere that meet the level of performance expected when the Federal Government and Council committed to the funding.

If these upgrades are not possible then Council urgently seek Telstra confirmation that they will not continue to seek the co-funding for this tower from Council.

Following the above confirmation, Council will be happy to discuss making this amount available for another tower in the lakes area of the Central Highlands.

We hope that Council pursuing this with the Federal Minister for Communications will strengthen support in the development of an improved mobile phone network in the Central Highlands.

Yours sincerely



Stephen Mackey  
General Manager

3<sup>rd</sup> February 2026

Inquiry into Local Government Sustainability  
Committee Secretary  
House of Representatives Standing Committee on Regional Development,  
Infrastructure and Transport.

By email: [www.aph.gov.au/Committee/Submissions](http://www.aph.gov.au/Committee/Submissions).

### **Inquiry into Local Government Sustainability**

#### **RATING OF WIND AND SOLAR FARMS AND RATE EQUIVALENT PAYMENTS**

Currently rural councils in Tasmania are disadvantaged in four ways by the State Government:

- The first relates to the payment of rates by owners and operators of wind and solar farms. Tasmania state government has not yet legislated for the PiLoR (Payment in Lieu of Rates) approach, as exists or subject to implementation in mainland states.
- The Valuation Division has undertaken a review of the relevant codes for the rating of these but the process to have revaluations undertaken is very slow.
- We also find that the owners of crown land are allowing commercial activities such as motel complexes to be built or operated as commercial enterprises on their land, and then through a lease agreement, provide these commercial activities with a competitive advantage over similar developments, by the inclusion of an exemption for rating. This is in no way compliant with national competition principles.
- With the loss of income from the rate equivalent payments made by Hydro-Electric Corporation to the State government, small rural councils are further disadvantaged.

This matter has been the subject of a motion to a Local Government Association of Tasmania general meeting and has also been communicated to the relevant government agency, but to date no action has been commenced.

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**Provision of medical services rural areas**

Many rural councils are burdened with the cost of helping to provide medical services in their municipal area. The Central Highlands Council currently has a contract with a medical provider so that a medical service can exist in Bothwell. For this we pay a substantial contract payment, plus the provision of a council residence at no cost.

We are also charged with providing a residence for the use by Ambulance Tasmania to house the paramedics who provide the service from Ouse. Ambulance Tasmania is part of Tasmania Health Service. Shouldn't they be paying for accommodation?

Councils are also currently charged with having to make substantial contributions to the Local SES for the purchase of vehicles and for operational equipment. This is in the process of changing and will require local government to hand over free of charge all vehicles and equipment. We will still need to make an annual monetary contribution in the order of \$10,000. These are State services.

**Library Services and online access centres**

The State government is currently in the process of transferring the provision of online access centres to councils. This may not seem significant but in some rural areas there may be several facilities. The Government will provide some ongoing funding on transfer, not indexed, for the continuation of the service for possibly 5 years, but after that it will have to be funded by ratepayers. Councils will have to budget for on-going maintenance and utilities charges for these facilities.

**Bus Services**

Rural communities who have minimal medical services means many residents must travel long distances to major cities to access medical care. Some medical conditions or procedures will not allow them to drive. Many of these older residents are not confident driving the distance to and from Hobart or returning in the dark on rural roads or driving in city traffic, especially during rush hours. Therefore, a bus is their only option.

In former times, Miena through Bothwell to Hobart had a bus service that ran more than 75 years, but was suspended, resulting in more commuter traffic and congestion in the metropolitan areas. In recent times, the twice a week service for two of our townships has been reduced to once per fortnight. We have now been advised that if we wish this to return to the two days per fortnight we will have to pay.

Further enquiries were made about the use of the school bus run by our elderly residents in an endeavour to have a more viable service to cater for their medical and social needs. This option we were advised is not permissible as it is for school students only, though previously it was acceptable for students of all ages to travel on the bus service.

### **Heavy Vehicle Registration Fees**

This has been set at \$1.5 million, since its inception. The Tasmania State government have this year increased the payment to \$3.5 million but, have stated that it is for one year only.

### **Grants Federal and State**

Most of these grants are disbursed on a competitive basis meaning small councils must compete with the large city councils, that have significantly more staff to research and process these applications. It would appear to be a better process if the grants were split so that there were allocations for large city councils, medium sized councils and small councils, giving all a chance to obtain funding.

### **Grants Commission Methodology**

The State Grants Commission has been attempting to make the methodology used for the calculation of the grants to local government more understandable, to no avail.

The only thing that has been fully understood is the complete lack of funding provided to the relevant state grants commission by the federal government. It appears that this funding has been reducing over the years and that it is well short of the necessary 1% of Federal revenues.

The State Grants Commission has made a change to the methodology for the residential population. That being a change by calling it a "service population", which includes a percentage for non- residents (holiday homeowners), which is now being phased in.

There should also be a calculation to cover loss of income, from exempt properties. By this I mean not only; those exempt under section 87 of the Local Government Act 1993, but also those exempt as they are owned by the Government, such as government business enterprises or commercial developers who have a lease agreement to occupy crown land and who are provided an exemption from the payment of rates within the crown lease.

While councils are often best positioned to deliver many public services with their local knowledge and understanding, they are not funded sufficiently to do so.

This fact has been acknowledged by the current Federal Government, who made an election commitment to provide 'fair increases' to Financial Assistance Grants, recognising the key role Federal Assistance Grants play in supporting a sustainable local government sector. This is long overdue, as over the past 30 years Financial Assistance Grants have slipped from 1 percent of Commonwealth taxation revenue, to just half of one per cent. This decline has been most strongly felt in regional, rural and remote councils, where Financial Assistance Grants often make up a much higher component of their annual operating revenue. It seems perverse that this decline in Federal Assistance Grants has occurred in the period when the range of services delivered by councils because of cost shifting from higher levels of government and changing community expectations has proportionally grown.

It is critical that this inquiry recommends that the untied and non-competitive funding be restored to at least one per cent of Commonwealth taxation revenue.

Yours faithfully



Stephen Mackey  
General Manager

central  
highlands  
COUNCIL



29 January 2026

The Hon. Madeleine Ogilvie MP  
Minister for Innovation, Science and the Digital Economy  
15 Murray Street  
Hobart TAS 7000

Dear Minister,

### **Mobile Communications in the Central Highlands**

Council is heartened to hear that you as the Minister responsible for the digital economy have advocated for the Australian Government and Telstra to deliver improved services to those regions, and to provide solutions for the constrained network capacity issues.

Telstra, as you have pointed out, has undertaken upgrades in the Central Highlands areas of Miena, Liawenee, Steppes, Reynolds Neck and Brandum, but this has only provided a capacity increase not any expansion to the service delivery area.

The only way we can, as a small council press for greater coverage is with, you're continued support as Minister to help us negotiate with the Australian Government and Telstra for better mobile and NBN services in these remote areas of Tasmania.

To achieve this council would be greatly appreciative if you can make yourself available to meet Mayor Triffitt and Central Highlands councillors to develop a co-ordinated strategy for substantial improvement to mobile phone and NBN services in the Central Highlands.

Yours sincerely



Stephen Mackey  
General Manager

Administration & Works & Services  
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Hamilton, Tasmania 7140

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29 January 2026

The Hon. Bridget Archer MP  
Minister for Health, Mental Health and Wellbeing  
GPO Box 123  
Hobart TAS 7001

Dear Minister,

### **Health Services Ouse District Hospital**

Central Highland Council has been pursuing with the Deputy Premier The Hon. Guy Barnett MP the provision of a medical practitioner at the Ouse District Hospital. This facility has not operated for some years, even though Council, has continued to pursue, having a doctor stationed at the Hospital.

The last conversation with the Deputy Premier Guy Barnett was in August last year (2025) when we were promised that within six (6) Months a doctor would be operating from this facility, but on a part time basis.

Council was also informed that the Government was in the process of advertising for a nurse practitioner. We understand that this position was advertised but no information on the outcome has been reported to Council.

Can you provide clarification to us that a doctor was interested but apparently after meeting with some opposition from Department of Health Services, (who own the Hospital site) this doctor is now looking at other options elsewhere.

It is vitally important for the Ouse community and surrounding towns this with many of our elderly needing health care on a permanent basis are provided with the promised GP we urgently require.

Another issue in this ageing community, is that a new government contract with Area Connect and Kinetic bus services have now reduced for Ouse and Bothwell from two (2) days per week to one (1) day per fortnight.

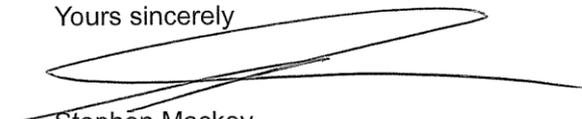
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Based on the above it is now urgent that we meet with you and representative from the Department of Health Services to progress the reinstatement of these essential services to our community.

Yours sincerely



Stephen Mackey  
General Manager

### **Options for a bus service for Bothwell and Ouse**

#### **Options to be considered are as follows:**

Ouse to Hamilton to New Norfolk 2 Days per week 7.30 am leaving New Norfolk 3.00 pm  
Ouse to Ellendale to New Norfolk 2 days per week 7.30 am leaving New Norfolk 5.00pm

Bothwell to New Norfolk 2 Days per week 7.30 am leaving New Norfolk 5.00 pm  
Bothwell to Hobart 2 Days per week 7.30 am leaving Hobart 3.00pm

It is proposed that the bus runs from Ouse to New Norfolk could also use utilise the current bus service from New Norfolk to Hobart and return to New Norfolk to catch the 3.00 pm bus.

For the operation of the above services, we suggest using 24-seater buses.

Another option could be a to utilise the current bus service from New Norfolk 4 Days per week leaving Bothwell at 7.30 am travelling to Hamilton (as a bus depot for the pickup of residents from Hamilton Ose and Ellendale) located outside the Hamilton Office then travel to New Norfolk. The return service would leave New Norfolk at 4.30 pm.

**15.2 GENERAL MANAGERS ACTIVITIES FOR JANUARY AND FEBRUARY 2026****RESOLUTION 15/02.2026/C****Moved:** Cr R Cassidy**Seconded:** Cr J Honner**THAT** the Information be received.**CARRIED****For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffitt

**REPORT BY** Stephen Mackey, General Manager

<b>Date</b>	<b>Details</b>
5 January 2026	Meeting John Stephenson Hamilton Inn with Damian Mackey
8 January 2026	Meeting Katrina Brazendale and Zeeshan Tauqeer
13 January 2026	Meeting with Staff on the Gretna Recreation Ground Development
20 January 2026	Council Meeting
22 January 2026	Meeting regarding Ouse River Bridge Replacement, Catch up meeting with the Consultants regarding the Childcare report.
26 January 2026	Australia Day Awards
27 January 2026	Meeting with the Mayor and a resident from Hamilton Plains Road regarding boom gates etc, Monthly Catchup meeting with Bec Whites Executive Officer, Future Made in Australia and Stylus Catch up Meeting.
28 January 2026	Meeting with representative of the Osterley Church regarding the future use of the cemetery
29 January 2025	Meeting with the Deputy Premier to discuss Medical Service Bus Services, Road Upgrades Child Care Road Upgrades Neighbourhood House Ouse School Mobile Phone services Mienna, Workshop with Paul West re KPI for General Managers Performance Review.
30 January 2026	STCN (Southern Tasmanian Councils Network) General Managers Meeting Hobart.
2 February 2026	Meeting with Martin Farley regarding the review of the Strategic plan for discussion with Council.
3 February 2026	Council Workshop
4 February 2026	Strategic Plan reporting meeting with Martin Farley
10 February 2026	Meeting with the Mayor and Nadine Cove regarding the Hamilton Bi - Centennial, Meeting with Damian Mackey and ReCFIT regarding Pilot Project community funding and developing an MOU.
11 February 2026	TasWater Briefing
12 February 2026	Meeting with Representatives of Primary Health regarding Health Care in the Central Highlands
16 February 2026	Audit Panel Meeting
17 February 2026	Finance Committee Meeting, Council Meeting

## 16. OPERATIONAL MATTERS ARISING (STRATEGIC THEME – COMMUNITY WELL-BEING)

### Build capacity to enhance community spirit and sense of wellbeing

- 1.1 Continue to upgrade existing public open spaces and sporting facilities and encourage community use
- 1.2 Advocate for improved health, education, transport and other government and non-government services within the Central Highlands
- 1.3 Continue to strengthen partnerships with all tiers of government
- 1.4 Support and encourage social and community events within the Central Highlands
- 1.5 Provide support to community organisations and groups
- 1.6 Foster and develop an inclusive and engaged community with a strong sense of ownership of its area
- 1.7 Foster and support youth activities in the Central Highlands

### 16.1 HEALTH AND WELLBEING PLAN 2020-2025 – MONTHLY PROGRESS REPORT

#### RESOLUTION 16/02.2026/C

**Moved:** Cr J Honner

**Seconded:** Cr S Triffett

*THAT the Health and Wellbeing report be received.*

**CARRIED**

#### **For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacham and Cr S Triffett

#### IMPLICATIONS AND FINANCIALS

<b>Strategic Plan</b>	1.5 Provide support to community organisations and groups
<b>Council Policy</b>	Health & Wellbeing Plan 2020-2025
<b>Legislative Context</b>	<i>Local Government Act 1993</i>
<b>Consultation</b>	As required
<b>Impact on Budget/Resources</b>	As per Council's approved budget
<b>Risk</b>	The council must ensure that it meets its legislative and governance responsibilities in accordance with the Local Government Act 1993.

**REPORT BY** Kat Cullen, Community Development Officer

**Attachment - Central Highlands Childcare Options Analysis and executive summary****BACKGROUND**

The following activities were performed during **January 2026**.

<b>COUNCIL PROJECTS AND ACTIVITIES</b>	
<b>External Grants</b>	GRANT SUCCESS: - \$500,000 to be received through Tas Active Infrastructure Grants (DPAC) Gretna Oval application.  Confirmation of funding has been provided by Ministers Office, project planning has commenced, Grant Deed has been signed, invoice submitted, and awaiting payment.
	Partnership grant application with HATCH – “Ouse Park Party” - children’s and families event in April holidays. Grant submission to Communities for Children small grants round.
	Building Early Education Fund – Federal investment of \$3 million in funding confirmed for 20 place long-daycare at Bothwell District High School. Launch date – 2028.
<b>Australia Day 2026</b>	Coordination of Australia Day award program and Australia Day event. Attended by around 100 people at Bothwell Hall. Catering by Lions Club of Bothwell District. 9 award recipients:  Stefan Frazik – Citizen of Year, Kaitlyn Housego – Junior Citizen of Year, District School Career Expo by Bothwell District High School  Certificate of Excellence for Community Contribution: Heather Allcock, Michael Walls, Shayla Koy (Junior), Hamilton Kids Community Events, Miena Children’s Christmas Party, Osterley Church Community events.
<b>TICT award submission</b>	Coordination of Bothwell’s entry into Tourism Industry Council Tourism Towns awards for 2026.
<b>Primary Care strategic project – Ouse</b>	Re-engagement with Primary Care Tasmania and UTAS medical school to discuss options for primary care at Central Highlands Community Health Centre – Ouse.  Meetings with GM to look at best options for working towards restoring Primary Care to CH Health Centre - Ouse.,
<b>UPDATE: Childcare Project</b>	<u>Family Day Care Ouse</u> Engagement with DECYP to find alternative location for Happy House Daycare, given insecure long-term tenure at Ouse.  <u>Thrive Group Childcare training</u> – eight local people are signed up for free childcare qualification training which began January 2026.  <u>Options Analysis</u>

	<p>Ninety Mile Consulting – provided final of Childcare Options Analysis, included with report.</p> <p><u>Westerway School After Hours Care</u> – Collaboration with school and provider to aim for program launch in 2026.</p>
<b>Community Grants</b>	Coordination of community grants programs
<b>REPRESENTATION MEETINGS and EVENTS</b>	
	<ul style="list-style-type: none"> <li>• Meeting with GM and Rebecca White MPs office to discuss Community priorities.</li> <li>• Workshop with LGAT to provide input into joint submission for Federal Government's 'Future Made in Australia' community benefit principles.</li> <li>• Meeting with ABS regarding local census.</li> <li>• Communities for Children Steering Committee.</li> <li>• Bushwatch meeting</li> </ul>
<b>COMMUNITY DEVELOPMENT</b>	
<b>Great lake Community Centre</b>	Working with committee to finalise council-funded insulation roofing installation project.
<b>School Holidays programs</b>	<p>Support for school holiday programs in 2026 to be run through Action Crew Central Highlands.</p> <p>Commencing with film project with Gretna Junior Fire Brigade who made film in January, followed by craft project in Ellendale. .</p>
<b>Ouse Online Access Centre</b>	Liaison with Acting GM, Libraries Tas and OAC to support secure ongoing functioning of OAC.
<b>COMMUNICATION and MEDIA</b>	
<b>Residents guide</b>	Finalisation of community information and layout for printing.
<b>Website</b>	Uploading content new website.
<b>St Michael's &amp; All Angels</b>	Promotion and organisation of community meeting 26 February.
<b>Council social media</b>	<p>Facebook followers: 2.9K</p> <p>January Posts: Profile posts – Australia Day award recipients, Australia Day events, Pool messaging, Liawenee Canal upgrades.</p>
<b>Highland Digest</b>	Provision of relevant council and community content.

**16.2 ASH COTTAGE – MONTHLY REPORT****RESOLUTION 17/02.2026/C****Moved:** Cr J Honner**Seconded:** Cr Y Miller**THAT** the information be received.**CARRIED****For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffitt

**IMPLICATIONS AND FINANCIALS**

<b>Strategic Plan</b>	1.5 Provide support to community organisations and groups
<b>Council Policy</b>	Health & Wellbeing Plan 2020-2025
<b>Legislative Context</b>	<i>Local Government Act 1993</i>
<b>Consultation</b>	As required
<b>Impact on Budget/Resources</b>	As per Council's approved budget
<b>Risk</b>	The council must ensure that it meets its legislative and governance responsibilities in accordance with the Local Government Act 1993.

**REPORT BY** Catherine Bannister, Administration Officer

Ash Cottage has had a slow start back after the festive season and usually does until school goes back.

The commence of our monthly "Cook & Chat" where locals come together and help prepare and cook a meal. We had chicken and salad wraps and were lucky enough to share one with the Honourable Guy Barnett MP when he popped in for a chat.

We also had our first "Exercise" class for the New Year, and it was attended by 7 community members and were fortunate that we were successful with a "Get Active Program" grant and look at starting "Yoga" on the 19<sup>th</sup> Feb for 10 weeks.

We are still going strong with our "Food Hub" and "Meal Delivery" programs, these programs are being utilised by not only community members from the Central Highlands but even further afield.

Our "Free Swap Op Shop" amazes many a traveller that attends as they can't understand how we can operate without charging anything for their finds. To which we explain, because we are a council owned building we don't have any overheads, hence why there is no charge.

At times we are inundated with donations and will donate the excess further down the road, when necessary, but this doesn't happen to often as we have a great turn over.

We would see at least ten people a day on average if not more.

**16.3 DONATION REQUEST – GRETNA CRICKET CLUB TROPHY PRESENTATION****RESOLUTION 18/02.2026/C****Moved:** Cr R Cassidy**Seconded:** Cr J Hall

**THAT** Council provide a donation of \$300 to the Gretna Cricket Club for their annual awards function.

**CARRIED****For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

**REPORT BY** Kat Cullen, Community Development Officer

**BACKGROUND**

Council has received a donation request from Gretna Cricket Club for their annual Junior and Senior awards. Council has supported these awards consistently for more than five years, donating \$250.

**For discussion**

The Club is seeking a donation towards the annual awards, with \$250 recommended as per previous years donations amount.

It is proposed that this expenditure be made against the Community Support and Donations project within the Community and Economic Development Budget, which has \$11,700 remaining for this financial year.



Central Highlands Council  
6 Tarleton Street  
Hamilton Tas 7140

6<sup>th</sup> February 2026

Dear Mayor and Councillors,

**Re: Club Trophies**

The Gretna Cricket Club are thrilled to let you know that the junior cricket numbers are thriving with the club now securing 3 teams along with the Woolworths Cricket Blast (total of 45 children) in the junior competition.

The Club are currently seeking support for our upcoming Junior and Senior Trophy Presentations. We, therefore, hope that you would kindly consider making a donation towards our end of season presentations by sponsoring trophies for each team being 4 Juniors and 2 Senior teams or a donation towards the purchase of the trophies.

Any assistance would be appreciated.

Yours Sincerely,

Wade Gleeson  
Junior Development Officer

**17. OPERATIONAL MATTERS ARISING (STRATEGIC THEME – INFRASTRUCTURE AND FACILITIES**

<b>Manage Council’s physical assets in an efficient and effective manner</b>	
2.1	Develop and implement a 10 year Asset Management Plan for all classes of assets
2.2	Continue to lobby at regional and state levels to improve transport and infrastructure
2.3	Seek external funding to assist with upgrading of existing infrastructure and funding of new infrastructure and facilities
2.4	Ensure that the standard of existing assets and services are maintained in a cost effective manner

**17.1 WORKS & SERVICES MONTHLY REPORT – JANUARY 2026**

**RESOLUTION 19/02.2026/C**

**Moved:** Cr Y Miller

**Seconded:** Cr J Honner

**THAT** the Works & Services monthly report for December 2025 be received.

**CARRIED**

**For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

**REPORT BY** Jason Branch, Works & Services Manager

**BACKGROUND**

The following activities were performed during **January 2026** by Works & Services –

<b>Grading &amp; Sheeting</b>	
<b>Maintenance Grading</b>	
<b>Potholing / shouldering</b>	
<b>Spraying:</b>	Bothwell Quarry Bothwell Township
<b>Culverts / Drainage:</b>	Drainage Curlys Lane Repair culvert Jones River Road Replace culvert Wetheron Road Clean culverts Rose Hill road Install culvert Holmes Road Install culvert Wellwoods Road Install culvert Tor hill Road Clean culvert 14 Mile Road Clean drain Dawson Road
<b>Occupational Health and safety</b>	Monthly Toolbox Meetings

	<p>Day to day JSA and daily prestart check lists completed.</p> <p>Monthly workplace inspections completed.</p> <p>Playground inspections</p> <p>Traffic management diary</p> <p>Undertake 4 x basic chainsaw courses</p> <p>Undertake 1 x load and unload plant course</p> <p>Lifting chains tested</p>
<b>Bridges:</b>	Councils Bridge report received
<b>Refuse / recycling sites:</b>	Cover Hamilton Tip twice weekly
<b>Other:</b>	<p>Bothwell swimming pool maintenance repair solar</p> <p>Road repairs Curlys Lane</p> <p>Refurbished flagpole Queens Park</p> <p>Repair water leaks Hamilton Show grounds</p> <p>Commence watering grounds for Hamilton Show</p> <p>Repair fence Hamilton Show grounds</p> <p>Screw grandstand seating Hamilton show grounds</p> <p>Pump out septic tanks Hamilton Show Grounds</p> <p>Repair broken fence Ellendale playground area</p> <p>Repair broken fence Gretna playground area</p> <p>Pick up rubbish roadside Binns Breona</p> <p>Cart gravel Thousand Acre Lane Capital works</p> <p>Clean up Miena waste transfer station</p> <p>Brush Cutt Bothwell Cemetery after no mow period</p> <p>Repair defects Thousand Acre Lane</p> <p>Finalize Blackspot designs</p> <p>Repair broken park gates Queens Park Bothwell</p> <p>Clean out cattle grids Woodspring's Road and repair</p> <p>Unblock caravan park dump point and dig up and repair</p> <p>Hollow Tree Road stabilization capital works completed</p> <p>Straighten and repair signs Ellendale Road</p>
<b>Slashing:</b>	<p>Ellendale road</p> <p>Dry poles Road</p> <p>Rockmount Road</p> <p>McCullums Road</p> <p>Halls Road</p>
<b>Municipal Town Maintenance:</b>	<p>Collection of town rubbish twice weekly</p> <p>Maintenance of parks, cemetery, recreation ground and Caravan Park.</p> <p>Cleaning of public toilets, gutters, drains and footpaths.</p> <p>Collection of rubbish twice weekly</p> <p>Cleaning of toilets and public facilities</p> <p>General maintenance</p> <p>Mowing of towns and parks</p> <p>Town Drainage</p>
<b>Buildings:</b>	Install ridge capping Wayatinah BBQ area
<b>Plant:</b>	<p>PM717 Dog trailer Bothwell new brakes</p> <p>PM824 Toyota Hilux Hamilton serviced</p>

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<b>Private Works:</b>	Mowing Gayleen McCafferty Grader hire Ramsey AG B L Smith gravel delivery A W and K Roberston gravel delivery
<b>Casuals</b>	Toilets, rubbish and Hobart Hamilton general duties Mowing and brush cutting Gardening
<b>Program for next 4 weeks</b>	Ellendale footpath capital works Drainage Berry drive Capital works Continue with Thousand Acre Lane capital works

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## 18. OPERATIONAL MATTERS ARISING (STRATEGIC THEME – FINANCIAL SUSTAINABILITY)

### Manage Council's finances and assets to ensure long term viability and sustainability of Council

- 3.1 Manage finances and assets in a transparent way to allow the maximisation of resources to provide efficient and consistent delivery of services
- 3.2 Review annually, Councils Long Term Financial Management Plan and Council's Long Term Asset Management Plan
- 3.3 Where efficiency gains can be identified, resource share services with other local government councils
- 3.4 Endeavour to, and continue to lobby for, an increase in the level of grant income
- 3.5 Encourage development to expand Council's rate base
- 3.6 Identify revenue streams that could complement/substitute for existing resources
- 3.7 Develop and maintain sound risk management processes

### 18.1 MONTHLY FINANCE REPORT TO 31 JANUARY 2026

#### RESOLUTION 20/02.2026/C

**Moved:** Cr R Cassidy

**Seconded:** Cr D Meacheam

**THAT** the Monthly Finance Report to 31 January 2026 be received.

**CARRIED**

#### For the Motion

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett

#### IMPLICATIONS AND FINANCIALS

<b>Strategic Plan</b>	3.1 Manage finances and assets in a transparent way to allow the maximisation of resources to provide efficient and consistent delivery of services
<b>Council Policy</b>	Not applicable
<b>Legislative Context</b>	The council's decision-making is under the provisions of the Local Government Act 1993, and the report details the basis for the recommendation
<b>Consultation</b>	The financial statements form part of the public record within the Council minutes
<b>Impact on Budget/Resources</b>	As attached
<b>Risk</b>	The council must ensure that it meets its financial obligations. This report captures the ongoing financial performance

**REPORT BY** Zeeshan Tauqeer, Accountant

#### BACKGROUND

Financial Expenditure Analysis Report - For the Period Ended 31 December 2025

## **Year-to-Date Financial Report (as of 31 January 2026)**

### **Cash and Investment Position**

As of 31 January 2026, Council's total cash and investment holdings are \$5,031,807. This balance is held across operating bank accounts and short-term investments, as detailed below:

Cash at Bank and On Hand: \$1,263,256 held in the main operating accounts (Commonwealth Bank general account and Westpac direct deposit account). These are immediately available funds for day-to-day operations.

Investments: \$3,768,551 is invested in term deposits and an at-call deposit. The investments include several term deposits earning between 3.60% and 4.28% interest, as well as an at-call account earning 3.60% interest. (Notably, the investments include \$2,666,787 at 4.28% maturing 28/04/2026, \$511,906 at 4.21% maturing 02/04/2026, \$500,000 at 4.09% maturing 03/03/2026, \$89,859 at-call at 3.60%.)

The combined cash at bank and invested funds (\$5,031,807) provides liquidity for Council's operations.

### **Income and Expenditure Overview**

**Income:** Year-to-date operating income totals \$8,657,522. The main sources of this revenue are:

**Rates and Charges:** \$4,943,026 recurring income, which represents the majority of Council's income.

**User Fees:** \$217,368 from fees for services and usage charges.

**Operating Grants:** \$1,393,995 in grants for operational purposes.

**Other Revenue:** \$356,628 from miscellaneous sources (interest, reimbursements, etc.).

**Grants Received in Advance:** \$1,746,506 in grant funding received in advance of its intended period.

**Expenditure:** Year-to-date operating expenditure is \$5,892,173. Spending to date is broken down by major expense categories as follows:

**Employee Benefits:** \$2,403,766 spent on salaries, wages, and associated employee costs.

**Materials and Services:** \$876,105 expended on materials, contracts, utilities, and services used in operations.

**Other Expenses:** \$1,033,966 in other operating costs (including insurance, administrative expenses, etc.).

**Depreciation and Amortisation:** \$1,578,337 recorded as depreciation on Council assets (a non-cash expense).

Operating revenues exceed operating expenditures year-to-date, with an operating surplus of \$2,765,349.

### **Departmental Expenditure Summary**

The table below summarizes operating expenditure by department, comparing the annual budget with actual spending up to 31 January 2026.

Corporate & Financial Services: \$1,581,433 spent year-to-date vs. an annual budget of \$2,677,717 (59.1% of budget expended).

Development & Environmental Services: \$944,472 spent year-to-date vs. an annual budget of \$2,845,210 (33.2% of budget expended).

Works & Services: \$1,838,365 spent year-to-date vs. an annual budget of \$3,025,581 (60.8% of budget expended).

### **Capital Expenditure Summary**

Year-to-date capital expenditure is \$440,995, which is 12.4% of the annual capital works budget of \$3,561,414. The breakdown by key capital project categories is as follows:

**Road Construction & Reseals:** \$277,068 spent out of a \$2,196,099 budget (12.6% of this budget utilized).

**Buildings:** \$53,146 spent out of a \$131,667 budget (40.4% of this budget utilized).

**Footpaths, Kerbs & Gutters:** \$14,244 spent out of a \$245,000 budget (5.8% of this budget utilized).

**Plant Purchases:** \$0 spent out of \$170,000 budget (0.0% expended) so far on vehicle and machinery acquisitions.

**Bridges:** \$75,411 spent against a budget of \$55,000 (spend exceeds annual budget on this line)

( Approved by General Manager as per Barry Harback-Work & Service Supervisor)

**Halls:** \$15,971 spent where the annual budget line is presented as \$0.

(Approved by GM as per Barry Harback-Work & Service Supervisor)

**Bank Reconciliation as at 31 January 2026**

	2024	2025
Balance Brought Forward	\$5,666,574.84	\$5,425,613.26
Receipts for month	\$354,257.07	\$255,482.04
Expenditure for month	\$515,829.51	\$649,288.25
	<hr/>	<hr/>
<b>Balance</b>	<b>\$5,505,002.40</b>	<b>\$5,031,807.05</b>
	<hr/> <hr/>	<hr/> <hr/>
<b>Represented By:</b>		
Balance Commonwealth Bank	\$991,790.35	\$1,059,067.90
Balance Westpac Bank	\$151,155.60	\$202,520.41
CBA Credit Card	\$0.00	\$1,867.64
Investments(Council Reserves + St Michael's Church)	\$4,362,056.45	\$3,788,551.10
Petty Cash & Floats	\$0.00	
	<hr/>	<hr/>
	<b>\$5,505,002.40</b>	<b>\$5,031,807.05</b>
Plus Unbanked Money		
	<hr/>	<hr/>
	<b>\$5,505,002.40</b>	<b>\$5,031,807.05</b>
Less Unpresented Cheques	\$0.00	
Unreceipted amounts on bank statements	\$0.00	
	<hr/>	<hr/>
	<b>\$5,505,002.40</b>	<b>\$5,031,807.05</b>
	<hr/> <hr/>	<hr/> <hr/>



**Community & Economic Development****2025/2026 Budget**

	<b>BUDGET 2025/26</b>	<b>Actual to Date 31/01/2026</b>	<b>Remaining Balance</b>
<b>Strategic Project- Whole of Community</b>			
Community & Economic Development Support	\$10,000	\$393	\$9,607
Health & Wellbeing Plan (2020-2025) Implementation	\$5,000		\$5,000
Economic and Tourism Development Strategic Project	\$5,000	\$2,000	\$3,000
<b>Youth and Children Strategic Projects</b>			\$0
New- Family Day Care Seeding Fund Bothwell	\$5,000		\$5,000
New- Ouse Family Day Care Support	\$5,000		\$5,000
Youth Service & Activities	\$5,000	\$1,227	\$3,773
Children's Services and Activities	\$5,000	\$100	\$4,900
Bothwell High School Breakfast Club	\$2,000		\$2,000
Glenora School Breakfast Club	\$1,000		\$1,000
Westerway School Breakfast Club	\$1,000		\$1,000
New-Bothwell Playproup Support	\$1,000		\$1,000
<b>Community &amp; Donation and Financial Assistance</b>			\$0
Community Grants	\$15,000	\$9,663	\$5,337
Community Support & Donations	\$10,000	\$752	\$9,248
Church Grants	\$5,000		\$5,000
Further Education Bursaries	\$1,400		\$1,400
School Awards	\$400		\$400
Central Highlands School Support	\$3,000		\$3,000
<b>Community Event</b>			\$0
ANZAC Day	\$12,000		\$12,000
Australia Day	\$4,000	\$988	\$3,014
Community Event.eg Volunteer week	\$5,000		\$5,000
<b>Community Partnerships</b>			\$0
Highlands Digest Support	\$15,800	\$14,364	\$1,436
Australasian Golf Museum contribution to power	\$5,000		\$5,000
Visitors Centre Contribution to Power	\$5,000		\$5,000
Healthy Connect Project	\$10,000		\$10,000
Brighton Family Day Care	\$5,000	\$5,000	\$0
<b>Total Community &amp; Economic Development Support &amp; Donations</b>	<b>\$141,600</b>	<b>\$34,485</b>	<b>\$107,115</b>

## Comprehensive Income Statement

31/01/2026

Recurrent Income	Budget 2024-2025	Actual to date prior year	Actual to Date	Budget 2025-2026
Rates Charges	\$4,882,233	\$4,717,569	\$4,943,026	\$4,940,273
User Fees	\$494,250	\$181,898	\$217,368	\$501,651
Grants - Operating	\$3,236,515	\$301,397	\$1,393,995	\$4,428,454
Other Revenue	\$704,366	\$412,471	\$356,628	\$776,217
Grants received in Advance	\$0	\$2,918,101	\$1,746,506	
<b>Total Revenues</b>	<b>\$9,117,364</b>	<b>\$8,511,236</b>	<b>\$8,657,522</b>	<b>\$10,646,595</b>
<b>Expenditure</b>				
Employee Benefits	\$2,584,261	\$1,655,512	\$2,403,766	\$2,941,952
Materials and Services	\$2,447,768	\$1,626,875	\$876,105	\$3,490,109
Other Expenses	\$1,892,738	\$1,228,448	\$1,033,966	\$2,116,449
Depreciation and Amortisation	\$2,327,800	\$1,473,349	\$1,578,337	\$2,397,634
<b>Total Expenditure</b>	<b>\$9,252,567</b>	<b>5,984,184</b>	<b>5,892,173</b>	<b>10,946,144</b>
<b>Operating Surplus(Deficit)</b>	<b>(135,203)</b>	<b>2,527,052</b>	<b>2,765,349</b>	<b>(299,549)</b>
Capital Grants & Other	\$2,424,996	\$1,101,244	\$1,560,192	\$1,415,067
<b>Surplus(Deficit)</b>	<b>2,289,793</b>	<b>3,628,296</b>	<b>4,325,541</b>	<b>1,115,518</b>
<b>Capital Expenditure</b>	<b>\$5,122,085</b>	<b>\$1,235,413</b>	<b>\$440,995</b>	<b>\$3,561,414</b>

	BUDGET 2025/26	ACTUAL TO 31-Jan-25	ACTUAL TO 31-Jan-26	% OF BUDGET SPENT	BALANCE OF BUDGET
<b>CORPORATE AND FINANCIAL SERVICES</b>					
ADMIN HAMILTON	\$2,017,673	\$1,234,953	\$1,189,464	58.95%	\$828,209
ELECTED MEMBERS EXPENDITURE(AMEH)	\$281,916	\$169,784	\$178,167	63.20%	\$103,749
MEDICAL CENTRES(MED)	\$132,191	\$69,866	\$63,302	47.89%	\$68,889
STREET LIGHTING(STLIGHT)	\$43,994	\$20,042	\$17,576	39.95%	\$26,418
ONCOSTS	(\$470,879)	(\$436,799)	(\$236,200)	50.16%	(\$234,679)
COMMUNITY & ECONOMIC DEVELOPMENT & RELATIONS(CDR+EDEV)	\$672,822	\$382,672	\$369,124	54.86%	\$303,698
<b>TOTAL CORPORATE &amp; FINANCIAL SERVICES</b>	<b>\$2,677,717</b>	<b>\$1,440,518</b>	<b>\$1,581,433</b>	<b>59.06%</b>	<b>\$1,096,284</b>
<b>DEVELOPMENT AND ENVIRONMENTAL SERVICES</b>					
ADMIN BOTHWELL	\$327,017	\$220,771	\$176,062	53.84%	\$150,955
ENVIRON HEALTH SERVICES (EHS)	\$38,628	\$17,990	\$18,536	47.98%	\$20,093
ANIMAL CONTROL(AC)	\$18,421	\$9,102	\$8,698	47.22%	\$9,723
PLUMBING/BUILDING CONTROL (BPC)	\$188,191	\$93,029	\$26,498	14.08%	\$161,693
SWIMMING POOLS (POOL)	\$32,572	\$26,940	\$26,836	82.39%	\$5,736
DEVELOPMENT CONTROL (DEV)	\$247,000	\$150,702	\$95,931	38.84%	\$151,069
WASTE SERVICES	\$960,939	\$542,965	\$590,162	60.91%	\$378,777
ENVIRONMENT PROTECTION (EP)	\$1,024,442	\$2,349	\$1,751	0.17%	\$1,022,691
<b>TOTAL DEVELOPMENT &amp; ENVIRONMENTAL SERVICES</b>	<b>\$2,845,210</b>	<b>\$1,063,848</b>	<b>\$944,472</b>	<b>33.20%</b>	<b>\$1,900,738</b>
<b>WORKS AND SERVICES</b>					
PUBLIC CONVENIENCES (PC)	\$290,284	\$103,565	\$138,222	47.62%	\$152,062
CEMETERY (CEM)	\$17,161	\$8,496	\$16,341	95.22%	\$820
HALLS (HALL)	\$74,349	\$71,595	\$31,474	42.33%	\$42,876
PARKS AND GARDENS(PG)	\$100,524	\$90,255	\$68,645	68.29%	\$31,879
REC. & RESERVES(Rec+tennis)	\$130,679	\$62,250	\$57,182	43.76%	\$73,497
TOWN MOWING/TREES&STREETSCAPES(MOW)	\$236,008	\$133,917	\$151,183	64.06%	\$84,825
HOUSING (HOU)	\$160,753	\$94,728	\$56,719	35.28%	\$104,034
CAMPING GROUNDS (CPARK)	\$14,801	\$9,268	\$9,492	64.13%	\$5,309
LIBRARY (LIB)	\$2,640	\$1,687	\$0	0.00%	\$2,640
ROAD MAINTENANCE (ROAD)	\$1,086,345	\$735,556	\$663,335	61.06%	\$423,010
FOOTPATHS/KERBS/GUTTERS (FKG)	\$23,316	\$14,002	\$5,365	23.01%	\$17,951
BRIDGE MAINTENANCE (BRI)	\$23,388	\$5,853	\$10,518	44.97%	\$12,870
PRIVATE WORKS (PW)	\$51,372	\$12,769	\$20,277	39.47%	\$31,095
2TD-Traffic Data	\$25,000	\$0	\$7,317	29.27%	\$17,683
SUPER. & VD OVERHEADS (SUPER)	\$844,041	\$545,192	\$418,576	49.59%	\$425,465
QUARRY/GRAVEL (QUARRY)	(\$181,988)	(\$10,478)	(\$70,392)	38.68%	(\$111,596)
NATURAL RESOURCE MANAGEMENT(NRM)	\$179,936	\$83,646	\$114,241	63.49%	\$65,695
SES (SES)	\$2,000	\$305	\$875	43.73%	\$1,125
PLANT MTCE & OPERATING COSTS (PLANT)	\$655,036	\$367,141	\$382,353	58.37%	\$272,683
PLANT INCOME	(\$795,036)	(\$518,131)	(\$281,328)	35.39%	(\$513,708)
DRAINAGE (DRAIN)	\$43,130	\$38,437	\$13,142	30.47%	\$29,988
OTHER COMMUNITY AMENITIES (OCA)	\$41,842	\$22,412	\$17,113	40.90%	\$24,729
WASTE COLLECTION & ASSOC SERVICES (WAS)	\$0	\$4,542	\$7,716		(\$7,716)
FLOOD REPAIRS		\$0	\$0		
<b>TOTAL WORKS &amp; SERVICES</b>	<b>\$3,025,581</b>	<b>\$1,877,007</b>	<b>\$1,838,365</b>	<b>60.76%</b>	<b>\$1,187,216</b>
<b>DEPARTMENT TOTALS OPERATING EXPENSES</b>					
Corporate Services	\$2,677,717	\$1,440,518	\$1,581,433	59.06%	\$1,096,284
Dev. & Environmental Services	\$2,845,210	\$1,063,848	\$944,472	33.20%	\$1,900,738
Works & Services	\$3,025,581	\$1,877,007	\$1,838,365	60.76%	\$1,187,216
<b>Total All Operating</b>	<b>\$8,548,508</b>	<b>\$4,381,373</b>	<b>\$4,380,627</b>	<b>51.24%</b>	<b>\$4,184,237</b>

	BUDGET 2025/26	ACTUAL TO 31-Jan-25	ACTUAL TO 31-Jan-26	% OF BUDGET SPENT	BALANCE OF BUDGET
<b>CAPITAL EXPENDITURE</b>					
<b>CORPORATE AND FINANCIAL SERVICES</b>					
Computer Purchases	\$7,648	\$31,442	\$0	0.00%	\$7,648
Equipment	\$6,000	\$0	\$0	0.00%	\$6,000
Miscellaneous	\$2,000	\$0	\$0	0.00%	\$2,000
	\$15,648	\$31,442	\$0	0.00%	\$15,648
<b>DEVELOPMENT &amp; ENVIRONMENTAL SERVICES</b>					
Swimming Pool	\$0	\$1,870	\$0	0.00%	\$0
	\$0	\$1,870	\$0	0.00%	(\$1,870)
<b>WORKS &amp; SERVICES</b>					
Plant Purchases	\$170,000	\$83,639	\$0	0.00%	\$170,000
Camping Grounds	\$0	\$0	\$0	0.00%	\$0
Public Conveniences	\$0	\$0	\$0	0.00%	\$0
Bridges	\$55,000	\$0	\$75,411	137.11%	(\$20,411)
Road Construction & Reseals	\$2,196,099	\$841,029	\$277,068	12.62%	\$1,919,031
Drainage	\$169,000	\$5,388	\$0	0.00%	\$169,000
Parks & Gardens Capital	\$72,000	\$239	\$0	0.00%	\$72,000
Infrastructure	\$105,000	\$31,059	\$2,880	2.74%	\$102,120
Footpaths, Kerbs & Gutters	\$245,000	\$29,656	\$14,244	5.81%	\$230,756
Rec Grounds	\$402,000	\$45,525	\$2,275	0.57%	\$399,725
Halls	\$0	\$12,930	\$15,971	0.00%	(\$15,971)
Buildings	\$131,667	\$152,636	\$53,146	40.36%	\$78,521
	\$3,545,766	\$1,202,101	\$440,995	12.44%	\$3,104,771
<b>TOTAL CAPITAL WORKS</b>					
Corporate Services	\$15,648	\$31,442	\$0	0.00%	\$15,648
Dev. & Environmental Services	\$0	\$1,870	\$0	0.00%	\$0
Works & Services	\$3,545,766	\$1,202,101	\$440,995	12.44%	\$3,104,771
	\$3,561,414	\$1,235,413	\$440,995	12.38%	\$3,120,419

## 19. OPERATIONAL MATTERS ARISING (STRATEGIC THEME – NATURAL ENVIRONMENT)

### Encourage responsible management of the natural resources and assets in the Central Highlands.

- 4.1 Continue to fund and support the Derwent Catchment Project
- 4.2 Continue with existing waste minimisation and recycling opportunities
- 4.3 Promote the reduce, reuse, recycle, recover message
- 4.4 Continue the program of weed reduction in the Central Highlands
- 4.5 Ensure the Central Highlands Emergency Management Plan is reviewed regularly to enable preparedness for natural events and emergencies
- 4.6 Strive to provide a clean and healthy environment
- 4.7 Support and assist practical programs that address existing environmental problems and improve the environment

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### 19.1 DERWENT CATCHMENT PROJECT

#### RESOLUTION 21/02.2026/C

**Moved:** Cr D Meacheam

**Seconded:** Cr Y Miller

**THAT** the Derwent Catchment Project Report be received.

**CARRIED**

**For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffett



## Monthly Report for Central Highlands Council

13 January 2026 – 10 February 2026

### *General business*

Discussions are underway with Barwick's to explore a potential collaboration linked to their future FOGO enterprise. The proposed site will function as the DCP's new depot, which will provide extra space for storage of new machinery associated with the Nature Repair Project.

The team has also expanded this month, with four new members joining the ground crew (casual and full-time). This includes two participants from last year's *Connecting to Land and Sea* program, which provided training for Aboriginal-identifying participants to build skills and pathways into the land management sector. Their transition into on-ground roles reflects the program's success in supporting meaningful employment outcomes.

Planning for the Nature Repair Project has progressed, with landscape natural values modelling and planning underway, alongside project design for the associated ranger training program and ongoing discussions with the Australian Government regarding monitoring and evaluation reporting.

### *Agri-best practice programs*

*Strategic Actions 4.7 Support and assist practical programs that address existing environmental problems and improve the environment.*

#### **Climate Smart Farming**

DCP and NRM South have been tracking the insects found in three different pasture and crop settings at Bushy Park, Hamilton and Glenora. This work is building a clearer picture of which insects are present and when, to help inform a discussion on integrated pest management planned for mid-April. The latest round of insect trapping finished in late January, with more monitoring to take place before the workshop.

A seasonal feed budgeting workshop has also been developed for delivery in February and March. The workshop content has been prepared and trialled, with a pilot session run ahead of a workshop at Hamilton. In addition, DCP pasture species trials are being reviewed to measure

how much perennial grass is present, and seasonal updates from these trials will be shared at the workshop

### *Restoration and conservation*

*Strategic Actions: 4.1 Continue to fund and support the Derwent Catchment Project and 4.7 Support and assist practical programs that address existing environmental problems and improve the environment.*

#### **Clyde River Flood Resilience Project**

The first works of the three-year Clyde River Flood Resilience Project have now commenced, marking a significant milestone for the programme. Initial efforts are focused on Croakers Alley, beginning with the most severely choked and constrained section of the site. Richard Sutcliffe is working in collaboration with the DCP team at the top end of the alley, where good progress is being made. Concurrently, the DCP team has been concentrating on primary control of Californian thistle as part of the wider weed management programme. Aleida and Eve will provide an update at the Council meeting.



*Figure 1. First works on the Clyde River at Croakers Alley.*

### Miena Cider Gum Recovery Program

Follow-up works at St Patricks Plains have focused on evaluating the effectiveness of newly trialled possum deterrents. Camera traps are currently being checked and footage reviewed to determine whether the spiky possum-proof bands are successfully preventing possum access to key trees. This monitoring builds on last month's work assessing the performance of the recently completed possum-proof fencing and associated trials, and will help inform future refinements to browsing management strategies at the site.



*Figure 2. One of our cameras was knocked to face the ground (probably by a possum). Fortunately, it allowed us to capture footage of this healthy little devil at St Patrick's Plains.*

In parallel, funding from Hydro Tasmania is supporting experimental works aimed at improving water retention around mature Miena cider gums. These trials involve creating small, leaky weirs using locally sourced materials to slow water movement and allow rainfall to persist longer around the bases of trees. Different construction approaches will be explored to identify methods that best improve soil moisture retention and build resilience to drought and climate change, which are among the most significant threats facing this species. The underlying geology of the region means water drains rapidly after rainfall events, intensifying drought stress during dry periods.

Hydro Tasmania has been trialling similar water-retention techniques at other sites in the Central Highlands around pencil pine seedlings, using Coir fibre –like materials designed to act as a slow-release water source. However, the use of imported organic materials presents potential biosecurity risks, reinforcing the importance of developing effective, site-appropriate solutions using local materials at St Patricks Plains.

We are adopting and trialling a suite of conservation approaches, so we can address the interacting threats of possum browsing, a drying climate and fire risks to strengthen the species' long-term resilience of the Miena cider gum.

### Hamilton native plant nursery updates

Propagation activities at the nursery have continued at pace, with a strong focus on completing the pricking out of seedlings as the busy growing season progresses. Nursery Manager Karen has been leading this work, supported by Lorraine and Meagan from the Royal Tasmanian Botanical Gardens. Volunteer support from Daniel has also been invaluable in keeping seedlings moving through the next stages of growth.

Alongside propagation, the nursery team has been strengthening its outreach and operations. Chris Atkinson has joined the team, providing support with plant sales and working directly with farmers and landscapers to coordinate and manage larger orders. He will be helping to promote the nursery's role in supplying locally grown native plants and supporting revegetation and native shelterbelt plantings across the region.

Seed collection activities have also been a key focus this month. Karen delivered a hands-on seed collection workshop with staff from the Karadi Aboriginal Corporation, focusing on *Themeda triandra* (kangaroo grass). The activity provided an opportunity to share knowledge about seed collection techniques and build capacity. More broadly, seed has been collected by Karen and other team members from various sites across the Central Highlands and Derwent Valley to replenish nursery seed stocks and support propagation programs.



Figure 3. Kangaroo grass seed collection in Hamilton with Karadi Aboriginal Corporation.

## Weed management programs

*Strategic Actions 4.4 Continue the program of weed reduction in the Central Highlands, and 4.7 Support and assist practical programs that address existing environmental problems and improve the environment.*

January has been a particularly busy month for weed control across the Central Highlands, with crews working across multiple priority sites to address both established infestations and emerging threats.

At Cattle Hill Wind Farm, crews spent several weeks treating widespread thistle infestations. During this work, a foxglove infestation was also identified on the property. The foxglove was controlled and will be closely monitored over coming seasons, with early detection providing a strong opportunity to prevent the establishment of a larger population.



Figure 4. Cattle Hill thistle spraying 2026.

Significant effort was also directed towards ragwort control around Waddamana, including treatment around the power station and extensive work within the Ouse Riverbed both upstream and downstream. Several new and previously unidentified ragwort patches were located during these surveys. Foxglove infestations were also detected within the riverbed. Crews extended their searches into forestry coupes east of Waddamana, locating scattered ragwort plants along road networks. Client-supplied data points suggesting foxglove infestations were investigated and found to be misidentified, with the plants confirmed as a large patch of mullein.



Figure 5. Ragwort in the Ouse riverbed in Waddamana.

Orange hawkweed control and monitoring was a major focus this month, with three specially trained conservation detection dogs and their handlers from TATE Animal Training (NSW) supporting surveys at long-term infestation sites including Bronte Park, Butlers Gorge, Lake Echo, Shannon and Miena. The dogs conducted initial surveys, with ground crews following to treat mapped infestations through targeted spraying and by cutting and bagging flowering heads. At Butlers Gorge, orange hawkweed plants were observed flowering for the first time in 14 years.

Encouraging reductions in orange hawkweed populations were recorded at the Shannon and across parts of Butlers Gorge, with significantly fewer plants detected this season. Surveys were expanded beyond the original core infestation areas, with plants found persisting beneath shrub cover. In contrast, the central infestation area that had dominated previous years was largely clear. The infestation at Bronte Park remains challenging due to ongoing disturbance, with mowing continuing despite repeated advice to the contrary. This activity has contributed to seed spread within a central grassy area, which was blanket-sprayed to maximise treatment

effectiveness, while infestations on the lawns of cooperative local residents were spot-sprayed.



*Figure 6. Mo and the orange hawkweed detection dogs and trainers from TATE Animal Training, at Butler's Gorge.*

Works continued across council roads and State Growth-managed areas, with treatment along the Lyell Highway scheduled for completion by Tuesday 10 January. Gorse control was completed at Interlaken, with additional roadside spraying undertaken along Bashan Road, Thiessen Crescent and Victoria Valley Road. At Dee Lagoon, several days were spent treating broom and gorse near the dam wall. Crews also worked along Florentine Road for STT, targeting extensive infestations of California thistle, blackberry, foxglove, Spanish heath and other priority weeds, with California thistle remaining a particularly significant challenge in this area.

## *Community engagement*

### **Great Lake chemical storage cabinet – Cattle Hill grant**

An Adopt-a-Shore community working bee will be held at Yingina / Great Lake on Sunday 22 February to formally launch the new community weed-control cabinet. Please come along and tell other residents about the day.

The day will include practical weed-control activities along the foreshore, demonstrations of herbicide selection and application, and guidance on how to safely and effectively use the cabinet. Participants will also hear from Karen, Manager of the DCP Hamilton Native Plant Nursery, before taking part in local planting and further foreshore weed treatment alongside the Derwent Catchment Project crew. A flyer with full event details is attached at the end of this report.

### **First Willow Warriors event of the year**

The first Tyenna Willow Warriors working bee was held this month, with volunteers undertaking maintenance on approximately 300 planted trees, along with brush-cutting and the initial removal of invasive pine seedlings. They also planted 100 seedlings. Upcoming events are planned and details shared on social media and the Willow Warriors Facebook group. Once again please pass this around your networks and come along if you can.



*Figure 7. Willow Warriors plantings and maintenance.*

**Bothwell District High collaboration**

Planning is underway for a potential education and engagement partnership with Bothwell District High School linked to upcoming restoration works on the Clyde River. A meeting is scheduled for Wednesday 11 February with teaching staff and the school principal to explore opportunities for student involvement, curriculum connections, and participation in a community engagement day associated with the Clyde River Flood Resilience Project.

Yours sincerely,

The Derwent Catchment Team

*Key Contacts:*

Josie Kelman (CEO) 0427 044 700

Eve Lazarus (Deputy CEO) 0429 170 048

Todd Holliday (Works Manager) 0428 192 728

Karen Phillips (Nursery Manager) 0400 039 303

Ella Weston (Weed program coordinator/NRM facilitator) 0400 953 220

## 20. OPERATIONAL MATTERS ARISING (STRATEGIC THEME – ECONOMIC DEVELOPMENT)

### Encourage economic viability within the municipality

- 5.1 Encourage expansion in the business sector and opening of new market opportunities
- 5.2 Support the implementation of the Southern Highlands Irrigation Scheme
- 5.3 Continue with the Highlands Tasmania and Bushfest branding
- 5.4 Encourage the establishment of alternative industries to support job creation and increase permanent residents
- 5.5 Promote our area's tourism opportunities, destinations and events
- 5.6 Support existing businesses to continue to grow and prosper
- 5.7 Develop partnerships with State Government, industry and regional bodies to promote economic and employment opportunities
- 5.8 Work with the community to further develop tourism in the area

### 20.1 DEVELOPMENT & ENVIRONMENTAL SERVICES

#### RESOLUTION 22/02.2026/C

**Moved:** Deputy Mayor J Allwright

**Seconded:** Cr J Hall

**THAT** the Development & Environmental Services Report be received.

**CARRIED**

#### **For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffitt

**REPORT BY** Kathy Bradburn, Senior Administration

### PLANNING PERMITS ISSUED UNDER DELEGATION

The following planning permits have been issued under delegation during the past month.

#### **NO PERMIT REQUIRED**

DA NO.	APPLICANT	LOCATION	PROPOSAL
2026/01	R W Stephens	223 Barren Plains Road, Miena	Shed
2026/03	Wilkin Design & Drafting	4 Wilkies Court, Doctors Point	Shed

**PERMITTED**

DA NO.	APPLICANT	LOCATION	PROPOSAL
2025/70	Systembuilt Homes	172 Bluff Road, Gretna	Dwelling

**DISCRETIONARY**

DA NO.	APPLICANT	LOCATION	PROPOSAL
2025/67	Woolcott Land Services	463 Rockmount Road, Ellendale	Visitor Accommodation

**ANIMAL CONTROL****Dog Management Policy Review**

Comments on the Dog Management Policy closed on **11<sup>th</sup> February 2026**. Submissions received will now be reviewed and a report prepared for the March Council Meeting.

**Statistics**

Total Number of Dogs Registered in 2024/2025 Financial Year – 966

Total Number of Kennel Licences Issued for 2024/2025 Financial Year – 52

2025/2026 Dog Registration Renewal have been issued and were due by 31 July 2025.

<b>Statistics as of 11 February 2026</b>	
Number of Dogs Impounded during last month	0
Number of Dogs Currently Registered	942
Number of Dogs Pending Re-Registration	6
Number of Kennel Licence Renewals Issued	35

## 21. OPERATIONAL MATTERS ARISING (STRATEGIC THEME – GOVERNANCE AND LEADERSHIP)

### **Provide governance and leadership in an open, transparent, accountable and responsible manner in the best interests of our community**

- 6.1 Ensure Council fulfils its legislative and governance responsibilities and its decision making is supported by sustainable policies and procedures
- 6.2 Ensure that Council members have the resources and skills development opportunities to effectively fulfil their responsibilities
- 6.3 Ensure appropriate management of risk associated with Council's operations and activities
- 6.4 Provide a supportive culture that promotes the well-being of staff and encourages staff development and continuous learning
- 6.5 Provide advocacy on behalf of the community and actively engage government and other organisations in the pursuit of community priorities
- 6.6 Consider Council's strategic direction in relation to resource sharing with neighbouring councils and opportunities for mutual benefit
- 6.7 Support and encourage community participation and engagement
- 6.8 Ensure that customers receive quality responses that are prompt, accurate and fair
- 6.9 Council decision making will be always made in open council except where legislative or legal requirements determine otherwise.

### 21.1 CROWN LAND PURCHASE APPLICATION – 155 HAMILTON SPUR PLAINS

#### **RESOLUTION 23/02.2026/C**

**Moved:** Cr J Honner

**Seconded:** Deputy Mayor J Allwright

**THAT** Council advise the Department of Natural Resources and Environment Tasmania that council has no objection to the application to purchase a section of Crown land reserved road for consolidation to the property at 155 Hamilton Spur Plains, CT 236836-1 Council has no objection to the Crown sealing the final plan of survey, pursuant to section 121 of the Local Government (Building and Miscellaneous Provisions) Act 1993.

**CARRIED**

#### **For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffitt

**REPORT BY** Stephen Mackey, General Manager

#### **DISCUSSION**

The Parks and Wildlife Service (PWS) is assessing an application received from a local resident on Hamilton Plains Road to purchase a section of Crown Land reserved road for consolidation to her property at 155 Hamilton Spur Plains, CT 236836-1.

For PWS to make an informed decision on whether to proceed with the application, I am seeking comment from a local Government and planning perspective as it relates to any requirement and/or limitations under the respective planning scheme.

If Council support is provided and the sale proceeds in the form outlined in the attached plan, would Council have any objection to the Crown sealing the final plan of survey, pursuant to s. 121 of the Local government (Building and Miscellaneous Provisions) Act 1993.

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## **21.2 ECONOMIC DEVELOPMENT AND COMMUNITY DEVELOPMENT SPECIAL COMMITTEE MEMBERSHIP**

### **RESOLUTION 24/02.2026/C**

**Moved:** Cr Y Miller

**Seconded:** Cr D Meacheam

**THAT** Council nominate the following person to be member of the Economic Development and Community Development Special Committees.

#### **Economic Development Special Committee**

1. Mr John Stephenson
- 2.
- 3.
- 4.

#### **Community Development Special Committee**

- 1.
- 2.
- 3.
- 4.

**CARRIED**

#### **For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffitt

**REPORT BY** Stephen Mackey, General Manager

**[Attachment](#)** - [Terms of reference for these committees.](#)

#### **DISCUSSION**

Council has resolved set up the Economic development and Community Development Special committees with four community members on each of these. Council in December advertised for community members to nominate to members of these committees. At the close of nominations only Mr John Stephenson had advised of his interest in being on the Economic development committee.

**22. CONSIDERATION OF SUPPLEMENTARY AGENDA ITEMS TO THE AGENDA****22.1 NOTICE OF MOTION – CR D MEACHEAM****NOTICE OF MOTION – Supplementary****RESOLUTION 25/02.2026/C****Moved:** Cr D Meacheam**Seconded:** Cr R Cassidy

**THAT** Council advise the Department of Natural Resources and Environment Tasmania that council has no objection to the application to purchase a section of Crown land reserved road for consolidation to the property at 155 Hamilton Spur Plains, CT 236836-1 Council has no objection to the Crown sealing the final plan of survey, pursuant to section 121 of the Local Government (Building and Miscellaneous Provisions) Act 1993.

**CARRIED****For the Motion**

Mayor L Triffitt; Deputy Mayor J Allwright; Cr A Archer; Cr R Cassidy; Cr J Hall; Cr J Honner; Cr Y Miller; Cr D Meacheam and Cr S Triffitt

<b>Date of Meeting:</b>	February 17, 2026
<b>Councillor Name:</b>	David Meacheam
<b>Proposed Motion:</b>	That via the work of the Special Sub-Committee, Council join with the Central Highlands Volunteer Ambulance Association in its submission to the Mobile Network Coverage Mapping Project, with the Australian Communications and Media Authority
<b>Background Details:</b>	The text of the Central Highlands Volunteer Ambulance Association submission is given below. This motion seeks to have CHC make a submission with similar language
<b>Signature:</b>	<i>David Meacheam</i>
<b>Date:</b>	16/2/26

The Manager Mobile Network Coverage Mapping Project Australian Communications and Media Authority PO Box 78

**BELCONEN ACT 2616****Subject: Submission on the Draft Telecommunications (Mobile Network Coverage Maps) Industry Standard 2026**

The Central Highlands Volunteer Ambulance Association (CHVAA) welcomes the opportunity to provide a submission regarding the draft Telecommunications (Mobile Network Coverage Maps) Industry Standard 2026. As an organisation dedicated to emergency medical response, accurate and reliable mobile coverage information is not merely a consumer convenience but a matter of public safety.

## 1. Technical Thresholds: RSRP and Signal Strength

The CHVAA strongly advocates for a more conservative and realistic approach to signal-strength thresholds. We propose that the maximum allowable RSRP (Reference Signal Received Power) for the 'Useable' coverage category be set at a maximum of -90 dBm.

**Justification:** The current draft identifies a potential coverage threshold of -115 dBm. In the experience of our volunteer responders, signal levels as low as -125 dBm are frequently unreliable for critical communications, particularly in the rugged terrain of the Central Highlands. A threshold of -90 dBm would ensure that areas marked as having coverage provide a genuinely "Good" and reliable connection for both voice and data, which is essential for emergency coordination.

**Safety Implications:** Relying on optimistic predictive modelling at lower signal strengths (-125 dBm) can lead to life-threatening delays when responders or the public believe they have "useable" coverage that fails in practice.

## 2. Accountability and Map Accuracy

There is an urgent need for greater accountability regarding the accuracy of maps published by Mobile Network Operators (MNOs).

**Misleading Representation:** Our association believes that current maps, such as those provided by Telstra Corporation, are often misleading and deceptive. They frequently over-represent the geographical extent of reliable service, creating a false sense of security for travellers and emergency personnel.

**Predictive vs. Real-World:** While we acknowledge that the draft standard moves toward predictive modelling for consistency, we note that such models have "inherent accuracy limits" and "prediction error". To combat deceptive mapping, the Standard must include:

**Mandatory Verification:** Requirements for MNOs to verify predictive models against the National Audit of Mobile Coverage or other in-field measurements.

**Clearer Accountability:** Strengthening the requirement that information be "up-to-date and useful" and that MNOs must disclose limitations that "affect the accuracy of the map".

## 3. Data Access for Emergency Services

We strongly support the provision in the draft standard (Section 8(5)) that requires maps to be published in a manner that enables data to be extracted by emergency service organisations (ESOs) for analytical purposes.

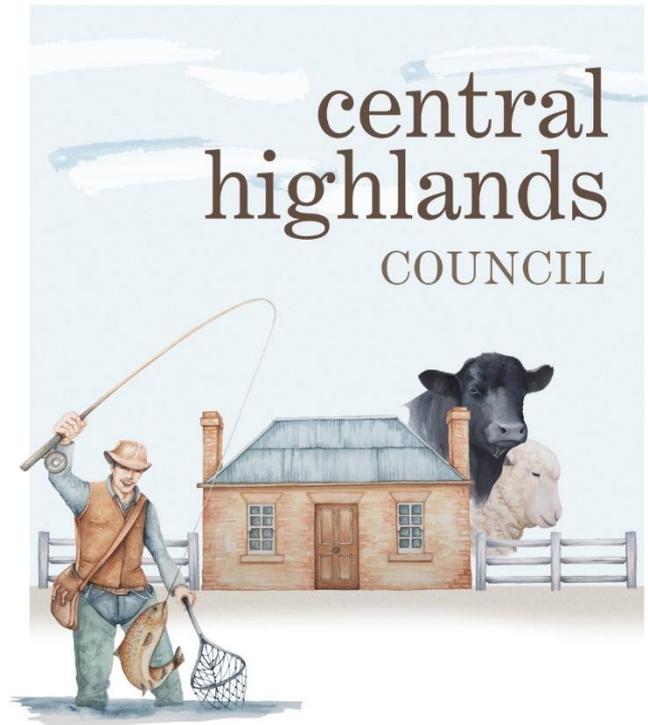
**Application:** For the CHVAA, the ability to integrate raw coverage data into our internal mapping systems is vital for operational planning and identifying "blackspots" where radio or satellite alternatives must be prioritized.

#### **4. Conclusion**

The CHVAA urges the ACMA to adopt a <90 dBm RSRP threshold to ensure maps represent high-quality, reliable service. We also call for rigorous enforcement to ensure that telcos are held accountable for the accuracy of their coverage representations, moving away from deceptive marketing-led maps toward safety-focused information tools. We believe the ACMA needs to make your mobile spectrum licence holders more accountable for public safety of their subscribers and the public, rather than their focus on their company's shareholders.

#### **23. CLOSURE**

Mayor Triffitt thanked everyone for their contribution and declared the meeting closed at 8.15 p.m.



**Finance Committee  
Meeting Minutes**

**17<sup>th</sup> February 2026**

**Bothwell Council Chambers**

## Notice of Finance Committee Meeting– Tuesday 17<sup>th</sup> February 2026

To Councillors,

In accordance with the Local Government (Meeting Procedures) Regulations 2025, Notice is hereby given, that a Finance Committee Meeting of Central Highlands Council is scheduled to be held in the Council Chamber, **Bothwell** on **Tuesday 17<sup>th</sup> February 2026**, commencing at **3.30pm** with the business of the meeting to be in accordance with the following agenda paper.

In accordance with the Local Government (Meeting Procedures) Regulations 2025 Part 2, Division 1, a notice of the meeting was published in the Mercury on 12 February 2026.

### General Manager's Certification

PURSUANT to Section 65 (1) of the Local Government Act 1993, I hereby certify, with respect to the advice, information and/or recommendation provided for the guidance of Council in this Agenda, that:

- A. such advice, information and/or recommendation has been given by a person who has the qualifications or experience necessary to give such advice; and
- B. where any advice is given by a person who does not have the required qualifications or experience, that person has obtained and taken into account the advice from an appropriately qualified or experienced person.

Section 65(2) forbids Council from deciding any matter which requires the advice of a qualified person without considering that advice.

Dated at Bothwell this **13<sup>th</sup>** day of **February 2026**.



Stephen Mackey  
**General Manager**

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## **1. OPENING**

The meeting commenced at 3.30 p.m.

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### **AUDIO RECORDING DISCLAIMER**

As per *Regulation 43 of the Local Government (Meeting Procedures) Regulations 2025*, audio recordings of meetings will be made available to Councillors, staff and members of the wider community including Government Agencies at no charge and will be made available on Council's website as soon as practicable after each Council Meeting. Unlike Parliament, Council meetings are not subject to parliamentary privilege, and both Council and the individual may be liable for comments that may be regarded as offensive, derogatory and/or defamatory.

The Mayor advises the meeting and members of the public that Council Meetings, not including Closed Sessions, are audio recorded and published on Council's Website in accordance with Council's Policy 2017-50.

The Mayor also advises, that members of the public are not permitted to make audio recordings of Council Meetings without prior approval being granted.

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### **ACKNOWLEDGEMENT OF COUNTRY**

I acknowledge and pay respect to the Tasmanian Aboriginal Community as the traditional and original owners and continuing custodians of this land on which we gather today and acknowledge and pay respect to Elders, past, present and emerging.

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### **CONDUCT OF COUNCIL MEETING**

Central Highlands Council takes safety seriously. We have a duty to ensure that we provide a safe workplace for our Employees, Councillors, Contractors and members of the public while present at Council's workplaces.

These premises form part of the Council's workplace, and it is expected that everyone who attends Council committee meetings will behave in a polite and respectful manner. People should refrain from using offensive or derogatory language or comments and not be aggressive, threatening or speak in a hostile manner.

**2. PRESENT**

Cr D Meacheam, Deputy Mayor J Allwright, Cr A Archer (attended the meeting at 3.49 pm) and Cr J Hall

**IN ATTENDANCE**

Mr Stephen Mackey (General Manager), Adam Wilson (Deputy General Manager), Zeeshan Tauqeer (Accountant) and Mrs Katrina Brazendale (Minute Secretary).

**3. APOLOGIES**

Nil

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**4. MINUTES****4.1 CONFIRMATION OF DRAFT FINANCE COMMITTEE MINUTES**

No previous meeting had been held

**PURPOSE**

The purpose of the report is to confirm the Finance Committee Minutes of the previous month. Copies of the minutes have been previously circulated to Councillors prior to the meeting.

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**5. DECLARATION OF PECUNIARY INTEREST AND CONFLICT OF INTEREST BY COUNCILLORS AND STAFF****PURPOSE**

In accordance with the requirements of Part 2 Regulation 10 of the Local Government (Meeting Procedures) Regulations 2025, the chairperson of a meeting is to request Councillors to indicate whether they have, or are likely to have, a pecuniary interest or conflict of interest in any item on the Agenda.

Nil

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**6. BUSINESS ARISING**

Nil

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## 7. STANDING ITEMS

- Fees and Charges – Gravel private work pricing and income analysis

### RESOLUTION

**Moved:** Deputy Mayor J Allwright

**Seconded:** Cr J Hall

**THAT** the fees and charges for gravel private works be increased by 15% for the 2026/2027 financial year.

**CARRIED**

### For the Motion

Deputy Mayor J Allwright; Cr J Hall and Cr D Meacheam

*Cr A Archer attended the meeting at 3.49 p.m.*

- Financial Reports – End of January 2025 - **NOTED**
- Significant Financial Impacts on the Council – **NOTED**
- Insurance Coverage - Insurance expenditure for the past three years - **NOTED**
- Annual Financial Statement - Entry meeting for the 30/06/26 annual audit, Monday 16 February - **NOTED**
- Auditor Reports – Audit opinion letter and independent auditor's report - **NOTED**

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## 8. NEW BUSINESS

8.1 Terms of Reference – Finance Committee has been tabled for discussion - **NOTED**

8.2 Capital Works township expenditure last three financial years. - **NOTED**

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## 9. OTHER BUSINESS

Nil

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## 10. NEXT MEETING

17<sup>th</sup> March 2026 at 3.30 p.m.

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## **11. CLOSURE**

Cr D Meacheam thanked everyone for their contribution and declared the meeting closed at 4.38 p.m.

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**Cr D Meacheam**

**Dated:** 17 March 2026



# Central Highlands Council

## MINUTES AUDIT PANEL MEETING – 16 FEBRUARY 2026

Minutes of the Central Highlands Council Audit Panel Meeting was held at the Bothwell Council Chambers, Bothwell on Monday 16 February 2026 commencing 9.00am.

### 1.0 OPENING

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### 2.0 PRESENT

Ian McMichael (Chair), Deputy Mayor J Allwright and Cr J Hall

**In Attendance:** Stephen Mackey (Acting General Manager), Adam Wilsopn (Deputy General Manager) and Zeeshan Tauqeer (Accountant).

**Via Teams 9.30am to 9.40am** Ms J McGunness and Mr R Eastley Tasmanian Audit Office

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### 3.0 APOLOGIES

Mr M Farrington Tasmanian Audit Office

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### 4.0 CONFIRMATION OF MINUTES

#### RESOLUTION

**Moved:** Deputy Mayor J Allwright

**Seconded:** Cr J Hall

Minutes of the previous Audit Panel Meeting held on Monday 24 November 2025 to be confirmed.

**CARRIED**

**For the Motion:** Mr I McMichael (Chair); Deputy Mayor J Allwright and Cr J Hall



## 5.0 PECUNIARY INTEREST DECLARATIONS

The Chair requests all Members to indicate whether they or a close associate have or are likely to have a pecuniary interest (any pecuniary benefit or pecuniary detriment) or conflict of interest in any Item of this Agenda.

**Nil**

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## 6.0 BUSINESS ARISING

6.1 Related Party Declarations – any amendments.

**No amendments**

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## 7.0 STANDING ITEMS

- Statutory Financial Requirements Report - **NOTED**
  - Financial Reports - **NOTED**
  - Risk Management Register - **NOTED**
  - Policy Review – **NOTED** - Dog Management Plan has closed for public comment.
- 

### 7.1 DRAFT POLICY 2015 - 06 TENDERING AND PROCUREMENT POLICY

That the Deputy General Manager undertake a review of other Councils Tendering and Procurement policies across the State, update Council Policy 2015 – 06 Tendering and Procurement Policy and table the draft policy at the next Audit Panel Meeting in May 2026.

---

### 7.2 DRAFT RISK MANAGEMENT REGISTER

The Risk Management Register has been reviewed by the Works and Service Manager, Accountant and the Deputy General Manager. The action to control risk and hazards table has been updated along with the action taken or comments table.

## RESOLUTION

**Moved:** Cr J Hall

**Seconded:** Deputy Mayor J Allwright

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THAT Council approve the Risk Management Register.

**CARRIED**

**For the Motion:** Mr I McMichael (Chair); Deputy Mayor J Allwright and Cr J Hall

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## **8.0 NEW BUSINESS**

### **8.1 CENTRAL HIGHLANDS COUNCIL STRATEGIC PLAN 2025 – 2030**

The matter was discussed and the Deputy Mayor J Allwright suggested that Council may wish to add another section to Item 1.3 – Environment.

### **8.2 AUDIT TASMANIA – Findings for consultation – Report of the Auditor-General No.2 of 2021-22: Council General Manager recruitment, appointment and performance assessment**

Ms J McGunness and Mr R Eastley from Tasmanian Audit Office attend the meeting via Teams to discuss the findings of the Council General Manager recruitment, appointment and performance assessment Auditor-General review.

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## **9.0 OTHER BUSINESS**

Nil

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## **10.0 NEXT MEETING**

12 May 2026, commencing at 9.00 a.m. – Bothwell Council Chambers

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## **11.0 CLOSURE**

The Meeting closed at 9.45 am.

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# LIONS CLUB OF KINGBOROUGH INC

ABN: 46-554-390-530

PO Box 495, Kingston 7051

[hobartcq@sponsorship.net.au](mailto:hobartcq@sponsorship.net.au)

Proudly hosting Hobart's 36<sup>th</sup> Annual Festival

## CIRCUS QUIRKUS 2026

To: Kat Cullen

From: Susan Baines

Co: Central Highlands Council

Tel: 03 61283035 / 1800 132 003

We sincerely thank you and the local business community for your unwavering help of our annual festival – CIRCUS QUIRKUS for local disadvantaged children and those with additional needs. Your previous generous support has played a vital role in raising essential funds for local charities and Lions projects and creating unforgettable experiences for children who need them most.

### Why Your Ongoing Support Matters:

1. **A Day of Magic and Joy:**

We're thrilled to announce that *Circus Quirkus* is returning to the Federation Concert Hall – Hobart Grand Chancellor, bringing excitement, laughter, and joy to thousands of children supported by over 50 local charities, disability services, and welfare organisations. As you know, many of them face immense daily challenges and rarely experience events that we often take for granted. This show offers them a rare opportunity to smile and simply be kids in a welcoming, inclusive environment.

2. **Help raise critical funding for local charities and Lions projects including:** The RHH Research Foundation that provides funding for cancer, cardiac and childhood diseases research; Parkinson's Research; Rural Alive & Well; the Royal Flying Doctors; the Lions Childhood Cancer Research Foundation; the Lions Wellness Foundation; Lions eye health projects; and Lions Assistance Dogs.

### Your Impact:

Your sponsorship helps us deliver an incredible day for these deserving children and provides crucial funding for the above charities and foundations. It's \$70 (including GST) per child:

5 children - \$350

7 children - \$490

11 children - \$770

**Thank you for helping up to 6 Children over the years for many years.**

Thank you for considering this opportunity to make a lasting impact again. Together, we can make this year's *Circus Quirkus* the most memorable yet! We look forward to hearing from you!

Kind regards

Paul Cairnduff  
President



Scan for link to previous show highlights reel

Payment Options: **We will issue a receipt promptly.**

**Credit Card:** Please complete and email to [hobartcq@sponsorship.net.au](mailto:hobartcq@sponsorship.net.au). This transaction will appear as "Lions Club of Kingborough" on your statement.

### CREDIT CARD:

Card type: Please circle  

Credit card:     -     -     -     Exp:   /

Name on Card: \_\_\_\_\_ CCV: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

**Direct Credit:** A/c: Lions Club of Kingborough Inc BSB: 037-015 A/c: 324568 Please quote Ref: Your Co/name



## CENTRAL HIGHLANDS COUNCIL COMMUNITY GRANTS PROGRAM APPLICATION FORM

Please ensure you have read and understand the Program Guidelines prior to completing this form. Please enclose your group/club's current financial statement.

### 1. APPLICATION & ORGANISATION DETAILS

**Name of Project:** 2026 Highland Lassies & Highland Championship

**Amount of Grant Requested:** \$2,000

**Estimated Total Project Cost:** \$8,000

**Applicant Organisation:** Bothwell Golf Club

**Contact Person's Name:** Stephen Loring

**Contact Details Address:** Po Box 68, Bothwell

**Phone: (Business hours)**

**Mobile:**

**Fax:**

**Email:**

**Signature**

**Name**

**Position in Organisation**

**Date**

**What is the overall aim/purpose of the applying organisation?  
To help cover costs associated with the Event**

**What is the membership of the organisation?**

President Stephen Loring

Secretary Andrew Brazendale

Treasurer Ian Bygrave

Public Officer/s Stephen Loring

**2. ELIGIBILITY** (see *Community Grant Program Guidelines*)

Is the organisation:

- Representative of the interests of the Central Highlands Community**
- Incorporated
- Not for Profit
- Unincorporated
- A Hall Committee

**OR**

- An individual community member

Have you previously received funding from the Central Highlands Council? (*Please attached additional pages if required*)

If yes;

Name of Project: 2025 Champtionships

Date Grant received: July 2025

Amount of Grant: \$1,900

**3. PROJECT DETAILS**

Project Start Date: 20<sup>th</sup> March 2026

Project Completion Date: 25<sup>th</sup> July 2026

Project Objectives:

**4. COMMUNITY SUPPORT**

What level of community support is there for this project?

**Does the project involve the community in the delivery of the project?**

Yes – Many Volunteers to run and organise the event

**How will the project benefit the community or provide a community resource?**

Not only are we showcasing the townships golf course, but local businesses will benefit from these 2 annual golf events with the 150 or more players that will be attending by way of accommodation, fuel and food purchases etc

#### **5. COUNCIL SUPPORT**

**Are you requesting other Council support? E.g. parks, halls, telephones, fax, photocopying, computers, office accommodation, cleaning facilities, street closure.  
If yes, please give details.**

No

**Are you requesting participation by Councillors or Council Staff?  
If yes, please give details.**

No

**If your application is successful, how do you plan to acknowledge Council's contribution?**

Council will receive recognition through facebook posts during the event.

#### **6. FUTURE APPLICATIONS AND THE SUCCESS THIS PROJECT**

**Do you anticipate the organisation will apply for funding in future years?**

Yes

**How will you monitor/evaluate the success of this project?**

Feedback received during the events conversations

**7. PROJECT BUDGET**

Note: Amount from Council must not exceed half the project cost

<b>Please provide a breakdown of the project expenditure and income:</b>			
<b>Expenditure</b>	<b>Amount \$</b>	<b>Income</b>	<b>Amount \$</b>
<b>Capital</b>		<b>Guarantee</b>	
Refurbishment		Government Grants	
Equipment		Trust/Foundations	
Premises – In Kind	\$2,500	Donations from Business	
Vehicles		Special Funding	
Other:		Gifts in Kind	
Catering	\$2,400		
Prizes	\$2,500		
Other:	\$600	Other: Entry Fee	\$4,250
<b>Subtotal</b>		Other	
		<b>Subtotal</b>	
<b>Revenue</b>		<b>Anticipated</b>	
Salaries (including super)		Government Grants	
Short-term contract fees		Central Highlands Grant	\$2,000
Running costs		Trust/Foundations	
Production of information PR materials		Donations from Businesses	
Training staff/volunteers		Special Fundraising	
Travel		Gifts in kind (details)	\$1750
Rent		Cash Reserves	
Reference materials		Other:	
Other:			
<b>Subtotal</b>		<b>Subtotal</b>	
<b>TOTAL</b>	\$8,000	<b>TOTAL</b>	\$8,000



BOTHWELL GOLF CLUB

PO Box 68 BOTHWELL

Tasmania 7030 Australia

ABN: 85 529 514 050

---

23<sup>rd</sup> February 2026

Central Highlands Council  
19 Alexander Street  
Bothwell Tas 7030

Dear Kat Cullen,

**Re: Community Grant Application – 2026 Highland Lassies and Highland Championships**

The Bothwell Golf Club will be holding its annual Highland Lassies on 20<sup>th</sup> March 2026 and the Highland Golf Championships on 25<sup>th</sup> July 2026.

Both these events will attract 100 if not more golfers to Bothwell from all over the state and we are seeking financial assistance from Council towards the running costs of the event.

Not only are we showcasing the local townships golf course, but we also know that other local businesses will benefit from this event with the purchases of fuel, accommodation, food and much more.

If you require any further information, please give me a call on 0478596418.

Kind Regards

Steve Loring  
President



ANZAC DAY  
LEST WE FORGET  
25 APRIL

## 2026 ANZAC Day Services in the Central Highlands

25 April is the anniversary of the day Australian and New Zealand soldiers landed on the beaches of Gallipoli in 1915 as part of the Allies' invasion.

We recognise more than 1.5 million men and women who have served Australia in all conflicts, wars and peacekeeping operations. It is a time to remember some 103,000 Australians who lost their lives while serving.

All are welcome to attend the following ANZAC Day services on April 25:

6am Gretna Dawn Service Memorial Cenotaph  
- gathering after at Gretna Green Hotel

6am Fentonbury War Memorial  
- gathering after at the Westerway Community Hall

6am Arthurs Lake – meet at Arthurs Lake Roadhouse  
- gathering after at the Roadhouse

6am Bronte Park – in Historic Village area  
- community BBQ to follow

11am Hamilton Memorial Cenotaph  
- gathering after at 1826 Bar and Bistro - Hamilton Inn

11am Bothwell Memorial Cenotaph - Queen's Park  
- gathering after at The Castle Hotel

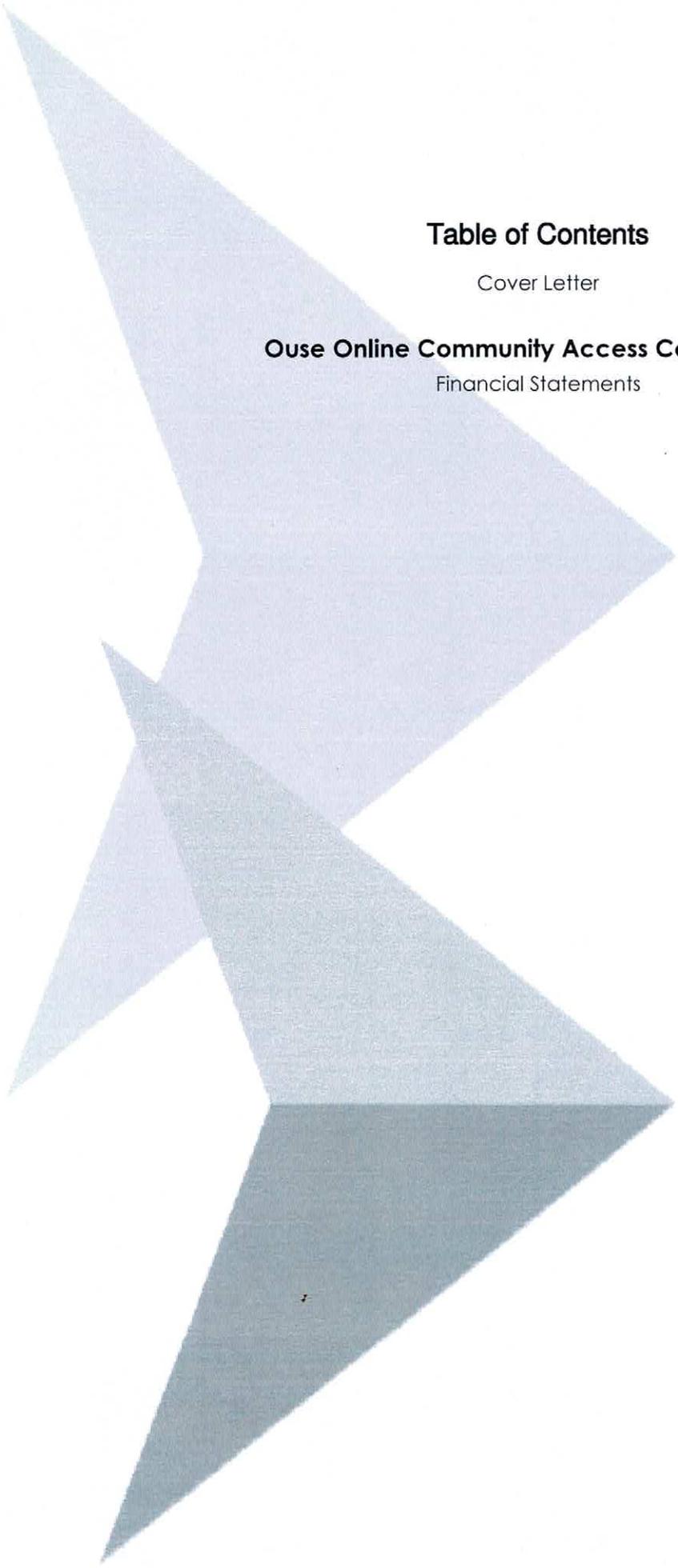
### Please note:

- Start times listed here are when services commence – please arrive earlier to find parking and walk to service location.
- All post-ANZAC service gatherings include complimentary food.



**Ouse Online Community Access  
Centre Inc**

**Financial Statements**  
FOR THE YEAR ENDED  
30 June 2025



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Cover Letter

### **Ouse Online Community Access Centre Inc**

Financial Statements

**Bentleys New Norfolk Pty Ltd**

51 High Street  
New Norfolk TAS 7140

PO Box 525  
New Norfolk TAS 7140

ABN 52 610 399 874

T +61 3 6261 5060

[newnorfolk@bentleystas.com.au](mailto:newnorfolk@bentleystas.com.au)  
[bentleys.com.au](http://bentleys.com.au)

24 November 2025

Ouse Online Community Access Centre Inc  
Lyell Highway  
OUSE TAS 7140

Dear Sir/ Madam,

### **2025 Financial Statements**

We enclose your 2025 financial statements for the year ended 30 June 2025.

A summary is as follows:

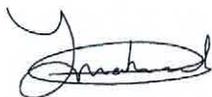
#### **Entity**

- Ouse Online Community  
Access Centre Inc

We advise that the records used in the preparation of your returns are available for collection from our office at your earliest convenience.

A copy of the financial statements is included for your retention. We also advise that under the tax laws, it is your responsibility to retain copies of your income tax returns and the electronic lodgement declarations so that the details supporting your return are readily available to reply to any queries which may be raised by the Australian Taxation Office at some future date. Please note these documents must be retained for a minimum of five years.

Yours sincerely,



Youssef Mohamad  
**Director**  
**Bentleys New Norfolk Pty Ltd**



**Ouse Online Community  
Access Centre Inc**

## Contents

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Committee's Report

Compilation Report

Officers Declaration

Profit and Loss

Balance Sheet

Notes to the Financial Statements

Certificate by Members of the Committee

Review Report to the Members

Ouse Online Community Access Centre

## Committee's Report

For the year ended 30 June 2025

Your committee members submit the financial report of Ouse Online Community Access Centre for the financial year ended 30 June 2025

Committee Members

The names of committee members throughout the year and at the date of this report are:

<b>Committee Member</b>	<b>Position</b>
Victoria Onslow	President
	Vice
Timothy Hurburgh	President
William Hay	Secretary
Philippa Chapman	Treasurer
Nichola Ball	Committee Member
Elizabeth Shoobridge	Committee Member
John Shoobridge	Public Officer

Signed in accordance with a resolution of the Members of the Committee on:



Victoria Onslow

President

Date: 28-11-2025



Philippa Chapman

Treasurer

Date: 28-11-2025

Ouse Online Community Access Centre

## Compilation Report

To the Officers of Ouse Online Community Access Centre

We have compiled the accompanying special purpose financial statements of Ouse Online Community Access Centre, which comprise the balance sheet as at 30 June 2025 and profit and loss for the year then ended, a summary of material accounting policies and other explanatory notes. The specific purpose for which the special purpose financial statements have been prepared is set out in Note 1.

### The Responsibility of the Officers

The Officers of Ouse Online Community Access Centre are solely responsible for the information contained in the special purpose financial statements, the reliability, accuracy and completeness of the information, and for the determination that the significant accounting policies as set out in Note 1 to the financial statements are appropriate to meet their needs and for the purpose that the financial statements were prepared.

### Our Responsibility

On the basis of information provided by the Officers we have compiled the accompanying special purpose financial statements in accordance with the significant accounting policies described in Note 1 to the financial statements and APES 315 Compilation of Financial Information.

We have applied our expertise in accounting and financial reporting to compile these financial statements in accordance with the significant accounting policies as set out in Note 1 to the financial statements. We have complied with the relevant ethical requirements of APES 110 Code of Ethics for Professional Accountants (including Independence Standards).

### Assurance Disclaimer

Since a compilation engagement is not an assurance engagement, we are not required to verify the reliability, accuracy or completeness of the information provided to us by management to compile these financial statements. Accordingly, we do not express an audit opinion or a review conclusion on these financial statements.

The special purpose financial statements were compiled exclusively for the benefit of the Officers of Ouse Online Community Access Centre who are responsible for the reliability, accuracy and completeness of the information used to compile them. Accordingly, these special purpose financial statements may not be suitable for other purposes. We do not accept responsibility for the contents of the special purpose financial statements.

Bentleys New Norfolk Pty Ltd  
51 High Street, New Norfolk TAS 7140



Youssef Mohamad

Director

Date: 16 November 2025

Ouse Online Community Access Centre

## Officers Declaration

---

The Officers have determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies prescribed in Note 1 to the financial statements.

The Officers of Ouse Online Community Access Centre declare that:

1. The financial statements and notes, present fairly the association's financial position as at 30 June 2025 and its performance for the period 1 July 2024 to 30 June 2025 in accordance with the accounting policies described in Note 1 to the financial statements; and
2. In the Officers opinion, there are reasonable grounds to believe that the association will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Officers and is signed on behalf of the Officers by:

Signed:



Victoria Onslow

President

Date: 28-11-2025



Philippa Chapman

Treasurer

Date: 28-11-2025

Ouse Online Community Access Centre

## Profit and Loss

For the year ended 30 June 2025

	2025	2024
	\$	\$
<b>Income</b>		
Book Sales	60	238
Centre Hire	200	400
Donations received	16,747	10,908
Grants received	22,000	20,000
OOCAC Digest Sales	10,918	12,747
Printing income	400	498
<b>Total Income</b>	<b>50,326</b>	<b>44,791</b>
<b>Expenses</b>		
Accounting	605	561
Bad Debts	-	93
Cleaning	1,059	1,169
Coordinator Expense	80	337
Digest Expenses	5,323	4,661
Electricity & Gas	825	1,034
Insurance	2,256	2,114
Postage	-	21
Printing & Stationery	2,024	960
Repairs and Maintenance	14	6
Subscriptions	144	170
Sundries	315	23
Superannuation	6,082	3,930
Telephone	667	373
Wages and Salaries	40,529	47,438
<b>Total Expenses</b>	<b>59,923</b>	<b>62,889</b>
<b>EBIT</b>	<b>(9,597)</b>	<b>(18,098)</b>
<b>Interest</b>		
Interest Income	3,095	2,488
<b>Total Interest</b>	<b>3,095</b>	<b>2,488</b>
<b>Loss</b>	<b>(6,502)</b>	<b>(15,610)</b>

These statements should be read in conjunction with the attached compilation report.

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## Balance Sheet

As at 30 June 2025

	Note	2025 \$	2024 \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	3	67,274	69,883
Trade and Other Receivables		3,382	3,011
Current Tax Assets		4,186	4,186
<b>Total Current Assets</b>		<b>74,842</b>	<b>77,080</b>
<b>Total Assets</b>		<b>74,842</b>	<b>77,080</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and Other Payables	4	4,800	536
<b>Total Current Liabilities</b>		<b>4,800</b>	<b>536</b>
<b>Total Liabilities</b>		<b>4,800</b>	<b>536</b>
<b>Net Assets</b>		<b>70,042</b>	<b>76,544</b>
<b>Equity</b>			
<b>Retained Association Funds</b>			
Opening Balance		76,544	92,154
Current Year Earnings		(6,502)	(15,610)
<b>Total Retained Association Funds</b>		<b>70,042</b>	<b>76,544</b>
<b>Total Equity</b>		<b>70,042</b>	<b>76,544</b>

These statements should be read in conjunction with the attached compilation report.

## Notes to the Financial Statements

For the year ended 30 June 2025

---

### Note 1 Basis of Preparation

#### Financial Reporting Framework

The officers have prepared the financial statements on the basis that the Association is a non reporting entity because there are no users dependent on general purpose financial statements. The financial statements are therefore special purpose financial statements that have been prepared in order to meet the needs of the member.

The financial statements have been prepared in accordance with the material accounting policies disclosed in Note 2, which the officers have determined are appropriate to meet the needs of the member. Such accounting policies are consistent with the previous period unless stated otherwise.

#### Basis of Preparation

The financial statements have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes.

### Note 2 Accounting Policies

#### Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the balance sheet.

#### Income Tax

Current income tax expense charged to the profit or loss is the tax payable on taxable income calculated using applicable income tax rates enacted, or substantially enacted, as at the end of the reporting period. Current tax liabilities (assets) are therefore measured at the amounts expected to be paid to (recovered from) the relevant taxation authority.

These accounts do not recognise deferred income tax assets or liabilities.

#### Revenue Recognition

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed.

All revenue is stated net of the amount of goods and services tax (GST).

## Notes to the Financial Statements

For the year ended 30 June 2025

---

### Trade and Other Receivables

Trade receivables are recognised initially at the transaction price (ie cost). Most sales are made on the basis of normal credit terms and do not bear interest. Receivables are not discounted to present value.

At the end of each reporting period, the carrying amounts of trade and other receivables are reviewed to determine whether there is any objective evidence that the amounts are not recoverable. Debts are written off once attempts at recovery of the debt have ceased.

### Trade and Other Payables

Trade and other payables are recognised at their transaction price. Accounts payable are obligations on the basis of normal credit terms and do not bear interest.

### Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with receivables or payables in the balance sheet.

Ouse Online Community Access Centre

## Notes to the Financial Statements

For the year ended 30 June 2025

	2025	2024
Note	\$	\$
<b>Note 3 Cash and Cash Equivalents</b>		
Cash at Bank 5308	4,877	(1,486)
Online Saver 6448	11,636	14,590
Term Deposit	50,761	56,779
<b>Total Cash and Cash Equivalents</b>	<b>67,274</b>	<b>69,883</b>
<b>Note 4 Trade and Other Payables</b>		
Trade Creditors	186	148
<b>GST Payable</b>		
GST	467	388
GST Adjustments	259	-
<b>Total GST Payable</b>	<b>726</b>	<b>388</b>
<b>Payroll Liabilities</b>		
PAYG Withholdings Payable	2,514	-
Superannuation Payable	1,374	-
<b>Total Payroll Liabilities</b>	<b>3,888</b>	<b>-</b>
<b>Total Trade and Other Payables</b>	<b>4,800</b>	<b>536</b>

These statements should be read in conjunction with the attached compilation report.

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Ouse Online Community Access Centre

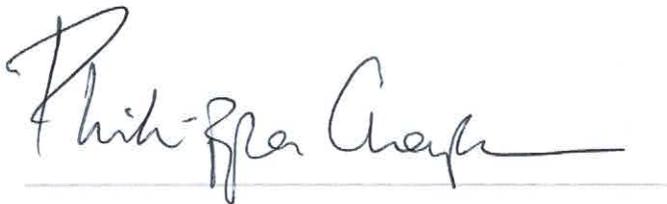
## Certificate by Members of the Committee

For the year ended 30 June 2025

I,  of PHILIPPA CHAPMAN  
certify that:

1. I attended the annual general meeting of the association held on 21 / 10 / 2025

2. The financial statements for the year ended 30 June 2025 were submitted to the members of the association at its annual general meeting.



Handwritten signature of Philippa Chapman in cursive script, written over a horizontal line.

Date: 16 November 2025

## Review Report to the Members

---

### Report on the Financial Statements

I have reviewed the accompanying financial statements of Ouse Online Community Access Centre, which comprise the balance sheet as at 30 June 2025, income and expenditure statement for the year then ended, statement by members of the committee, and a summary of significant accounting policies and other explanatory notes.

### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with the requirements of the Australian Charities & Not For Profits Commission (ACNC) and the Incorporations Association Act Tasmania 1964, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

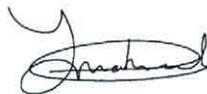
### Reviewer's Responsibility

My responsibility is to express a conclusion on the accompanying financial statements, including whether anything has come to my attention that causes me to believe that the financial statements, taken as a whole, are not prepared in all material respects in accordance with the applicable financial reporting framework. The reviewer is also required to comply with relevant ethical requirements.

The reviewer performs procedures, primarily consisting of making enquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained. The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with Australian Auditing Standards. Accordingly, I do not express an audit opinion on these financial statements.

### Conclusion

Based on my review, nothing has come to my attention that causes me to believe that these financial statements do not present fairly, in all material respects, the financial position of Ouse Online Community Access Centre as at 30 June 2025, and its financial performance for the year then ended.



---

Youssef Mohamad

BBus CA

Date: 16 November 2025



**ESTIMATE**

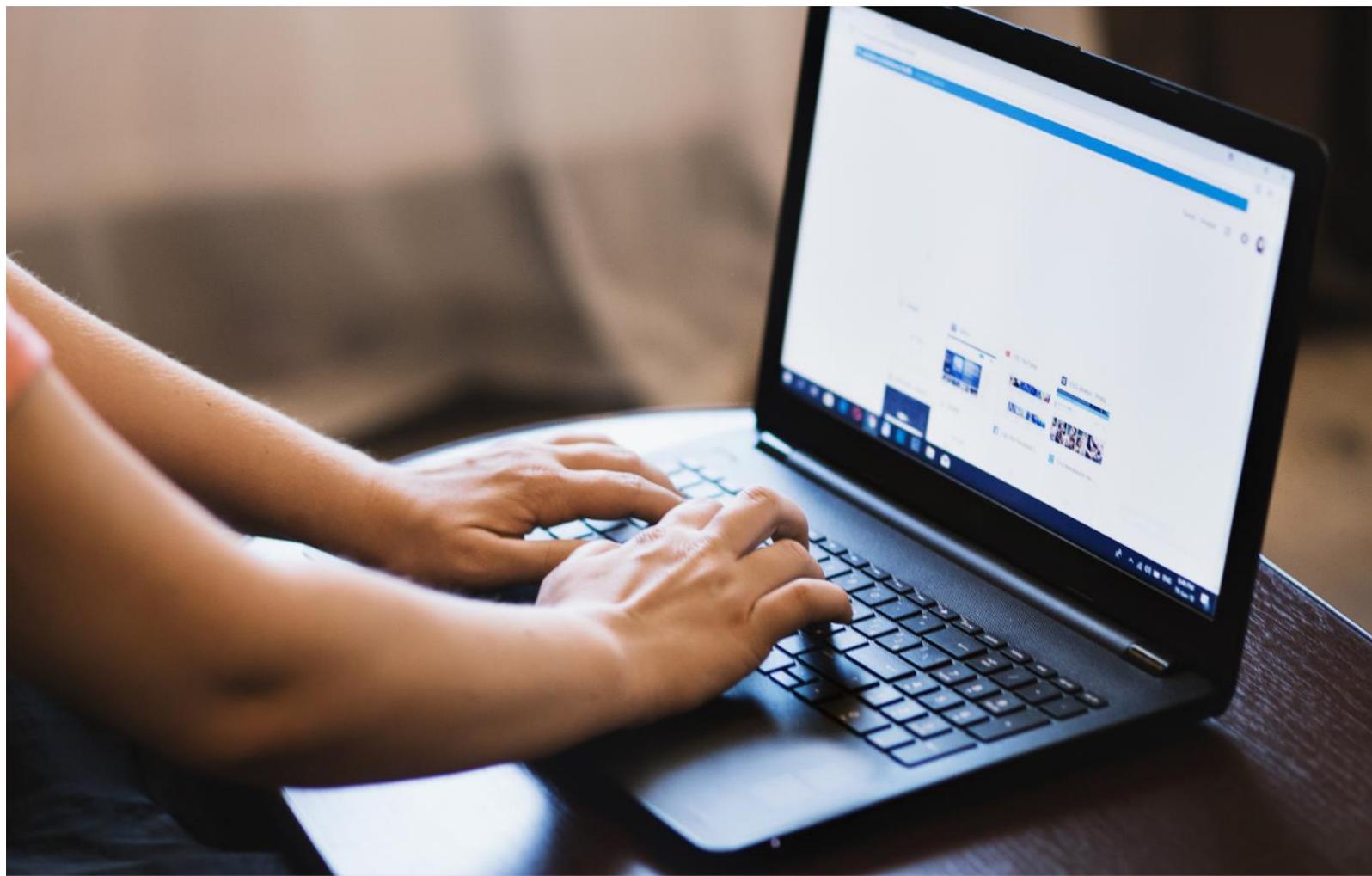
To Central Highlands Council

Stephen Conrad  
 Tridigital Solutions  
 20 Raffan Rd  
 Honeywood  
 Tas 7017  
 0438266723  
 sconrad@tridigital.com.au  
 ABN: 52 624 819 392

Number	02083
Issued	27 Feb, 2026
Valid until	13 Mar, 2026
Total	\$9,971.50

DESCRIPTION	QUANTITY	RATE	GST	TOTAL
Ouse online access centre estimate	0 Units	\$0.00		\$0.00
PC's for OAC x 4 with 24" LCD screens and keyboard / mouse. Brand new with Windows 11 Pro.	4 Units	\$1,500.00	\$600.00	\$6,600.00
Firewall / router switch with wireless AP.	1 Unit	\$815.00	\$81.50	\$896.50
Office Professional Plus 2021 optional	4 Units	\$270.00	\$108.00	\$1,188.00
NBN WAN service per month Unlimited data 400/40 service Static IP required for management	1 Unit	\$130.00	\$13.00	\$143.00
Labour fully configured, delivered and installed.	8 Units	\$130.00	\$104.00	\$1,144.00
			Subtotal	\$9,065.00
			GST	\$906.50
			<b>Total</b>	<b>\$9,971.50</b>

# A Review of Digital Inclusion in Tasmania



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## Executive Summary

Digital inclusion ensures that every Tasmanian, regardless of their circumstances or location, can confidently and affordably access the digital world. From staying connected with loved ones to accessing healthcare, education, job opportunities, or government services, being digitally included is essential for fully participating in modern life.

Despite significant progress since the rollout of the NBN, Tasmania continues to lag behind other states on the three main components of digital inclusion: access, affordability, and ability, as reported by the Australian Digital Inclusion Index (ADII). Nearly 37.2% of Tasmanians live in socially disadvantaged areas, and many rely on costly prepaid mobile data plans that compound barriers to digital engagement. These challenges are particularly pronounced in rural and regional communities, where digital skills training and affordable connectivity options remain limited. Without intervention, these barriers risk further entrenching social and economic inequalities.

While focusing on all three measures, the review has had a more dominant focus on enhancing ability—ensuring all Tasmanians have the opportunity to develop foundational digital skills. In part this is due to the availability of data relating to access to adequately lead to detailed findings and recommendations. In terms of ability, community consultations and literature reviews revealed that people value local, trusted support provided in accessible community hubs they already frequent for a wider range of purposes, such as Libraries Tasmania, Neighbourhood Houses, Service Tasmania outlets, Child and Family Centres, and Men’s Sheds. Key attributes of effective support include personalised, on-demand, and patient guidance, tailored to immediate needs. Many interviewed relied on more informal support through family and friends, rather than a community-based provider.

The findings also highlight that a volunteer-based model is an appropriate framework for delivering digital inclusion support, provided volunteers receive consistent, high-quality training and work within a clearly defined scope of support. Without adequate knowledge in areas like cybersecurity and scams, the model risks being ineffective. Regional variations in digital inclusion needs further highlight the importance of a flexible, targeted approach aligned with the socio-economic characteristics of communities.

Tasmania has a unique opportunity to embed digital inclusion into government strategies that focus on moving services online and front-line services, leveraging community strengths and a statewide volunteer training initiative. This approach can ensure that all Tasmanians, from a young job seeker accessing online training in a regional library to an elderly couple in a remote town using telehealth, have the digital skills and resources needed to thrive in the modern world. By implementing these recommendations, Tasmania can build a more inclusive and equitable digital future, empowering individuals and strengthening communities.

## Summary of Findings, Priority Recommendations and Rationale

Key Findings	Recommendations	Rationale
<p><b>Persistent Disparities:</b> Tasmania continues to lag on access, affordability, and ability—the three pillars of digital inclusion—with regional areas and socio-economically disadvantaged groups facing the greatest barriers.</p>	<p>Targeted investment in high-need geographical areas identified through data analysis.</p> <p>Develop a long-term infrastructure plan to address connectivity and affordability gaps.</p>	<p>Ensures resources are directed to the areas of greatest need, addressing systemic inequities.</p> <p>Improves accessibility and affordability in underserved regions.</p>
<p><b>Focus on Ability:</b> This review prioritises strategies to enhance foundational digital skills for all Tasmanians, addressing gaps in knowledge and confidence.</p>	<p>Standardised volunteer training to build the role of Digital Champions within communities.</p> <p>Public awareness campaigns to promote available digital inclusion resources.</p>	<p>Provides consistent, high-quality digital support to enhance foundational skills and confidence.</p> <p>Reduces barriers to engagement and increases uptake of programs.</p>
<p><b>Community Preferences:</b> Community members expressed a clear preference for trusted, local support provided in hubs they already frequent, for example: Libraries Tasmania, Neighbourhood Houses, Child and Family Centres, Men’s Sheds, and Service Tasmania outlets.</p>	<p>Embed digital inclusion support in trusted hubs (e.g., Libraries Tasmania, Service Tasmania outlets, Child &amp; Family Centres and a range of NGOs).</p>	<p>Embedding services in familiar, frequently visited locations increases accessibility and trust.</p>
<p><b>Volunteer-Based Model:</b> A volunteer-driven approach remains viable but requires a standardised training framework to address risks and ensure that volunteers are equipped to define the scope of their role and refer or have resources to support contemporary challenges like cybersecurity and scams.</p>	<p>Develop a statewide volunteer training program addressing risks like cybersecurity and scams. Align digital inclusion efforts with the new Tasmanian Government Volunteers Strategy</p>	<p>Addresses knowledge gaps and ensures volunteers are equipped to handle evolving challenges &amp; mitigate risk.</p>

		Ensures sustainability through cohesive volunteer recruitment and support.
Implications for OACs: The OAC model, while historically significant, no longer aligns with contemporary digital needs of most of the population. Many services offered by OACs duplicate those available in other community settings, highlighting the need for a more integrated approach that prioritises areas with limited or no other options for support.	Phase out OACs, integrating their functions into broader frontline government and community services.  Support existing OAC volunteers with upskilling and roles in Libraries Tasmania or similar frontline sites.	Avoids duplication of services and redirects resources to underserved areas.  Smooths the transition for communities and retains valuable volunteer expertise.

## Recommendations- detailed

The recommendations developed through this review fall into three interrelated focus areas:

1. **Integrated Front-Line and Community-Based Response:** Enhancing accessibility and quality of support through digital champions, consistent training, and diverse service delivery methods.
2. **Governance, Oversight, and Monitoring:** Ensuring a coordinated, data-driven approach to digital inclusion through centralised governance, measurable KPIs, and monitoring frameworks.
3. **Infrastructure Investment:** Addressing affordability and access barriers while increasing public knowledge of available resources and services, and infrastructure investment and improvement

### Focus area one: Integrated, Front-line and Community Based Response

#### 1. Standardised Volunteer Training

Aimed at ensuring consistency and quality in volunteer-driven digital support in conjunction with addressing knowledge gaps in emerging issues like cybersecurity and ensures a defined scope of support.

Develop and implement a statewide training program for digital volunteers (Digital Champions), modelled on successful initiatives like Wales' Digital Champions. This framework would:

- Build a network of "Digital Champions" embedded in communities.
- Provide training on topics such as scams, cybersecurity, and emerging technologies.
- Leverage existing resources, including those from the Good Things Foundation and Be Connected to ensure all Tasmanians can access up-to-date guides and information that has been quality assured and contains appropriate referral information if more specific information is required.

#### 2. Integration with the Volunteers Strategy

Align digital inclusion efforts with the Tasmanian Government's new Volunteers Strategy to ensure a cohesive and sustainable approach to recruiting, training, and supporting digital volunteers.

**3. Phased Transition of OACs** A gradual shift allows for resource reallocation without disrupting services and ensuring all existing communities have a smooth transition.

Over the next three years:

- Transition OACs into broader community services, prioritising communities without alternative support.
- Redirect Digital Connections Grant funding to manage statewide volunteer training and support and create a range of resources that provide Tasmanians with easy-to-follow advice and support to engage online.

- Provide upskilling opportunities for existing OAC volunteers, integrating them into Libraries Tasmania or other community hubs.

#### 4. Targeted Investment

Direct resources to high-need geographical areas identified through data analysis, ensuring equitable access to digital inclusion services.

Based on data analysis, there are some Tasmanian communities with a high level of digital exclusion indicators and a lower level of support available. Being guided by data can ensure the communities with the greatest risk of exclusion can be provided with targeted support to ensure local people are not further left behind. This is a natural shift 30 years on from the original location of OACs as the demographic profile of the Tasmanian population has shifted.

#### 5. Public Awareness and Infrastructure Investment

Enhance public awareness of digital inclusion resources and where and how Tasmanians can get support and information.

Reduces barriers to engagement by improving connectivity and affordability through better supporting people to access some of the available programs they may not be aware of, or may struggle to enrol in.

#### Implications for Online Access Centres (OACs)

**Transition of Services:** Rather than maintaining separately branded OACs, their functions should be integrated into existing community locations like Libraries Tasmania, Service Tasmania outlets, and a range of NGOs such as Neighbourhood Houses. Whilst a number of OACs are co-located with other services such as with Libraries Tasmania sites and Neighbourhood Houses, this is different to and not as effective as fuller service integration as they are co-located rather than integrated into the Libraries Tasmania Service.

It is not suggested that Digital Connections Grants to OACs would cease on 30 June 2025, but that in consultation with the individual OACs and based on the needs of individual communities, OACs would be phased out over the next three years, with the exception of communities where alternative sources of support were not available.

**Focus on Gaps:** Prioritise resources for communities without other support options to ensure no area is left behind. This is highlighted in the Appendices in the data analysis where Tasmania has communities with multiple variables of digital exclusion indicators (low income, older population, low levels of literacy etc.) and also have lower levels of front-line government and/or non-government service centres.

**Support for Volunteers:** Offer existing OAC volunteers opportunities to continue their roles within Libraries Tasmania or other organisations, with access to upskilling through a standardised training framework. Libraries Tasmania and a range of NGOs already have a pool of volunteers who work in various roles with Tasmanians. By incorporating the existing OAC volunteers into the existing volunteer pool, it provides greater opportunities for co-ordination, peer support, shared training and a collegial environment.

In line with the scope of the review and themes emerging from the review, the following additional recommendations are provided.

## Focus Area 2: Governance, Oversight, and Monitoring

1. Establish a high-level, multi-agency governance group to oversee digital inclusion initiatives, ensuring alignment across stakeholders and accountability.
2. Define clear roles and responsibilities for government and non-government stakeholders to enhance collaboration and have maximum leverage of available resources.
3. Where State Government policies or strategies introduce an online service, ensure there is a specific action and budget to support Tasmanians and ensure equity of access.
4. Identify and agree upon measurable Key Performance Indicators to track progress and outcomes for digital inclusion initiatives. (in line with PESRAC recommendations)
5. Implement a centralised monitoring framework with clear reporting timelines to ensure transparency and accountability.

## Focus Area 3: Infrastructure Investment

1. Scope the feasibility of a long-term digital infrastructure plan targeting public and affordable housing, to increase equitable connectivity. This includes ensuring new social housing is digitally connected prior to occupancy and implement annual upgrades for existing public housing to address affordability barriers.
2. Create a clear map of coverage across Tasmania to inform discussions aimed at addressing gaps.

## Introduction, review objectives and background

The digital landscape in Tasmania is evolving rapidly, with a significant shift towards online service delivery across all sectors, including government. Despite a range of long-term and one-off projects and supports, this transition has created a digital divide, where certain segments of the population are at risk of being left behind due to barriers in accessing and utilising digital technologies.

Despite improvements in digital access due to the NBN rollout, Tasmania remains one of the most digitally disadvantaged states in Australia. The Australian Digital Inclusion Index (ADII) indicates that while overall digital inclusion has improved, the benefits have not been evenly distributed. Low-income households, older Tasmanians, and those living outside urban centres face significant challenges in accessing reliable internet services and developing the necessary digital skills to navigate online platforms effectively.

It is within this context that the Tasmanian Government has commissioned 3P Advisory to undertake a review of digital inclusion in Tasmania. The objectives and scope of the review has been to report on Tasmania's digital inclusion needs, with recommendation for the most effective targets for investment to address these needs. The context, scope and methodology for the review is outlined below.

### Context for the review

Responsibility for digital inclusion programs within the Tasmanian Government is spread across a number of agencies. Some analysis of digital inclusion support has already been undertaken through the Department of Premier and Cabinet (DPAC). DPAC is currently working on a Digital Inclusion Strategy for the Tasmanian Government. The Digital Ready for Daily Life team in the Department of State Growth is also closely involved, along with Libraries Tasmania, which administers the Digital Connections Grants programs on behalf of the Government.

A cross-agency reference group was convened to provide relevant background information, data and contacts, drawn from the following areas:

Chair: Digital Strategy and Services – DPAC

Digital Ready for Daily Life – State Growth

Service Tasmania – DPAC

Libraries Tasmania – DECYP

Jobs Hubs Tasmania – Skills Tasmania

### Scope

This review aims to:

- Provide a clearer picture of Tasmania's digital inclusion needs and identify cohorts and geographical areas within Tasmania that have the greatest need of assistance.
- Map the current ecosystem of organisations providing digital inclusion infrastructure, services and programs, at a state, federal and local level, including both government and non-government programs.
- Collate any existing data regarding the effectiveness of existing services and programs.

- Review digital inclusion strategies both nationally and internationally to find examples of approaches that may be effective in the Tasmanian context.
- Make recommendations regarding the most effective investments that the Tasmanian Government could make.
- Make recommendations regarding the future role(s) of Online Access Centres and the return on investment of the Digital Connections Grants program.

## Methodology

**Stage 1:** Desk-top review of existing Government and Community programs and services drawing from research, data and information provided by the Reference Group.

**Stage 2:** Consultation: interview with 24 stakeholders, including government officials, program administrators, OACS, community and government services, discussions with the general public at drop-in sessions at community based locations, 130 online submissions (see Appendix 2 for full list) to identify:

Areas of greatest need where investment would have the greatest impact.

Example of successful current programs.

Gaps in existing services.

Opportunities for the development of new approaches.

Stakeholders to include:

2 x Community Managed Online Access Centre representatives

Neighbourhood Houses representative

Smith Family representative

**Stage 3:** Findings Report

This report aims to provide an overview of the current state of digital inclusion in Tasmania, contextualising it within the broader Australian landscape. It explores the implications of the digital divide on social equity and provide targeted recommendations to enhance digital inclusion across the state.

## The role of government in digital inclusion

In the 21st century, digital inclusion is fundamental to ensuring equitable access to government services, economic opportunity, and full participation in society. As governments increasingly digitise their services and operations, the risk of exacerbating inequalities grows unless deliberate, active measures are taken to include all citizens in the digital ecosystem.

### Why Digital Inclusion Matters

1. **Equitable Access to Services:** Online platforms are now the primary gateway to government services, including healthcare, education, social security, payments, regulatory and legal information. Without equitable digital access, citizens—particularly those in remote areas, lower socio-economic groups, or with limited digital literacy—are at risk of exclusion from essential services.
2. **Economic Participation:** The digital economy is a significant driver of employment and economic growth. Lack of access to digital tools and skills creates barriers to employment, entrepreneurship, and participation in the modern workforce, perpetuating economic disparities.
3. **Social Inclusion:** Digital connectivity facilitates family, personal and civic engagement, access to information, and social cohesion. Exclusion from technology diminishes individuals' ability to engage with their communities and participate in democratic processes.
4. **Emerging Technologies:** The rise of AI, smart infrastructure, and the Internet of Things makes digital literacy and access essential for engaging with the evolving technological landscape. Without government intervention, existing inequalities may deepen as technological advances become further out of reach for vulnerable populations.

### The Role of Governments

1. **Leadership and Equity:** Governments have a moral and legal obligation to ensure all citizens have equal opportunities to access services and resources online. This includes creating policies and programs that address a range of gaps in access.
2. **Addressing Barriers:** Active measures are required to overcome the primary barriers to digital inclusion—affordability, access, and ability. Government programs can provide subsidies, promote the development of community-based access points, and invest in training initiatives for digital skills.
3. **Building Trust:** Governments must ensure citizens feel safe and confident engaging with digital systems by implementing robust cybersecurity measures, privacy protections, and digital literacy campaigns that build trust in online platforms.
4. **Catalysing Partnerships:** Governments are uniquely positioned to bring together stakeholders from the private sector, non-profits, and community organisations to create coordinated and scalable digital inclusion efforts. Public-private partnerships can amplify resources and innovation.
5. **Long-term Sustainability:** By embedding digital inclusion into economic and social policy frameworks and strategies, governments can future-proof communities, ensuring ongoing adaptation to technological advancements and societal needs.

### **Broader Benefits of Digital Inclusion**

- **Enhanced Government Efficiency:** Digitally inclusive populations enable more efficient service delivery, reducing costs and improving outcomes for both citizens and Tasmania.
- **Social Cohesion and Resilience:** Closing digital divides strengthens societal cohesion, supports emergency responses (e.g., through digital communication tools), and enhances overall community resilience.
- **Global Competitiveness:** A digitally capable population ensures Tasmania remains competitive in the national and global economy, attracting investment and fostering innovation.

Governments play a pivotal role in bridging the digital divide to ensure no one is left behind. Digital inclusion is not just a skill, technical or economic challenge but a societal imperative that underpins equity, resilience, and contributes overall to Tasmania's productivity. Without proactive government involvement, the ongoing evolution of the digital environment risks further entrenching inequalities rather than the opportunity of a proactive tool to support and address them.

## Tasmanian Context

Digital inclusion in Tasmania is a critical issue that reflects broader socio-economic disparities within the state. The 2023 Australian Digital Inclusion Index (ADII) highlights that while Tasmania has made some progress in digital inclusion, it continues to face significant challenges, particularly in comparison to other Australian jurisdictions. The COVID-19 pandemic has accelerated the digital transformation across various sectors, making access to digital services essential for full participation in social, economic, and civic life.

### **Current State of Digital Inclusion in Tasmania**

According to the 2023 ADII, Tasmania recorded an overall digital inclusion score of 58.1, which is below the national average of 73.2. This positions Tasmania as the most digitally disadvantaged state in Australia for the sixth consecutive year. Approximately 54,000 Tasmanians are highly excluded from the digital world, with around one in four Tasmanians unable to fully participate in economic, social, and community life due to digital exclusion.

The ADII measures digital inclusion through three key dimensions: Access, Affordability, and Digital Ability. In 2023, Tasmania's Access score improved to 69.8, but this is still significantly lower than the national average of 72.0. The Affordability score for Tasmania stands at 95.0, reflecting improvements but still indicating that many Tasmanians experience affordability stress (ADII-2023-Summary\_FINAL-Remediated.pdf, 2023). The Digital Ability score remains a concern, with Tasmania scoring 46.6, the lowest in the country (Tascoss Digital Inclusion Report, 2023).

### **Socio-Economic Disparities**

The socio-economic landscape of Tasmania is a significant factor contributing to digital exclusion. Approximately 37.2% of Tasmanians live in areas classified as socially disadvantaged (Tascoss Digital Inclusion Report, 2023). This demographic is more likely to experience barriers to digital access, affordability, and ability. For instance, the ADII indicates that there is a substantial digital inclusion gap of 32.9 points between the highest and lowest income quintiles in Tasmania (Tascoss Digital Inclusion Report, 2023).

Geographic disparities also play a crucial role in digital inclusion. While Hobart has made gains in digital inclusion, other regions, particularly in the north-west, lag behind. The ADII shows that rural Tasmania has a significantly lower digital inclusion score of 55.7, compared to Hobart's score of 61.3 (Tascoss Digital Inclusion Report, 2023). This geographic divide mirrors socio-economic disadvantage, with many rural areas lacking the necessary infrastructure for reliable internet access.

### **Digital Literacy and Ability**

Digital literacy is another critical component of digital inclusion. The 2023 ADII highlights that while there have been improvements in digital ability at the national level, Tasmania continues to struggle. The Digital Ability score of 46.6 indicates that many Tasmanians, particularly older individuals and those with lower educational attainment, lack the skills necessary to navigate digital technologies effectively (ADII-2023-Summary Report).

Older Tasmanians, in particular, face significant challenges, with a Digital Ability score of just 29.3, which is considerably lower than the state average (Tascoss Digital Inclusion Report, 2023). This age gap in digital ability is concerning, especially as more services transition online, leaving older individuals at risk of exclusion.

### **PESRAC Recommendations – continued relevance.**

The Premier’s Economic and Social Recovery Advisory Council (PESRAC) was convened in 2020 in response to COVID-19 pandemic. In its final report in March 2021, PESRAC made several recommendations aimed at addressing the digital divide in Tasmania. These recommendations emphasised the need for clear, ambitious, and achievable targets for improving digital access, affordability, and ability. PESRAC's call for the establishment of whole-of-government Key Performance Indicators (KPIs) to measure progress in closing the digital divide is particularly relevant in light of the ongoing disparities highlighted in the 2023 ADII.

The implementation of these recommendations is crucial for ensuring that the gains made in digital inclusion are sustained and expanded. The lead agency for digital inclusion must take responsibility for overseeing and coordinating cross-agency programs, ensuring that efforts are aligned and adequately funded. Establishing a cross-sector digital reference group, as recommended by PESRAC, would facilitate collaboration among stakeholders and help to identify best practices and innovative solutions to enhance digital inclusion across the state.

The Tasmanian context for digital inclusion is characterised by significant socio-economic disparities, challenges in digital literacy, and the ongoing need for targeted interventions. The PESRAC recommendations provide a framework for addressing these issues, but their successful implementation will require a concerted effort from the Tasmanian Government and community stakeholders to ensure that no Tasmanian is left behind in the digital age.

## Summary of Tasmanian Government Digital Inclusion Initiatives

### Overview

Tasmania has seen the implementation of several government-led projects and programs aimed at addressing digital inclusion, from infrastructure development to community-based training initiatives for individuals and small business operators. While these efforts represent a significant investment in bridging the digital divide, there is limited information available on evaluation, success measures, or return on investment (ROI). In the absence of whole-of-government measures of success, shared across agencies, it is challenging for policymakers to assess the effectiveness of these initiatives and make informed decisions about scaling, adapting, or discontinuing them. It also presents challenges in guiding future government investments decisions.

Long term investments in the Digital Ready for Daily Life and Digital Ready for Business are the two exemplar examples of more structured approaches to annually review and reassess needs. This is in part underpinned by consistency in the government staff who have overseen this program in conjunction with the digital coaches engaged to deliver it. Consistency in feedback captured by program participants, consistency in program data collection and the highly regarded nature of the program has provided a strong example of best practice.

In other Tasmanian and national examples, programs providing grants for community digital hubs or free Wi-Fi/internet access in disadvantaged areas are often well-intentioned but lack rigorous outcome tracking. In addition, many programs are focused on outputs such as number of hours open, number of people accessing support, number of hours of support provided, rather than focusing on outcomes such as:

- How many individuals have successfully improved their digital skills through these programs and no longer rely on these services for support?
- What are the long-term impacts on employment, education, and social connectivity for participants?
- Are these programs delivering measurable economic and social benefits relative to their cost?

**Lessons from Best Practices** The Digital Communities Wales program, for instance, integrates robust evaluation frameworks to track success metrics such as participant engagement, skill improvement, and community impact. These insights inform iterative program improvements and provide clear evidence of value for money.

The digital inclusion landscape in Tasmania features a range of programs led by various government agencies, each addressing critical aspects such as access, affordability, and digital ability. These initiatives aim to equip Tasmanians with the tools and skills necessary to participate fully in the digital age.

The overview of key initiatives, their objectives, timelines, and target demographics are based on information provided to the review by the Reference Group in conjunction with some publicly available information.

Initiative Name	Lead Agency	Description
Digital Ready for Daily Life	DSG	A program focused on improving the digital skills of Tasmanians, particularly the vulnerable, through coaching and training sessions since late 2019. The funding for this program has predominantly been discontinued with the final element ceasing in June 2025.
Digital Ready for Business	DSG	A program designed to enhance the digital capabilities of local businesses. The funding for this program has now ceased.
Device Loaning Scheme	DECYP	Provides laptops and internet hotspots to students in Years 7 to 12 to support their learning off-site
Laptop Lockers	TASTAFE	A system for students to borrow laptops for educational purposes, ensuring access to technology
TFS/SES Volunteer Station Connectivity Project	DPFEM	A project aimed at enhancing connectivity for volunteer fire and emergency service stations across Tasmania
Digital Health Transformation	DOH	A strategy aimed at modernizing clinical information systems to enhance health outcomes across Tasmania
Disability Reference Group	DOJ	A group that consults individuals living with disabilities to improve inclusivity within the Department
DoJ websites WCAG compliance audit	DOJ	An initiative to ensure that Department of Justice websites comply with accessibility standards
Learning Management System	DOJ	A system designed to enhance the training and development of staff within the Department of Justice
Digital Inclusion - Digital Connections Grant program	DECYP – Libraries Tasmania	Provides funding to support community-managed Online Access Centres with Wi-Fi and equipment needs
Digital Inclusion Lifelong Learning programs	DECYP – Libraries Tasmania	Programs aimed at fostering lifelong learning through digital skills development
STEAM Programs - Early Learning	DECYP	Engages children aged 6 to 12 in STEAM activities to promote collaboration and communication

STEAM - Lifelong Learning (school aged focus)	DECYP	Focuses on providing STEAM education to school-aged children to enhance their learning experiences
Digital Inclusion - Access to Wi-Fi, Internet, and Technology	DECYP – Libraries Tasmania	A service aimed at increasing access to digital technology and internet services across Tasmania
Adult Digital Literacy Service	DECYP	A program delivered by Libraries Tasmania to improve adult digital literacy skills through various learning formats
waranta tunapri - the response of Hospitals South	DOH	A framework to address barriers faced by Tasmanian Aboriginal people in accessing health services

An assessment of current Tasmanian Government funded programs is provided here.

## Key Target Groups

The initiatives collectively generally have a focus on:

- Low-income households
- Older adults
- Students
- Emergency service volunteers
- General Tasmanian population

## Geographic Focus

Most programs are designed to serve statewide needs, ensuring that both urban and rural populations benefit.

## Digital Inclusion Areas

Programs address critical elements of digital inclusion:

- **Access:** Infrastructure and connectivity projects (e.g., Device Loaning Scheme, Volunteer Station Connectivity Project).
- **Affordability:** Providing low-cost or free access to devices and internet.
- **Ability:** Digital literacy programs targeting specific skills such as online safety and health navigation.

## Public and Philanthropic Digital Inclusion Programs current or previously available in Tasmania

Non-government organisations (NGOs) in Tasmania play a pivotal role in advancing digital inclusion, often delivering innovative programs supported by philanthropic funding. These programs fill critical gaps, particularly in communities with a range of disadvantage factors, by addressing barriers such as affordability, access, and digital literacy.

Many NGOs leverage their deep community connections to design and implement initiatives that are tailored to local needs. For instance, they may provide free or low-cost digital skills workshops, distribute refurbished devices to disadvantaged households and school students, or offer mobile data subsidies to those in need. Such efforts often target vulnerable populations, including low-income families, older adults, and people in rural areas, ensuring that support reaches those who need it most.

However, while these programs deliver tangible benefits, their sustainability often depends on continued philanthropic support. The lack of systematic evaluation and long-term funding models can pose challenges to scaling successful initiatives or integrating them into broader government strategies. The lack of a centralised, co-ordinated governance model for digital inclusion in Tasmania also presents challenges in a full picture of current demand and need across Tasmanian Government

Agencies and the NGO sector. By fostering stronger partnerships between NGOs, philanthropic entities, and government agencies, Tasmania can amplify the impact of these efforts and ensure a more cohesive approach to digital inclusion and the most effective leverage of resources.

A snapshot of Tasmanian examples is outlined below.

**Good Things Foundation** – provide funding to not-for-profit/charities and training resources to volunteers/mentors in a range of community settings including Neighbourhood Houses.

- **Programs:**
  - *Be Connected*: Targets seniors to improve digital literacy and online safety.
  - *Digital Sisters*: Focuses on supporting women from migrant and refugee backgrounds.
- **Funding**: Grants range from \$1,000 to \$20,000 for community organisations.
- **Timeline**: Ongoing

#### **Telstra's Tech Savvy Seniors Program**

- **Objective**: Provide seniors with skills to confidently use technology.
- **Description**: Delivered in partnership with Libraries Tasmania, this program offers free workshops.
- **Funding**: Supported through a collaboration between Telstra and the State Governments.
- **Timeline**: Annual review and renewal.

#### **Digital Access Program (Smith Family)**

- **Objective**: Equip students from low-income families with devices and internet access.
- **Description**: Provides subsidised laptops and internet plans, alongside digital literacy training for families.
- **Funding**: National funding sources, with allocations specific to Tasmania.

## Tasmania Community Fund (TCF)

Through the range of grant fund rounds and focus areas the Tasmanian Community Fund from time-to-time provides funding for digital inclusion related programs. Over the last three years some examples include:

#### **WorkVentures \$746 842**

This project will improve digital access and literacy for children across Tasmania, supporting up to 1,000 primary and high school children over two-years.

Three main barriers to digital inclusion in education are access, affordability and digital ability. WorkVentures will directly tackle these barriers by allowing more children to have access to

affordable technology, such as laptops, and provide education that means they can effectively use those technologies to engage with their learning.

The program will provide high-quality, refurbished technology that comes pre-loaded with video-based guides that educate children on how to be digitally literate. Phone based training for parents will be available, dedicated to encouraging the development of a healthy and safe relationship with the internet for their child.

### **The Smith Family**

The Tasmanian Community Fund (TCF) sees the development of digital skills as equally important as literacy or numeracy skills and have funded The Smith Family's Digital Student2Student (DS2S) program to help children around Tasmania develop their digital and literacy skills through online peer-to-peer tutoring.

Through the DS2S program, students are selected by The Smith Family's partner schools as being eligible. Their families are then contacted by The Smith Family, and they work collaboratively to assess their digital access. If required, the family will be given a 'Digital Access Pack', which may include a device, data or training and support from digital mentors to ensure the family is digitally included. The children are then paired up with trained 'buddies' - students a few years older than them - that will support and foster their confidence in reading and using a computer.

## Environmental scan and literature review summary of best practice

A full environmental scan and literature review is provided in Appendix 1. Based on the environmental scan of digital inclusion approaches in Tasmania, nationally and globally, the key findings of common elements of best practices are outlined here.

### 1. Collaboration and Partnerships

Effective initiatives are often partnerships between government, private sector, and community organisations. For example:

- Telecom partnerships (e.g., UK's National Databank) ensure affordable internet access.
- Community collaboration (e.g., Deadly Digital Communities) fosters cultural relevance.

### 2. Culturally Tailored Approaches

Programs targeting specific populations, such as Indigenous or CALD communities, are more effective when they incorporate cultural sensitivities and localised content.

### 3. Accessibility and Affordability

Successful initiatives address cost barriers by providing free or subsidised internet access and devices (e.g., Canada's Digital Literacy Exchange Program).

### 4. Embedded Training and Support

Embedding Digital Champions within communities ensures that support is ongoing and locally accessible, as demonstrated by Wales' Digital Communities program.

### 5. Use of Data-Driven Insights

Programs leveraging data for targeted interventions, like New Zealand's Digital Inclusion Action Plan, deliver more effective and measurable outcomes.

This section provides a more detailed look at the Digital Communities Wales model as it provides a highly relevant and well-tested model for consideration in Tasmania.

### **Spotlight on Wales Digital Champions model.**

The Digital Communities Wales (DCW) program is a flagship initiative funded by the Welsh Government to tackle digital exclusion and promote digital inclusion across Wales. With £6 million allocated for the program's continuation from 2022 to 2025, DCW is delivered in partnership by Cwmpas (formerly the Wales Co-operative Centre), the Good Things Foundation, and Swansea University. This multi-agency collaboration enables DCW to address digital barriers through a comprehensive and community-focused approach.

DCW operates on the premise that digital inclusion is essential for equitable access to services, economic opportunities, and civic participation. It offers a range of programs that provide tailored support to individuals and organisations, empowering communities to build the digital skills and confidence required to thrive in the digital age.

The program employs Digital Champions, trained staff and volunteers embedded in community organisations, healthcare providers, and social services. These champions assist individuals in developing basic digital skills, such as accessing online services, using email, and navigating digital tools for health, education, and finance.

Training and support are central to DCW's model:

- For Digital Champions, DCW offers in-depth training on digital skills, accessibility, and online safety.
- For the general public, free sessions address practical needs like using the NHS Wales app, managing finances online, and digital literacy for older adults.

DCW also works closely with public and private sector partners, ensuring its reach extends to rural and underserved areas. The program's flexibility, tailored training modules, and strong community partnerships have made it a leading model for tackling digital exclusion.

By focusing on equity and accessibility, DCW serves as a best-practice example for governments aiming to close the digital divide and enable inclusive digital participation.

**Lessons from Digital Communities Wales** The Digital Communities Wales model offers valuable insights for Tasmania. This initiative successfully embeds digital champions in local community hubs to deliver tailored digital skills training and support. By leveraging existing networks and services, the program ensures digital inclusion is accessible to all residents, especially those in areas with high levels of disadvantage. Key features of the Welsh model that translate well for Tasmania include:

- Comprehensive training programs for digital champions, focusing on issues like cybersecurity, scams, and navigating online services.
- Integration of digital support into locations where people naturally congregate or need to be supported in paying a bill, such as libraries, community centres, and public service outlets.
- A focus on empowering volunteers and staff to build digital confidence and resilience within their local communities.

By adopting a similar approach, Tasmania can expand the reach and impact of its digital inclusion initiatives. Embedding digital champions in Libraries Tasmania, Service Tasmania outlets, Neighbourhood Houses, Child and Family Centres, and Men's Sheds can create an environment where that support is localised, trusted, and responsive to the unique needs of each community.

## Detailed Findings

This section outlines the key findings in more details. Supporting qualitative and quantitative data and research relating to these are included in the Report and Appendix. The key findings are informed by the review methodology and draw from the evidence and sentiment captured through:

- Environmental scan of models and best practice locally, nationally and globally
- Qualitative data analysis based on interviews and survey data from stakeholders
- Quantitative data analysis of population and geographical need and inclusion analysis

### **The current and emerging digital inclusion needs of Tasmanians.**

Tasmania continues to improve across a range of measures as reported in the Australian Digital Inclusion Index (ADII). As part of the review of digital inclusion needs in Tasmania an analysis undertaken through qualitative and quantitative input provides insights into the current state of play.

Tasmania's digital inclusion needs continue to be shaped by our unique geographical and demographic profile, with a dispersed population across rural and regional areas and a significant proportion of the population experiencing socio-economic disadvantage. Some communities also still face barriers to reliable internet access and digital infrastructure, this is then compounded by lower income levels and low literacy and/or educational levels. In other communities, access is reliable, but affordability and ability remain consistent needs.

Despite these ongoing challenges, the "village" around individuals and communities rich in grass-roots support and services has resulted in many more Tasmanians accessing support beyond specifically branded options such as the Online Access Centres (OAC). The data provided to the review shows a decline in both the number of people accessing support through an OAC and a decline in the number of OACs. Family, friends, Libraries Tasmania, Service Tasmania front of house staff, Child and Family Centres, Neighbourhood Houses through to informal support within an individual or a community network demonstrates how more integrated options are becoming the norm. These options are preferred by many Tasmanians as they present "just in time" and immediate relevance opportunities that underpin the motivation for people to seek support. This multiple entry point approach is also contributing to overcoming the challenges that exist in awareness of what support is available and where to find it.

As part of the review process, many people were interviewed or participated in an online survey. Participants emphasised the need for **increased availability of support** (with extended hours, workshops, and remote support options), **improved internet speed and reliability**, and **simplified, user-friendly technology or online government services with clear instructions**. Additionally, affordable or free access to technology, personalised in-person support, and flexibility for specific needs would greatly enhance their ability to use technology independently. The analysis of the consultation input from Tasmanians highlights the importance of accessibility, user-centred design, and multiple community-based support options for digital inclusion. (Full thematic analysis of the stakeholder consultation is contained within the Appendices).

Beyond the experiences of Tasmanians and community-based providers and stakeholders, the review of has identified the challenge of finding a single, centralised source of data and knowledge relating to digital inclusion in Tasmania. This lack of centralised data sources within government makes it difficult to strategically inform multi-agencies decision-making processes. Comprehensive agency

representation through membership of a community of practice (COP), drawn from across agencies is providing an important point for sharing of knowledge and agency activity. However, the COP does not have an accountability or decision-making role at a whole-of-government level. The review has found that relevant information and funding is distributed across various platforms, reports, and agencies. This has been a constraint in the review process in terms of having a comprehensive picture of the current state of play, particularly at an infrastructure level. This can lead to inefficiencies and missed opportunities for comprehensive planning and targeted interventions. For example, where the Department of Health may be looking to roll out a telehealth solution to a local need, having access to centralised data to ensure an understanding of the range of variables that could impact the implementation - such as access or population profile or other digital exclusion factors would provide an informed, strategic approach.

The risks associated with a decentralised approach are significant, particularly for government planning of services and support for Tasmanians. Without centralised governance, planning and data, there is a higher likelihood of duplicating efforts, overlooking critical insights, and making decisions based on incomplete or outdated information. This can result in less effective policies and programs that may not fully address the needs of the community. Moreover, it can hinder the ability to track progress and measure the impact of initiatives over time.

In summary, over the last decade, there has been a rapid increase in online services and online socialising, and more recently, the COVID-19 pandemic accelerated the shift and need to adapt quickly to online platforms. It is therefore timely to reassess both the governance and front-line support including the alignment of the range of existing support models such as Online Access Centres, with the need and demand by those in the community who are digitally excluded. This will inform a strategic approach for the decade ahead to ensure all Tasmanians can live a good life and co-exist in the digital world around them with access to the support they need.

## Quantitative data

The data review process has found that centralised and consistent data is challenging to access at a geographic or population level relevant to, and appropriate for, representing variations in need across the state. Whilst there is data available from various state and federal government sources, data availability and consistency limitations are a significant barrier to mapping current supports against variations in need.

Social, economic, and geographical circumstances are significant influences on digital inclusion of individuals and communities across Tasmania. Consideration of the social, economic, and geographical variations between communities is required to design digital inclusion supports and initiatives that are accessible and meaningful to the most vulnerable and disadvantaged communities. This in turn will reduce gaps and avoid duplication and appropriately match the context of each community's strengths and needs.

Based on data availability and consistencies, there are significant limitations on:

- embedding this understanding of variations in need into how supports are designed, delivered and prioritised
- mapping how well supports align to need
- identifying future priorities.

To overcome this, for the purposes of this review, additional data was collected at a local government area level to identify variations in need, vulnerabilities and risk factors across Tasmanian communities.

In addition, geographic mapping was also conducted to represent the number and location of specific in-person services, across Online Access Centres, Libraries Tasmania and Service Tasmania Centres within each LGA. While this desktop-level collation and analysis was conducted to highlight the variations in need and capacity across Tasmania at this time, the absence of centralised data coordination, and consistency remains a significant issue. This presents a barrier to designing and implementing future initiatives as well as assessing the effectiveness and suitability of current supports.

This is true for both digital inclusion specific initiatives, but also for the services and supports other sectors and agencies are designing and implementing. Through limited access to digital inclusion specific data that highlights variations in access, affordability or capacity, and need at a community or even Local Government Area (LGA) level, agencies are less able to embed a digital inclusion element into policy or strategies. For example, should there be an intent to roll-out telehealth services into areas of workforce shortages – the lack of consistent and available data on the digital inclusion variations and specifics of Tasmanian communities, prevents this from being embedded within the design of this type of initiative. Not only does this limit the effectiveness of a range of initiatives, but it also creates further divides when those excluded digitally are not able to be considered and accommodated for meaningfully in these processes to reduce inequity.

In summary, the quantitative data process has been conducted to allow a point-in-time representation of how in-person services align alongside risk factors and vulnerabilities within Tasmanian communities. To move forward, it is critical to collaborate across agencies and system partners to develop a more robust and accessible dataset that reflects variations in digital access,

affordability, and capacity across the state. Such data will enable a comprehensive mapping of current supports against community needs, while also identifying gaps and avoiding duplication. By integrating this data-driven understanding into policy and program design, digital inclusion initiatives can be tailored to build on community strengths and address vulnerabilities, ensuring they are meaningful and accessible to those most at risk of exclusion.

This approach not only enhances the effectiveness of digital inclusion efforts but also supports broader social and economic goals by ensuring that services—such as telehealth, education, and government programs—are accessible to all. Embedding digital inclusion considerations into agency strategies is an essential step towards reducing inequity and fostering resilience in Tasmanian communities. Future efforts need to prioritise data coordination and consistency to enable evidence-based decision-making and sustainable improvements in digital inclusion outcomes.

## Qualitative data

In exploring the experiences of digital inclusion within the Tasmanian community, we conducted a series of face-to-face and online interviews and surveys/submissions with community-based service providers and the public. In addition, a number of interviews and a workshop with a range of state government agencies represented on the Reference Group was undertaken. A full list of the participants in the review are provided in the Appendices.

These qualitative insights offer a range of personal perspectives, highlighting the diverse challenges and successes encountered as Tasmania works towards improved digital inclusion. The following section provides the key findings from this qualitative data, shedding light on the human stories behind the statistics and providing a deeper understanding of the barriers and opportunities that shape our collective digital landscape. In addition to the personal stories from Tasmanians, a range of service provider and government agency staff sentiment are included in the themes.

### **Usage patterns:**

Community members incorporate digital technology into their lives in various ways. Many use social media, email, and messaging apps to stay connected with family and friends, especially to reduce experiences of isolation in rural areas. Digital tools are essential for managing daily tasks like online banking, paying bills, and accessing government services. People also turn to streaming services, gaming, and online courses for entertainment and learning, while search engines are frequently used for quick information access on topics of interest.

### **Needs for enhanced engagement and simplified systems:**

To engage more effectively with digital technology, community members expressed the need for more accessible support services, such as extended hours, personalised support as well as workshops at the various sites they access support through.

Financial barriers often prevent access to devices and internet services, highlighting a need for affordability options to enhance engagement. Users of government and commercial services desire simpler systems with straightforward instructions, and practical, hands-on learning opportunities. They also describe in-person workshops or easy to follow, step by step “videos” as the most effective way to build confidence and skills.

### **Challenges:**

Several challenges hinder digital engagement, including poor internet connectivity, particularly in rural areas, which disrupts access. Security concerns about scams and hacking deter usage, while rapid changes in technology create frustration as users struggle to adapt to updates and new devices. Many participants, especially older adults, lack confidence in their digital skills, making them reluctant to engage with technology independently.

### **Effective Supports:**

Despite challenges, various supports help people navigate digital technology effectively. A common theme among effective supports is the provision of personalised, patient assistance. Libraries Tasmania, Neighbourhood Houses, Online Access Centres and Service Tasmania are highly valued for offering tailored and/or generic support, while family and friends often serve as informal tech support, providing immediate help. Libraries Tasmania and community hubs such as George Town offer accessible technology and learning environments, and more confident users rely on online

tutorials and forums for self-help. These supports, characterised by personalisation, availability, and patience, are crucial for fostering digital inclusion. Support that is highly relevant to an immediate need was also highlighted by participants, for example, a Child & Family Centre staff member guiding an online form relating to a child's enrolment or a Service Tasmania staff member guiding someone through an online payment option.

### **Gaps and Unmet Needs:**

Significant gaps remain in digital inclusion efforts. Reliable and affordable internet access is still lacking in many rural areas and where there is internet access, affordable devices present barriers. For others, there is a need for more accessible and tailored training, particularly for older adults and those with low levels of literacy. Many participants called for a mix between comprehensive digital literacy programs that address a variety of skills and learning styles and availability of support across the range of government front-line services they interact with on a regular basis.

### **Participants/Stakeholder - Key Suggestions for Improvement:**

To improve digital inclusion, participants suggested a range of flexible support models. These varied and included more front-line staff in government and community services who are trained to support the public, increased access or awareness of free public Wi-Fi spots, access to a range of pre-recorded generic information to guide people for specific tasks, like registering for online banking or checking whether a car registration was still up to date. Some participants suggested a live chat support. Simplifying online government processes with clearer instructions and fewer steps is desired, and there is potential for cross-sector collaboration to enhance digital education and inclusion efforts.

### **Use: How People Engage with Digital Technology**

Through our conversations with community members, we learned about the varied ways they incorporate digital technology into their lives:

- **Staying Connected:** Many people mentioned using social media, email, and messaging apps to maintain relationships with family and friends. For some, this was essential for reducing isolation in rural areas.
  - *"I send and receive emails and use my mobile phone to keep in contact with family, friends, and community."*
- **Managing Day-to-Day Needs:** Internet banking, paying bills, and accessing government services were frequently mentioned. *"I mostly use it for sending and receiving emails, paying bills, and banking."*
- **Entertainment and Learning:** People used streaming services, gaming, and online courses for relaxation and skill development. *"Banking, telehealth, YouTube, and watching Netflix or catch-up TV, email."*
- **Information Access:** Search engines were frequently used for quick research, such as recipes or local information. *"Looking up information, stuff I might want to know about, like what's at Bunnings."*

### **Needs: What Would Help People Engage More**

Community members shared a range of needs to enhance their digital experience:

- **Accessible Support Services:** Community based support including Online Access Centres (OACs), Libraries Tasmania, Neighbourhood Houses and other frontline services were appreciated by people requiring support, with requests for longer hours and more workshops. *“More hours of availability and workshops would help.”*
- **Affordable Technology and Connectivity:** Many expressed financial barriers to purchasing devices or internet services. *“I cannot afford my own computer or printer.”*
- **Simpler Systems:** Participants often found online systems and platforms complex and difficult to navigate. *“Just give me plain English instructions.”*
- **Practical Learning Opportunities:** Hands-on, in-person workshops were seen as the most effective way to build confidence. *“I like going to courses where they teach me how to use technology better.”*

### Challenges: Barriers People Face

Participants highlighted several recurring obstacles that make it difficult to engage with technology:

- **Connectivity Issues:** Rural participants frequently cited poor internet access. *“A storm will knock the internet out.”*
- **Security Concerns:** Many were worried about scams and hacking. *“I’m haven’t got a clue what to do to or how to know whether something is a scam or if someone is trying to hack me.”*
- **Rapid Changes in Technology:** Adapting to updates and new devices was a source of frustration. *“When technology gets upgraded, just when you’ve mastered it, you have to learn new things and start all over again.”*
- **Low Confidence:** Participants often lacked confidence in their digital skills, especially older adults. *“I’m technophobic and need assistance regularly to operate a computer.”*

### Supports: Where do people go for help?

Despite challenges, several supports were highlighted as effective:

- **Libraries Tasmania:** Described by people as providing accessible technology and skilled staff and learning environments. *“Libraries help provide access and really great support, especially when online centres are closed.”*
- **Online Access Centres:** These centres were described by people as being available for providing support in areas where there are no other options. *“The staff and volunteers are very patient.”*
- **Family and Friends:** Informal networks were key for troubleshooting and family members also raised the need for some basic guides for guiding their family members. *“My daughter is very helpful; she knows a lot about technology.”*
- **Self-Help Tools:** Confident users relied on tutorials and forums. *“I google most of my queries or watch YouTube.”*

## Supports: What's Working Well

Participants identified key sources of support that enable them to navigate digital technology effectively. These supports share common qualities that make them highly valued:

- **Personalised Assistance:** Whether from family, friends, or community-based resources, the most effective help comes from individuals who can take the time to understand the specific issue and provide tailored guidance.
- **On-Demand Availability:** Having access to someone who can help when a problem arises—whether a trusted family member or a skilled community volunteer—makes a significant difference.
- **Time and Patience:** The ability to receive one-on-one coaching, without feeling rushed or judged, helps build confidence and skills, particularly when it relates to an immediate and relevant online need.

While community-based access points are critical, participants spoke more of the qualities of the support than a preference to where the access points were located. These qualities—personalised, on-demand, and patient support—are critical to building trust and fostering a supportive environment digital inclusion.

## Gaps: Where Needs Remain Unmet

Community members identified areas where digital inclusion efforts could be improved:

- **Rural Connectivity:** Many rural areas still lack reliable internet access. *“There are significant pockets of the community who require support to use technology or prefer in-person interactions.”*
- **Accessible Training:** Participants called for more tailored workshops, particularly for older people or those new to technology. *“Older people need easier instructions.”*
- **Affordability:** High costs for devices and internet services were a persistent barrier. *“Free computers and free internet would make it easier.”*
- **Holistic Digital Literacy:** Some noted the need for comprehensive programs that address a range of skills and learning styles. *“Clients need help with smartphones, laptops, and online portals.”*

## Ideas: How People Think We Can Do Better

Participants shared practical suggestions to improve digital inclusion:

- **Flexible Support Models:** Many suggested having digital supporters/mentors available in communities or offering live chat support. *“Availability to ask my local Service Tasmania centres things, maybe on a chat arrangement.”*
- **Sustainable Funding:** Expanding the resources and reach of the range of community-based access points and programs was a top priority. *“The local programs come and go; we need to have consistency in what is available—it’s essential for many of us.”*

- **Simplifying Design and Processes:** People wanted clearer instructions and fewer steps for online tasks. *“Very, very simple instructions would help.”*
- **Cross-Sector Collaboration:** Respondents saw value in partnerships to address gaps. *“Every organisation forcing us to go online should contribute to an education program.”*

## Quantitative Data:

Understanding digital inclusion across Tasmania requires a granular examination of variations in community need, vulnerabilities, and risk factors. While limitations in centralised and consistent data present ongoing challenges, additional data collection and analysis at the local government area (LGA) level have been undertaken to provide a clearer picture. This data aims to fill critical gaps by identifying key indicators of risk and resilience that influence digital inclusion outcomes across diverse Tasmanian communities.

The datasets selected for this analysis were informed by research and literature on factors that increase the risk of exclusion or enhance inclusion. By representing these indicators as percentages of each LGA's population, this approach ensures equitable comparisons across areas with differing population sizes. The resulting analysis offers insights into how vulnerabilities and strengths are distributed geographically, shedding light on the factors driving digital inclusion disparities and highlighting potential areas of priority for future interventions.

This section explores the findings from this quantitative data process, offering a foundation for evidence-based decision-making that supports equitable and effective digital inclusion initiatives across Tasmania.

The categories identified for analysis include:

- Age Groups identified as vulnerable to digital exclusion
- Income and Affordability
- Household Capacity

To complement this, a geographic mapping exercise was completed to represent the availability of specific in-person services that support digital inclusion, including Libraries Tasmania, and Service Tasmania centres and Online Access Centres, within each LGA. The total number of these supports was quantified and compared against the identified vulnerabilities and risks to digital exclusion within each community.

This analysis allowed for a ranking of LGAs into Tier 1 and Tier 2 communities, based on the convergence of multiple risk factors, higher proportions of vulnerable populations, and fewer-than-average in-person support options. Tier 1 communities were those with the most acute needs, characterised by a high percentage of the population experiencing multiple vulnerabilities and a lower-than-average Digital Inclusion Index score. Tier 2 communities displayed similar, albeit less pronounced, characteristics.

By aligning these findings with digital inclusion index scores, this approach identifies where targeted interventions are most urgently needed to address gaps, strengthen supports, and reduce digital exclusion in Tasmania.

### Vulnerable Age-groups to digital exclusion

% of population aged 0-14, 15-24 and 75+

A high percentage of the population in the age groups of 0–24 and 75+ can be considered a risk factor regarding digital inclusion due to the unique challenges these demographics face in accessing, using, and benefiting from digital technologies:

- **Age 0–24: Limited Autonomy and Resources**
  - Younger populations, particularly children and teenagers, often lack financial independence, restricting their ability to access digital devices and reliable internet without support from families or institutions.
  - Access to digital skills education may vary significantly depending on their socio-economic background, the quality of their school curriculum, and extracurricular opportunities. Inadequate digital literacy at this stage can lead to lifelong exclusion.
  - Vulnerabilities such as being part of disadvantaged households or rural/remote areas can further limit access to essential digital resources.
- **Age 75+: Barriers to Adoption**
  - Older adults often face physical, cognitive, and psychological barriers that impede their engagement with digital technology. These may include declining fine motor skills, eyesight, or memory, as well as anxiety or resistance toward adopting new technologies.
  - This age group may also lack digital literacy due to limited exposure during their working years or because they retired before the digital age became prominent.
  - Financial constraints, particularly for those relying on fixed incomes, can hinder their ability to afford devices or internet services.
  - The increasing shift to online services (e.g., healthcare, banking, social services) disproportionately affects this group, as they may be less equipped to navigate digital platforms effectively.
- **Shared Impacts: Dependency and Gaps in Support**
  - Both groups are often reliant on caregivers, families, or external institutions to bridge the digital divide. This dependency can lead to uneven levels of inclusion based on the support structures available.
  - Without targeted interventions, these demographics risk being left behind, amplifying existing inequalities in education, healthcare, social connection, and access to critical services.
- **Societal Consequences**
  - Limited digital inclusion for these groups not only impacts individual wellbeing but also has wider societal consequences. For the younger population, it can impede workforce readiness and innovation potential. For older adults, it can lead to increased isolation, poorer health outcomes, and reliance on overstretched traditional service delivery models.

## Income and Affordability

% age pensioners

% disability support pensioners

% female sole parent pensioners

% people receiving a JobSeeker Payment or Youth Allowance (other) long-term

% low income, welfare-dependent families (with children)

% Pensioner Concession Card holders

% Health Care Card holders

% Seniors Health Card holders

### • Pensioners and Support Recipients:

- **% Age Pensioners, % Disability Support Pensioners, % Female Sole Parent Pensioners**

Individuals receiving pensions or disability support often face financial constraints that limit their access to digital technologies. Fixed or limited incomes can restrict their ability to afford internet services or digital devices, creating a barrier to digital inclusion.

- The reliance on government assistance indicates a potential lack of disposable income to invest in the necessary technology for accessing digital services, further exacerbating digital inequalities.

- **% People Receiving a JobSeeker Payment or Youth Allowance (other) Long-term**

Long-term dependence on job-seeking or youth allowances suggests a precarious financial situation. This group may prioritise essential living expenses over digital connectivity, limiting their access to online resources necessary for job searching and skill development.

- The lack of digital access can create a cycle of exclusion, reducing opportunities for employment and further interactions in a digital economy.

### • Low-income, Welfare-dependent Families:

- **% Low Income, Welfare-dependent Families (with Children)**

Families in this category are likely to prioritise basic needs over technology, potentially leaving children without adequate digital resources for education and social development.

- The digital divide in these households can perpetuate educational and social inequalities, as children may lack access to digital learning tools and platforms that are increasingly integral to modern education systems.

### • Concession Card Holders:

- **% Pensioner Concession Card Holders, % Health Care Card Holders, % Seniors Health Card Holders**

Holding concession cards often signifies financial vulnerability. These individuals are at risk of digital exclusion due to the high costs associated with maintaining connectivity and purchasing devices.

- For seniors, particularly, this can compound existing barriers such as technological literacy and adaptability, leading to increased isolation as more services move online.

### • Shared Impacts: Economic Dependency and Accessibility Gaps

- Individuals reliant on government support or living in low-income households may depend on public services or community programs to access digital resources, leading to varied levels of digital inclusion.
- Without targeted financial support and affordable access to digital technologies, these groups risk being marginalised in an increasingly digital world.
- **Societal Consequences: Amplifying Inequality and Limiting Opportunities**
  - Economic barriers to digital inclusion can exacerbate social inequalities, limiting access to education, employment, healthcare, and social services.
  - Ensuring digital equity for these groups is crucial, as it impacts not just individual prospects but also broader societal wellbeing and economic growth by fostering inclusive participation in digital economies.

## Household Capacity

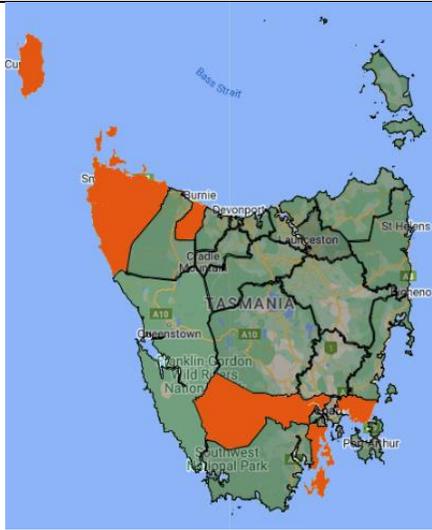
- % people living in crowded dwellings
- % households in dwellings receiving rent assistance
- % people living in social housing
- % people living in privately-owned rental dwellings
- % in mortgage stress
- % in rental stress
- % Low income households under financial stress from mortgage or rent
- % Low income households
- % dwellings with no motor vehicle

- **Crowded and Assisted Living:**
  - **% People Living in Crowded Dwellings:**
    - Overcrowded living conditions can strain resources and limit the personal space necessary for effective digital engagement. The lack of privacy and quiet environments can hinder activities such as online learning or remote work. Additionally, the increased number of occupants may lead to bandwidth challenges, affecting the quality and reliability of internet connectivity.
    - These conditions often indicate economic hardship, where financial resources are insufficient to secure adequate housing, impacting digital access and use.
  - **% Households in Dwellings Receiving Rent Assistance, % People Living in Social Housing:**
    - Dependence on rental assistance or social housing often reflects financial vulnerability, which can result in limited access to digital technologies due to budget constraints. Residents in these situations may face challenges in installing technology, such as broadband, due to restrictions imposed by property owners or the physical limitations of the building infrastructure.
    - Frequent moves, common in rental and social housing situations, can lead to repeated costs for setting up digital services, further straining limited financial resources.
    - These households may prioritise essential expenses over digital connectivity, creating barriers to digital inclusion and participation in online services.
- **Rental and Mortgage Stress:**

- **% People Living in Privately-owned Rental Dwellings, % in Mortgage Stress, % in Rental Stress:**
  - Financial stress from high rental or mortgage costs can limit disposable income available for digital access. This stress underscores a precarious financial situation where digital needs are often deprioritised.
  - The constant financial pressure can also limit opportunities for upgrading digital devices or maintaining consistent internet services, exacerbating the digital divide.
- **Low-income and Financial Stress:**
  - **% Low Income Households Under Financial Stress from Mortgage or Rent, % Low Income Households:**
    - Low-income households experiencing financial stress are likely to have limited access to digital resources, affecting their ability to engage with digital platforms for education, employment, and services.
    - The financial burden of housing costs can overshadow digital needs, perpetuating cycles of exclusion and limiting upward mobility.
- **Lack of Mobility:**
  - **% Dwellings with No Motor Vehicle:**
    - Households without a motor vehicle may have limited access to locations with public internet or community digital resources, especially in areas with inadequate public transportation.
    - This lack of mobility can also signify broader economic constraints, affecting the ability to participate in a connected society.
- **Shared Impacts: Economic and Environmental Constraints:**
  - Households under financial and spatial stress often face compounded barriers to digital inclusion, relying on external support and resources to bridge the gap.
  - Without targeted interventions to address these economic and environmental challenges, these groups risk deepening digital exclusion.
- **Societal Consequences: Exacerbating Inequality and Reducing Opportunities:**
  - Limited digital inclusion due to household capacity issues can further entrench socio-economic disparities, affecting access to education, employment, and essential services.
  - Addressing these barriers is vital to fostering inclusive digital participation and enhancing overall societal resilience and development.

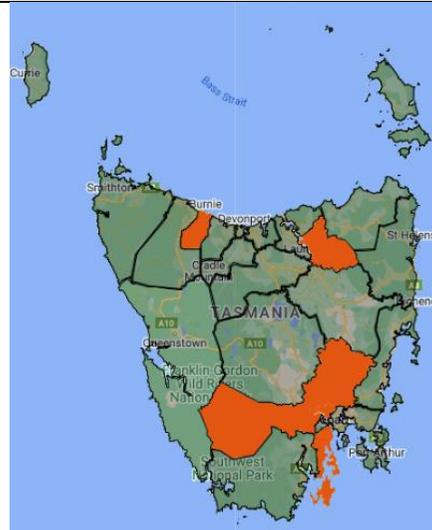
## Risk and Vulnerability Mapping:

### Community Vulnerabilities and Risk Factors: Age



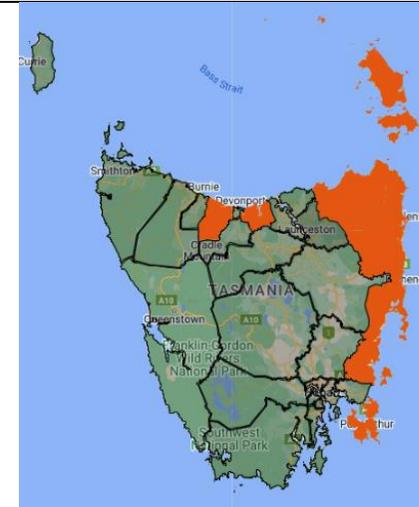
#### highest % of population 0-14

Brighton	22.7
Circular Head	19.4
Burnie	18.4
King Island	18.2
Kingborough	17.8
Derwent Valley	17.5
Sorell	17.4



#### highest % of population 15-24

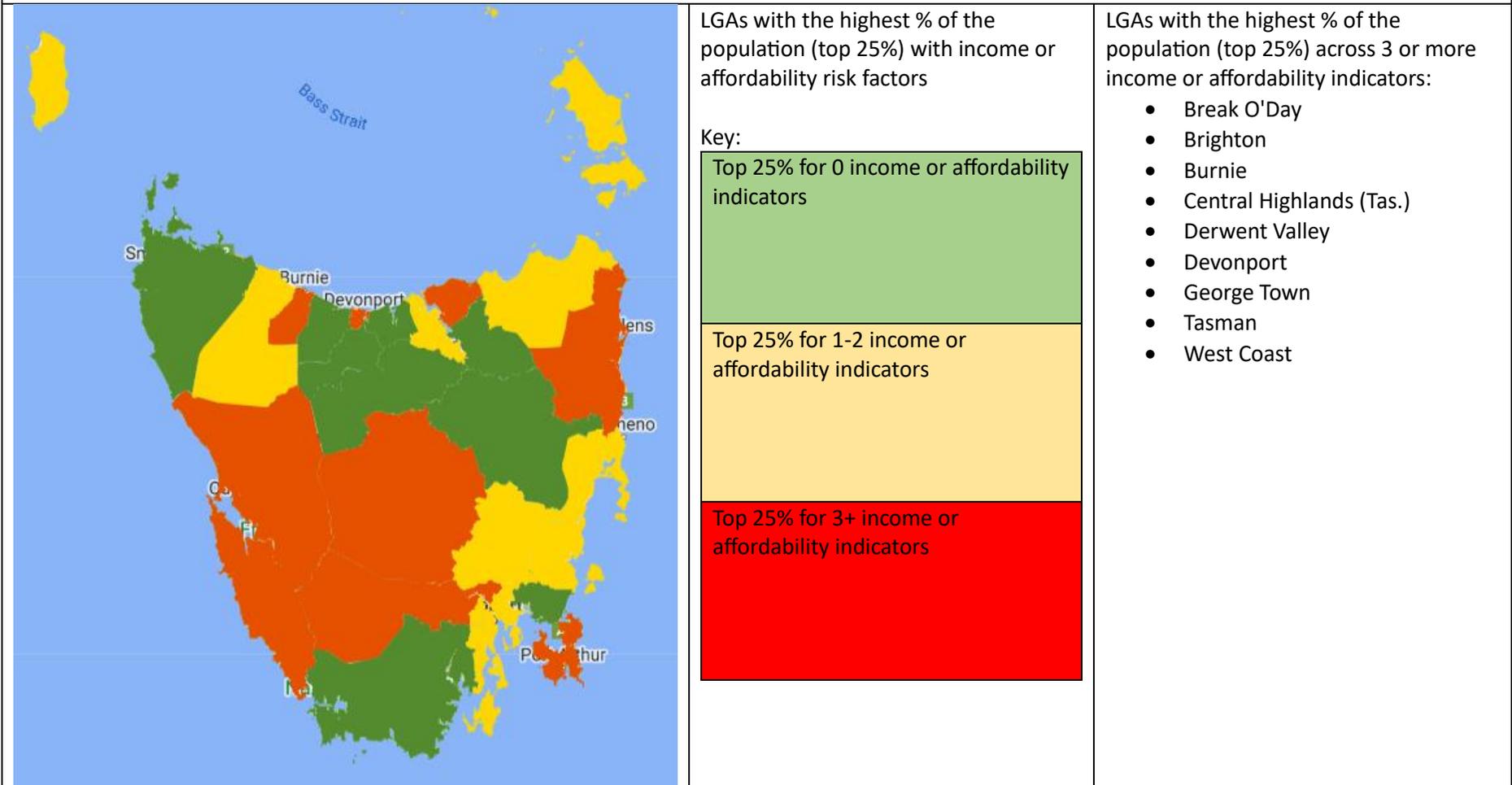
Hobart	13.5
Brighton	12.9
Launceston	12.5
Derwent Valley	12.4
Burnie	12.3
Southern Midlands	11.5
Kingborough	10.8



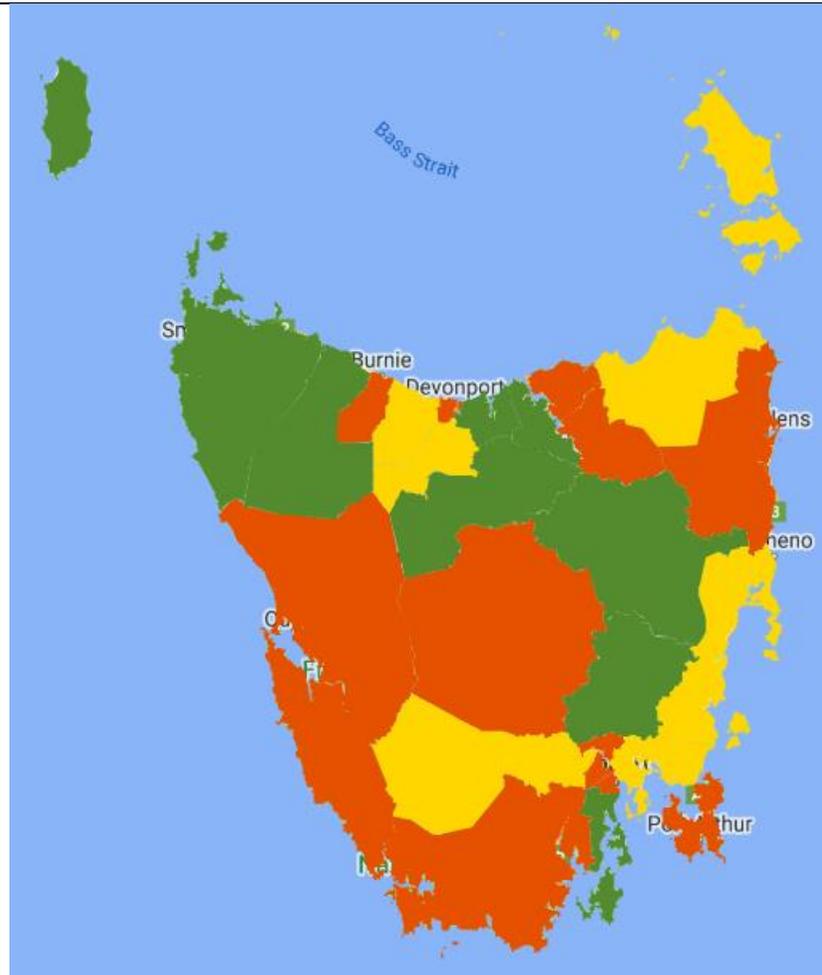
#### highest % of population 75+

Flinders (Tas.)	15.0
Glamorgan-Spring Bay	14.2
Break O'Day	12.3
Tasman	12.0
Latrobe (Tas.)	11.9
Central Coast (Tas.)	11.2
Dorset	11.1

## Community Vulnerabilities and Risk Factors: Income and Affordability

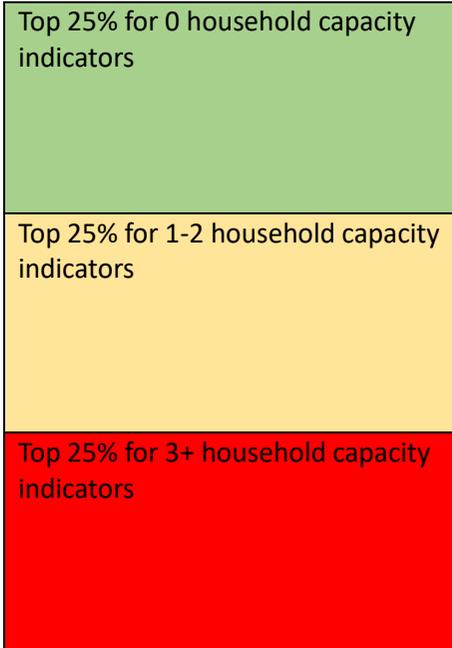


## Community Vulnerabilities and Risk Factors: Household Capacity



LGAs with the highest % of the population or households (top 25%) for household capacity indicators

Key:



LGAs with the highest % of the population or households (top 25%) across 3 or more household capacity indicators:

- Break O'Day
- Brighton
- Burnie
- Central Highlands (Tas.)
- Devonport
- George Town
- Glenorchy
- Hobart
- Huon Valley
- Launceston
- Tasman
- West Coast

## Collated Analysis: Risk and Vulnerability VS availability and accessibility of in-person supports

LGA	Age Vulnerability Indicators	Income and Affordability Indicators	Household Capacity Indicators	Total in-person supports
Break O'Day	🚩	🚩	🚩	6
Brighton	🚩	🚩	🚩	2
Burnie	🚩	🚩	🚩	2
Central Coast (Tas.)	🚩	✓	!	3
Central Highlands (Tas.)	✓	🚩	🚩	2
Circular Head	!	✓	✓	2
Clarence	!	!	!	3
Derwent Valley	🚩	🚩	!	4
Devonport	!	🚩	🚩	3
Dorset	🚩	!	!	4
Flinders (Tas.)	🚩	!	!	2
George Town	!	🚩	🚩	2
Glamorgan-Spring Bay	🚩	!	!	5
Glenorchy	✓	!	🚩	2
Hobart	!	!	🚩	2
Huon Valley	✓	✓	🚩	5
Kentish	✓	✓	!	2
King Island	!	!	✓	3
Kingborough	🚩	!	✓	4
Latrobe (Tas.)	🚩	✓	✓	1
Launceston	!	✓	🚩	5
Meander Valley	✓	✓	✓	5
Northern Midlands	✓	✓	✓	4
Sorell	!	✓	!	2
Southern Midlands	!	!	✓	3
Tasman	🚩	🚩	🚩	1
Waratah-Wynyard	✓	!	✓	2
West Coast	✓	🚩	🚩	6
West Tamar	✓	!	✓	4

Key:



High number in the top 25% for this indicator



Moderate number in the top 25% for this indicator



Low number in the top 25% for this indicator

## Data and Community Profile- Deep Dive

When reviewing the risk and vulnerability data alongside the number of in-person community-based services per community, there are clear indications of alignment between risk/service availability, alongside notable gaps. When looking at the communities with the highest indicators of risk and vulnerability across all categories, the following LGA areas stand out with high numbers (top 25%) across multiple indicators:

Tier 1	Tier 2
<ul style="list-style-type: none"> <li>• Break O'Day</li> <li>• Brighton</li> <li>• Burnie</li> <li>• Tasman</li> </ul>	<ul style="list-style-type: none"> <li>• Central Highlands (Tas.)</li> <li>• Derwent Valley</li> <li>• Devonport</li> <li>• Dorset</li> <li>• Flinders (Tas.)</li> <li>• George Town</li> <li>• West Coast</li> </ul>

The analysis takes a nuanced approach when comparing high-risk communities to the availability of community-based, in-person supports within their respective LGAs. While elevated risk and vulnerability factors highlight a greater need for targeted interventions, the number of community-based support options reveals a more complex picture. In some cases, communities with higher-than-average risk factors also benefit from above-average in-person supports, suggesting that existing services may already be well-placed to address some challenges. Conversely, communities such as Brighton and Tasman, which have similarly high-risk indicators but fewer support options, may require greater prioritisation to ensure equitable access to services.

This underscores the importance of not solely assessing risk and vulnerability but also understanding the capacity, reach, and sufficiency of current supports. Balancing risk indicators with support availability allows for the identification of gaps and opportunities to optimise the distribution and delivery of integrated, community-based in-person supports. Revisiting prioritisation through this lens ensures that resources are directed to where they are needed most, enabling a more equitable approach to service provision.

Furthermore, this lens also highlights the importance of a cross-agency, whole-of-government approach to digital inclusion planning and prioritisation. Such collaboration is particularly critical when considering changes to service locations or the establishment of new supports. Aligning efforts across agencies ensures that decisions are informed by a comprehensive understanding of community needs, avoiding duplication of services while addressing gaps in the most vulnerable areas. This approach strengthens the overall capacity to deliver effective and sustainable support systems.

### Rurality Lens

When this analysis is then layered with rurality as a considered factor, the community context and capacity insight is further enhanced. There are multiple ways that rurality is classified, depending on context and purpose, with the Australian Statistical Geography Standard (ASGS) and the Modified Monash Model (MMM) being two widely used frameworks. In the absence of available, up-to-date data regarding internet connections geographically across the state, this analysis has incorporated both the ASGS and MMM classifications to highlight the specific context of each high-risk Local Government Area (LGA). This dual approach ensures that the unique challenges of remoteness and population distribution are fully considered, providing a comprehensive understanding of how rurality impacts digital inclusion and access to support services.

As the research and literature regarding digital inclusion highlights (see Appendice), the more rural a location is, the less likely it is to have reliable and high-speed internet connections due to infrastructure limitations, such as fewer telecommunications towers or restricted fibre-optic coverage. Geographic isolation also means these communities often have fewer in-person support services, which are further compounded by limited access to public transport. The lack of reliable transportation options creates additional barriers for residents needing to travel to access essential services, education, or training opportunities.

Populations in rural and remote locations may also experience additional compounded challenges. These include lower population density making service provision less economically viable, higher travel costs, and reduced access to digital skills training. These factors collectively contribute to a widening digital divide, limiting the ability of residents in these areas to engage with services like telehealth, online education, and government programs.

By integrating rurality, as defined through the MMM framework and ASGS classification into this analysis, these structural barriers can be explicitly considered. This enables a more targeted and equitable approach to planning and prioritisation. It ensures that the specific needs of rural and remote communities are addressed and that solutions are designed to overcome both digital and logistical barriers to inclusion, tailored to the remoteness levels of each community.

## Community Context and Accessibility: A Multi-Layered Approach to Prioritisation

As shown, when multiple layers of analysis are conducted, the context of each community is better understood, enabling a more comprehensive understanding of the variations in need and capacity across the state. By considering not just risk factors but also the availability and accessibility of in-person supports, as well as rurality and remoteness classifications, this approach provides a nuanced perspective on the challenges faced by different Local Government Areas (LGAs). This deeper analysis ensures that resource allocation and prioritisation strategies are informed by the unique circumstances of each community, ultimately leading to more equitable and effective outcomes.

### Key Points to Note

1. **Accessibility of Supports:** In-person supports are only valuable if people can access them. For large, remote LGAs like Flinders, Central Highlands, and West Coast, limited public transport, difficult driving conditions particularly in winter and distances make accessing even nearby services a significant challenge.
2. **Impact of Remoteness:** Higher levels of remoteness, as identified by the MMM and ASGS classifications, exacerbate barriers to accessing both digital and in-person supports. Communities with classifications of MM6-MM7 and ASGS RA4-RA5 face compounded challenges due to isolation and sparse population densities.
3. **Transport Limitations:** Limited or non-existent public transport options further restrict residents' ability to utilise available services. This is particularly critical in geographically large LGAs where even minimal travel can become a significant burden.
4. **Service Concentration:** The distribution of in-person supports does not always align with population needs in remote areas. Even LGAs with higher service counts, such as Break

O'Day and West Coast, may struggle to provide meaningful access due to geographic dispersion and travel barriers.

5. **Tailored Prioritisation:** Prioritisation must balance the availability of in-person supports with their accessibility. LGAs with extreme remoteness and minimal services, such as Flinders and Central Highlands, require a greater focus on tailored solutions that address the unique logistical and infrastructural challenges they face.
6. **Equity in Resource Allocation:** By considering accessibility alongside service availability and risk factors, this multi-factor assessment ensures that resource allocation is both equitable and effective in addressing the most significant barriers to inclusion.

LGA	Risk Factor Ranking	In-Person	MM M	ASGS	Revised Prioritisation and rationale	
Tasman	1	1	5	3	1	Despite being classified as less remote than the others in this group (MMM 5, ASGS RA3), Tasman's high risk factors, very limited in-person supports, and transport challenges place it among the highest priorities.
Central Highlands	2	2	6	4	1	This LGA faces moderate to high risk factors, significant remoteness (MMM 6, ASGS RA4), and minimal in-person support options, compounding accessibility challenges for residents.
Flinders	2	2	7	5	1	With moderate risk factors, extremely high remoteness (MMM 7, ASGS RA5), and very limited in-person supports, accessing services is particularly challenging for those with transport issues.
West Coast	2	6	6	4	2	Although it has higher in-person support availability, West Coast's significant remoteness (MMM 6, ASGS RA4) and geographic dispersion create barriers to accessing these services, especially for those without transport.
Burnie	1	2	5	3	2	High risk factors and low in-person supports are mitigated somewhat by its lower remoteness (MMM 5, ASGS RA3), placing Burnie in the second tier of priority.
Break O'Day	1	6	5	3	2	While it has a higher number of in-person supports, Break O'Day's moderate remoteness (MMM 5, ASGS RA3) and geographic dispersion mean these supports may not be accessible to all residents, combined with high risk factor rating

<b>Brighton</b>	1	2	2	2	3	Despite high risk factors and limited in-person supports, Brighton’s low rurality (MMM 2, ASGS RA2) and better accessibility to services reduce its priority compared to more remote areas.
<b>Dorset</b>	2	4	5	3	3	Moderate risk factors and a moderate number of in-person supports are balanced by lower remoteness (MMM 5, ASGS RA3), placing Dorset in the third priority tier.
<b>Derwent Valley</b>	2	4	5	3	3	With moderate risk factors, a reasonable number of in-person supports, and less rurality (MMM 5, ASGS RA3), Derwent Valley is considered a lower priority for additional resources.
<b>George Town</b>	2	2	5	3	3	With moderate risk factors, low in-person support options, and less rurality (MMM 5, ASGS RA3), George Town remains a priority due to accessibility challenges combined with risk factors

## Discussion- Responding to the changing environment

As outlined in the previous section, there is a correlation between rurality and limited digital inclusion outcomes, especially in areas where rurality and socio-economic disadvantage coincide. Preliminary findings of the 3P Advisory research and analysis align with ADII and national DI trends show rural and regional Tasmanian LGAs are more likely to have poorer access to digital infrastructure, skills, and services. These LGAs are also more likely to have reduced digital confidence and a lack of diversity amongst service delivery methods, devices, and training opportunities. In conjunction with this, a higher proportion of people living on lower income levels are likely to be in these LGA's and the age demographic trends older. This is validated through the consultation and in discussion with the Council of the Aging whose data and consultation also supports this observation.

Providing an integrated support eco-system through well-trained staff and volunteers in a range of trusted and regularly used services can provide people with a relevant, consistent and impactful outcome. Moving to this approach aligns more closely with the regular touchpoints of people's day-to-day lives. Ensuring an embedded layer of support within existing services as well as generic support through a range of entry points provides for an expanded and targeted support model. It is supported by the literature and best practice approached with the Wales Digital Communities model a stand-out in this regard.

### Informal Digital Support in Community Hubs

Throughout the consultation, Libraries Tasmania, Service Tasmania outlets, Neighbourhood Houses, Child and Family Centres, and Men's Sheds were described by Tasmanians as well-established and trusted, community-facing services that already provide informal digital support. For people seeking support, these locations were described as logical and natural entry points for help and therefore logical to embed digital champions more broadly, leveraging their existing role in connecting Tasmanians to essential resources and services.

**Service Tasmania** Service Tasmania outlets already support a range of transactional and advisory services, offering a critical touchpoint for individuals seeking assistance with navigating digital platforms for Tasmanian Government services. Participants in the consultation spoke of how staff often provide informal guidance on accessing online government services, troubleshooting basic digital issues, and helping people build confidence in using technology. Embedding digital champions within these sites would formalise and enhance this support, enabling Tasmanians to access consistent and expert guidance in familiar, trusted settings.

**Neighbourhood Houses** Neighbourhood Houses are deeply integrated into their communities, serving as accessible and inclusive spaces where individuals seek help with diverse challenges, including digital literacy. Houses focus support to socio-economically disadvantaged groups, offering tailored support that builds trust and engagement. In discussion with houses, digital champions co-located in Neighbourhood Houses can provide targeted training and personalised assistance, addressing gaps in digital skills and confidence. Many Houses already provide informal digital support, and some Houses have accessed philanthropic funding to enhance the level of support they can provide to local people. Many Houses report they are already acting as a digital "go to" when there is a need such as natural disaster, to support local people get online and apply for vouchers and subsidies.

**Child and Family Centres (CFCs)** are trusted spaces for families and caregivers, with younger parents participating in the consultation describing how the CFCs often providing informal digital support alongside other community services. Embedding digital champions here can enhance parents' and carers' ability to access vital online resources, including educational platforms and government services, while building broader digital confidence.

**Men's Sheds** Men's Sheds regularly raised by participants in the consultation as valued places of social connection and learning, particularly for older men who may face barriers to digital inclusion. These hubs provide an opportunity to integrate digital champions who can offer patient, tailored support, helping participants build confidence with technology in a familiar and supportive environment.

Integrating digital support through a network of consistently trained staff and volunteers into existing organisations (government and community) ensures Tasmanians receive holistic assistance tailored to their unique circumstances. Trained staff/volunteers can offer personalised guidance, build trust, and address broader issues that might hinder engagement, such as confidence or anxiety about using technology. There are already a range of existing volunteer located in Libraries Tasmania, Neighbourhood Houses, and other similar front-line facing services. Similar approaches exist in a range of other Tasmanian contexts. For example, the No Interest Loan Scheme, a community-based not-for-profit, has a network of "loans officers" across Tasmania. These trained volunteers support Tasmanians on low incomes to apply for a safe, no-interest loan. Located in Neighbourhood Houses, Charities such as Anglicare and the Salvation Army, through to the Electorate Offices of many Tasmanian politicians, they undertake annual training to ensure the knowledge and skills required to provide support. Similarly, Libraries Tasmania has a wealth of staff and volunteers who are assisting Tasmanians in a range of digital and literacy activities.

It may be timely to capture, through an audit, the number of volunteers across government and non-government service sites, and it is likely Volunteering Tasmania has insights and data into the NGO element.

This approach also overcomes single-person or single-entry-point dependency which can create ongoing capability challenges and does not support a person to develop and build their own skills and/or awareness of what affordability options may be available.

This is not to say Online Access Centres have not played a critical role over many years as Tasmanians have come to terms and adapted to living in an ever-changing digital world. They have provided a consistent point of contact and sometimes been the only available support in rural areas. However, they are often limited in reach and relevance for communities that lack physical proximity to these centres or have specific needs that go beyond basic digital access. As the pace and diversity of the digital world has changed, it has been challenging for many to be able to adapt in skills and capacity to guide and coach local people who also present with a diverse range of needs. As this has occurred, in some instances it has heightened risks. For example, in areas such as demand for online banking support or advice on possible scams that are out of scope for an OAC but where staff/volunteers may feel obliged to provide support the risk is high. (see next section for assessment of risk). The unintended scope creep that has occurred as the scope of the online world has increased presents a range of risks and potential for unintended consequences.

In summary, as more and more areas of government, broader commercial services and elements of daily life move to a digital platform, integrated models of support enhance and expand the access points for Tasmanians. This approach also increases collaboration among local services, creating a

safety net that ensures some of the existing gaps are addressed. This is particularly critical in rural areas, where the challenges of digital inclusion often intersect with broader issues like limited transport options, socioeconomic disadvantage, and reduced access to education or health services.

This approach needs to be combined with the development of a training module to ensure those tasked with and available to provide support can do so with underpinning knowledge and access to quality-controlled resources. Development of training and broader accessible resources does not require re-inventing the wheel. The literature review provides examples of where these resources already exist and two stand-out examples, one in Wales in conjunction with many resources already available through the Good Things Foundation and the Australian Government's *Be Connected* site.

Using the community profile and digital data analysis undertaken as part of this review, prioritised transitions of the current models being funded across agencies will set up for a flexible, integrated support model in the decade ahead. The model would transition existing staff and volunteers into a range of frontline services. Where possible over the next three years it would be able to offer the training model to others with the goal of building a broader network of trained people across Tasmania. The support would move from a branded Online Access Centre site to an integration of staff, volunteers and support into a range of entry points already frequented by people needing support.

#### **Key advantages:**

- **Reduce Barriers:** Address the impact that socio-economic and geographic barriers have on digital inclusion for individuals and communities, by developing an eco-system of flexible support models and partnerships across Tasmania. In many places this already exists but is informal or person/relationship dependent. The recommended approach formalises and provides a more structured, funded authorising environment to ensure diverse options of local support. In areas of inter-related need, for example, low literacy or family violence, embedding a network of trained digital support staff/volunteers in Libraries Tasmania, NGO's, Child & Family Centres, Service Tasmania, health services etc. increases the number and timeliness of support available.
- **Expand Accessibility:** Increase the accessibility of support and related referral points for rural and remote communities by leveraging existing infrastructure and community access points to strategically expand the existing direct and indirect resources available for support.

In city centres, an integrated model also enhances the level of support available for people with affordability or capability challenges.

- **Support Community Capacity:** Work with government and non-government partners and priority communities to identify opportunities to support or enhance community capacity and resilience in accessing and using technology. This is achieved by supporting more local people in front-line services to have an increased understanding about the way local people access and/or afford services.

## Current service risks

### Risk Assessment: Supporting the Public with Online Banking, Scams, and Digital Safety

Supporting digital inclusion through Online Access Centres (OACs) has helped Tasmanians develop essential digital skills and confidence. The dedication of OAC staff and volunteers in assisting members of the public with navigating the online world reflects a genuine commitment to their communities. However, well-intentioned support can sometimes lead to unintended risks, particularly when staff or volunteers assist with complex or sensitive activities such as online banking, scams, and phishing. A clear understanding of these risks is essential to protect the public, staff, and the integrity of publicly available digital inclusion programs and support.

The consultation highlighted a number of underlying considerations and themes, regarding the trust and security of people accessing support. As risks online increase, the nature of support requests in risk areas such as banking, government services, expands.

Particularly prominent in conversations with rural communities and support providers, it was clear that a large portion of support requests and contacts relate to these types of services and a need for people to seek reassurances (eg around hacking, scams and support with online banking). Whilst these were consistent across conversations, the approach and response from support providers was not – highlighting significant differences in understanding safe scope and engagement when providing advice and information on these types of topics. Previously, Digital Ready for Daily Life coaches may be in communities and supporting individuals through the training. The conclusion of the funding for this program has implications for access to up-to-date, quality-controlled resources created by the trained digital coaches funded through this program.

### Key Risks

#### 1. Risk to the General Public

- **Privacy and Security Breaches:**
  - Handling online banking involves entering sensitive information such as usernames, passwords, and security codes. Without proper protocols, this information could be unintentionally disclosed, leading to breaches of privacy or financial theft.
  - Scams and phishing attempts often involve sophisticated tactics that even well-informed individuals can miss. Incorrect advice could lead a member of the public to inadvertently share personal or financial information with malicious actors.
- **False Confidence in Assistance:**
  - Members of the public may assume that OAC staff or volunteers are trained experts in online banking and cybersecurity, leading them to over-rely on advice that might be incomplete or incorrect.

#### 2. Risk to OAC Staff and Volunteers

- **Legal and Ethical Exposure:**

- Providing incorrect advice about online banking or scams could result in legal complaints or reputational damage for the staff member, volunteer, or the organisation.
- Staff or volunteers may inadvertently take on responsibilities that exceed their expertise, exposing themselves to liability if something goes wrong.
- **Emotional Impact:**
  - The stress of handling complex situations such as resolving banking issues or identifying scams can lead to burnout or emotional strain for untrained individuals.

### 3. Organisational and Systemic Risks

- **Scope Creep in Services:**
  - Digital inclusion services, if not clearly defined, risk expanding into areas that require specialised knowledge or training, such as financial advising or fraud prevention. This overextension dilutes the focus and effectiveness of core services.
  - A single incident involving a privacy breach or financial loss could damage the trust and reputation of frontline digital support services, reducing public trust and participation in the program.

### Additional Areas of Risk

Beyond online banking and scams, there are other activities that were highlighted in the consultation that are potential red flags due to the possibility of untrained assistance posing risks:

- **Identity Verification:** Helping users with MyGov or other government platforms often involves uploading sensitive documents, posing privacy and security risks.
- **Device Security:** Advising individuals about antivirus software or settings can backfire if incorrect recommendations expose users to malware or hacking.
- **Online Purchases:** Supporting users with e-commerce transactions can lead to risks of fraud or disputes if errors occur.

### Mitigation Strategies

#### 1. Define the Scope of digital inclusion support services

- Clearly outline the types of support frontline staff and volunteers can provide, such as basic digital literacy, accessing public information, or navigating non-sensitive websites.
- Prohibit high-risk activities, such as entering banking credentials, providing advice on financial matters, or assisting with identity verification.

#### 2. Provide Targeted Training

- Offer digital literacy training that includes basic cybersecurity principles, scam awareness, and referral pathways for complex issues.

- Equip staff and volunteers with the knowledge to identify when to refer a user to specialised services, such as a bank, government department, or cybersecurity helpline.
- Develop a range of generic, specialised videos/webinars that can be accessed by members of the public, either onsite in front-line services or at home, that guide users through some of the common areas of need.

### 3. Develop Robust Referral Networks

In addition to the above, other resources to equip front-line staff and volunteers with include:

- Partner with trusted organisations, such as banks, government agencies, and cybersecurity experts, to create a referral system for high-risk issues.
- Provide users with clear instructions on how to seek specialised help safely and securely.

### 4. Implement Privacy and Security Protocols

Provide clarity of scope to staff and volunteers to prevent them from handling sensitive information, such as entering login credentials or uploading identity documents on behalf of users.

In frontline service areas where there is access to public computers, establish secure workstations with privacy screens and ensure all interactions comply with data protection best practice.

### 5. Enhance Public Awareness

Educate the public on the scope of support available through an integrated frontline support model, and encourage access to pre-prepared, generic resources for sensitive tasks.

Distribute resources, such as printed guides or links to reputable online safety websites, to empower users to handle these issues independently. Make available online tutorials in frontline services such as Libraries Tasmania, Service Tasmania, Neighbourhood Houses etc to support people to have access to guided support.

## The Value of Boundaries

It is vital to recognise the limits of roles to ensure the safety and confidence of both users and service providers. By setting clear boundaries, providing training, self-paced resources and building strong referral networks, integrated frontline support options can focus on promoting digital inclusion without exposing the public or staff to unnecessary risks.

This approach can ensure that users receive the appropriate level of expertise for sensitive activities. In a rapidly evolving digital landscape, safeguarding both users and staff is essential for sustaining and enhancing Tasmania's digital inclusion efforts.

Appendices:

1.Environmental scan, literature review and references

2.List of consultation participants and communities engaged

## Appendix 1: Environmental Scan

### Introduction

This environmental scan seeks to explore best practices in digital inclusion at both national and international levels. The report will examine the current state of digital inclusion, identifying key areas where inclusion is thriving and where significant gaps remain. It will provide insights into how digital inclusion is defined, the factors contributing to both inclusion and exclusion, and the critical role digital technologies play in modern society.

### What is digital inclusion?

Digital inclusion refers to the ability of individuals to access, afford, and effectively use digital technologies to fully participate in social, economic, and civic life (1). The COVID-19 pandemic underscored the importance of digital services, making it clear that without digital access and skills, many are excluded from essential aspects of modern life. Despite the widespread adoption of digital technologies, the benefits are not equally distributed. Digital inclusion goes beyond mere access to the internet; it requires individuals to possess the skills and knowledge to navigate the digital world effectively. The concept of digital inclusion has evolved from merely having an internet connection to encompassing the ability to afford digital devices, data, and the necessary skills to use them (2).

### What is the digital divide?

The 'digital divide' refers to the gap between individuals and communities who have full access to digital technologies and those who do not. This divide is defined by three key dimensions: access, affordability, and digital skills (3).

**Access** pertains to the availability of digital infrastructure, such as internet connections and devices. In Australia, while access has improved with widespread adoption of the NBN, significant disparities remain, particularly in rural and remote areas (3).

**Affordability** involves the financial ability to pay for internet services and devices. Even as value for money has improved, affordability continues to be a barrier for many, especially in low-income households, where the cost of staying connected can be prohibitive (3).

**Digital skills**, or the ability to effectively use digital technologies, are critical for meaningful participation in the digital world. Despite increasing overall digital inclusion in Australia, certain groups, such as older adults, people with disabilities, and Indigenous communities, continue to face challenges in acquiring the necessary skills to engage fully online (3).

The digital divide is not just about who has access, but also about how social and economic inequalities are intertwined with digital inequalities, leading to tangible impacts on people's everyday lives (3). As society becomes increasingly digitised, addressing these dimensions of the digital divide is crucial to ensuring that all members of the community can benefit from the digital economy and participate fully in civic and social life.

### The global context

Globally, digital inclusion is recognised as a fundamental component of social and economic development. While digital connection has become a fundamental part of daily human life in OECD countries, there is considerable variation in the uptake and use of the internet and digital technologies, linked with age and education and often intertwined with income levels (4). The United Nations' Sustainable Development Goals (SDGs) underscore the importance of digital technologies in achieving greater equality, reducing poverty, and enhancing education and healthcare (5). However, the digital divide remains a significant challenge worldwide, particularly in developing countries where infrastructure, affordability, and digital literacy lag behind. In response, various international organisations, governments, and private sector initiatives have been launched to promote digital inclusion. There is a broad

spectrum of innovation and progress across developing and OECD countries. These global efforts highlight the diverse approaches needed to address digital exclusion, with a focus on not just access but also the skills, affordability, and trust required to fully participate in the digital world.

### **The national context**

In Australia, digital inclusion has become a critical focus as the nation continues to embrace digital technologies in everyday life. The Australian Digital Inclusion Index (ADII) provides valuable insights into the state of digital inclusion across the country, revealing that while 93% of Australians have a home internet connection, significant disparities remain (2). Similar to international examples, these disparities are often linked to socioeconomic status, geography, age, and cultural background, with rural and remote communities, older Australians, and those from lower-income households being particularly at risk of digital exclusion. The COVID-19 pandemic further highlighted the importance of digital access, as many services, including education, healthcare, and government support, moved online. In response, both government and non-government initiatives have intensified efforts to bridge the digital divide, focusing on improving digital literacy, affordability, and access to reliable internet services. (2).

### **The Tasmanian context**

In Tasmania, the state government is committed to ensuring that all residents have equal access to digital services and information, recognising the critical role these play in modern life. While the state has historically lagged behind the mainland in terms of digital literacy and inclusion, significant strides are being made to bridge this gap. The Tasmanian Government, through the Department of State Growth and in collaboration with industry partners, Libraries Tasmania, and community organisations, is spearheading initiatives to promote lifelong learning and digital inclusion (6). These efforts aim to equip all Tasmanians with the tools and skills necessary to engage effectively in a digital environment, ensuring that essential services are accessible, user-friendly, and available to everyone, regardless of their location or socio-economic status. The government's approach is grounded in principles of accessibility, ability, and affordability, focusing on delivering services that can be accessed 'anywhere, anytime' through mobile devices while also providing traditional options for those with more complex needs.

The report will further examine the thresholds of digital inclusion, highlighting the persistence of digital exclusion and its correlation with broader social and economic inequalities. Through examination of contemporary digital inclusion examples, Tasmania can continue to address the ongoing challenges associated with the digital divide and foster a more inclusive digital society.

### **Methodology**

This report employed a comprehensive desktop research methodology to conduct an environmental scan of digital inclusion practices in Australia and internationally. The methodology encompasses three key phases: (1) scanning the Australian Digital Inclusion Index (ADII) website for key reports and data, (2) performing a literature scan using PubMed to identify relevant studies, and (3) conducting a desktop search for grey literature to gather contemporary best practice examples of digital inclusion.

#### **Scanning the Australian Digital Inclusion Index (ADII) Website:**

The initial phase involved a thorough exploration of the ADII website to gather foundational insights into the current state of digital inclusion in Australia. The ADII provides valuable reports and datasets that highlight various dimensions of digital inclusion, including

accessibility, affordability, and digital skills across different demographics and regions. Key reports were identified and reviewed to establish a contextual understanding of digital inclusion within the Australian landscape. This step was critical for framing the introduction to the report and ensuring that subsequent analyses were grounded in credible, relevant data.

#### **Literature Scan via PubMed:**

Following the initial contextualisation, a systematic literature scan was conducted using the PubMed database. The search parameters included the following terms in the title only: 'digital inclusion,' 'digital inclusion strategy,' and 'digital divide,' with a publication date range from 2019 to 2024. This search yielded a total of 166 results. Each entry was scanned for relevance, focusing on studies that contribute to understanding contemporary digital inclusion strategies and challenges. The relevance assessment considered factors such as the study's geographical context, target populations, and the specific themes addressed regarding digital inclusion. This phase ensured that the literature review reflected recent and pertinent findings in the field.

#### **Desktop Google Search for Grey Literature:**

The final phase involved a desktop search using Google to identify grey literature that showcases contemporary best practice examples of digital inclusion initiatives. This search aimed to navigate various source websites, including government publications, reports from non-government organisations, and academic institutions, to gather up-to-date information on successful digital inclusion strategies. Key terms related to digital inclusion were employed to locate relevant documents, policy papers, and case studies that illustrate innovative approaches in Australia and globally. This phase was crucial for identifying practical examples that inform the report's recommendations and highlight effective strategies in addressing the digital divide.

This multi-faceted approach to desktop research and scanning provided a robust foundation for the environmental scan, enabling the identification of key trends, challenges, and best practices in digital inclusion. The findings from each phase were synthesised to produce a comprehensive analysis of the current landscape of digital inclusion efforts, informing the recommendations and conclusions of the report.

### **Environmental Scan**

#### **The digital divide**

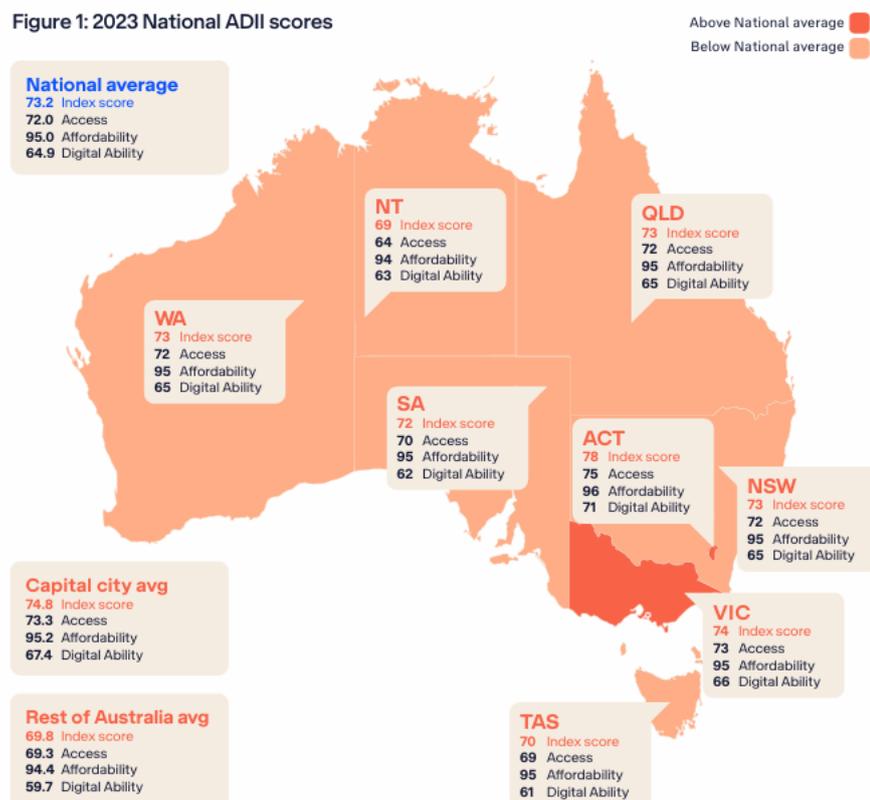
The Australian Digital Inclusion Index (ADII) 2023 report assesses the digital divide in Australia across three dimensions: Access, Affordability, and Digital Ability (12). The report, which includes data from the Australian Internet Usage Survey reveals a national Index score of 73.2, indicating a steady improvement in digital inclusion since 2020. However, significant disparities persist, particularly among First Nations Peoples, older Australians, and those with lower incomes and education levels (12).

The report notes the increasing shift toward digital services and the need for faster connections and more data, which presents new challenges and pressures, particularly for mobile-only users and those in regional, rural, and remote communities. It suggests that addressing these issues will require a collaborative effort from all levels of government, industry, education, and the community (12).

Tasmania has an overall score of 70, which is below the national average of 73.2, placing Tasmania towards the lower end of the spectrum compared to other states and territories. Tasmania's lower-than-average scores in Access and Digital Ability suggest that while the

state has maintained a good level of Affordability, there is room for improvement in expanding access to digital services and enhancing digital literacy (12) (See Figure 1).

Figure 1: 2023 National ADII scores



Source: (12)

### Influencing factors and barriers to digital inclusion

The digital divide is significantly shaped by a complex interplay of socio-economic, geographic, and demographic factors. Individuals and communities with lower socio-economic status often face barriers to digital inclusion, such as limited access to technology and the internet, and reduced ability to afford digital services. Geographic location also plays a critical role, with rural and remote areas typically experiencing poorer digital infrastructure, resulting in lower connectivity and access to digital resources. Demographic factors, including age, education level, and cultural background, further influence digital skills and the capacity to engage with digital technologies. Together, these factors create a multifaceted digital divide where certain populations are disproportionately excluded from the benefits of a digitally connected society.

According to the 2023 ADII report, the digital gap between First Nations and non-First Nations people is 7.5 points, widening to 21.6-23.5 points in remote and very remote areas. The report highlights the critical role of culturally appropriate data collection and collaboration with community partners in understanding and addressing these disparities (7). Affordability has improved nationally, with the Affordability score increasing from 93.1 to 95.0. Nonetheless, many Australians still face affordability stress, especially those with disabilities, public housing residents, the unemployed, and those over 75. The divide between capital cities and other parts of the country persists, particularly in Digital Ability (7).

Following the pandemic, there has been a plethora of literature developed exploring impacts and evolution of the digital divide, including research highlighting the extent of the digital

divide that persists for certain population cohorts. Research suggests that there was a disproportionate impact on older people, with factors such as physical impairments and a lack of confidence in leading to social isolation, vulnerability and misinformation (8). Digital literacy disparities persist for ethnic minorities in many countries where access to reliable internet connectivity and limited digital literacy have been substantial barriers (9). Cultural and language barriers can limit access to digital resources, services, and technologies, often leaving people disconnected from essential services such as health, education, and hindering employment opportunities (10). In Australia, the ADII score for those born on non-English speaking countries who speak a language other than English at home has fluctuated above and below the national average score, with evidence suggesting that recently arrived culturally and linguistically diverse (CALD) migrants digital inclusion fares less well than the broader CALD migrant community, particularly in terms of affordability (10)

Age significantly influences an individual's digital skills and capacity to engage with digital technologies, particularly among the elderly, who are at a higher risk of experiencing the digital divide. As people age, they encounter physical and cognitive changes that can affect their ability to learn and use new technologies. These changes can include reduced vision, hearing, and motor skills, as well as slower processing speeds and memory recall (10). Elderly individuals are at a higher risk of lacking the necessary digital literacy and skills required to navigate modern technology, which has become increasingly complex and rapidly evolving.

Financial barriers to digital inclusion, often described as "digital poverty," significantly impact individuals who cannot afford a quality internet connection (11). This affordability stress creates substantial barriers to accessing education, employment, and essential services, thereby exacerbating existing social and economic inequalities. For some, the inability to afford internet access at home or the lack of a suitable device severely limits opportunities to participate in the digital world, hindering the development of crucial digital skills (12). These limitations can create a cycle of exclusion, where the lack of access to affordable digital resources further deepens social and economic divides, often referred to as an "inequality loop." (13) In recognising the importance of affordability in digital inclusion, the ADII measures the proportion of household income needed to achieve a reliable, quality internet service. Ideally, households should spend no more than 2% of their income on internet access, which includes a fast and uninterrupted connection, unlimited data, and sufficient mobile data to meet modern connectivity needs. However, for those unable to meet this standard, financial barriers continue to impede their full participation in a digitally connected society (12).

The OECD's study on digital equity in education identifies several educational barriers to digital inclusion. These barriers include disparities in digital literacy and skills development among students, which are often influenced by socio-economic status, immigrant background, and gender (14). Students from disadvantaged socio-economic backgrounds tend to have lower digital skills and less access to a variety of digital devices at home, which can hinder their ability to benefit from the personalization and flexibility that digital tools offer. Moreover, parents from lower socio-economic backgrounds may have less digital skills themselves, which can affect their ability to support their children's digital learning and navigate the digital environment effectively (14). The study highlights that the COVID-19 pandemic has exacerbated these issues, as disadvantaged students faced additional obstacles to digital inclusion due to a lack of connectivity, devices, and digital skills. Infrastructure barriers to digital inclusion also affect the availability and quality of internet connectivity, particularly in rural and remote areas. The unequal distribution of broadband

infrastructure leads to stark differences in access, where urban regions benefit from faster and more reliable internet services, while rural and regional communities often face limited options (15). This ‘digital divide’ in infrastructure can be attributed to the high costs and logistical challenges of deploying high-speed broadband in sparsely populated areas, which disincentivises telecommunications companies from investing in these regions. Studies consistently show that inadequate infrastructure in these areas results in slower internet speeds, frequent service disruptions, and lower data limits, further marginalising already disadvantaged populations (16).

Policy and regulatory barriers to digital inclusion arise from outdated or inadequate frameworks that fail to address the evolving needs of communities in the digital era. These barriers can include inconsistent policies on internet access, restrictive telecommunications regulations, insufficient funding for digital infrastructure, and the lack of comprehensive national strategies to address digital disparities. In Australia, while some efforts have been made to improve broadband access through the NBN, rural and remote areas still face significant challenges in achieving reliable, affordable connectivity. This is compounded by a regulatory environment that often favours market-driven solutions, potentially sidelining underserved populations.

### **Australia Best Practice Examples**

#### **NSW**

In New South Wales, the state government has partnered with Telstra to deliver free and low-cost technology training to seniors in regional and remote areas of the state. The ‘Tech Savvy Seniors’ program offers face-to-face training in digital literacy, focusing on essential skills such as using mobile devices, the internet, and social media (19). This program stands out for its targeted approach towards older Australians, a demographic identified as highly vulnerable to digital exclusion. It directly addresses barriers related to digital ability by offering face-to-face support in culturally appropriate ways, recognising the challenges of self-paced or online learning for older individuals. The program’s success is supported by its partnership with Telstra, providing accessible venues across rural and remote areas where digital literacy programs are often scarce. Furthermore, the program’s expansion into various languages ensures that non-English speakers can also benefit, creating an inclusive framework (19).

#### **Queensland**

Similarly, the State Library of Queensland, in partnership with Telstra, has an initiative called “Deadly Digital Communities” at providing digital literacy training to Aboriginal and Torres Strait Islander communities across Queensland. The program involves local Libraries Tasmania working closely with Indigenous leaders to deliver culturally appropriate digital skills training. Deadly Digital Communities is a leader in culturally responsive digital inclusion programming. It recognises that digital literacy cannot be approached with a one-size-fits-all mentality and that Indigenous communities face unique challenges in accessing digital services. By involving community leaders and local Libraries Tasmania in the design and delivery of the training, this program ensures cultural appropriateness and community trust. The program is also lauded for empowering Indigenous people to use digital technologies to share cultural knowledge and stories (20).

#### **Victoria**

The ADII report for North-East Victorian Small and Medium Enterprises (SMEs) presents a detailed analysis of the digital inclusion landscape within SME workforce in the North-East Victorian region with nuanced insights into the digital readiness of regional businesses,

which is essential for fostering economic growth and social inclusion in an increasingly digital world (21). The report reveals that the SME workforce in North-East Victoria frequently engages with the internet, with a significant portion using it multiple times a day. However, this high frequency of internet usage has not been matched by proportional investments in internet access or digital skills development. This discrepancy suggests that while SMEs are active online, there may be underlying issues with the quality of their connectivity or the depth of their digital capabilities (21).

This targeted deep dive into the Victorian SME workforce, using an empirically reliable and recognised survey method to measure digital inclusion needs and interests, provides valuable insights for policymakers, businesses, and community organisations, not just in the North-East Victorian region, but more broadly, offering a roadmap for enhancing digital inclusion and driving economic and social progress through digital empowerment (21). The Victorian Government uses these key data insights to develop and improve state-wide initiatives such as Connecting Victoria, a policy-driven infrastructure improvement program with a strong focus on access to address the digital divide in historically neglected regional and rural areas (22).

### **South Australia**

In South Australia, the Department of Innovation and Skills funds an accessible Digital Skills Program, free to all South Australians covering a broad range of digital topics from cybersecurity, online banking and general internet use with a focus on more digitally vulnerable groups such as older adults or people from CALD backgrounds. South Australia's Digital Skills Program stands out for its focus on CALD communities, which often face language and cultural barriers to digital inclusion. The program is accessible, with offerings in multiple languages, and it integrates community centres and local Libraries Tasmania to ensure the program is available to underserved populations. Additionally, by focusing on cybersecurity and safe internet use, the program ensures that participants are not only digitally connected but also informed and secure in their online activities, which is crucial for fostering confidence in digital environments (23).

### **Western Australia and Northern Territory**

The Royal Flying Doctors Service (RFDS) is a good example of a non-government organisation (NGO) filling significant gaps in the digital divide in rural Australia, particularly in Western Australia and Northern Territory. In addition to their core business of emergency evacuations and aeromedical retrievals, the RFDS also deliver telehealth consultations, allowing remote patients to connect with health professionals through satellite communication. RFDS is widely regarded as a leader in telehealth services for remote communities (24). It demonstrates best practice by using innovative technology to bridge the geographic divide, as well as the digital divide, providing continuous and sustainable health care despite significant logistical challenges, limited digital infrastructure and literacy in rural Australia (24).

Empowered Communities is an Indigenous-led organisation that partners with various regional authorities to address educational disparities through tele education platforms. In remote communities, children often have limited access to quality schooling, and Empowered Communities focuses on increasing access to digital learning platforms to bridge this gap (26). Similarly, the School of the Air is an iconic Australian initiative that provides education to children in remote areas of WA through distance learning. Using satellite internet and radio communication, the school enables students in the most isolated regions of Australia to participate in classroom activities, receive instruction, and interact with teachers and peers (27). These NGOs exemplify best practice by using innovative digital tools

to deliver essential services like healthcare and education to remote and underserved communities in WA and the NT. Their models often include partnerships with government and private sectors but are predominantly community-driven and non-profit initiatives, addressing not just the digital divide but also broader social and health inequalities.

### **Global Best Practice Examples**

#### **United Kingdom - Good Things Foundation's National Databank**

The National Databank is an initiative by the Good Things Foundation in the UK, part of the broader Digital Poverty Alliance. It aims to provide free mobile data, texts, and calls to people experiencing data poverty across the UK. The target cohort includes low-income households, individuals who are unemployed or socially excluded, and those who do not have access to reliable digital connectivity. The key objective is to improve accessibility by reducing barriers related to affordability, ensuring people can connect to essential services, education, and work opportunities (28).

This initiative is regarded as best practice because it addresses a fundamental barrier to digital inclusion—affordable and consistent internet access. The National Databank has had measurable success, distributing millions of gigabytes of data to underserved communities. Evidence of its success includes widespread uptake, community feedback, and national recognition for tackling the digital divide. The biggest enabling factor for this initiative's success has been collaboration between telecom providers (such as Vodafone, Three, and O2), the third sector, and local community organisations. The simple, scalable model ensures that the resources reach those in need through existing community networks that people already trust (29).

#### **New Zealand - Digital Inclusion Action Plan**

New Zealand's Digital Inclusion Action Plan, managed by the Department of Internal Affairs, is a strategic government initiative that seeks to improve access, affordability, and digital skills across the population. It particularly focuses on groups at risk of digital exclusion, including Māori, Pasifika communities, rural residents, people with disabilities, and older adults. The plan outlines clear goals for improving digital infrastructure, creating digital skills training programs, and ensuring all New Zealanders can engage with digital services (30). The Action Plan is seen as best practice due to its holistic and multi-faceted approach to digital inclusion. It doesn't just focus on connectivity but ensures that people have the skills and confidence to use digital technologies.

One of its major successes is the Stepping UP program, which provides free digital skills training to low-income and disadvantaged individuals, resulting in high levels of participation and satisfaction, with participants reporting improved confidence and digital competence (31). The success of this program stems from strong government leadership, sustained funding, and collaboration with community groups to ensure tailored interventions. The government's focus on digital inclusion as part of its broader social development strategy has been key in scaling efforts nationally.

#### **Canada - Digital Literacy Exchange Program**

Managed by the Government of Canada, the Digital Literacy Exchange Program (DLEP) funds non-profit organisations to deliver digital skills training to people who face barriers to participation in the digital world. The target cohorts include older adults, low-income individuals, rural residents, and Indigenous communities. The program focuses primarily on enhancing digital skills, ensuring that participants are equipped to engage safely and confidently in the digital economy (32).

The DLEP has been successful in reaching thousands of Canadians through community organisations that deliver tailored training sessions. The program's success is reflected in the high levels of participation, completion rates, and improved digital confidence among learners. Post-program surveys consistently show participants reporting increased usage of online services and greater confidence in navigating digital technologies. The enabling factor for success has been the decentralised approach, where local organisations deliver programs in culturally relevant ways (33). Additionally, sustained government funding and a clear policy framework underpinned by the Universal Access principle in Canada's Digital Charter have ensured ongoing support and growth for the initiative (34).

#### **Estonia - e-Estonia Initiative**

The e-Estonia initiative is a landmark program that has transformed Estonia into one of the world's most advanced digital societies. Launched by the Estonian government, this initiative focuses on providing seamless digital services to all citizens, ensuring they can access everything from healthcare to voting online. Targeted at all Estonian residents, the program's objectives encompass improving accessibility, enhancing digital skills, and promoting affordability through innovative solutions like e-ID and digital signatures (35).

e-Estonia is lauded as a best practice model due to its remarkable outcomes. Nearly 99% of Estonians have access to e-services, and the initiative has significantly improved the efficiency of public services. The government reported a 60% reduction in paperwork, saving time and costs for citizens and businesses alike. Studies indicate that around 30% of citizens use e-services daily, showcasing widespread acceptance and integration into daily life.

Furthermore, the successful implementation of e-residency allows global citizens to access Estonian services, demonstrating a pioneering approach to digital inclusion (36).

The success of the e-Estonia initiative can be attributed to a forward-thinking government strategy, strong public-private partnerships, and a robust digital infrastructure. The initiative has received continuous investment, ensuring that services remain secure, accessible, and innovative. Moreover, Estonia's commitment to digital literacy, which includes educational programs and awareness campaigns, has fostered a digitally savvy population capable of utilising these services effectively.

#### **Wales – Digital Communities**

The Digital Communities Wales (DCW) initiative is a collaborative program aimed at enhancing digital inclusion across Wales, particularly targeting vulnerable and underserved populations. Managed by Welsh Government in partnership with local authorities and community organisations, DCW seeks to ensure that all residents can access digital technologies and develop the necessary skills to navigate the digital landscape. The program primarily focuses on enhancing accessibility, affordability, and digital skills to promote greater participation in a digitally connected society. Its key objective is to bridge the digital divide, ensuring that no one is left behind in an increasingly digital world (37).

Digital Communities Wales is recognised as a best practice model for its community-focused approach and measurable impact. The program has successfully reached over 60,000 individuals since its launch in 2017, with approximately 35,000 people receiving direct support to improve their digital skills. A 2022 report highlighted that over 85% of participants reported increased confidence in using digital technologies, demonstrating the program's effectiveness in fostering digital literacy (38). Moreover, the initiative has led to the establishment of over 1,000 digital champions across Wales—local volunteers trained to support their communities in becoming digitally connected and proficient. This grassroots involvement has enhanced the initiative's reach and impact, making it a model of community-driven digital inclusion (38).

### **TechSoup Global**

TechSoup Global is a non-profit organisation that connects non-profits and charities with technology resources and expertise. While it partners with various entities, including governments, it primarily operates through a network of local NGOs and tech companies to facilitate digital inclusion. Their goal is to ensure that civil society organisations have access to essential digital tools and resources, enabling them to operate effectively and engage with their communities (39).

The initiative focuses on affordability by providing discounted technology products and services, as well as digital skills training for non-profit staff and volunteers. Since its inception, TechSoup has provided technology assistance to over 1 million non-profits in more than 236 countries. This wide reach underscores its effectiveness in building digital capacity in the non-profit sector. Feedback from organisations that have used TechSoup's services often highlight significant improvements in operational efficiency and engagement with their communities due to enhanced digital capabilities. The success of TechSoup is largely due to its extensive partnerships with major technology companies, which provide software donations and discounts. Additionally, the focus on localised support means that organisations receive tailored assistance that addresses their specific needs, fostering a sense of community ownership (40).

### **Connecting Up**

Place-based and collective impact approaches have proven effective in improving digital inclusion by fostering collaboration among local stakeholders, tailoring strategies to specific community needs, and mobilising resources effectively. These approaches involve multiple sectors, including government, non-profit organisations, and private entities, working together towards a common goal of enhancing digital literacy, access, and usage in the community. By focusing on local contexts, place-based initiatives can address unique barriers that specific communities face, such as socio-economic disparities, geographical isolation, and cultural differences, thereby fostering a more inclusive digital environment.

A notable example of a successful place-based approach in Australia, New Zealand and the South Pacific is the Connecting Up program. Initiated by the Australian Government, this program partners with local organisations, community groups, and tech providers to deliver digital skills training and resources tailored to the needs of various populations, including those in rural and remote areas. The program's holistic approach encompasses workshops, mentoring, and resource provision, ensuring that participants not only gain technical skills but also develop confidence in using digital technologies. Evaluation of the program has shown significant increases in participants' digital literacy levels and their ability to engage with essential online services, demonstrating its impact on bridging the digital divide (41).

### **Analysis of Contemporary Digital Inclusion Practices**

Across various digital inclusion strategies and initiatives, several common elements and enablers emerge as critical to their success. A strong emphasis on collaboration is evident, particularly between government entities, non-government organisations, and local communities. This collaboration ensures that programs are culturally relevant and tailored to the specific needs of diverse groups, including older adults, Indigenous communities, and individuals from CALD backgrounds.

Access to digital literacy training is a recurring theme, with many initiatives focusing on practical, face-to-face training methods that cater to the unique learning styles of participants. Furthermore, accessibility and affordability are consistently highlighted as

pivotal components. Programs that address language barriers and provide multilingual resources significantly enhance participation among non-English speaking populations. The integration of technology—whether through partnerships with telecommunications companies or innovative digital platforms—also plays a vital role in ensuring that underserved populations can engage effectively with digital services. Ultimately, the successful implementation of these strategies hinges on strong community involvement combined with sufficient resourcing, and ongoing evaluation to adapt programs to the evolving digital landscape.

Emerging trends in digital inclusion reflect a growing recognition of the importance of leveraging technology to address systemic barriers. The rise of telehealth services, particularly in remote and underserved regions, exemplifies how digital tools can bridge geographic divides and enhance access to essential services. Programs like the Royal Flying Doctors Service in Australia and similar initiatives globally illustrate the potential for telecommunication technologies to deliver vital healthcare remotely.

Additionally, there is an increasing focus on using data and analytics to inform digital inclusion strategies. Programs that assess digital readiness and tailor interventions based on empirical data are becoming more prevalent, allowing for more targeted and effective approaches. Furthermore, the integration of emerging technologies, such as artificial intelligence and mobile applications, is expected to enhance user experiences and engagement in digital services. The continued development of community-driven initiatives, such as Digital Champions in Wales, reflects a trend towards grassroots involvement in promoting digital literacy. These trends indicate a shift towards more sustainable and inclusive digital ecosystems, where technology is not merely a tool but a catalyst for empowerment and social equity.

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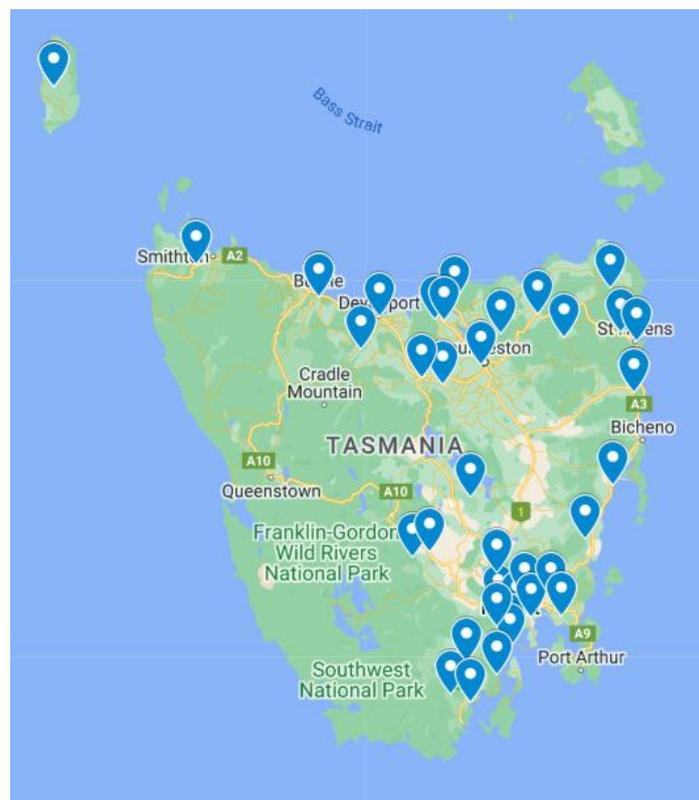
## Appendix 2: Stakeholder consultation

### Consultation Approach

The consultation involved a mixed-methods approach to engagement. This multi-faceted approach enabled the collection of diverse viewpoints, ensuring the voices of individuals, organisations, and communities were heard and considered throughout the process.

The approach utilised a mix of in-person and online engagement opportunities, such as online submissions, one-on-one interviews, and community consultation sessions.

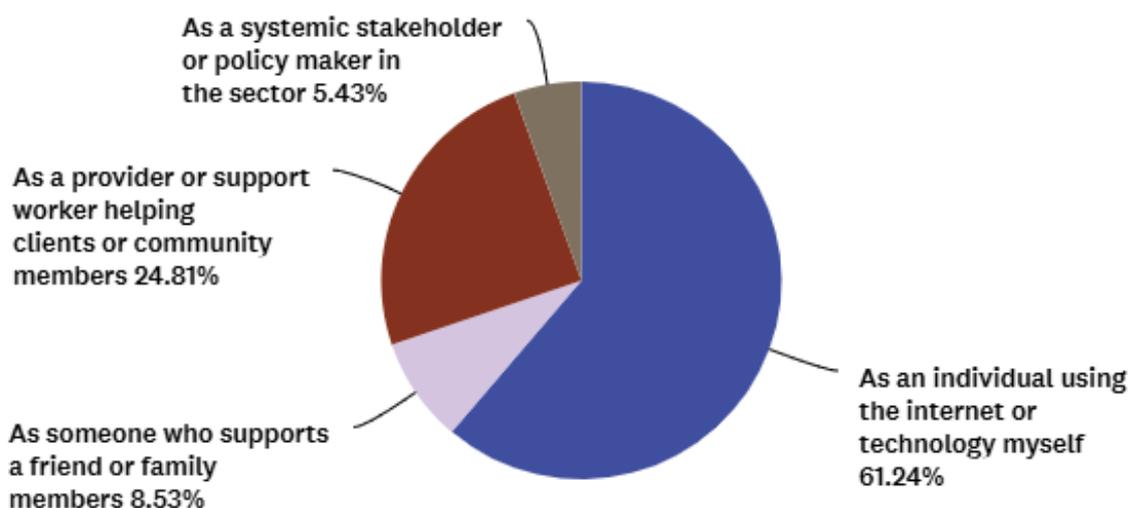
The engagement approach allowed for significant geographical reach across the state, with a collated picture of the input and engagement represented geographically on the map below.



## Online Submission Summary

The online submission process saw a total of 130 submissions, from a diverse range of groups, including:

- Individuals who use technology themselves,
- Friends and family members who support loved ones,
- Support workers assisting clients or community members, and
- Systemic stakeholders and policymakers contributing broader sector perspectives.



## In-person and Organisational Engagement summary

The consultation process combined in-person and organisational engagement to complement the online submissions. It involved a series of community sessions, workshops, and one-on-one interviews conducted across multiple locations, providing opportunities for deeper, face-to-face discussions, interactive group conversations, and targeted organisational input.

Participants engaged through a variety of methods, with some contributing via multiple avenues—such as submitting feedback online, attending workshops, and participating in interviews—while others opted for a single method of engagement. This approach ensured flexibility and inclusivity, capturing diverse perspectives across individuals, organisations, and communities.

Consultation locations were selected based on insights from the Australian Digital Inclusion Index, the availability of suitable venues, and the readiness of locations to collaborate and host a community session. Where establishing a community consultation pop-up was not feasible, additional one-on-one interviews were conducted, and targeted promotion of online engagement opportunities was undertaken to maintain accessibility.

In some cases, both community consultation sessions and one-on-one interviews were held at the same location, enabling a blend of group discussions and in-depth individual conversations. This dual

approach supported the collection of broader community insights as well as detailed organisational perspectives to inform the findings of the consultation process.

Where organisations were unavailable for 1:1 interviews, we provided them with the opportunity to provide an online submission as an alternative to a discussion.

Consultation occurred directly via 1:1 interviews and/or open community sessions with:

- Northern Suburbs Community Centre
- Beaconsfield Neighbourhood House
- George Town Library/Service Tasmania/Child and Family Learning Centre building
- Scottsdale Library
- Bagdad Online Access Centre
- Deloraine Online Access Centre
- St Helen's Online Access Centre
- Swansea Online Access Centre
- Ouse Online Access Centre

In addition, we conducted interviews, received specific submissions from, or conducted systemic workshops or with:

- The Smith Family
- Council of the Ageing
- Meander Valley Council
- Service Tasmania
- Department of Education, Children and Young People
- State Growth
- Libraries Tasmania
- Derwent Valley Online Access Centre Inc
- Neighbourhood Houses Tas
- King Island Regional Development Org.Inc
- King Island Online Access Centre
- St Helens Athletic Club
- West Winds Community Centre (Woodbridge Online Access Centre)
- Break O'Day Employment Connect
- West North West



central  
highlands  
COUNCIL

# DOG MANAGEMENT POLICY

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## DEFINITIONS

In this policy –

“**animal**” means any live vertebrate animal other than a human being;

“**appropriate fee**” means a fee determined by the Council;

“**approved**” means approved by the Director of Local Government;

“**at large**” means at large as referred to in section 5 of the *Dog Control Act 2000*;

“**attack**” includes bite, menace or harass;

“**authorised person**” means –

- (a) a police officer; or
- (b) a general manager; or
- (c) a person appointed by a general manager to be an authorised person; or
- (d) a person who is a ranger under the *National Conservation Act 2002*; or
- (e) a person who is a ranger under the *National Parks and Reserves Management Act 2002*;
- (f) a person appointed as a bailiff of Crown Lands under the *Crown Lands Act 1976*;

“**breeding dog**” means a pure bred dog used for breeding purposes, the owner of which has a registered stud with the Tasmanian Canine Association;

“**built-up area**” means an area in which-

- (a) there are buildings on land next to the road; and
- (b) there is street lighting at intervals not over 100 metres for a distance of at least 500 metres or, if the road is shorter than 500 metres, for the whole road;

“**collar**” means a collar of leather or other durable material

“**complaint**” means a complaint referred to in section 47 of the *Dog Control Act 2000*;

“**dangerous dog**” means a dog declared to be a dangerous dog under section 29 or 30 of the *Dog Control Act 2000*;

“**declared area**” means a declared area under division 2 of part 3 of the *Dog Control Act 2000*;

“**de-sexed dog**” means to render permanently incapable of reproduction;

“**Director**” means the Director of Local Government;

“**dog**” means an animal of the species *Canis familiaris* or *Canis familiaris dingo*;

“**domestic animal**” means an animal or bird kept as a domestic pet;

“**effective control**” means effective control as referred to in section 4 of the *Dog Control Act 2000*;

“**exercise area**” refers to an area declared under section 20 of the *Dog Control Act 2000*;

**“General Manager”** means the General Manager of the Council appointed under the *Local Government Act 1993*;

**“guard dog”** means a dog used to guard premises that are not residential premises;

**“guide dog”** means –

- (a) a guide dog as defined by the *Guide Dogs and Hearing Dogs Act 1967*; or
- (b) a dog training to be a guide dog;

**“hearing dog”** means –

- (a) a hearing dog as defined by the *Guide Dogs and Hearing Dogs Act 1967*; and
- (b) a dog training to be a hearing dog;

**“Infringement notice”** means a notice referred to in Division 2 of Part 4 of the *Dog Control Act 2000*;

**“lead”** means a lead, leash, cord or chain of sufficient strength to restrain a dog;

**“licence”** means a licence to keep on premises –

- (a) more than 2 dogs over the age of 6 months; or
- (b) more than 4 working dogs over the age of 6 months;

**“microchip number”** in relation to a dog, means the unique identifying number associated with an approved microchip implanted in the dog;

**“occupier”** in relation to premises, includes a person who has, or is entitled to, possession or control of the premises;

**“owner of a dog”** means the person who is the owner of a dog is –

- (a) in the case of a registered dog, the person in whose name the dog is registered; or
- (b) in the case of an unregistered dog, the person who ordinarily keeps the dog; or
- (c) in the case of a child's pet, the child's parent or guardian;

**“pound”** means a pound established under the *Local Government Act 1993*;

**“premises”** includes land or any part of any premises or land and includes private premises and a public place;

**“prohibited area”** means an area declared under section 22 of the *Dog Control Act 2000*;

**“public notice”** means a notice published in a daily newspaper;

**“public place”** means-

- (a) a public place as defined in the *Police Offences Act 1935*; and
- (b) a road; and
- (c) a road related area;

**“register”** means a register kept under section 15 of the *Dog Control Act 2000*;

**“registered dog”** means a dog registered in accordance with the *Dog Control Act 2000*;

**“registration disc”** means a disc or tag referred to in section 10(1) of the *Dog Control Act 2000*;

**“restricted area”** means an area declared under section 23 of the *Dog Control Act 2000*;

**“road”** means-

- (a) an area that is developed for, or has as one of its main uses, the driving or riding of motor vehicles and is open to, or used by, the public: and
- (b) a part of the kerb: and
- (c) an unsealed part of a sealed road:

**“road-related area”** means –

- (a) an area that divides a road; or
- (b) a footpath or nature strip adjacent to a road; or
- (c) a footpath or track that –
  - (i) is not a road; and
  - (ii) is designed for use by cyclists or pedestrians; and
  - (iii) is open to the public;

**“serious injury”** means –

- (a) an injury requiring medical or veterinary attention in the nature of –
  - (i) a broken bone; or
  - (ii) a laceration; or
  - (iii) a partial or total loss of sensation or function in a part of the body; or
- (b) an injury requiring medical or cosmetic surgery;

**“shopping centre”** means a collection of shops in an enclosed area covered by a roof or forming a courtyard or square, excluding any area provided for the parking of vehicles;

**“special assistance dog”** means a dog specifically trained to assist a person with a disability.

**“training area”** means an area declared under section 21 of the *Dog Control Act 2000*;

**“veterinary surgeon”** means a person registered as a veterinary surgeon under the *Veterinary Surgeons Act 1987*;

**“working day”** means a day on which the public office of the Council is open for business;

**“working dog”** means a dog used principally for –

- (a) droving or tending stock; or
- (b) detecting illegal substances; or
- (c) searching, tracking or rescuing; or
- (d) working with police officers.

## 1. INTRODUCTION

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The Central Highlands Council is committed to encouraging the responsible ownership of dogs within its municipal area. To achieve this it will enforce its responsibilities set out in the *Dog Control Act 2000* as well as the *Dog Control Amendment Act 2009* and abide by its commitments set out in this Dog Management Policy.

The *Dog Control Act 2000* requires that Councils develop and implement a **Dog Management Policy** with the Policy to include the following:

- A code relating to responsible ownership of dogs;
- Consideration of declared areas;
- A fee structure;
- Any relevant matter

The Dog Management Policy is to be reviewed at least once every 5 years and the Central Highlands Council (Council) is committed to working in partnership with the community to produce a Policy to encourage a compatible relationship between dog owners and non-dog owners and ensuring a quality of life for the animals themselves.

Council is required to manage most of the provisions in the Act. This includes providing dog control and impounding operations.

## 2. CODE OF RESPONSIBLE OWNERSHIP

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Dogs contribute greatly to the social and community life of the Central Highlands, offering companionship, security, and wellbeing benefits to many residents. To ensure these benefits are enjoyed by all, responsible dog ownership is essential. The community expects that dogs are cared for appropriately, managed safely, and integrated harmoniously into public and private spaces. Equally, owners have the right to enjoy their dogs in a manner that does not adversely impact neighbours, public amenity, livestock, wildlife, or the natural environment.

This Code of Responsible Ownership outlines the standards of behaviour and care expected of all dog owners within the municipal area. It reflects the requirements of the *Dog Control Act 2000*, the *Animal Welfare Act 1993*, and Council's commitment to supporting a safe, healthy, and respectful community. By following this Code, owners help ensure that dogs are well-behaved, well-cared-for, and not a source of nuisance or risk.

The Central Highlands Council encourages all dog owners to actively participate in creating a responsible culture around dog ownership—one that balances individual enjoyment with community wellbeing and promotes high standards of animal welfare.

Dogs are an important part of society and many value their companionship. As with any animal there are standards of care and welfare that need to be observed. The views and concerns of neighbours and other members of the community need to be considered.

Responsible dog ownership requires accepting full responsibility for dogs, in terms of their needs and the standards for dog management that are expected by the community.

## 2.1 Dog Owner Responsibilities

It is the responsibility of every dog owner whilst in the municipal area of Central Highlands to:

- Ensure that the owner of a dog, or the person who is responsible for the dog, is aware of their responsibilities under the *Dog Control Act 2000*.
- Ensure that the dog is registered and microchipped by six months of age and that registration is renewed annually. Please note “working dogs” are declared as a class of dog that is not required to be implanted with an approved microchip but must be registered.
- Ensure that the dog is kept under effective control at all times and not allowing a dog to be at large;
- Ensuring that it is collared and on a lead in public places and that it is properly restrained when in or on a vehicle.
- Ensure that the dog does not cause a nuisance to any other person, whether by persistent or loud barking, howling or by any other means;
- Ensure that the dog does not injure, endanger, intimidate, or otherwise cause distress to any person. An owner is responsible for the actions of a dog;
- Ensure that the dog does not damage or endanger any property belonging to any other persons;
- Ensure that dogs are not allowed to roam unsupervised;
- Take all reasonable steps to ensure that the dog does not injure, endanger, or cause distress to any livestock, poultry, domestic animal, or protected wildlife;
- Ensure that the dog receives proper care and attention and is supplied with proper and sufficient food, water and shelter;
- Ensure that the welfare of the dog is protected as required by the *Animal Welfare Act 1993*;
- Ensure that the dog receives adequate exercise; and
- Clean up after the dog should it defecate in a public place and dispose of waste in a responsible way.

An owner can be held liable for the actions of a dog and can be fined or penalised for dog control offences. Owners can also be liable to pay compensation for injury or damage caused by a dog in their charge.

An owner’s failure to properly control a dog may in some circumstances result in the dog being seized, impounded and possibly destroyed.

## 2.2 Control of Dogs

Central Highlands Council is committed to provide a caring and safe community.

To achieve this Council will enforce its regulator functions in relation to the *Dog Control Act 2000*. Under the Act the owner or person in charge of a dog must ensure (that):

1. The dog remains under effective control and does not cause a nuisance in private premises, in a public place, or rushes at or chases any person.
2. The dog is on a leash no longer than 2 metres when in a built-up area in a public place.
3. The dog is not tethered to a fixed object in a public place by a lead longer than 2 metres or for longer than 30 minutes.
4. They have no more than 2 dogs on a lead on a footpath or road.
5. They have no more than 4 dogs in their charge in a public place.
6. When on private property the dog/s are securely confined to that property.
7. They immediately remove and dispose of any faeces left by a dog in a public place.
8. The dog is wearing a collar and registration disc when in a public place.
9. Council is notified immediately of any change of ownership, change of address and of the loss or the death of a dog.
10. The dog does not rush at or chase motor vehicles or bicycles in a public place.
11. The dog does not attack or chase any person or another animal.
12. Dogs are not taken into prohibited areas.
13. Dogs are not taken into restricted areas outside allowable times.

Failure to comply with these requirements is an offence under the Dog Control Regulations 2010 and may be punished by a fine of up to five penalty units.

Regular patrols of the municipal area will be maintained by the Animal Control Officer to ensure compliance by the dog owners with provision of the *Dog Control Act 2000*.

### **2.3 Dogs in Vehicles**

When a dog is in or on a vehicle, the owner or person in charge of the dog must restrict it sufficiently so that it is unable to leave the vehicle or ~~attach~~ **attack** any person or animal outside the vehicle. Failure to do so is an offence punishable by a fine or up to five (5) Penalty Units. When in open vehicles, dogs should be restricted in such a way that the restraint does not allow the animal to reach over the side of the vehicle.

Using a restraint that permits a dog to be strangled or otherwise injured, should it fall from the vehicle, may be an offence under the *Animal Welfare Act 1993*. Animal welfare offences are punishable by fines of up to 100 penalty units and / or a term of imprisonment of up to 12 months.

## **3. DECLARED AREAS**

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### **3.1 Access to Public Places**

The following will allow dogs and owners access to public places, while ensuring public safety and comfort. Where it has been determined that there is a potential danger to public safety "restricted" access applies to identified areas.

Dogs are allowed anywhere in the towns on a leash not exceeding two (2) metres or if under effective control in accordance with Section 3 of the *Dog Control Act 2000*, except for those

particular areas identified as "Prohibited Public Places". Section 3 of the *Dog Control Act 2000* states:

- (1) *A dog is under the effective control of a person in a public place if the dog is –*
  - (a) *on a road or road-related area in a built-up, or any other public place declared under Division 2 of Part 3 to be an area where a dog must be on a lead, and the dog is secured and restrained by means of a lead not more than 2 metres long held by hand by a person able to control the dog; or*
  - (b) *tethered to a fixed object by a lead not more than 2 metres long for a period not more than 30 minutes.*
  
2. *A dog is under the effective control of a person while not on a lead if the dog is-*
  - (a) *a working dog engaged in working; or*
  - (b) *a hunting dog engaged in hunting; or*
  - (c) *engaged in racing or showing; or*
  - (d) *engaged in obedience or agility trials; or*
  - (e) *engaged in training for any activity referred to in paragraph (a), (b), (c) or (d); or*
  - (f) *engaged in training in a training area.*
  
- (3) *In an area where a dog is not required to be on a lead, the dog is under the effective control of a person if;*
  - (a) *it is in close proximity to the person; and*
  - (b) *it is in sight of the person; and*
  - (c) *the person is able to demonstrate to the satisfaction of an authorised person that the dog is immediately responsive to the person's commands.*
  
- (4) *A dog is under the effective control of a person on private premises if the dog is securely confined to those premises.*
  
- (5) *A person, at any one time, must not have in his or her charge more than –*
  - (a) *2 dogs on a lead on a footpath; or*
  - (b) *4 dogs in a public place.*

Access restrictions to public places are identified by four defined areas under the *Dog Control Act 2000* as follows:

- **Exercise Areas** – Dogs may be exercised subject to any specified conditions
- **Training Areas** – Dogs may be trained subject to any specified conditions
- **Prohibited Areas** - Dogs are not allowed under any circumstances;
- **Restricted Areas** - Dogs are not allowed during specified hours, days or seasons unless they are on a lead

### 3.2 Exercise and Training Areas

(in these areas dogs are allowed off a "lead" but must be under "effective control")

Specific Exercise and Training areas will be considered by council upon written requests from dog obedience trainers, registered clubs and/or community representatives. Owners are required to maintain control over their dog at all times.

Please note – dogs are prohibited within 10 metres of a children's playground as per Section 28 (e), dogs are not allowed within 20 metres of a BBQ area unless on a leash not exceeding two (2) metres.

### 3.3 Prohibited Areas

(in these areas dogs are not allowed at any time)

#### **Prohibited Public Places** (As defined in the Dog Control Act)

- Any grounds of a school, preschool, kindergarten, crèche or any other place of the reception of children without the permission of a person in charge of the place.
- Any shopping centre or any shop.
- The grounds of a public swimming pool.
- Any playing area of a sports ground on which sport is being played.
- Any area within 10 metres of a children's playground.

#### **Prohibited Areas / Places** (As defined by Council)

- Any Community Hall or premises where food is being served.

#### **Declared Prohibited Areas**

*(As per the National Parks and Reserves Management Act 2002, which includes the National Parks and Reserves Management Regulations 1999 and the Crown Land Act 1976 which include the Crown Lands Regulations 2001)*

- Alma Tier Nature Reserve
- Central Plateau Conservation Area (Proclaimed CPR1872)
- Central Plateau Conservation Area (Proclaimed CPR4609)
- Central Plateau Conservation Area (Proclaimed CPR4654)
- Central Plateau Conservation Area (Proclaimed CPR5006)
- Cradle Mountain-Lake St Clair National Park (Proclaimed CPR487)
- Cradle Mountain-Lake St Clair National Park (Proclaimed LM211)
- Dickinsons Nature Reserve
- Duckholes Lagoons Nature Reserve
- Great Western Tiers Conservation Area (Proclaimed CPR4547)
- Great Western Tiers Conservation Area (Proclaimed CPR4577)
- Mount Bethune Conservation Area
- Pelham Nature Reserve
- Pelham North Nature Reserve
- Pelham West Nature Reserve
- Silver Plains Conservation Area
- Strickland Conservation Area
- Table Mountain Conservation Area
- The Steppes Conservation Area
- The Steppes State Reserve
- Tiger Rise Conservation Area
- Wayatinah Conservation Area

Please refer to the Tasmania Parks and Wildlife Service for further details on locations at <https://parks.tas.gov.au/explore-our-parks/map-of-parks>

### 3.4 Restricted Areas

A Council may declare an area to be an area where dogs, other than guide dogs, hearing dogs & special assistance dogs, are restricted from entering.

The following public places will be classed as "**Restricted Areas**". All dogs within these areas must be "on leash" not exceeding two (2) metres and under "Effective Control". The restriction applies at all times:

- Residential Areas surrounding Great Lake
- Residential Areas surrounding Arthurs Lake
- Residential Areas surrounding Bronte Park, Bronte Lagoon & Bradys Lake
- Residential Areas Surrounding Derwent Bridge
- Townships of Bothwell, Hamilton, Ouse, Gretna, Ellendale, Westerway & Wayatinah

Please note – dogs are prohibited within 10 metres of a children's playground as per section 28 (e) and are not allowed within 20 metres of a BBQ area unless on a leash not exceeding two (2) metres.

## 4. FEE STRUCTURE

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Council must determine all fees payable under the *Dog Control Act 2000*. The schedule of fees will be set annually and will be in line with the financial year, i.e. 1<sup>st</sup> July to 30<sup>th</sup> June. In addition to setting a schedule of fees, Council will also determine categories of dog registration, discounted registration fees and the required evidence in order to claim a discounted registration fee.

All dogs must be registered at the age of 6 months and this must be done by the end of the month in which the dog becomes 6 months old. An application for registration is required to be completed and submitted to Council. The registration year is from 1<sup>st</sup> July to 30<sup>th</sup> June the following year.

### Registration Categories

- Domestic Dog (Desexed)
- Domestic Dog (Not Desexed)
- Pensioner (1<sup>st</sup> Dog Only)
- Working Dog (used for the purpose of working farm stock)
- Hunting Dog (used to flush game)
- Greyhound (TGRA registered)
- Registered Breeding Dog (TCA Registered & Dog Owner holding current membership of the TCA)
- Special Assistance Dog (Guide Dog / Hearing Dog) - (exempt from registration fees)
- Declared Dangerous Dog

Where a dog is to be registered in one of the categories below it will be necessary for the owner to provide that his / her dog fits the category. The evidence required for each category is as follows:-

**Desexed Dog** – Certificate of Sterilisation from a veterinary surgeon that the dog is sterilised or the provision of a statutory declaration.

**Pensioner** – prescribed pensioner under the meaning of the *Local Government (Rates and Charges) Remissions Act 1991*.

**Working Dog** – Used principally for droving or tending stock, detecting illegal substances, searching, tracking, rescuing or working with police officers.

**Hunting Dog** – Used to flush game.

**Grey Hound** – Registration Certificate of the Tasmanian Greyhound Racing Council.

**Registered Breeding Dog** – Certificate of registration and pedigree issued by the Tasmanian Canine Association (TCA) or equivalent interstate certification, together with a current membership card of the TCA.

**Special Assistance Dog (Guide Dog / Hearing Dog)** – Same meaning as provided under the *Guide Dogs and Hearing Dogs Act 1967* or subsequent relevant legislation.

**Dangerous Dog** – Means a dog declared to be dangerous under Section 29 of the *Dog Control Act 2000*.

Fees and charges for the following will also be adopted by Council:

- Kennel Licence Application & Renewal;
- Impounding Reclaim;
- Pound Maintenance;
- Replacement Tag;
- Dog Surrender; and
- Formal Notice of Complaint

Central Highlands Council will transfer dog registrations from other Tasmanian Councils at no cost to the dog owner, provided the registration is for the same registration period.

Where an application is made to register a new dog, or dog becomes 6 months of age, after the 31<sup>st</sup> July the reduced fee will be applied to the registration provided the dog is registered within four weeks of purchase and the registration application is voluntary.

## 5. KENNEL LICENCES

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### 5.1 Application Process

Any person wanting to keep more than 2 dogs on premises, or in the case of working dogs, more than 4, must apply to the General Manager for a licence to do so.

The application is to be in the approved form. The applicant must advertise, by public notice, their intent to apply for a licence and the address and the number, and breed or kind of dogs to which the application relates.

The notice must also call for any objections to the granting of the licence. Persons residing or owning land within 200 metres of the boundary of the premises to which the application relates may object to the granting of a licence. Any objection is to be made within 14 days of

the public notice being published. **It is to be in writing to the General Manager and it is to set out the reasons for the objection.**

Council will not consider a kennel licence application until 28 days after the publication of the public notice, and all objections will be considered.

**A Kennel Licence Application Pack is available from Council and on Council's website [www.centralhighlands.tas.gov.au](http://www.centralhighlands.tas.gov.au)**

## 5.2 Licence Conditions

A property inspection will be carried out to ensure that kennel requirements are complied with and that adequate provisions for the health, welfare and control of the dogs on the premises are provided. If granted the period of the licence will expire on the 30<sup>th</sup> June following the date of granting the licence and is renewable on payment of the appropriate annual fee.

Property inspections will be conducted to ensure that:

- No dogs other than stipulated in the licence are being kept on the property;
- All dogs over 6 months of age on the property are registered;
- Provisions for the health, welfare and control of the dogs is maintained;
- No nuisance to any other persons' property or premises is likely to be caused.

**Licensed kennels will be inspected at least annually, in addition to inspections triggered by complaints or renewal applications.**

The General Manager or his/her delegate may cancel a licence if satisfied that:

- Provisions of the Dog Control Act 2000 or other relevant Act are not complied with;
- Conditions of the licence are not complied with;
- The situation or condition of the premises is creating a nuisance;
- It is in the public interest that the licence be cancelled.

An applicant or holder of a licence may apply to the Tasmanian Civil and Administrative Tribunal within 14 days after being notified of a refusal, cancellation or decision for a review of:

- The refusal of a General Manager to grant an application for a licence; or
- The refusal of a General Manager to renew a licence; or
- The cancellation of a licence; or
- The decision of the General Manager to Cancel the Licence.

## 5.3 Kennel Requirements

**Council requires all licensed kennels to meet contemporary animal welfare standards, including those under the Animal Welfare (Dogs) Regulations 2016 and any relevant State breeding standards. Council may refuse or condition applications where the scale of operation presents welfare risks or constitutes an intensive breeding operation.**

The following specifications are considered the minimum required for the construction of kennels and yards in licensed premises:

### **Residential and Surrounding Areas**

- The kennel is to be at least 9 metres from any neighbouring dwelling house, where possible;

- The kennel shall be at least 2 metres from any boundary of the premises, where possible;
- The premises shall be enclosed in such a manner so as to contain any dogs kept in the yard;
- The kennel shall be constructed in such a way as to provide effective methods of cleaning and disinfecting;
- There shall be sufficient room to allow dogs reasonable freedom of movement;
- There shall be a raised (50mm) and weatherproof sleeping area;
- Adequate ventilation and insulation shall be provided to maintain a comfortable internal temperature free from condensation;
- A sanitary method of disposal of excreta and waste shall be provided.

### **Rural Areas**

- The kennel or yard shall be constructed in such a way as to provide effective methods of cleaning and disinfecting;
- The kennel or yard shall be constructed to the approval of the General Manager or his/her delegate.

*Council may issue a kennel licence for the keeping of a specified number of dogs on premises which shall not comply with some or all of the above minimum specifications provided that, the General Manager or his/her delegate is satisfied that adequate provisions for the health, welfare and control of the dogs is provided, and that no nuisance is likely to occur to any other persons' property or premises.*

## **6. ENFORCEMENT**

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The *Dog Control Act 2000* provides several powers to authorities to control dogs and enforce the requirements of the Act. The use of enforcement mechanisms is provided to allow authorities to effectively carry out their obligations, to protect the community and to offer a sufficient deterrent against non-compliance with the law.

This section outlines the different enforcement mechanisms that are available to the Central Highlands Council and identifies how they will be applied. The applications of many of the mechanisms that are discussed in this section are prescribed by the *Dog Control Act 2000* and are not open to interpretation by Council. These have been identified where relevant.

### **6.1 Prosecution**

The Act sets out the obligations of dog owners. Where a person has failed to comply with a particular obligation under the Act they can be prosecuted in a Court of Law. These offences can carry heavy fines. The situations for which a person can be prosecuted are defined in the *Dog Control Act 2000*.

Prosecution can be a costly process both in terms of time and resources and alternative methods of enforcement do exist. However, where an offence is considered to be serious and sufficient evidence exists, Council will consider prosecuting an offender in a Court of Law. This includes situations where a dog has:

- caused significant damage or injury to any person or animal;
- caused danger, distress or nuisance to any person or the community on a number of occasions.

## 6.2 Infringement Notices

The Act empowers Animal Control Officer's (ACO) to issue Infringement Notices that impose an "on-the-spot" fine on the recipient. Infringement Notices can only be issued for particular offences (called infringement offences). These fines are set under the Act and once issued, the recipient has 28 days to settle. After this period the infringement is lodged with the Monetary Penalty Enforcement Service.

The use of Infringement Notices is considered a more efficient method of enforcement and allows Council to effectively fulfil its objectives under this policy. Council will consider issuing an infringement notice rather than referring an offence to the court.

## 6.3 Caution Notices

Where an ACO considers that an infringement offence has occurred, the ACO may choose to issue the offender with an official caution notice in the first instance and an Infringement Notice in all subsequent situations.

There are some infringement offences that are considered to be more serious or intentional. In these situations caution notices will not be issued.

# 7. DANGEROUS DOGS

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## 7.1 Classifying Dangerous Dogs

Classifying dogs as dangerous is an effective method of controlling individual dogs that have demonstrated aggressive or dangerous behaviour. Council will, where appropriate, classify dogs as dangerous.

The General Manager of a Council may declare a dog dangerous if:

- the dog has caused serious injury to a person or another animal; or
- there is reasonable cause to believe that the dog is likely to cause serious injury to a person or another animal.

A dog may be considered dangerous because of an obvious act or incident in which it has threatened, attacked, and in some cases, caused serious injury or death to an animal or person. This physical act is an expression of aggression and in most cases this aggression has been contributed to by human intervention. There are several triggers for aggression in dogs, which may be more prominent depending on the breed. They are:

- Territorial aggression
- Protective aggression
- Fear aggression
- Predation aggression
- Dominance aggression
- Learned aggression

No matter what the trigger, or the level of human intervention, it is not an acceptable community standard that dogs who display aggression be allowed to be in a position to carry

out the physical act. Council, in its commitment to ensuring a safer environment, endorses legislation in relation to dangerous dogs.

The owner of a dog declared to be dangerous may appeal against the declaration to the Tasmanian Civil and Administrative Tribunal within 14 days of notification of the declaration.

ACO's investigating a dog attack incident will make recommendation to the General Manager or his/her delegate as to whether the dog should be declared a dangerous dog. Any recommendation should be made after consultation with the victims, witnesses and the dog owners, and is to take into consideration:-

- The severity of the incident
- The history of the dog/owners
- The degree of human intervention
- Any other mitigating circumstance
- The desired outcome and the *need* for legal proceedings

The owner of a declared dangerous dog must comply with all relevant conditions of the *Dog Control Act 2000*. Council will act in accordance with standard operating procedures to any breaches of these conditions.

**Council will provide guidance to owners of declared dangerous dogs to assist them in meeting enclosure, signage and muzzle requirements.**

Properties where a declared dangerous dog lives will be inspected from time to time by ACO's to ensure compliance with conditions of the Act and Council's Dog Management Policy.

Council will maintain a register of declared dangerous dogs in accordance with standard operating procedures. Any request for details from this register must be made in writing to the General Manager.

## **7.2 Restricted Breed**

An authorised person may declare a dog to be a restricted breed dog, having regard to any approved guidelines relating to restricted breeds, and is satisfied that the dog is a dog of a restricted breed.

The following breeds of dog are restricted breeds:

- (a) Dogo Argentino;
- (b) Fila Brasileiro;
- (c) Japanese Tosa;
- (d) American Pit Bull Terrier or Pit Bull Terrier
- (e) Perro de Presa Canario or Presa Canario;
- (f) Any other breed, kind or description of dog whose importation into Australia is prohibited by or under the *Customs Act 1901* of the Commonwealth.

## **7.3 Guard Dog (Non-residential)**

For a dog to be a worthy guard dog, it must exhibit certain characteristics of which the need to dominate is a major one. They are required to be strong, courageous, disciplined and intelligent animals. These dogs are easily trained and would exhibit learned territorial /

protective aggression. The professionally trained guard dog should pose no greater threat than any other dog when it is “off duty”.

Unfortunately, most guard dogs encountered receive very little or no training and their natural characteristics coupled with no discipline make them a threat in some situations. Council endorses legislation in relation to guard dogs.

The owner of a dog that is used to protect non-residential property must notify Council that they have a guard dog. The General Manager or his/her delegate will declare that dog to be a dangerous dog while it is working. The owner must comply with all conditions relating to a guard dog as prescribed by the *Dog Control Act 2000*.

Details of guard dogs will be maintained in the Dangerous Dog Register. Properties where guard dogs are kept will be inspected from time to time to ensure compliance with conditions of the Act.

Once notified in writing by the owner of a guard dog that the dog is no longer used to guard non-residential properties, the General Manager or his/her delegate may revoke the declaration that the dog is a dangerous dog.

#### **7.4 Requirements for Keeping a Dangerous Dog / Guard Dog**

*Micro-chipping* - The owner of a dog declared dangerous must ensure that the dog is implanted with an identifying micro-chip in an approved manner within 30 days of being served notice of the declaration.

*Warning Signs* – The owner or person in charge of a dangerous dog must ensure that *approved* signs are displayed at all entrances to the property where the dog is kept.

*Collars* - The owner or person in charge of a dangerous dog must ensure the dog wears an *approved* collar at all times.

*Childproof Enclosure* – When on private premises and not under adult supervision, or in the case of a guard dog, when the dog is not performing guard duties, it is to be housed in a childproof enclosure.

The owner or person in charge of a dangerous dog must ensure that the dog, when in a public place is:

- a) muzzled; and
- b) on a lead not exceeding 2 metres that is of sufficient strength to control and restrain the dog; and
- c) under the control of a person at least 18 years of age.

#### **7.5 Childproof Enclosure**

A childproof enclosure is to meet the following minimum standards:-

- be fully enclosed.
- walls, roof and gate to be constructed of brick, timber, iron or 3.15mm chain mesh or 4mm weldmesh with a maximum spacing of 50mm.

- The floor is to be constructed of concrete to a minimum depth of 50mm and graded to allow drainage.
- The walls are to be fixed to the floor or constructed to be no more than 50mm above the floor.
- The gate is to be self-closing and have affixed to it a lock, which is to be used whenever the dog is in the pen.
- Have a minimum floor area of 10 square metres.
- Have a minimum height of 1.8 metres.
- Have a minimum width of 1.8 metres.
- Contain a raised (50mm) weatherproof sleeping area.

## 8. IMPOUNDING

---

The *Dog Control Act 2000* sets out certain provisions for the impounding of dogs. Where any dog is found at large in a public place in contravention of the Act, or, on any property other than the owner's, it may be impounded. Where any dog is impounded and the owner is known, Council shall make all attempts to contact the owner. The owner then has five working days to recover the dog from the pound.

All impounded dogs will receive appropriate care, including shelter, food, water and veterinary attention, during the holding period.

In the event that the owner of the dog is unknown, Council must keep the dog for three working days. Council works closely with, and has an Agreement with the Dogs Home of Tasmania. Where a dog is not claimed after this time the dog will be transferred to the Dogs Home of Tasmania for rehoming where possible.

If the dog is not claimed after this time, the dog may be disposed of (for example a new owner found) or destroyed as Council sees fit. Where a dog is recovered from the pound, it shall not be released until it is registered and all registration and pound fees are paid.

There are pounds at the Bothwell and Hamilton Council Depot yards, and dogs are transferred from these pounds to the Dogs' Home, Risdon Vale.

## 9. COMPLAINTS

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With an ever-increasing urban animal population, there will invariably be associated problems with them. It is expected that with a balance of proactive and reactive education and enforcement this will minimise the impact of inappropriate dog behaviour.

Council recognises the right of community members to seek assistance in dealing with nuisances created by dogs. Council exists to represent the community and ensure that quality services are provided. This is best achieved by open communication between Council staff, the complainant, and the dog owner/s.

To this end, ACO's will not respond to complaints made anonymously. Council maintains the right to ask the complainants name, address and telephone number. It is essential that staff

have access to this information so they may clarify details, seek further information, and to advise outcomes of investigations into the complaint. This information is strictly confidential and not passed on to any other member of the community.

Council's preferred option is to consult with both the complainant and the dog owner addressing the issues and offering advice. The most important aspect is for the owner to be made aware of the nuisance and to be advised as to the best methods available to alleviate the problem. The objective is to resolve the issue quickly and avoid the need to lodge an official complaint. If the nuisance persists an Official Complaint can be lodged.

Official Complaints are to be lodged on the prescribed form and a refundable fee, as set by Council, will be charged. The complaint fee is fully refunded if the General Manager determines that the complaint has substance, in accordance with the *Dog Control Act 2000*.

~~**COUNCIL'S ANIMAL CONTROL OFFICER WILL ONLY DEAL WITH OFFICIAL COMPLAINTS.**~~

## 10. LEGISLATION

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Throughout this Policy various legislation is referenced and the links to the legislation is listed below for easy reference:

Dog Control Act 2000

<https://www.legislation.tas.gov.au/view/whole/html/asmade/act-2000-102>

Dog Control Regulations 2010

<https://www.legislation.tas.gov.au/view/whole/html/inforce/2019-08-11/sr-2010-039>

Dog Control Amendment Act 2009

<https://www.legislation.tas.gov.au/view/whole/html/inforce/2010-07-01/act-2009-072>

Animal Welfare Act 1993

<https://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-1993-063>

Guide Dogs and Hearing Dogs Act 1967

<https://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-1967-042>

Local Government Act 1993

<https://www.legislation.tas.gov.au/view/html/inforce/current/act-1993-095>

Veterinary Surgeons Act 1987

<https://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-1987-104>

National Conservation Act 2002

<https://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-2002-063>



**National Parks and Reserves Management Act 2002**

<https://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-2002-062>

**Crown Lands Act 1976**

<https://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-1976-028>

**Police Offences Act 1935**

<https://www.legislation.tas.gov.au/view/html/inforce/current/act-1935-044>

**National Parks and Reserves Management Act 2002,**

<https://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-2002-062>

**Local Government (Rates and Charges) Remissions Act 1991**

<https://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-1991-008>

**Customs Act 1901**

<https://www.legislation.gov.au/C1901A00006/2023-07-01/text>

DRAFT

# Draft amendment 01-2026 of the State Planning Provisions – secondary residence

## Proposed amendment for consultation under section 30D of the LUPA Act

1. In Table 3.1, amend the definition for 'secondary residence' by inserting the text shown underlined and delete the text as shown strikethrough.

Terms	Definition
secondary residence	<p>means an additional <u>self-contained</u> residence <u>that is located on the same lot as a single dwelling that</u> <del>which is self-contained and:</del></p> <p>(a) has a gross floor area not more than <del>60m<sup>2</sup>;</del><u>90m<sup>2</sup>;</u></p> <p>(b) is appurtenant <u>and subordinate</u> <del>to a</del> <u>the</u> single dwelling;</p> <p>(c) shares <u>the access and parking</u> with the single dwelling <del>access and parking, and water, sewerage, gas, electricity and telecommunications connections and meters; and</del></p> <p>(d) <u>does not have separate water, gas or electricity meter, or a separate connection to a reticulated sewerage system, to the single dwelling; and</u> <del>may include laundry facilities.</del></p> <p><u>(e) may share laundry facilities with the single dwelling.</u></p>

2. In clause clauses 8.2, 9.2, 10.2, 11.2 Use Table, in the row of No Permit Required for the Residential use class, amend the qualification by inserting the text shown underlined:

If for a single dwelling, or a secondary residence.

3. In clause 12.2 Use Table, in the row of No Permit Required for the Residential use class, amend the qualification by inserting the text shown underlined:

If for a single dwelling, a secondary residence, or home-based business.

4. In clause 20.2 and 21.2 Use Table, in the row of Permitted for the Residential use class, delete the qualification and replace with the following:

If for:

- (a) a home-based business in an existing dwelling;
- (b) alterations or extensions to an existing dwelling; or
- (c) a secondary residence if associated with an existing single dwelling.

5. In clause 20.2 Use Table, in the row of Discretionary for the Residential use class, amend the qualification by inserting the text shown underlined:

If for a single dwelling or a secondary residence and not restricted by an existing agreement under section 71 of the Act.

6. In clause 22.2 Use Table, in the row of Permitted for the Residential use class, amend the qualification by inserting the text shown underlined:

If for a:

- (a) Home-based business; or
- (b) single dwelling, or a secondary residence, located within a building area, if shown on a sealed plan.
7. In clause 22.2 Use Table, in the row of Discretionary for the Residential use, amend the qualification by inserting the text shown underlined:  
If for a single dwelling, or a secondary residence.
8. In clause 30.2 Use Table, in the row of Permitted for the Residential use class, amend the qualification by inserting the text shown underlined:  
If for a single dwelling, a secondary residence, or home-based business.
9. In clause 30.4.1 for buildings and works, amend Acceptable Solution A1(b) by inserting the text shown underlined:  
(b) be for a single dwelling or a secondary residence and on a lot not more than 1,000m<sup>2</sup> in size; or.
10. In clause C2.6.2, Design and layout of parking areas, amend Acceptable Solution A1.1 (a)(vii) by inserting the text shown underlined:  
(vii) excluding a single dwelling or a secondary residence, be delineated by line marking or other clear physical means; or
11. In Table C2.1 Parking Space Requirements, amend the requirements for the Residential use class by inserting a new row related to secondary residences as shown underlined:

Use		Parking Space Requirements	
		Car	Bicycle
Residential	<u>If a secondary residence</u>	<u>No requirement</u>	<u>No requirements</u>
	If a 1 bedroom or studio dwelling in the General Residential Zone (including all rooms capable of being used as a bedroom)	1 space per dwelling	No requirement
	If a 2 or more bedroom dwelling in the General Residential Zone (including all rooms capable of being used as a bedroom)	2 spaces per dwelling	No requirement
	Visitor parking for multiple dwellings in the	1 dedicated space per 4 dwellings (rounded up to the nearest whole number); or if on	No requirement

	General Residential Zone	an internal lot or located at the head of a cul-de-sac, 1 dedicated space per 3 dwellings (rounded up to the nearest whole number)	
	Other Residential use in the General Residential Zone	1 space per bedroom or 2 spaces per 3 bedrooms + 1 visitor space for every 10 bedrooms (rounded up to the nearest whole number)	No requirement for residential care facility, assisted housing and retirement village. All other uses require 1 space per 5 bedrooms in other forms of accommodation.
	Any Residential use in any other zone	1 space per bedroom or 2 spaces per 3 bedrooms + 1 visitor space for every 5 multiple dwellings or every 10 bedrooms for a non-dwelling residential use (rounded up to the nearest whole number)	No requirement for single dwellings, multiple dwellings, residential care facility, assisted housing and retirement village. All other uses require 1 space per 5 bedrooms in other forms of accommodation.

12. In clause C7.6.2, Clearance within a priority vegetation area, amend P1.1(b) by inserting the text shown underlined:

- (b) buildings and works associated with the construction of a single dwelling, secondary residence, or an associated outbuilding;

13. In clause C7.7.2, Subdivision within a priority vegetation area, amend P1.1(b) by inserting the text shown underlined:

- (b) subdivision for the construction of a single dwelling, a secondary residence, or an associated outbuilding;



# Draft SPP Amendment 01-2026 of the State Planning Provisions

## Secondary residences

Explanatory document under section 16(5) of the *Land Use Planning and Approvals Act 1993*, including SPP criteria assessment

Author:  
State Planning Office

Publisher:  
Department of State Growth

Date:  
February 2026

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# Abbreviations

- LUPAA.....Land Use Planning and Approvals Act 1993
- NEPM .....National Environment Protection Measure
- LPS.....Local Provisions Schedule
- RMPS .....Resource Management and Planning System
- SPPs.....State Planning Provisions
- TPPs.....Tasmanian Planning Policies
- TPS.....Tasmanian Planning Scheme

## Summary

The purpose of the draft amendment 01-2026 of the State Planning Provisions (SPPs) is to provide greater flexibility for the construction of secondary residences (often referred to as ancillary dwellings or granny flats) by increasing the allowable gross floor area from 60m<sup>2</sup> to 90m<sup>2</sup>. The draft amendment also proposes a variety of other improvements to clarify the requirements for secondary residences.

The State Planning Office (SPO) has prepared this amendment in response to the Tasmanian Government commitment to increase the allowable size of granny flats. This forms part of the government's broader commitment to provide more housing options for Tasmanians.

For the purposes of the SPPs criteria under section 15 of *Land Use Planning and Approvals Act 1993* (LUPAA), draft SPPs amendment 01-2026 is a relevant planning instrument and the SPP criteria apply.

For the reasons set out in this document, the draft SPP amendment 01-2026 is considered to meet the SPP criteria set out in section 15 of LUPAA.

The draft SPP amendment has been prepared in accordance with the terms of reference under section 30C(2) of LUPAA. The terms of reference are included in Appendix A of this report.

## Explanatory information

Under section 16(5) of LUPAA, this document is the explanatory document for the draft SPPs amendment 01-2026.

# Background

The SPPs were made on 22 February 2017 and came into effect on 2 March 2017. The SPPs are currently in effect in 28 municipalities with the Kingborough municipality to follow when its Local Provisions Schedule (LPS) is approved.

LUPAA requires that the SPPs are kept under regular review to ensure they serve their intended outcome effectively. A comprehensive review of the SPPs in 2023 as part of the 5-yearly statutory review required under LUPAA. This review identified a variety of potential amendments SPPs and more detailed reviews.

The Government is proposing an amendment to the SPPs to increase the gross floor area for secondary residences from 60m<sup>2</sup> to 90m<sup>2</sup>. This change forms part of the Government's commitment to improve the use of existing land and to provide more housing options for Tasmanians.

Secondary residences (often referred to as ancillary dwellings or granny flats) are small, self-contained living units located on the same site as the primary dwelling (a single dwelling). They can be attached to, contained within, or a separate structure to the primary dwelling. They share existing reticulated services with the primary dwelling (e.g. electricity, water, sewer and gas) along with any car parking spaces. Secondary residences may have their own laundry facilities or share them with the primary dwelling.

The gross floor area limit, along with the sharing of services and facilities, distinguishes secondary residences from multiple dwellings. Multiple dwellings comprise two or more larger, fully separate dwellings located on the same title. Multiple dwellings will commonly be under strata title arrangement and have separate service connections.

## General purpose and terms of the draft amendment

The draft amendment proposes to increase the allowable gross floor area for a secondary residence from 60m<sup>2</sup> to 90m<sup>2</sup>. This allows greater design options for adding an extra home on land already used for a single dwelling, providing options for ageing in place, multi-generational living and smaller household rentals.

The Minister's Terms of Reference for draft amendment 01-2026 of the SPPs are in Appendix A.

## Increasing maximum gross floor area for secondary residences

The current definition for a secondary residence limits its gross floor area to a maximum of 60m<sup>2</sup>. The gross floor area limit ensures that secondary residences remain ancillary or subordinate to the primary dwelling.

However, contemporary housing needs are changing. The Tasmanian Housing Strategy 2023-2043 highlights the need for broader range of housing types to suit an ageing population, carers, small families, and those seeking modest but functional homes.

A 60m<sup>2</sup> limit typically restricts the design options for secondary residences and no longer reflects contemporary living needs. Most other Australian jurisdictions now allow secondary residences larger than 60m<sup>2</sup> to provide more practical, affordable options and better support ageing in place, multi-generational living, and smaller households.

Increasing the maximum floor area to 90m<sup>2</sup> will enable a more liveable, adaptable small homes consistent with other jurisdictions. It will also support the Tasmanian Housing Strategy 2023-2043 by enabling additional dwellings on land in well-serviced and established settlement areas making more efficient use of existing infrastructure and supporting a more sustainable increase in housing supply.

## Planning and amenity considerations

The amendment maintains the requirement that a secondary residence to remain subordinate to the primary dwelling (single dwelling) on the site. The existing SPPs zone and code requirements for residential development will continue to apply, including the relevant building envelope, height, setbacks, privacy, parking, access, landscaping and private open space requirements. A secondary residence is assessed against the same requirements as the single dwelling located on the site.

## The proposed draft SPP amendment 01-2026

1. In Table 3.1, amend the definition for 'secondary residence' by inserting the text shown underlined and delete the text as shown strikethrough.

Term	Definition
Secondary Residence	<p>means an additional <u>self-contained residence that is located on the same lot as a single dwelling that</u> <del>residence which is self-contained and:</del></p> <ul style="list-style-type: none"> <li>(a) has a gross floor area not more than <del>60m<sup>2</sup></del><u>90m<sup>2</sup></u>;</li> <li>(b) is appurtenant <u>and subordinate to a the</u> single dwelling;</li> <li>(c) shares <u>the access and parking</u> with single dwelling <del>access and parking, and water, sewerage, gas, electricity and telecommunications connections and meters; and</del></li> <li>(d) <u>does not have separate water, gas or electricity meter, or a separate connection to a reticulated sewerage system, to the single dwelling; and may</u> <del>include laundry facilities.</del></li> <li>(e) <u>may share laundry facilities with the single dwelling.</u></li> </ul>

**Reason for amendment:** The proposed changes increase the allowable gross floor area for secondary residences from 60m<sup>2</sup> to a maximum of 90m<sup>2</sup>. Increasing the allowable gross floor area supports greater design options for adding an extra home on land already used for a single dwelling, providing greater options for ageing in place, multi-generational living and smaller household rentals. Amendments are also proposed to further clarify the definition, particularly for circumstances where there are no reticulated services.

2. In clauses 8.2, 9.2, 10.2, 11.2 Use Table, in the row of No Permit Required for the Residential use class, amend the qualification by inserting the text shown underlined:  
If for a single dwelling, or a secondary residence.
3. In clause 12.2 Use Table, in the row of No Permit Required for the Residential use class, amend the qualification by inserting the text shown underlined:  
If for a single dwelling, a secondary residence, or home-based business.
4. In clause 20.2 and 21.2 Use Table, in the row of Permitted for the Residential use class, delete the qualification and replace with the following:  
If for:
  - (a) a home-based business in an existing dwelling;
  - (b) alterations or extensions to an existing dwelling; or
  - (c) a secondary residence if associated with an existing single dwelling.
5. In clause 20.2 Use Table, in the row of Discretionary for the Residential use class, amend the qualification by inserting the text shown underlined:  
If for a single dwelling or a secondary residence and not restricted by an existing agreement under section 71 of the Act.
6. In clause 22.2 Use Table, in the row of Permitted for the Residential use class, amend the qualification by inserting the text shown underlined:  
If for a:
  - (a) Home-based business; or
  - (b) single dwelling, or a secondary residence, located within a building area, if shown on a sealed plan.
7. In clause 22.2 Use Table, in the row of Discretionary for the Residential use, amend the qualification by inserting the text shown underlined:  
If for a single dwelling, or a secondary residence.
8. In clause 30.2 Use Table, in the row of Permitted for the Residential use class, amend the qualification by inserting the text shown underlined:  
If for a single dwelling, a secondary residence, or home-based business.

**Reason for amendments:** To clarify that a secondary residence has the same status in the Use Table as the single dwelling on the site. This provides greater certainty for proponents and planning authorities.

9. In clause 30.4.1 for buildings and works, amend Acceptable Solution A1(b) by inserting the text shown underlined:
  - (b) be for a single dwelling or a secondary residence and on a lot not more than 1,000m<sup>2</sup> in size; or.
10. In clause C2.6.2, Design and layout of parking areas, amend Acceptable Solution A1.1 (a)(vii) by inserting the text shown underlined:
  - (vii) excluding a single dwelling or a secondary residence, be delineated by line marking or other clear physical means; or

**Reason for amendments:** To clarify that requirements applying to single dwellings also apply to a secondary residence. This provides greater certainty for proponents and planning authorities.

11. In Table C2.1 Parking Space Requirements, amend the requirements for the Residential use class by inserting a new row related to secondary residences as shown underlined:

Use		Parking Space Requirements	
		Car	Bicycle
Residential	<u>If a secondary residence</u>	<u>No requirement</u>	<u>No requirements</u>
	If a 1 bedroom or studio dwelling in the General Residential Zone (including all rooms capable of being used as a bedroom)	1 space per dwelling	No requirement
	If a 2 or more bedroom dwelling in the General Residential Zone (including all rooms capable of being used as a bedroom)	2 spaces per dwelling	No requirement
	Visitor parking for multiple	1 dedicated space per 4 dwellings (rounded up	No requirement

dwelling in the General Residential Zone	to the nearest whole number); or if on an internal lot or located at the head of a cul-de-sac, 1 dedicated space per 3 dwellings (rounded up to the nearest whole number)	
Other Residential use in the General Residential Zone	1 space per bedroom or 2 spaces per 3 bedrooms + 1 visitor space for every 10 bedrooms (rounded up to the nearest whole number)	No requirement for residential care facility, assisted housing and retirement village. All other uses require 1 space per 5 bedrooms in other forms of accommodation.
Any Residential use in any other zone	1 space per bedroom or 2 spaces per 3 bedrooms + 1 visitor space for every 5 multiple dwellings or every 10 bedrooms for a non-dwelling residential use (rounded up to the nearest whole number)	No requirement for single dwellings, <u>secondary residence</u> , multiple dwellings, residential care facility, assisted housing and retirement village. All other uses require 1 space per 5 bedrooms in other forms of accommodation.

**Reason for amendment:** This is to clarify that a dedicated parking space is not required for a secondary residence. This is due to the secondary residence being subordinate to the primary dwelling (single dwelling) and the need to share the access car parking spaces. This is due to the secondary residence effectively being part of the primary dwelling. Additional car parking spaces can be proposed for a secondary residence but no additional parking spaces are required. Imposing extra parking requirements can create unnecessary design constraints and reduce flexibility in site layout without any measurable planning benefits.

In rural and agricultural areas, where properties already have extensive informal parking capacity and vehicle manoeuvring space, mandating additional parking requirements will be unnecessary and inconsistent with the low-intensity character of these zones.

12. In clause C7.6.2, Clearance within a priority vegetation area, amend P1.1(b) by inserting the text shown underlined:

- (b) buildings and works associated with the construction of a single dwelling, secondary residence, or an associated outbuilding;

13. In clause C7.7.2, Subdivision within a priority vegetation area, amend P1.1(b) by inserting the text shown underlined:

(b) subdivision for the construction of a single dwelling, a secondary residence, or an associated outbuilding;

**Reason for amendments:** To clarify that requirements applying to single dwellings also apply to a secondary residence. This provides greater certainty for proponents and planning authorities.

## Legislation Requirements

The SPPs criteria is set out in section 15 of LUPAA, as follows:

(1) In this section –

**relevant planning instrument** means a draft of the SPPs, the SPPs, a draft amendment of the SPPs and an amendment of the SPPs.

(2) The SPPs criteria to be met by a relevant planning instrument are that the instrument –

a) only contains provisions that the SPPs may contain under section 14; and

b) furthers the objectives set out in Schedule 1; and

c) is consistent with each State Policy; and

(ca) is consistent with the TPPs that are in force before the instrument is made; and

d) has regard to the safety requirements set out in the standards prescribed under the *Gas Safety Act 2019*.

(3) An amendment of the SPPs, or a draft amendment of the SPPs, is taken to meet the SPPs criteria if the amendment of the SPPs, or an amendment of the SPPs made in the terms of the draft amendment of the SPPs, will not have the effect that the State Planning Provisions, as amended, will cease to meet the SPPs criteria.

## Contents of State Planning Provisions (section 14 of LUPAA)

(1) The SPPs –

a) may contain any provision that may, under section 11, be included in the Tasmanian Planning Scheme; and

b) may not contain a provision that is inconsistent with section 11 or, if the Tasmanian Planning Scheme were in effect in relation to a municipal area, would be inconsistent with a provision of section 12; and

- c) may contain a provision indicating or specifying the structure to which an LPS is to conform and the form that a provision of an LPS is to take; and
  - d) may contain a provision permitting an LPS to provide for the detail of the SPPs in respect of, or the application of the SPPs to, a particular place or matter; and
  - e) may contain a provision permitting a provision of an LPS to override a provision of the SPPs; and
  - f) may contain a provision permitting the modification, in relation to a part of a municipal area, of the application of a provision of the SPPs; and
  - g) may contain a provision requiring, or permitting, an LPS to contain a map, an overlay, a list, or another provision, that provides for the spatial application of the SPPs to land; and
  - h) may contain a provision requiring an LPS to contain a provision of a kind specified or referred to in the SPPs.
- (2) The SPPs may contain a provision permitting an LPS to include –
- a) a particular purpose zone, being a group of provisions consisting of –
    - i. a zone that is particular to an area of land specified in the LPS; and
    - ii. the provisions that are to apply in relation to that zone; or
  - b) a specific area plan, being a plan consisting of –
    - i. a map or overlay that delineates a particular area of land; and
    - ii. the provisions, specified in the LPS, that are to apply to that land in addition to, in modification of, or in substitution for, a provision, or provisions, of the SPPs; or
  - c) a site-specific qualification, being a provision, or provisions, that are specified, in relation to a particular area of land, in the LPS and that modify, are in substitution for, or are in addition to, a provision, or provisions, of the SPPs.

## Response

This section mostly relates to matters for what an LPS may or may not contain. These are not matters related to the content of this proposed amendment.

For section 11 of LUPAA, the proposed amendment does not relate to forestry operations, mineral exploration, fishing or marine farming in State waters. The proposed draft SPP amendment clarifies and amends existing requirements for approval of specific use and development.

For section 12 of LUPAA, the proposed amendment does not introduce any new prohibitions above what is currently in the SPPs. On this basis, the proposed draft SPP amendment will not prevent the continuance of any existing use or development or prevent any approved use and development from occurring.

On the above grounds the draft SPP amendment only contains provisions that it may contain in accordance with section 14 of LUPAA.

## Land Use Planning and Approvals Act 1993 – Schedule 1 Objectives

### Part 1 - Objectives of the Resource Management and Planning System of Tasmania (RMPS)

1. The objectives of the resource management and planning system of Tasmania are –
  - a) to promote the sustainable development of natural and physical resources and the maintenance of ecological processes and genetic diversity; and
  - b) to provide for the fair, orderly and sustainable use and development of air, land and water; and
  - c) to encourage public involvement in resource management and planning; and
  - d) to facilitate economic development in accordance with the objectives set out in paragraphs (a), (b) and (c); and
  - e) to promote the sharing of responsibility for resource management and planning between the different spheres of Government, the community and industry in the State.
2. In clause 1 (a), sustainable development means managing the use, development and protection of natural and physical resources in a way, or at a rate, which enables people and communities to provide for their social, economic and cultural well-being and for their health and safety while –
  - a) sustaining the potential of natural and physical resources to meet the reasonably foreseeable needs of future generations; and
  - b) safeguarding the life-supporting capacity of air, water, soil and ecosystems; and
  - c) avoiding, remedying or mitigating any adverse effects of activities on the environment.

## Part 2 - Objectives of the Planning Process Established by this Act

The objectives of the planning process established by this Act are, in support of the objectives set out in Part 1 of this Schedule –

- a) to require sound strategic planning and co-ordinated action by State and local government; and
- b) to establish a system of planning instruments to be the principal way of setting objectives, policies and controls for the use, development and protection of land; and
- c) to ensure that the effects on the environment are considered and provide for explicit consideration of social and economic effects when decisions are made about the use and development of land; and
- d) to require land use and development planning and policy to be easily integrated with environmental, social, economic, conservation and resource management policies at State, regional and municipal levels; and
- e) to provide for the consolidation of approvals for land use or development and related matters, and to co-ordinate planning approvals with related approvals; and
- f) to promote the health and wellbeing of all Tasmanians and visitors to Tasmania by ensuring a pleasant, efficient and safe environment for working, living and recreation; and
- g) to conserve those buildings, areas or other places which are of scientific, aesthetic, architectural or historical interest, or otherwise of special cultural value; and
- h) to protect public infrastructure and other assets and enable the orderly provision and co-ordination of public utilities and other facilities for the benefit of the community; and
- i) to provide a planning framework which fully considers land capability.

## Response

The SPPs are part of Tasmania's planning system, which includes the objectives of LUPAA, the State Policies, regional land use strategies, and the Tasmanian Planning scheme, which includes both the SPPs and LPSs. Tasmanian Planning Policies have been made but are not yet in effect.

Draft amendment 01-2026 clarifies and improves SPPs requirements related to secondary residences to support more efficient land use and development. The draft SPP amendment represents a small but useful adjustment within the broader planning system and will ensure the SPPs as whole continue to further the Schedule 1 objectives of LUPAA.

The draft amendment 01-2026 particularly supports the fair, orderly and sustainable use and development of land by enabling strategically zoned land to be used to its full potential. It allows greater design options for adding an extra home on land already used for a single dwelling, providing greater options for ageing in place, multi-generational living and smaller household rentals.

Draft SPP amendment 01-2026 will undergo public consultation and public hearings before a final decision is made, ensuring continued public involvement in the planning process.

On the above grounds, the draft SPP amendment 01-2026 is considered to further the Schedule 1 objectives of LUPAA.

## State Policies and NEPMs

State policies are created under Part 2 of the *State Policies and Projects Act 1993*. Also, under section 12A of that Act, all NEPMs made by the Commonwealth are taken to be state policies. There are currently 3 state policies and 7 NEPMs in place. These are the –

1. State Coastal Policy 1996
2. State Policy on the Protection of Agricultural Land 2009
3. State Policy on Water Quality Management 1997
4. National Environment Protection (Air Toxics) Measure 2004
5. National Environment Protection (Ambient Air Quality) Measure 1998
6. National Environment Protection (Assessment of Site Contamination) Measure 1999
7. National Environment Protection (Diesel Vehicle Emissions) Measure 2001
8. National Environment Protection (Movement of Controlled Waste between States and Territories) Measure 1998
9. National Environment Protection (National Pollutant Inventory) Measure 1998
10. National Environment Protection (Used Packaging Materials) Measure 1998

## Response: State Policies

The draft amendment 01-2026 does not make any changes to SPPs relevant to any of the State Policies. The proposed amendment relates solely to the definition, operation and allowable floor area of secondary residences and does not influence broader policy matters such as natural resource management, coastal protection, or sustainable development outcomes governed by the State Policies. For these reasons the draft SPP amendment 01-2026 is considered to be consistent with each state policy.

## Response: NEPMs

The draft amendment does not apply to use or development that is likely to cause serious or material environmental harm or raise risks for environmental protection.

On the above grounds the draft SPP amendment 01-2026 is considered to be consistent with the NEPMs.

## Tasmanian Planning Policies

Under section 15(ca) of LUPAA, an amendment of the SPPs must be consistent with the Tasmanian Planning Policies (TPPs) once they are in effect. The Tasmanian Planning Policies (TPPs) have been made but do not come into effect until 1 July 2026. Although the TPPs are not yet in force, draft amendment 01-2026 have been assessed against them. The draft amendment increases the allowable maximum gross floor area for secondary residences from 60m<sup>2</sup> to 90m<sup>2</sup> along with clarifying the various requirements that apply to secondary residences. These changes do not introduce new land use standards that would conflict with the TPPs. Instead, the amendment supports key policy themes, including housing supply, settlement efficiency and sustainable land use. By enabling more functional and adaptable small dwellings, particularly on land already serviced by infrastructure, the amendment aligns with the TPP objectives to promote well-located housing, optimising existing urban areas, and support diverse and affordable living options.

The proposed amendment is considered consistent with strategies 1.1.3, 1.2.3 and 1.5.3 of the TPPs, specifically the following:

1.1.3 (2)(b): Prioritise the development of land that maximises the use of available capacity within existing physical and social infrastructure networks and services.

1.1.3 (5): Actively address impediments to infill development, particularly in the major urban centres.

1.2.3 (1): Promote the location of residential use and development in areas that are close to, or are well connected to, activity centres or secure and reliable employment sources.

1.5.3 (3): Facilitate social and affordable housing to meet the needs of the community that is located close to services, employment and public transport networks.

1.5.3 (4): Plan and provide for a diverse range of quality housing types that meet the needs of the community by:

- a) responding to demographic trends including changing household size and composition;
- b) supporting the provision of well-designed social and affordable housing;
- c) promoting good amenity through the provision of solar access and quality private open space relative to the density and location;
- d) catering for the ageing population, including facilitating ageing in place and providing for different levels of dependency and transitioning between them;
- e) catering for people requiring crisis accommodation;
- f) considering the needs of people living with disability, including the level of support and care required for different levels of dependent and independent living options; and
- g) supporting co-living scenarios to help address housing availability and affordability.

## Gas Pipeline Safety

LUPAA refers to the safety requirements set out in the standards prescribed in the *Gas Safety Act 2019*. However, this Act only deals with safety requirements for individual appliances, etc, not safety of the major gas infrastructure in the State. There is the ability under this Act for the Minister to issue determinations in respect of any matter to do with safety, but at present there doesn't appear to be any determinations issued.

On this basis, any SPP amendment or planning scheme amendment would only have the potential to affect the risk level of the major gas infrastructure if an individual development, was located inside the declared gas pipeline corridor. In that case, any development application would be referred to the gas pipeline licensee for comment under the *Gas Industry Act 2019*.

The matters addressed by this amendment will not have any direct effect on the location of development in proximity to the major gas pipeline or influence the risk levels for gas safety. Any specific issues will be managed through individual development applications if they are located within the declared gas pipeline corridor.

# Appendix A – Terms of Reference for amendment 01-2026 of the SPPs

## Draft Amendment 01-2026 of the State Planning Provisions

### Terms of Reference

I, Kerry John Vincent, Minister for Housing and Planning, pursuant to section 30C(1) of the *Land Use Planning and Approvals Act 1993* (the LUPA Act), hereby issue these Terms of Reference for the preparation of draft amendment 01-2026 of the State Planning Provisions (SPPs).

#### Background

The SPPs were made on 22 February 2017 and came into effect on 2 March 2017. It is important that the SPPs are kept under regular review to ensure they remain relevant and suitable for a better planning outcome.

A comprehensive review of the SPPs was completed in 2023 as part of five-yearly statutory review of the SPPs to identify provisions that may require amendment to deliver a better planning outcome.

The Tasmanian Government is proposing this amendment to the SPPs to increase the allowable size of secondary residences, which are often referred to as ancillary dwellings or granny flats. This forms part of the government's broader commitment to provide more housing options for Tasmanians.

#### Scope of the draft amendment

Draft amendment 01-2026 of the SPPs is to be prepared for the purpose of increasing the allowable gross floor area for secondary residences from 60m<sup>2</sup> to 90m<sup>2</sup>. It is to also make any necessary amendments to the SPPs to clarify the requirements relating to secondary residences.

#### Statutory requirements for the draft amendment

The draft amendment is to be prepared in accordance with the requirements in Part 3, Division 2 of the LUPA Act.

Dated this 20<sup>th</sup> day of February 2026



Kerry John Vincent MLC  
Minister for Housing and Planning





# Tasmanian Planning Scheme – Making it easier to develop medium density housing

Discussion Paper

Author:  
State Planning Office

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## 1.1 Introduction

Tasmania's housing stock is not well suited to the current and future needs of the community. While the Tasmanian Planning Scheme cannot guarantee that houses are built or ensure that they are affordable, the planning requirements can be improved to give the best chance for approving a diversity of quality housing.

Analysis has shown there is limited housing diversity across Tasmania, with detached dwellings accounting for 88% of the total stock. This is a higher proportion than any other Australian state or territory. A high proportion of detached housing stock are also large family homes which are not well suited to Tasmania's household composition and age profile.

Over the last twenty years, Tasmania's housing stock has become less diverse, going against the national trend. The more diverse and medium density housing is generally in older housing stock.

The Inner Residential Zone, which is Tasmania's highest density residential zone, only makes up 3% of the residential zoned land in Tasmania, with the majority being in Greater Hobart and Launceston. Densities across all residential zones are well below the targets that have been identified in the regional land use strategies. The majority of recent apartment approvals in Hobart have been in the business or mixed use zones, rather than the dedicated residential zones.

Statistics suggest increased demand for smaller and more adaptable homes in Tasmania, and housing is becoming less affordable to buy or rent. Demand for social housing also remains high, and smaller homes are in demand with around 55% of applicants seeking one bedroom options.

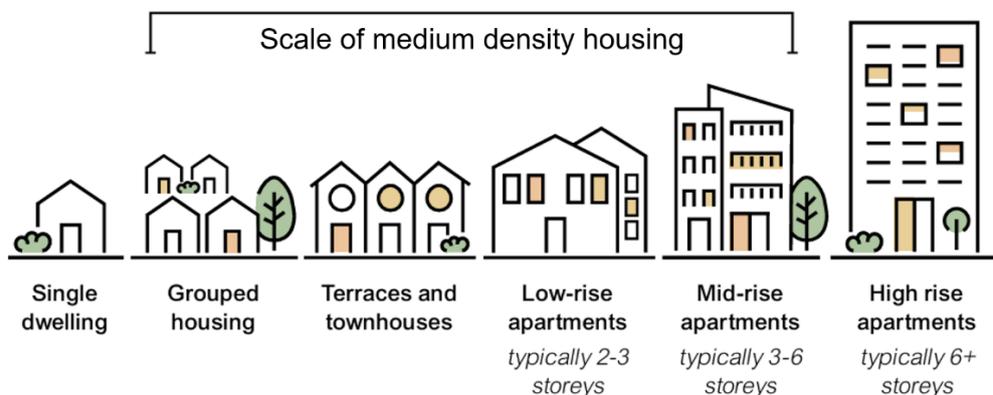
The Tasmanian Government has committed to providing more housing options for Tasmanians. The Tasmanian Government's 'The Next 100 Days' plan has committed to making it easier to develop medium density housing across Tasmania through changes to the Tasmanian Planning Scheme (TPS), containing the State Planning Provisions (SPPs) and Local Provisions Schedule (LPSs). See the commitments at:

[https://www.premier.tas.gov.au/data/assets/pdf\\_file/0027/474534/2025-Second-100-Day-Plan-FINAL.pdf](https://www.premier.tas.gov.au/data/assets/pdf_file/0027/474534/2025-Second-100-Day-Plan-FINAL.pdf)

In response to this commitment, proposed changes to the SPPs in the TPS have been drafted for targeted consultation. The proposed changes include five main elements:

- New Residential Zone
- Revised Inner Residential Zone
- Revised General Residential Zone
- New Apartment Code
- Other changes to give effect to the new and revised zones and code above in the SPPs Definitions, Miscellaneous exemptions, Application requirements, Incorporated documents, and Parking and Sustainable Transport Code.

The figure below illustrates the scale of housing types which may be considered medium density in Tasmania.



Targeted consultation is intended to inform key stakeholders of the range of SPPs that could be activated to make it easier to develop medium density housing. Feedback from key stakeholders will inform the next phase of drafting formal SPPs amendments and implementing changes through the SPPs amendment process under the *Land Use Planning and Approvals Act 1993* (LUPAA). The formal SPPs amendment process includes public consultation and assessment by the Tasmanian Planning Commission (see more on SPPs amendment process at <https://www.stateplanning.tas.gov.au/planning-system/tasmanian-planning-scheme/how-it-changes> ).

The proposed changes are presented in Appendices 1-5 in the format they would normally appear in the TPS, rather than as a formal draft amendment. This is intended to better explain the detailed operation of the proposed planning scheme provisions. Appendix 6 Summary table of measures shows a comparison of key measures in the zones and code, and a summary of existing, changed and new provisions.

There are a series of key questions about the content and operation of the proposed zone and code provisions throughout this document. Appendix 7 lists all the consultation questions.

Written comments addressing the consultation questions and any related matters are invited until 8 May 2026 by email to the State Planning Office: [haveyoursay@stateplanning.tas.gov.au](mailto:haveyoursay@stateplanning.tas.gov.au)

## 1.2 Background to drafting approach

The proposed changes have been informed by a variety of planning instruments and projects completed to date, including:

- the [Improving Residential Standards in Tasmania Project](#)
- recent Housing Land Supply Orders
- the [Tasmanian Planning Policies](#); and
- the [Medium Density Design Guidelines for Tasmania](#).

The proposed changes have been primarily informed by the Improving Residential Standards in Tasmania Project. This is a priority project identified through the first 5-yearly review of the SPPs. The SPO engaged ERA Planning and Environment, now Era Advisory, to provide recommendations for changes to the planning controls for urban housing and residential development in Tasmania that would increase housing supply, affordability and diversity of housing types.

In March 2025, the former Minister for Housing, Planning and Consumer Affairs, released the Improving Residential Standards in Tasmania Final Report - October 2024 prepared by ERA Planning and Environment (the ERA Report). The ERA Report was informed by data analysis, comparative research of Australian jurisdictions, community engagement and extensive input from a technical reference group including Australian Institute of Architects, Homes Tasmania, local government, Planning Institute of Australia, and Department of State Growth.

The proposed changes to the SPPs are primarily based on recommendations from the ERA Report.

Overall, the ERA Report emphasised that Tasmania's housing stock is mostly larger dwellings on single lots. It noted that Tasmania needs an increased supply of well located smaller 1 or 2 bedroom housing types to meet the needs of the community. The ERA Report suggested a set of improvements to the subdivision and development standards for implementation through zones and codes, along with other related changes. It recommended that several existing use and development standards remain current and fit for purpose without change.

Key themes addressed in the ERA Report included:

#### Development standards

- Residential diversity and density increased in the right locations
- Plot ratio (calculated by dividing gross floor area by site area) as an alternative to building envelope and multiple dwelling density caps
- Building height and setbacks improving design response to housing type and location
- Landscaping and common space improving liveability, climate resilience, and design quality.

#### Subdivision standards

- Lot design enabling lot size diversity for improving housing choice
- Urban greening improving liveability, climate resilience, and design quality
- Movement network supporting active and more sustainable transport choices
- Services improving climate resilience through integrated water management.

Implementation options focused on improvements through existing zones, new zones and new codes.

Other complementary changes included relaxed parking requirements for apartments and suitably located small dwellings, and complementary definitions.

For detailed reasons, metrics and suggested changes to objectives, acceptable solutions and performance criteria in new and revised standards see ERA's Recommendations Report:

[https://www.stateplanning.tas.gov.au/\\_data/assets/pdf\\_file/0009/564480/Improving-Residential-Standards-in-Tasmania-Final-Report-Oct-2024.pdf](https://www.stateplanning.tas.gov.au/_data/assets/pdf_file/0009/564480/Improving-Residential-Standards-in-Tasmania-Final-Report-Oct-2024.pdf)

For an overview of the project and key improvements see the 4 factsheets attached to the end of the report:

- [Improving Residential Standards recommendations - Project overview fact sheet](#)
- [Improving Residential Standards recommendations - Subdivision fact sheet](#)
- [Improving Residential Standards recommendations - Development fact sheet](#)
- [Improving Residential Standards recommendations - Implementation fact sheet](#)

The changes have also been informed by recent Housing Land Supply Orders. In particular, the SPO has worked with Homes Tasmania to create development standards, similar to the recommendations from the ERA Report, that promote a diversity of dwellings types, including:

- terrace and townhouse dwelling types on single lots; and
- a variety of multiple dwelling housing types such as grouped apartments, dwellings, and row homes on larger lots.

This highlighted the need for specific subdivision requirements to provide smaller lot sizes and rear lane style access roads suited to medium density housing, especially terrace and townhouse developments, and medium density housing on larger lots. The work has also highlighted the need to provide new "permitted" assessment pathways for these intended housing forms.

The drafting approach has also been informed by the Tasmanian Planning Policies (TPPs), which support the development for medium density housing in the right locations across the State.

The TPPs, which were made on 12 November 2025 and, include strategies for housing and liveable settlements that encourage higher density housing in suitable locations. Generally, these locations have access to existing or planned physical and social infrastructure, business and community services, employment and frequent public transport. The TPPs will come into effect on 1 July 2026. See the TPPs at: [https://www.stateplanning.tas.gov.au/\\_data/assets/pdf\\_file/0003/610752/Tasmanian-Planning-Policies-November-2025.pdf](https://www.stateplanning.tas.gov.au/_data/assets/pdf_file/0003/610752/Tasmanian-Planning-Policies-November-2025.pdf)

The TPPs outcomes will be delivered through regional land use strategies (RLUSs) and the Tasmanian Planning Scheme (TPS). The three RLUSs are currently under review, with

the draft Southern Tasmania Regional Land Use Strategy (STRLUS) recently displayed for public comment at: <https://shapingtasmania.com.au/>.

RLUSs can identify priority growth areas, settlement and activity centre functions within a hierarchy and locations for increasing housing supply and density. They may also require local level plans (such as a structure plan) to further inform opportunities and constraints to development, including locations or sites for medium density housing development. The RLUSs will therefore inform how the proposed SPPs changes can be applied.

The Medium Density Design Guidelines for Tasmania provide important background information for medium density housing. These guidelines were prepared alongside the Improving Residential Standards in Tasmania Project. They offer practical advice for the early stages of context analysis and building design elements to support the delivery of high quality, well designed medium density housing development applications. The Guidelines are not part of the Tasmanian Planning Scheme rules but can be used by a variety of practitioners to inform well designed medium density housing.

### 1.3 New Apartment Code

A new draft Apartment Code, set out in the format of SPPs code provisions, is in Appendix 1.

The SPPs codes apply to issues that are common across multiple zones.

The new draft Apartment Code allow for apartment buildings to be developed in business zones and urban residential zones. The existing residential development standards in these zones and Urban Mixed Use Zone offer minimal regulation or barriers to delivering more well located smaller and affordable apartment style housing choices. The current standards are limited to requirements for private open space and waste storage for dwelling development, with the overall height, setback and design standards applying to all residential and non-residential buildings in these zones.

Improvements are proposed to align with best practice examples in other jurisdictions that promote a variety of apartment sizes and encourage consideration of high quality design elements, both for future residents and the surrounding area. The revised and additional standards are intended to make it easier to develop medium density housing by clarifying how essential elements of an apartment building can achieve a permitted approval pathway.

The new draft Apartment Code will allow for increased building height in some zones to enable improved design and amenity outcomes through higher interior ceiling heights, and bonus height allowances for developments that include social housing or liveable housing design elements in large apartment buildings.

A complementary relaxation of parking requirements to 1 car space for apartments is suggested through a change in the Parking and Sustainable Transport Code.

The new Apartment Code is drafted to apply to the Local Business, General Business, Central Business, and Urban Mixed Use Zones in line with ERA Report. It will not apply to small apartment buildings containing less than 5 apartments.

## Consultation questions

- 1. Will the new draft Apartment Code make it easier to develop apartments in the Local Business, General Business, Central Business, and Urban Mixed-Use Zones?**
- 2. Is it reasonable to exempt a building containing less than 5 apartments from the new draft Apartment Code?**
- 3. Given that some zones contain similar provisions to those in the new draft Apartment Code, would consolidating all of the zone and code considerations for apartments in a code simplify the planning scheme operation?**
- 4. The new draft Apartment Code adds to the business zones by allowing for increased building heights for apartments under certain circumstances. Is this a reasonable approach, or is it preferable to adjust the allowable building height for apartments in each zone instead?**
- 5. Are the additional heights allowed for apartment buildings economically viable?**
- 6. The standards for landscaping areas include deep soil areas for tree planting and allow for a substitute vertical garden space or the use of existing landscaped areas on the site. Do these requirements provide reasonable options?**
- 7. Are the proposed privacy separation distances between apartments in the same building appropriate?**

## 1.4 New Residential Zone

A draft New Residential Zone, set out in the format of SPPs zone provisions, is in Appendix 2.

The Inner Residential Zone currently the highest density residential zone in the TPS The zone is only applied to a small proportion residential land in Tasmania and is often in locations dominated by existing buildings with high historic cultural heritage values.

The New Residential Zone has been informed by the ERA Report recommendations, particularly the suggestion for implementing a new Urban Residential Zone. The New Residential Zone has a clear objective to transform well located urban land to a medium density residential character. The first steps of strategic planning, targeting suitable land and the rezoning process, will set clear expectations for future development where the New Residential Zone is applied. This will make subsequent medium density development

easier by applying a simpler set of development standards which maximise the development opportunity for medium density housing types and minimise consideration of any existing lower density residential character.

High quality outcomes will be encouraged by implementing the full set of improved development standards recommended in the ERA Report. This includes:

- plot ratio requirements instead of the three dimension building envelope
- greater building heights for terraces, townhouses and apartment buildings
- bonuses for diversity and liveable housing
- landscaping, privacy, open space and storage requirements.

Once included by amendment in the SPPs, each council will have the opportunity to apply the New Residential Zone to strategic locations or specific sites in consultation with landowners, through a subsequent LPS rezoning amendment.

It is anticipated that, at a minimum, the New Residential Zone can be implemented in priority growth areas identified in the RLUS, such as within easy walking distance (e.g. 800m) of a high frequency public transport corridor and or business zones in higher order activity centres.

## Consultation questions

- 8. Is the New Residential Zone suitable for application to areas where local strategic planning has prioritised medium density housing, such as a easy walking distance (e.g. 800m) of a high frequency public transport corridor and or business zones in higher order activity centres?**
- 9. Are there advantages of having a New Residential Zone, instead of the revised Inner Residential Zone, with a clear purpose of delivering medium density housing?**
- 10. The New Residential Zone uses plot ratio (calculated by dividing gross floor area by site area) instead of the existing dwelling density controls and the three-dimensional building envelope used in the Inner Residential Zone. Plot ratio is a common and well-established measure in other jurisdictions. Do you agree that separate plot ratio, height and setback standards provide more flexibility for designing buildings in response to the site conditions?**
- 11. The New Residential Zone is intended to promote medium density residential housing, such as multiple dwellings and terrace and townhouse single dwelling types on smaller lots, rather than larger single dwellings. Should single dwellings, other than terraces and townhouses, have a no permit required or discretionary status in the New Residential Zone Use Table?**
- 12. Should more non-residential uses be allowed in the New Residential Zone Use Table?**

## 1.5 Revised Inner Residential Zone

A draft Revised Inner Residential Zone, set out in the format of SPPs zone provisions, is in Appendix 3.

The revised development standards in the Inner Residential Zone intend to better support delivery of medium density housing, including enabling townhouses or terrace housing through increased building height. The additional standards for more medium density housing types in the Inner Residential Zone will be balanced by simpler stepped setbacks with increasing height, instead of the existing building envelope format. Building heights will be increased to better accommodate high quality building outcomes such as higher ceiling heights in smaller dwellings without sacrificing the ability to accommodate several stories in the building. It also involves combining the development standards for both dwellings and non-dwellings for improved interpretation.

Revision of the subdivision standards will allow lot sizes better suited to development of medium density housing types such as townhouses or terraces on smaller lots, and more lots over 1000m<sup>2</sup> dedicated for development of medium density multiple dwelling housing types at target densities.

The proposed changes are intended to make it easier to develop medium density housing and will apply to all existing land in the Inner Residential Zone.

As outlined above, the Inner Residential Zone is not broadly applied. To better support the proposed changes, it is recommended that councils consider applying the Inner Residential Zone to more suitable land. This will further increase opportunities for medium density housing development. Each council will have an opportunity to apply the revised Inner Residential Zone to additional strategic locations and specific sites in consultation with landowners, through a subsequent LPS rezoning amendment.

### Consultation questions

- 13. Are the revised parameters in the development standards and subdivision standards appropriate for the characteristics of existing Inner Residential zoned land and for infill development?**
- 14. Would the revised Inner Residential Zone make it more suitable for application to more land in Tasmania?**
- 15. Is the subdivision standard at proposed clause 9.6.1 A4 and P4 for orientation of lots for solar access suitable for the Inner Residential Zone?**

## 1.6 Revised General Residential Zone

A draft Revised General Residential Zone, set out in the format of SPP zone provisions, is in Appendix 4.

The General Residential Zone is the most broadly applied residential zone across Tasmania. To date it has provided very low residential density outcomes, and delivery of housing types is trending to become less diverse.

Revised development standards in the General Residential Zone will better support the delivery of medium density housing in certain locations, including enabling townhouses or terrace housing through increased building height, and provide better design outcomes for smaller housing types. Most of the existing requirements in the General Residential Zone will be retained, with the new requirements accommodated within the existing standards related to building envelope, building height, setbacks and multiple dwelling density.

Revision of the subdivision standards will allow lot sizes better suited to development of medium density housing types, such as townhouses or terraces on smaller lots and more lots over 1000m<sup>2</sup> dedicated for development of medium density multiple dwelling housing types at target densities.

The new standards allow more medium density housing outcomes in well-located areas close to business zones in activity centres and high frequency public transport corridors.

The proposed changes are intended to make it easier to develop medium density housing in suitable locations and will apply to all existing land in the General Residential Zone.

Each council will also have an opportunity to apply the revised General Residential Zone to additional strategic locations in consultation with landowners, through a subsequent LPS rezoning amendment.

### Consultation questions

- 16. Will the revised General Residential Zone make it easier to develop medium density housing in more locations across Tasmania?**
- 17. Will the tests on appropriate locations for medium density housing development safeguard against medium density housing occurring in poorly serviced and disconnected locations?**
- 18. Are there advantages to revising the General Residential Zone in addition to the revised Inner Residential Zone and New Residential Zone?**

## 1.7 Other changes to SPPs

There are other consequential changes necessary to the SPPs to enable the new and revised zone and code provisions to operate as intended. These changes include new SPPs Definitions, Exemptions for frontage fences, Application requirements, Incorporated

documents and to implement the recommended changes to parking requirements in the Parking and Sustainable Transport Code.

A draft setting out other consequential changes to the SPPs is in Appendix 5.

## Definitions

New planning terms and definitions are required to clarify new concepts and technical terms intended to have a specific meaning when used across the new and revised zones and code. These will assist with operating the new rules in the planning scheme and provide greater certainty. Examples are the definitions for new lot types, road types, medium density housing types and landscaping area mentioned in the standards. These are intended to work with and not overlap existing defined terms in clause 3.0 Interpretation of the SPPs.

## Car parking spaces

Revisions are proposed to the Parking and Sustainable Transport Code in the SPPs to reduce the car parking requirements for terrace, townhouses, and apartments in well-located areas close to services and public transport. The proposal reduces the car parking space requirement to 1 space per dwelling if located within a business zone or within 800m of a high frequency public transport corridor as recommended in the ERA Report.

## Exemptions for fences

The existing exemptions at clauses 4.6.3 and 4.6.4 of the SPPs that apply to fences within and beyond 4.5m of a frontage are proposed to be extended to the New Residential Zone. Further revisions are proposed to provide for more privacy at the frontage to an access road (i.e. a rear lane) compared to other roads. This would be applicable for terrace or townhouse developments

## Application requirements

Adjustments are proposed to Application requirements at clause 6.1.3(c) of the SPPs to match with new zone and code standards, clarifying the information needed for common open spaces and landscaping areas.

## Applied, Adopted or Incorporated Documents

Documents newly referred to in the proposed zone and code changes to the SPPs are added to those listed in the table.

## Consultation questions

- 19. Are the definitions clear and complete?**
- 20. Do the definitions match with the relevant technical terms and requirements in the National Construction Code (NCC)?**

21. Is the suggested definition for 'social housing' appropriate for operating in the planning scheme?
22. Should reduced parking numbers for apartments, terraces, and townhouses apply beyond 800m of a business zone or high frequency public transport corridor?

General questions:

23. The New Residential Zone, revised Inner Residential Zone, and revised General Residential Zone show different approaches to managing the scale bulk, height and setbacks of buildings on a lot through plot ratio, stepped setbacks with increasing height, and the existing angled building envelope linked to height. Which is preferred and why?
24. Diagrams and figures have not been included in the proposed changes. Explanatory figures and diagrams could be included in future draft amendments. What material would help interpret the draft requirements?
25. Do the Acceptable Solutions provide certainty about assessment and approval, particularly those that require endorsement by council or another approval body?
26. The proposed increase for public open space contributions from 5% to 10%, was informed by the ERA Report recommendations. If progressed, it would be coordinated with anticipated changes to the *Local Government (Building and Miscellaneous Provisions) Act 1993*. Would the increased public open space contributions affect the viability of medium density housing development?
27. Do the proposed changes provide a clear hierarchy of residential zones in the SPPs?
28. Are terraces or townhouses on a single lot viable single dwelling development options to produce more affordable housing?
29. Local and interstate examples such as NSW medium density pattern books show that multiple dwelling types, including row house, grouped dwellings and up to 13 apartments, can be achieved on 1000m<sup>2</sup> lots. Are there any limits to their viability in Tasmania?
30. Overall, will the new and revised zones and code make it easier to develop medium density housing? What improvements could be made?

## **Appendix**

1. New Apartment Code
2. New Residential Zone
3. Revised 9.0 Inner Residential Zone
4. Revised 8.0 General Residential Zone
5. Consequential changes to SPPs definitions, Residential Use Class, parking requirements
6. Summary table of measures in new and revised zones and code
7. List of consultation questions

## Appendix 7 - Consultation questions list

### New Apartment Code:

1. Will the new draft Apartment Code make it easier to develop apartments in the Local Business, General Business, Central Business, and Urban Mixed-Use Zones?
2. Is it reasonable to exempt a building containing less than 5 apartments from the new draft Apartment Code?
3. Given that some zones contain similar provisions to those in the new draft Apartment Code, would consolidating all of the zone and code considerations for apartments in a code simplify the planning scheme operation?
4. The new draft Apartment Code adds to the business zones by allowing for increased building heights for apartments under certain circumstances. Is this a reasonable approach, or is it preferable to adjust the allowable building height for apartments in each zone instead?
5. Are the additional heights allowed for apartment buildings economically viable?
6. The standards for landscaping areas include deep soil areas for tree planting and allow for a substitute vertical garden space or the use of existing landscaped areas on the site. Do these requirements provide reasonable options?
7. Are the proposed privacy separation distances between apartments in the same building appropriate?

### New Residential Zone:

8. Is the New Residential Zone suitable for application to areas where local strategic planning has prioritised medium density housing, such as a easy walking distance (e.g. 800m) of a high frequency public transport corridor and or business zones in higher order activity centres?
9. Are there advantages of having a New Residential Zone, instead of the revised Inner Residential Zone, with a clear purpose of delivering medium density housing?
10. The New Residential Zone uses plot ratio (calculated by dividing gross floor area by site area) instead of the existing dwelling density controls and the three-dimensional building envelope used in the Inner Residential Zone. Plot ratio is a common and well-established measure in other jurisdictions. Do you agree that separate plot ratio, height and setback standards provide more flexibility for designing buildings in response to the site conditions?

11. The New Residential Zone is intended to promote medium density residential housing, such as multiple dwellings and terrace and townhouse single dwelling types on smaller lots, rather than larger single dwellings. Should single dwellings, other than terraces and townhouses, have a no permit required or discretionary status in the New Residential Zone Use Table?
12. Should more non-residential uses be allowed in the New Residential Zone Use Table?

**Revised Inner Residential Zone:**

13. Are the revised parameters in the development standards and subdivision standards appropriate for the characteristics of existing Inner Residential zoned land and for infill development?
14. Would the revised Inner Residential Zone make it more suitable for application to more land in Tasmania?
15. Is the subdivision standard at proposed clause 9.6.1 A4 and P4 for orientation of lots for solar access suitable for the Inner Residential Zone?

**Revised General Residential Zone:**

16. Will the revised General Residential Zone make it easier to develop medium density housing in more locations across Tasmania?
17. Will the tests on appropriate locations for medium density housing development safeguard against medium density housing occurring in poorly serviced and disconnected locations?
18. Are there advantages to revising the General Residential Zone in addition to the revised Inner Residential Zone and New Residential Zone?

**Other changes to SPPs:**

19. Are the definitions clear and complete?
20. Do the definitions match with the relevant technical terms and requirements in the National Construction Code (NCC)?
21. Is the suggested definition for 'social housing' appropriate for operating in the planning scheme?
22. Should reduced parking numbers for apartments, terraces, and townhouses apply beyond 800m of a business zone or high frequency public transport corridor?

**General questions:**

- 23. The New Residential Zone, revised Inner Residential Zone, and revised General Residential Zone show different approaches to managing the scale bulk, height and setbacks of buildings on a lot through plot ratio, stepped setbacks with increasing height, and the existing angled building envelope linked to height. Which is preferred and why?**
- 24. Diagrams and figures have not been included in the proposed changes. Explanatory figures and diagrams could be included in future draft amendments. What material would help interpret the draft requirements?**
- 25. Do the Acceptable Solutions provide certainty about assessment and approval, particularly those that require endorsement by council or another approval body?**
- 26. The proposed increase for public open space contributions from 5% to 10%, was informed by the ERA Report recommendations. If progressed, it would be coordinated with anticipated changes to the *Local Government (Building and Miscellaneous Provisions) Act 1993*. Would the increased public open space contributions affect the viability of medium density housing development?**
- 27. Do the proposed changes provide a clear hierarchy of residential zones in the SPPs?**
- 28. Are terraces or townhouses on a single lot viable single dwelling development options to produce more affordable housing?**
- 29. Local and interstate examples such as NSW medium density pattern books show that multiple dwelling types, including row house, grouped dwellings and up to 13 apartments, can be achieved on 1000m<sup>2</sup> lots. Are there any limits to their viability in Tasmania?**
- 30. Overall, will the new and revised zones and code make it easier to develop medium density housing? What improvements could be made?**



## **C17.0 Apartment Code**

### **C17.1 Code Purpose**

The purpose of the Apartment Code is:

- C17.1.1 To provide for apartments in the business zones or in locations strategically identified as being suitable for apartments
- C17.1.2 To provide for a variety of apartment sizes within apartment buildings to support diverse household types
- C17.1.3 To provide a development height bonus where social and affordable housing is provided within the development or where the design of the apartments meets with the relevant *Liveable Housing Guideline* design level.
- C17.1.4 To provide for the retention of landscaping on apartment building sites, including retention of trees and soil for tree planting and stormwater absorption
- C17.1.5 To facilitate urban greening programs through vertical gardens where appropriate
- C17.1.6 To provide for well-designed apartment buildings including clearly defined apartment building entry points, solar access, privacy and storage needs for future residents

### **C17.2 Application of this Code**

- C17.2.1 This code applies to apartment buildings:
  - (a) in the Urban Mixed Use Zone, Local Business Zone, General Business Zone, and Central Business Zone, or
  - (b) in an area shown on an overlay map.
- C17.2.1 This code does not apply to apartment buildings containing less than 5 apartments

### **C17.3 Definition of Terms**

- C17.3.1 This code does not use defined terms.

### **C17.4 Development Exempt from this Code**

- C17.4.1 There are no exemptions to this code.

### **C17.5 Use Standards**

- C17.5.1 There are no use standards in this code.

### **C17.6 Development Standards for Buildings and Works**

- C17.6.1 Configuration / dwelling diversity

<b>Objective:</b>	Apartment buildings provide a range of apartment configurations to cater for diverse household types and changing community demographics.	
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	
<b>A1</b> Apartment buildings that contain more than 10 apartments must include: (a) not less than 20 percent of apartments with differing bedroom numbers; and (b) a mix of one, two and three (or more) bedroom apartments.	<b>P1</b> Apartment buildings that contain more than 10 apartments must provide a reasonable proportion of apartments of differing size (number of bedrooms) having regard to: (a) the housing demands of the region or municipality. (b) any site characteristics influencing the design or layout of the apartment building	

C17.6.2 Height Bonus

<b>Objective:</b>	That apartment buildings are provided with a height bonus for either providing social and affordable housing or incorporating Liveable Housing Elements into the design of the apartment building	
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	
<b>A1</b> (a) If the apartment building achieves the Liveable Housing bonus and is setback from the General Residential Zone or Low Density Residential Zone of more than 10m, then the maximum building height (listed above) is increased by 3m above the relevant acceptable solution height limit, or (b) If the apartment building contains 10 or more apartments and not less than 20 percent of those apartments are for social housing dwellings and is setback more than 10m from the General Residential Zone or Low Density Residential Zone, then the maximum building height (listed above) is increased by 3m above the relevant acceptable solution height limit.	<b>P1</b> If an apartment building includes a height bonus but is setback less than 10m from a General Residential Zone or Low Density Residential Zone then the apartment building must not cause an unreasonable loss of sunlight or daylight access to a habitable room, solar energy installation, private open space or common open space for dwellings on an adjoining property, having regard to the level of existing solar access available to adjoining properties as a result of topography, site characteristics and location.	

C17.6.3 Private Open Space, common open space and Landscaping

<b>Objective:</b>	<p>That development for apartment buildings provides –</p> <ul style="list-style-type: none"> <li>(a) Sufficient area for private open space and common open space that meets the recreation and operational needs of residents,</li> <li>(b) Appropriate space for the planting of gardens and landscaping within the site, and</li> <li>(c) A mix of hard and soft landscaping that is compatible with the amenity and character of the area</li> </ul>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>An apartment must have private open space that has an area and dimension not less than:</p> <ul style="list-style-type: none"> <li>(a) 8m<sup>2</sup> with a minimum dimension of 2m for a studio or 1-bedroom apartment,</li> <li>(b) 10m<sup>2</sup> with a minimum dimension of 2.5m for a 2-bedroom apartment, or</li> <li>(c) 12m<sup>2</sup> with a minimum dimension of 3m for a 3-bedroom (or more) apartment</li> </ul>	<p><b>P1</b></p> <p>An apartment must be provided with sufficient private open space that is appropriate for the operational needs of the occupants, having regard to:</p> <ul style="list-style-type: none"> <li>(a) The local climate and the prevailing wind; and</li> <li>(b) The ability for the occupants to conveniently access common open space and nearby public open space that meets their recreational needs</li> </ul>
<p><b>A2</b></p> <p>An apartment building that includes more than 10 apartments must have common open space at 5m<sup>2</sup> per apartment up to 300m<sup>2</sup> on the site.</p>	<p><b>P2</b></p> <p>An apartment building that includes more than 10 apartments must have common open space on the site that provides reasonable residential amenity and is appropriate to the recreational needs of the occupants having regard to:</p> <ul style="list-style-type: none"> <li>(a) The ability for the apartment building occupants to conveniently access nearby public open space that meets their recreational needs</li> <li>(b) Any site constraints that preclude being able to provide a space that is reasonably usable by the residents of the apartment building</li> <li>(c) The location of the common open space relative to the apartment building's shared circulation areas,</li> <li>(d) Access to direct sunlight, and</li> <li>(e) Measures to minimise: <ul style="list-style-type: none"> <li>(i) impacts on residential amenity from mechanical plant and equipment, service structures and lift motor rooms, or</li> </ul> </li> </ul>

	(ii) conflicts with non-residential uses on site or on adjacent properties.
<p><b>A3.1</b></p> <p>Unless the apartment building is located entirely on top of an existing building (except for pedestrian access to the street):</p> <ul style="list-style-type: none"> <li>(a) The site for an apartment building must include 20 percent of the site area set aside for landscaping, if located in the Urban Mixed Use Zone or Local Business Zone;</li> <li>(b) The site for an apartment building must include 15 percent of the site area set aside for landscaping, if located in the General Business Zone or Central Business Zone; or</li> <li>(c) If located in the Urban Mixed Use Zone, Local Business Zone, General Business Zone or Central Business Zone not less than 10 percent of the site area must be set aside for landscaping if the apartment building includes a vertical garden area that is equal in area to the percentage of the site area that is the reduced landscaping area.</li> </ul>	<p><b>P3</b></p> <p>The site for an apartment building must include suitable landscaping that is proportional to the scale of the apartment building, contributes positively to the amenity of residents and neighbours and minimises the extent of impervious surfaces, where reasonable, having regard to:</p> <ul style="list-style-type: none"> <li>(a) The provision of alternative planting methods such as planter boxes and vertical gardens where deep soil is limited on the site</li> <li>(b) Any proposed alternatives to on-site landscaping, such as additional street trees, as endorsed by the relevant Council General Manager; and</li> <li>(c) Any existing trees, landscaping areas, and deep soil areas on the site.</li> </ul>
<p><b>A3.2</b></p> <p>Unless the apartment building is located entirely on top of an existing building (except for pedestrian access to the street):</p> <ul style="list-style-type: none"> <li>(a) The site for an apartment building must include 10 percent of the site area set aside for the deep soil area or 7 percent of the site area set aside for the deep soil area if retaining an existing large or medium tree, if located in the Urban Mixed Use Zone or Local Business Zone; or</li> <li>(b) The site for an apartment building must include 5 percent of the site area set aside for the deep soil area with a minimum 3m x 3m dimension, if located in the General Business Zone or Central Business Zone.</li> </ul>	

<p><b>A3.3</b></p> <p>Unless the apartment building is located entirely on top of an existing building (except for pedestrian access to the street), the landscaping area on a site for an apartment building must include 1 large tree or 2 medium trees or 3 small trees and an additional 1 small tree for every 10 apartments in the apartment building.</p>	
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C17.6.4 Solar Access

<p><b>Objective:</b></p>	<p>That the layout and configuration of apartment buildings optimises solar and daylight access to habitable rooms and open space areas and minimises unreasonable overshadowing of neighbouring dwellings.</p>	
	<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
	<p><b>A1.1</b></p> <p>An apartment building must be designed to achieve:</p> <ul style="list-style-type: none"> <li>(a) at least 60 percent of apartments (rounded up to the nearest whole number) receiving 2 hours of direct sunlight access to a habitable room window on 21<sup>st</sup> June; and</li> <li>(b) at least 60 percent of apartments (rounded up to the nearest whole number) receiving 2 hours of direct sunlight access to not less than 50 percent of each apartment's private open space</li> </ul>	<p><b>P1</b></p> <p>An apartment building must provide for reasonable sunlight or daylight access to habitable rooms, private open space or common open space for apartments, having regard to:</p> <ul style="list-style-type: none"> <li>(a) Existing solar access available to the site</li> <li>(b) The amount of direct sunlight to living rooms through the depth and layout of apartments and window sizes; and</li> <li>(c) Whether the number of south facing or single aspect apartments have been minimised and multiple aspect apartments have been maximised</li> <li>(d) The amount of sunlight and daylight access to living rooms and other habitable rooms in other seasons at the equinoxes, midwinter and midsummer.</li> </ul>
	<p><b>A1.2</b></p> <p>The common open space on the site of an apartment building must receive no less than 2 hrs of direct sunlight to 50 percent of its area on 21<sup>st</sup> June</p>	
	<p><b>A2</b></p> <p>An apartment building must not cause 50 percent of dwellings on an adjoining property to receive less than 2 hours of direct sunlight access on 21<sup>st</sup> June to a habitable room or solar energy installation</p>	<p><b>P2</b></p> <p>An apartment building must not cause an unreasonable loss of sunlight or daylight access to a habitable room, solar energy installation, private open space or common open space for dwellings on an adjoining property, having regard to the level of existing solar access available to adjoining</p>

	properties as a result of topography, site characteristics and location.
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C17.6.5 Privacy

<b>Objective:</b>	That apartment buildings are provided with reasonable opportunity for visual and acoustic privacy.	
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	
<b>A1</b> An apartment building must be designed to achieve internal sound levels of 35 dB(A) for bedrooms (assessed a LAeq 8hr from 10pm to 6am) and 40 dB(A) for other habitable rooms (assessed as LAeq 16hr from 6am to 10pm).	<b>P1</b> Apartment buildings must be designed to mitigate noise impacts from nearby uses to achieve a reasonable level of internal acoustic amenity to apartments, having regard to: (a) Characteristics of the existing site and adjoining properties, (b) measures in the design, layout and construction of the apartment building to eliminate, mitigate or manage effects of noise intrusion into apartments; and (c) Any advice from a suitably qualified person	
<b>A2.1</b> New habitable room windows, glazed doors and private open space of apartments, that have a finished floor level of more than 1m above existing ground level, must be: (a) Setback not less than 3m from side and rear boundaries (excluding internal site boundaries); and (b) Sited not less than 4m horizontally from a window, glazed door or private open space of another apartment in the same apartment building, unless the windows, glazed doors or private open space are on the same wall surface of the apartment building; or (c) Offset 1.5m horizontally from a window, glazed doors or private open space of another dwelling; or (d) Screened to 1.7m above finished floor level, with a uniform transparency of not more than 35 percent	<b>P2</b> A balcony, terrace, parking space, or habitable room window of an apartment, that has a finished floor level more than 1m above existing ground level, must be screened or otherwise designed to minimise overlooking of habitable rooms and private open space of dwellings on adjoining properties or on the same site, having regard to: (a) the characteristics of the site, (b) the proportionality between building separation and building height (c) proposed screening or other design measures to minimise direct views to the private open space and glazing to habitable rooms of adjacent apartments, and (d) proximity to side or rear boundaries.	

<p><b>A2.2</b></p> <p>If a development includes separate Apartment buildings on the same site, the apartment buildings must be separated a minimum distance between apartment buildings on the same site and existing or approved buildings on adjoining sites a distance of not less than:</p> <ul style="list-style-type: none"> <li>(a) 6m for apartment buildings up to 4 storeys;</li> <li>(b) 9m for apartment buildings up to 8 storeys; or</li> <li>(c) 12m for apartment buildings above 8 storeys;</li> </ul> <p>Unless the apartment building is separated from an existing or approved building with a blank party wall, in which case separation is not required.</p>	
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C17.6.6 Storage

<b>Objective:</b>	That apartments are provided with appropriately sized and located storage and areas for waste and recycling bins	
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	
<p><b>A1</b></p> <p>Apartment building sites must contain a waste storage area space of:</p> <ul style="list-style-type: none"> <li>(a) 1.5m<sup>2</sup> per apartment for the exclusive use of each apartment; or</li> <li>(b) 1.5m<sup>2</sup> per apartment located in a common storage area that is not less than 4.5m from the frontage and not less than 5.5m from a dwelling and screened to a height of 1.2m above existing finished level; or</li> </ul> <p>An apartment building containing 5 or more apartments has an agreed private contractor waste collection service and the General Manager of the relevant Council has endorsed that agreement in writing.</p>	<p><b>P1</b></p> <p>An apartment building must have adequate on-site waste storage, having regard to</p> <ul style="list-style-type: none"> <li>(a) Convenience for residents,</li> <li>(b) Design and location to minimise noise, odour and visual impacts,</li> <li>(c) Separation from any non-residential waste storage on the site, and</li> <li>(d) Ease of access for collection vehicles, if on-site collection is proposed</li> </ul>	

<p><b>A2</b></p> <p>An apartment building must include an enclosed lockable storage area located in a private or shared space that is not the principle private open space areas or common open space area on the site, that has a minimum dimension of 1m and a volume of:</p> <ul style="list-style-type: none"> <li>(a) 6m<sup>3</sup> for a studio or a 1 bedroom apartment;</li> <li>(b) 8m<sup>3</sup> for a 2 bedroom apartment; or</li> <li>(c) 10m<sup>3</sup> for a 3 or more bedroom apartment</li> </ul>	<p><b>P2</b></p> <p>An apartment building must have secure common storage area that is suitable for storing residents' bulky household items, having regard to:</p> <ul style="list-style-type: none"> <li>(a) separation from any on-site storage area for shared waste and recycling,</li> <li>(b) residents' convenience and security, and</li> <li>(c) location and screening to minimise visual impacts to any apartment, other non-residential use on the site or any publicly accessible areas on the site,</li> </ul>
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C17.6.7 Building Entrances

<p><b>Objective:</b></p>	<p>That apartment buildings provide clear and legible entrance points to the building as seen from the adjacent street.</p>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1</b></p> <p>An apartment Building with 5 or more apartments must be designed to provide a common building entrance that directly faces the street.</p>	<p><b>P1</b></p> <p>An apartment building with 5 or more apartments must be designed to provide a building entrance that appropriately responds to site constraints whilst providing a legible means of access from the street to the building, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the characteristics of the site,</li> <li>(b) the need to optimise solar access to the apartments,</li> <li>(c) space used for non-residential use on the site, and</li> <li>(d) the need to locate storage areas close to the street.</li> <li>(e) Separation between pedestrian access and vehicle access</li> </ul>

## 31.0 New Residential Zone

### 31.1 Zone Purpose

The purpose of the New Residential Zone is:

- 31.1.1 To provide higher housing densities within walking distance of activity centres, designed to respond to site context and characteristics
- 31.1.2 Subdivision provides development opportunities for diverse medium density housing types in infill and greenfield locations
- 31.1.3 make efficient use of land for medium density housing where full infrastructure services are available or can be provided
- 31.1.4 To provide for efficient use of existing and planned social, transport and other service infrastructure
- 31.1.5 To create compact neighbourhoods that are oriented around easy walking distances to activity centres, community facilities, public open space and public transport
- 31.1.6 To allow easy movement through and between neighbourhoods for all people
- 31.1.7 To achieve housing densities that support compact and walkable neighbourhoods and the efficient provision of public transport services.
- 31.1.8 To achieve increased housing densities in designated growth areas in relevant regional and local strategies.
- 31.1.9 To provide a range of lot sizes to suit a variety of dwelling and household types.
- 31.1.10 To provide for Visitor Accommodation that is compatible with residential character
- 31.1.11 To provide for non-residential use that:
  - a) primarily serves the local community; and
  - b) does not cause an unreasonable loss of amenity, through scale, intensity, noise, activity outside of business hours, traffic generation and movement, or other off site impacts
  - c) supports liveability with availability of business and community services, open space and transport networks

### 31.2 Use Table

Use Class	Qualification
<b>No Permit Required</b>	
Natural and Cultural Values Management	
Passive Recreation	

Residential	If: (a) for a terrace dwelling or townhouse dwelling on a single lot; and (b) not for a single dwelling on a multiple dwelling lot.
Utilities	If for minor utilities
<b>Permitted</b>	
Residential	If: (a) for communal residence, grouped dwelling, row home building, apartment building (b) not listed as No Permit Required; (c) for a single dwelling on a general lot; and (d) not for a single dwelling on a multiple dwelling lot.
Visitor Accommodation	
<b>Discretionary</b>	
Business and Professional Services	If for a consulting room, medical centre, veterinary centre, child health clinic, or for the provision of residential support services.
Community Meeting and Entertainment	If for a place of worship, art and craft centre, public hall, community centre or neighbourhood centre.
Educational and Occasional Care	If not for a tertiary institution
Emergency Services	
Food Services	If not for a takeaway food premises with a drive through facility
General Retail and Hire	If for a local shop
Residential	If not listed as No Permit Required or Permitted
Sports and Recreation	If for a fitness centre, gymnasium, public swimming pool or sports ground.
Utilities	If not listed as no permit required.
<b>Prohibited</b>	
<b>All other uses</b>	

### 31.3 Use Standards

#### 31.3.1 Discretionary Uses

Objective:	That Discretionary uses, excluding residential use, do not cause an unreasonable loss of amenity to adjacent sensitive uses.	
<b>Acceptable Solutions</b>		<b>Performance Criteria</b>
<p><b>A1</b></p> <p>Hours of operation of a use listed as Discretionary, excluding Emergency Services and Residential, must be within the hours of:</p> <p>(a) 7.00am to 7.00pm Monday to Friday; and</p> <p>(b) 8.00am to 6.00pm Saturday and Sunday.</p>	<p><b>P1</b></p> <p>Hours of operation of a use listed as Discretionary, excluding Emergency Services and Residential, must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <p>(a) the timing, duration or extent of vehicle movements; and</p> <p>(b) noise, lighting or other emissions</p>	
<p><b>A2</b></p> <p>External lighting for a use listed as Discretionary, excluding Residential:</p> <p>(a) must not operate within the hours of 8.00pm to 6.00am, excluding any security lighting; and</p> <p>(b) security lighting must be baffled so that direct light does not extend into the <a href="#">adjoining</a> property.</p>	<p><b>P2</b></p> <p>External lighting for a use listed as Discretionary, excluding Residential, must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <p>(a) the number of proposed light sources and their intensity;</p> <p>(b) the location of the proposed light sources;</p> <p>(c) the topography of the site; and</p> <p>(d) any existing light sources.</p>	
<p><b>A3</b></p> <p>Commercial vehicle movements and the unloading and loading of commercial vehicles for a use listed as Discretionary, excluding Emergency Services and Residential, must be within the hours of:</p> <p>(a) 7.00am to 8.00pm Monday to Friday;</p> <p>(b) 9.00am to 12 noon Saturday; and</p> <p>(c) nil on Sunday and public holidays.</p>	<p><b>P3</b></p> <p>Commercial vehicle movements and the unloading and loading of commercial vehicles for a use listed as Discretionary, excluding Emergency Services and Residential, must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <p>(a) the extent and timing of traffic generation;</p> <p>(b) the dispatch of goods and materials; and</p> <p>(c) existing levels of amenity.</p>	

<p><b>A4</b> A use listed as Discretionary is a Residential use.</p>	<p><b>P4</b> A use listed as Discretionary, excluding Residential use, must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the intensity and scale of the use;</li> <li>(b) the emissions generated by the use;</li> <li>(c) the type and intensity of traffic generated by the use;</li> <li>(d) the impact on the character of the area; and</li> <li>(e) the need for the use in that location.</li> </ul>
<p><b>A5</b> No acceptable solution</p>	<p><b>P5</b> A use listed as a Discretionary Residential use must not prevent the site from being developed to its full potential for medium density dwelling types, having regard to.</p> <ul style="list-style-type: none"> <li>(a) The topography of the site;</li> <li>(b) any development constraints from natural hazards or non-residential uses in the vicinity,</li> <li>(c) the location of the single dwelling on the site; and</li> <li>(d) whether the site is conveniently located to public transport</li> </ul>

31.3.2 Visitor Accommodation

<p>Objective:</p>	<p>That Visitor Accommodation:</p> <ul style="list-style-type: none"> <li>(a) is compatible with the character and use of the area;</li> <li>(b) does not cause an unreasonable loss of residential amenity; and</li> <li>(c) does not impact the safety and efficiency of local roads or rights of way.</li> </ul>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1</b> Visitor Accommodation must:</p> <ul style="list-style-type: none"> <li>(a) accommodate guests in existing habitable buildings; and</li> <li>(b) have a gross floor area of not more than 200m<sup>2</sup> per lot.</li> </ul>	<p><b>P1</b> Visitor Accommodation must be compatible with the character and use of the area and not cause an unreasonable loss of residential amenity, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the privacy of adjoining properties;</li> <li>(b) any likely increase in noise to adjoining properties;</li> </ul>

	<ul style="list-style-type: none"> <li>(c) the scale of the use and its compatibility with the surrounding character and uses within the area;</li> <li>(d) retaining the primary residential function of an area;</li> <li>(e) the impact on the safety and efficiency of the local road network; and</li> <li>(f) any impact on the owners and users rights of way.</li> </ul>
<p><b>A2</b></p> <p>Visitor Accommodation is not for a strata lot that is part of a strata scheme where another strata lot within that strata scheme is used for a residential use.</p>	<p><b>P2</b></p> <p>Visitor Accommodation within a strata scheme must not cause an unreasonable loss of residential amenity to long term residents occupying other strata lots within the strata scheme, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the privacy of residents;</li> <li>(b) any likely increase in noise;</li> <li>(c) the residential function of the strata scheme;</li> <li>(d) the location and layout of the strata lots;</li> <li>(e) the extent and nature of any other non-residential uses; and</li> <li>(f) any impact on shared access and common property.</li> </ul>

### 31.4 Development Standards for Buildings and Works

#### 31.4.1 Residential Development Plot Ratio

Objective:	<p>That the plot ratio of buildings:</p> <ul style="list-style-type: none"> <li>(a) makes efficient use of land for medium density housing;</li> <li>(b) optimises the use of infrastructure and community services;</li> <li>(c) provides for development of diverse dwelling sizes and housing types; and</li> <li>(d) provides for dwellings capable of catering to residents with a variety of housing needs</li> <li>(e) supports building design that responds to site context and characteristics.</li> </ul>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p>A1</p> <p>A building for a dwelling or dwellings, or a non-dwelling must have a plot ratio of not more than:</p> <ul style="list-style-type: none"> <li>(a) 1.0;</li> <li>(b) if the development includes a liveable</li> </ul>	<p>P1</p> <p>The plot ratio, siting, scale and bulk of a building must not cause an unreasonable loss of amenity to adjoining properties and is compatible with the intended medium density residential character of the area, having regard to:</p>

<p>housing bonus, 1.1;</p> <p>(c) if the development includes a dwelling diversity bonus, 1.2; or</p> <p>(d) if the development includes a liveable housing bonus and a dwelling diversity bonus, 1.3.</p>	<p>(a) the capacity of existing or planned service infrastructure;</p> <p>(b) maximising the proportion of dwellings built to a liveable housing bonus design standard;</p> <p>(c) maximising the dwelling diversity proposed by the development;</p> <p>(d) visual impacts caused by the apparent scale, bulk or proportions of the proposal when viewed from an adjoining property</p> <p>(e) any relevant local area objectives contained within the relevant Local Provisions Schedule;</p> <p>(f) if the site is located within a Priority Growth Area in a relevant regional land use strategy,</p> <p>(g) the proximity of the site to a business zone in an activity centre or a high frequency public transport corridor</p> <p>(h) any structure plan or masterplan endorsed by the planning authority for the site</p> <p>(i) if the development proposes more than required to achieve a liveable housing bonus or a dwelling diversity bonus;</p> <p>(j) If the building is for a medium density housing type and contributes to growth management targets for increased density and housing diversity in the relevant regional land use strategy;</p>
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31.4.2 Building height

<p>Objective:</p>	<p>That building height:</p> <p>(a) provides opportunities for developing medium density housing types that respond to site context and characteristics</p> <p>(b) provides separation between dwellings on adjoining properties to allow reasonable opportunity for daylight and sunlight to enter habitable rooms and private open space; and</p> <p>(c) provides for a transition in the apparent scale of development to adjoining residential zones</p>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1</b></p> <p>Building height for dwelling or non-dwelling , must be not more than:</p> <p>(a) 9.5m above existing ground level, if less than 10m from a General Residential Zone or if for a single dwelling, excluding a terrace dwelling or townhouse dwelling;</p> <p>(b) 11m above existing ground level, if not for</p>	<p><b>P1</b></p> <p>Building height for a dwelling or non-dwelling must be compatible with the existing or planned heights of other medium density buildings in the streetscape, and not cause an unreasonable loss of amenity to adjoining properties, having regard to:</p> <p>(a) visual impacts caused by the apparent</p>

<p>a single dwelling, and if any part of the site is less than 1200m from a high frequency public transport corridor or a business zone in an activity centre in a priority growth area in a relevant regional land use strategy, or is subject to an order under the <i>Housing Land Supply Act 2018</i>; or</p> <p>(c) 15m above existing ground level, if for an apartment building and if any part of the site is less than 800m from a high frequency public transport corridor or a business zone in an activity centre in a priority growth area in a relevant regional land use strategy or the apartment building is located on a site that is subject to an order under the <i>Housing Land Supply Act 2018</i>.</p>	<p>scale of the proposal when viewed from an adjoining property;</p> <p>(b) the development potential of buildings or lots in the streetscape;</p> <p>(c) any topographical constraints;</p> <p>(d) any masterplan for the site or surrounding area endorsed by the planning authority; and</p> <p>(e) any relevant local area objectives contained within the relevant Local Provisions Schedule.</p>
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31.4.3 Setback

<p>Objective:</p>	<p>That building setback provides for:</p> <p>(a) medium density housing development that responds to site context and characteristics;</p> <p>(b) the siting of development for diverse dwelling types including attached and semidetached buildings;</p> <p>(c) reasonably consistent dwelling frontage setback within a street; and</p> <p>(d) reasonable opportunity for daylight and sunlight to enter habitable rooms and private open space on adjoining properties.</p>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1</b></p> <p>A dwelling or a non-dwelling, excluding garages and carports, must have a setback from a frontage that is:</p> <p>(a) if the frontage is a primary frontage to a general road, not less than 3m;</p> <p>(b) if the frontage is not a primary frontage to a general road, not less than 2m;</p> <p>(c) if the frontage is a frontage to an access road:</p> <p>(i) if the lot is a general lot or a multiple dwelling lot, 0m or more to a building height of 3.5m, and not less than 3m to a building height of more than 3.5m above existing ground level; and</p> <p>(ii) if the lot is a terrace lot or a townhouse lot, 0m or more;</p> <p>(d) if on an internal lot must have a setback of not less than 3m from the rear boundary of a property with an adjoining frontage.</p>	<p><b>P1</b></p> <p>A dwelling or a non-dwelling must have a setback from a frontage that is compatible with the existing or planned setback of other buildings in the streetscape, and not cause an unreasonable loss of amenity to adjoining properties, having regard to:</p> <p>(a) visual impacts caused by the apparent scale of the proposal when viewed from an adjoining property;</p> <p>(b) the development potential of buildings in the streetscape;</p> <p>(c) any topographical constraints;</p> <p>(d) any masterplan for the site or surrounding area endorsed by the planning authority; and</p> <p>(e) any relevant local area objectives contained within the relevant Local Provisions Schedule.</p>

<p><b>A2</b></p> <p>A dwelling or a non-dwelling, excluding a garage or carport, must:</p> <p>(a) if on a general lot, have a setback from a side boundary of:</p> <ul style="list-style-type: none"> <li>(i) 0m for a total length of not more than two thirds the length of the side boundary to a building height of 3.5m above existing ground level,</li> <li>(ii) 1.5m to a building height of 7m above existing ground level; and</li> <li>(iii) 3m to a building height of 9.5m above existing ground level, or, if for grouped dwellings or apartment building, 3.5m to a building height of 11m above existing ground level;</li> </ul> <p>(b) if on a general lot, have a setback from a rear boundary of:</p> <ul style="list-style-type: none"> <li>(i) 0m for a length of not more than two thirds the length of the rear boundary to a building height of 3.5m above existing ground level,</li> <li>(ii) 3m to a building height of 9.5m, or, if for grouped dwellings or apartment building, to a building height of 11m above existing ground level; and</li> </ul> <p>(c) if on a multiple dwelling lot, have a setback from a side and rear boundary of:</p> <ul style="list-style-type: none"> <li>(i) not less than 1.5m to a building height of not more than 9.5m above existing ground level; and</li> <li>(ii) if for row home dwellings or an apartment building, not less than 3m to a building height of more than 11m above existing ground level;</li> </ul> <p>(d) if on a townhouse lot or a general lot of an area not more than 325m<sup>2</sup>:</p> <ul style="list-style-type: none"> <li>(i) must be built to one side boundary and any side boundary shared with a terrace lot and,</li> <li>(ii) if built to the side boundary, is built to a total length of not more than two thirds the length of the side boundary;</li> <li>(iii) if not built to a second side boundary, have a side setback of not less than 1.5 m from that side boundary to a building height of not more than 7m above existing ground level, and not less than 3m to a building height of more than 7m; and</li> <li>(iv) have a setback of not less than 1.5m</li> </ul>	<p><b>P2</b></p> <p>A dwelling or non-dwelling, excluding a garage or carport, must have a setback from a side or rear boundary that provides for a transition between the existing and proposed setback of other buildings in the streetscape, and not cause an unreasonable loss of amenity to adjoining properties, having regard to:</p> <ul style="list-style-type: none"> <li>(a) providing sunlight and daylight to habitable rooms of a dwelling on an adjoining property</li> <li>(b) providing sunlight and daylight to the private open space of a dwelling on an adjoining property</li> <li>(c) providing for a diversity of single and multiple dwelling types;</li> <li>(d) providing for terrace dwelling, townhouse dwelling and other medium density housing types built to side boundaries;</li> <li>(e) the length of any existing wall of a building built to the side or rear boundary on an adjoining lot;</li> <li>(f) visual impacts caused by the apparent scale of the proposal when viewed from an adjoining property;</li> <li>(g) the development potential of buildings in the streetscape;</li> <li>(h) any topographical constraints;</li> <li>(i) any masterplan for the site or surrounding area endorsed by the planning authority; and</li> <li>(j) any relevant local area objectives contained within the relevant Local Provisions Schedule.</li> </ul>
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<p>from a rear boundary; and</p> <p>(e) if on a terrace lot or a general lot of an area not more than 250m<sup>2</sup>:</p> <p>(i) must be built to each side boundary to a total length of not more than two thirds the length of the side boundary; and</p> <p>(ii) have a setback of not less than 1.5m from a rear boundary.</p>	
<p><b>A3</b></p> <p>A garage or carport for a dwelling or non-dwelling, must have a setback from a primary frontage to a general road of not less than:</p> <p>(a) 4m, or alternatively 1m behind the building line;</p> <p>(b) the same as the building line, if a portion of the building gross floor area is located above the garage or carport; or</p> <p>(c) 1m, if the existing ground level slopes up or down at a gradient steeper than 1 in 5 for a distance of 10m from the frontage.</p>	<p><b>P3</b></p> <p>A garage or carport for a dwelling or non-dwelling must have a setback from a primary frontage to a general road that is compatible with the existing or planned setback of other buildings in the streetscape, and not cause an unreasonable loss of amenity to adjoining properties, having regard to:</p> <p>(a) visual impacts caused by the apparent scale of the proposal when viewed from an adjoining property;</p> <p>(b) the development potential of buildings in the streetscape;</p> <p>(c) any topographical constraints;</p> <p>(d) any relevant local area objectives contained within the relevant Local Provisions Schedule</p> <p>(e) any masterplan for the site or surrounding area endorsed by the planning authority.</p>

31.4.4 Private open space, common open space and landscaping

<p>Objective:</p>	<p>That dwelling development provides:</p> <p>(a) an area of private open space and common open space that meets the recreation and operational needs of residents; and</p> <p>(b) sufficient landscaping areas for the planting of gardens and has deep soil areas for maintaining existing or planting of trees.</p>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1.1</b></p> <p>Dwellings and non-dwellings must have private open space directly accessible from a habitable room and a total area of private open space of:</p> <p>(a) if for a single dwelling, excluding a terrace dwelling or townhouse dwelling, not less than 40m<sup>2</sup> with a minimum dimension of not less than 4m;</p> <p>(b) if for a 1 or 2 bedroom terrace dwelling or a townhouse dwelling, not less than 12m<sup>2</sup> with a minimum dimension of not less than 3m</p>	<p><b>P1</b></p> <p>Dwellings and non-dwellings must have private open space, or a mix of private and common open space, that includes an areas capable of serving the recreational and operational needs of the residents and is:</p> <p>(a) an area capable of serving as an extension of the dwelling conveniently located in relation to a living area of the dwelling;</p> <p>(b) orientated to take advantage of sunlight; and</p>

<p>(c) if for a group dwelling or a row home, not less than 24m<sup>2</sup> with a minimum dimension of not less than 3m;</p> <p>(d) if for a studio or 1 bedroom apartment or retirement village unit not less than 8m<sup>2</sup> with a minimum dimension of not less than 2m;</p> <p>(e) if for a 2 bedroom apartment or retirement village unit, not less than 10m<sup>2</sup> with a minimum dimension of not less than 2.5m;</p> <p>(f) if for a 3 bedroom or more than 3 bedroom apartment or retirement village unit, not less than 12m<sup>2</sup> with a minimum dimension of not less than 3m; and</p> <p>(g) if for a communal residence, not less than 40m<sup>2</sup> with a minimum dimension of not less than 4m.</p> <p><b>A1.2</b></p> <p>A site for more than 10 multiple dwellings, must have a total area of common open space of not less than:</p> <p>(a) 300m<sup>2</sup>, or</p> <p>(b) 5m<sup>2</sup> per dwelling,</p> <p>whichever is the lesser.</p>	<p>(c) a reasonable space for the planting of gardens and landscaping,</p> <p>having regard to</p> <p>(d) any dedicated interior space for operational needs, such as clothes drying and storage;</p> <p>(e) the ability for residents to conveniently access nearby public space that meets their recreation and operational needs;</p> <p>(f) any constraints to providing open space on a site or in existing buildings;</p> <p>(g) the relative residential amenity provided by private open space and common open space on the site; and</p> <p>(h) connection between private and landscaped areas of common open space on the site.</p>
<p><b>A2.1</b></p> <p>Dwellings and non-dwellings must have:</p> <p>(a) a landscaping area of not less than 20% of the site area; and</p> <p>(b) if a site for an apartment building, a landscaping area of 20% or not less than 10% of the site area must be provided if a vertical garden area is provided on or within the common areas of the building that is equal in area to the percentage of the site area that is the reduced landscaping area.</p> <p><b>A2.2</b></p> <p>A landscaping area must:</p> <p>(a) be for a vertical garden provided in accordance with clause A2.1(b), and</p> <p>(b) be planted with the required number of large, medium, or small trees according to Table 31.1; and</p> <p>(c) have a deep soil area of:</p> <p>(i) 10% of the site area, and</p> <p>(ii) the tree planting area according to Figure 31.1 to accommodate the number of trees required by A2.1(a).</p>	<p><b>P2</b></p> <p>Dwellings and non-dwellings must have landscaping areas for the planting of gardens and landscaping that contribute positively to the amenity of residents and the streetscape, having regard to:</p> <p>(a) the need to maximise suitable deep soil areas for growing trees;</p> <p>(b) providing a suitable mix of hard and soft landscaping;</p> <p>(c) reasonable space for the planting of gardens and landscaping;</p> <p>(d) separation and privacy screening between private and communal spaces;</p> <p>(e) any constraints to providing landscaping on the site;</p> <p>(f) maximising permeable surfaces on the site; and</p> <p>(g) connection between private and landscaped areas of common open space on the site.</p>

Table 31.1 New Residential Zone tree numbers

Dwelling type on site	Tree numbers on a site			
	Large tree	Medium tree	Small tree	If keeping an existing small, medium or large tree on the site in substitution for any one large, medium or small tree required
Single dwelling if lot area 750m <sup>2</sup> or more	1 per dwelling			1
Single dwelling if lot area less than 750m <sup>2</sup>		1 per dwelling	2 per dwelling	1
Grouped dwelling or townhouse dwelling		1 per dwelling	2 per dwelling	1
Apartment or communal residence site	1 per site	2 per site	3 per site	1
Apartment or communal residence for every 10 dwellings			1 per 10 dwellings	1



Figure 31.1 Deep soil area for tree provision

31.4.5 Solar access

Objective:	That development: <ul style="list-style-type: none"> <li>(a) provides reasonable opportunity for direct sunlight and indirect daylight access to habitable rooms and open space areas; and</li> <li>(b) minimises unreasonable overshadowing of neighbouring properties.</li> </ul>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>

<p><b>A1</b></p> <p>Dwellings, or not less than 70% of dwellings in an apartment building, must have direct sunlight to:</p> <ul style="list-style-type: none"> <li>(a) the window of a habitable room, excluding a bedroom, and</li> <li>(b) an area not less than 50% of the area of private open space required to satisfy clause 31.4.4 A1,</li> </ul> <p>for not less than 2 hours within the hours of 9.00am and 3.00pm on 21 June.</p>	<p><b>P1</b></p> <p>Dwellings must provide for reasonable direct sunlight and indirect daylight access to habitable rooms, private open space, and common open space for dwellings on the site having regard to:</p> <ul style="list-style-type: none"> <li>(a) the need to maximise sunlight and daylight to the main living rooms of a dwelling and its private open space;</li> <li>(b) the prevailing topography, surrounding landscape, site characteristics, and location of surrounding development;</li> <li>(c) the extent of sunlight access available to the site at solstice and equinox periods at 21 June, 22 December, 20 March and 23 September;</li> <li>(d) the design and location of buildings on the site</li> <li>(e) any relevant local area objectives.</li> </ul>
<p><b>A2</b></p> <p>An apartment building must:</p> <ul style="list-style-type: none"> <li>(a) have a setback from a side or rear boundary of not less than a distance equal to the maximum building height; or</li> <li>(b) not cause a habitable building on an adjoining property to receive less than 2hrs of direct sunlight access within the hours of 9.00am to 3.00pm on 21<sup>st</sup> June to any of the following features of the habitable building: <ul style="list-style-type: none"> <li>(i) a habitable room;</li> <li>(ii) 50% of the main area of private open space;</li> <li>(iii) 50% of the main area of common open space; or</li> <li>(iv) a solar energy installation.</li> </ul> </li> </ul>	<p><b>P2</b></p> <p>An apartment building must provide for reasonable direct sunlight and indirect daylight access to habitable rooms, private open space, and common open space of dwellings on adjoining properties, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the need for sunlight and daylight on adjoining properties;</li> <li>(b) the need to minimise overshadowing of adjoining properties;</li> <li>(c) the extent of sunlight access available to the adjoining property;</li> <li>(d) the design and location of buildings on the site in response to site characteristics;</li> <li>(e) the need to provide for medium density housing types in the location; and</li> <li>(f) any liveable housing bonus or dwelling diversity bonus provided by the building</li> </ul>

31.4.6 Development facing a frontage

<p>Objective:</p>	<p>That the design and placement of windows, frontage fences, garages and parking spaces:</p> <ul style="list-style-type: none"> <li>(a) provides adequate privacy and security for residents;</li> <li>(b) reduce the potential for garage and carport openings to dominate the primary frontage;</li> <li>(c) provides for mutual passive surveillance between dwellings and adjoining public spaces; and</li> <li>(d) contributes positively to the streetscape amenity.</li> </ul>
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Acceptable Solutions	Performance Criteria
<p><b>A1</b></p> <p>No acceptable solution*</p> <p>(*include footnote advising: “An exemption applies for fences in this zone – see Table 4.6)</p>	<p><b>P1</b></p> <p>A fence (including a free-standing wall) within 4.5m of a frontage, excluding a frontage to an access road, for a dwelling must:</p> <ul style="list-style-type: none"> <li>(a) provide for security and privacy, while allowing for passive surveillance of the road; and</li> <li>(b) be compatible with the height and transparency of fences in the streetscape, having regard to: <ul style="list-style-type: none"> <li>(a) the topography of the area;</li> <li>(b) site characteristics;</li> <li>(c) the design and location of fencing on the site; and</li> <li>(d) traffic volumes on the adjoining road.</li> </ul> </li> </ul>
<p><b>A2</b></p> <p>A dwelling setback less than 12m from any boundary adjoining a public road, laneway, cycleway, walkway, or public open space must have a clear window that:</p> <ul style="list-style-type: none"> <li>(a) has an area of not less than 2m<sup>2</sup>;</li> <li>(b) has a sill height of not more than 1.5m above the floor level; and</li> <li>(c) is located in a wall facing the adjoining public spaces.</li> </ul>	<p><b>P2</b></p> <p>A dwelling setback less than 12m from any boundary adjoining a public road, laneway, cycleway, walkway, or public open space must be designed to provide for privacy, while contributing to passive surveillance of public spaces having regard to:</p> <ul style="list-style-type: none"> <li>(a) the topography of the area;</li> <li>(b) site characteristics;</li> <li>(c) the design of all dwellings and access arrangements on the site;</li> <li>(d) the design and location of windows in all dwellings on the site; and</li> <li>(e) any relevant masterplan for the site</li> <li>(f) any relevant local area objectives contained within the relevant Local Provisions Schedule.</li> </ul>
<p><b>A3</b></p> <p>A garage or carport within 12m of a primary frontage to a general road, whether the garage or carport is free-standing or part of the dwelling, must have a total width of openings facing the primary frontage of not more than 6m or half the width of the frontage, whichever is the lesser.</p>	<p><b>P3</b></p> <p>A garage or carport within 12m of a primary frontage to a general road must be designed to minimise the width of its openings that are visible from the street, so as to reduce the potential for the openings of a garage or carport to dominate the primary frontage.</p>
<p><b>A4</b></p> <p>A vehicle parking area, excluding jockey parking on a driveway in front of a garage or carport for a single dwelling or an existing vehicle parking area, is not located within the setback of a dwelling to the primary frontage to a general</p>	<p><b>P4</b></p> <p>Vehicle parking areas, excluding jockey parking on a driveway in front of a garage or carport for a single dwelling or an existing vehicle parking area must not dominate the primary frontage setback of a dwelling and be designed to be compatible</p>

road.	<p>with the existing or intended future streetscape, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the topography of the area;</li> <li>(b) site characteristics;</li> <li>(c) the design and location of vehicle parking areas on the site; and</li> <li>(d) any relevant masterplan for the site</li> <li>(e) any relevant local area objectives contained within the relevant Local Provisions Schedule.</li> </ul>
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31.4.7 Privacy for all dwellings

Objective:	To provide a reasonable opportunity for privacy for dwellings and private open space.
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>A balcony, deck, roof terrace, parking space, window or glazed door to a habitable room, of a building that has a floor level more than 1m above existing ground level, must satisfy the side and rear setback requirements of Clauses 31.4.3 A2 and be:</p> <ul style="list-style-type: none"> <li>(a) not less than 5m from a window, glazed door or private open space of another dwelling on the site;</li> <li>(b) offset 1.5 m horizontally from the edge of a window, glazed door and private open space of a dwelling on an adjoining property or another dwelling on the same site; or</li> <li>(c) screened by a fixed structure to a height of not less than 1.7m above floor level, with a uniform transparency of not more than 35%.</li> </ul>	<p><b>P1</b></p> <p>A balcony, deck, roof terrace, parking space, or window or glazed door to a habitable room, of a building that has a floor level more than 1m above existing ground level, must be sited and designed to minimise overlooking of habitable rooms and private open space of dwellings on adjoining properties and dwellings on the same site, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the topography of the area;</li> <li>(b) site characteristics;</li> <li>(c) the angle of view; and</li> <li>(d) any screening proposed, including screening provided by existing or proposed vegetation;</li> </ul>

31.4.8 Storage spaces for multiple dwellings and non-dwellings

Objective:	To provide an appropriate size and location for storage of bulky items, waste and recycling bins for multiple dwellings and non-dwellings.
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>A multiple dwelling must have a storage area, for waste and recycling bins, that is an area of not less than 1.5m<sup>2</sup> per dwelling and is located:</p> <ul style="list-style-type: none"> <li>(a) in an area for the exclusive use of each</li> </ul>	<p><b>P1</b></p> <p>A multiple dwelling must have storage for waste and recycling bins that is:</p> <ul style="list-style-type: none"> <li>(a) capable of storing the number of individual</li> </ul>

<p>dwelling, excluding the area in front of the dwelling; or</p> <p>(b) in a common storage area with an impervious surface that:</p> <p>(i) has a setback of not less than 4.5m from a frontage;</p> <p>(ii) is not less than 5.5m from any dwelling;</p> <p>(iii) is screened from the frontage and any dwelling by a wall to a height of not less than 1.2m above the finished surface level of the storage area; and</p> <p>(c) adjoining an access route for collection.</p>	<p>bins or bulk waste bins required for the site;</p> <p>(b) screened from the frontage and any dwellings; and</p> <p>(c) if the storage area is a common storage area, separated from any dwellings to minimise impacts caused by odours and noise, having regard to:</p> <p>(e) the need for storage bins to be in a convenient and accessible location;</p> <p>(f) any advice from the road authority; and</p> <p>(g) any relevant policy for waste management adopted by Council;</p> <p>(h) any relevant masterplan for the area.</p>
<p><b>A2</b></p> <p>Each multiple dwelling must be provided with an enclosed, lockable bulky item storage space that has a minimum dimension of 1m and an area of not less than:</p> <p>(a) 6 m<sup>3</sup>, if for a studio or 1 bedroom dwelling;</p> <p>(b) 8 m<sup>3</sup>, if for a 2 bedroom dwelling;</p> <p>(c) 10 m<sup>3</sup>, if for a dwelling with more than 2 bedrooms,</p> <p>and is located in an area for the exclusive use of each dwelling or a common storage area, excluding principal open space areas.</p>	<p><b>P2</b></p> <p>Each multiple dwelling must have bulky item storage space of sufficient useable area and dimensions appropriate for the needs of occupants that is:</p> <p>(a) screened or sited to minimise visual impacts; and</p> <p>(b) in a convenient and accessible location that does not unreasonably impact on the amenity of public spaces, the site, and adjoining properties.</p>
<p><b>A3</b></p> <p>Outdoor storage areas, for a building that is not a dwelling, including waste storage, must:</p> <p>(a) not be visible from any road or public open space adjoining the site; and</p> <p>(b) not encroach upon parking areas, driveways or landscaped areas.</p>	<p><b>P3</b></p> <p>Outdoor storage areas, for a building that is not a dwelling, must be located, treated or screened to minimise their impact on views into the site from any roads or public open space adjoining the site, having regard to:</p> <p>(a) the nature of the use;</p> <p>(b) the type of goods, materials or waste to be stored;</p> <p>(c) the topography of the site; and</p> <p>(d) any screening proposed.</p>

### 31.5 Development Standards for Subdivision

#### 31.5.1 Lot design

<p>Objective:</p>	<p>That each lot:</p> <p>(a) has an area and dimensions appropriate for use and development in the zone, located to avoid natural hazards;</p> <p>(b) contributes to providing a variety of lot sizes to suit a variety of dwelling and household types in appropriate locations</p>
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	<ul style="list-style-type: none"> <li>(c) is provided with appropriate access to a road;</li> <li>(d) is orientated to provide solar access for future dwellings</li> <li>(e) contributes to compact walkable neighbourhoods</li> <li>(f) uses urban land efficiently; and</li> <li>(g) supports the relevant growth management targets and strategies for the area in the relevant regional land use strategy, and any related structure plan for the area.</li> </ul>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, must:</p> <ul style="list-style-type: none"> <li>(a) be marked on a plan of subdivision as a terrace lot, townhouse lot, multiple dwelling lot or access road if the relevant lot type or road is proposed;</li> <li>(b) if for a general lot, have an area of not less than 200m<sup>2</sup> and:             <ul style="list-style-type: none"> <li>(i) be able to contain a minimum area of 8m x 12m with a gradient not steeper than 1 in 5, clear of:                 <ul style="list-style-type: none"> <li>a. all setbacks required by clause 31.6.3 A1, A2 and A3,</li> <li>b. easements or other title restrictions that limit or restrict development; and</li> <li>c. existing buildings are consistent with the setback required by clause 31.6.3 A1, A2 and A3;</li> </ul> </li> </ul> </li> <li>(c) if for a terrace lot, have an area of not less than 150m<sup>2</sup> and not more than 200m<sup>2</sup> and:             <ul style="list-style-type: none"> <li>(i) have a maximum width across the short axis of the lot of not more than 10m, and the lot width across the short axis must vary by not more than 10%;</li> <li>(ii) be able to contain a minimum area of 8m x 12m with a gradient not steeper than 1 in 15, clear of:                 <ul style="list-style-type: none"> <li>a. all setbacks required by clause 31.6.3 A1, A2 and A3; and</li> <li>b. easements or other title restrictions that limit or restrict development;</li> </ul> </li> <li>(iii) adjoin not less than:                 <ul style="list-style-type: none"> <li>a. 3 other terrace lots in a row;</li> <li>b. a townhouse lot on one side</li> </ul> </li> </ul> </li> </ul>	<p><b>P1</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, must be marked on a plan of subdivision as a terrace lot, townhouse lot, multiple dwelling lot or access road if the relevant lot type or road is proposed and have sufficient useable area and dimensions suitable for its intended use, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the relevant requirements for development of buildings on the lots;</li> <li>(b) the intended location of buildings on the lots;</li> <li>(c) the topography of the site;</li> <li>(d) the presence of any natural hazards;</li> <li>(e) adequate provision of private open space;</li> <li>(f) the pattern of development existing on established properties in the area;</li> <li>(g) the need for a variety of lot types and sizes to support development of diverse dwelling types;</li> <li>(h) the need for dwelling development to support the growth management targets and strategies for the area in a relevant regional land use strategy;</li> <li>(i) the need to compliment natural, landscape, cultural, historic, or aesthetic values on or adjoining the site;</li> <li>(j) any relevant structure plan for growth management and activity centres prepared in accordance with a relevant regional land use strategy; and</li> <li>(k) any masterplan for the site or surrounding area endorsed by the planning authority, and must not be for subdivision of a multiple dwelling lot, except if to create a lot:             <ul style="list-style-type: none"> <li>(a) required for public use by the Crown, a council or a State authority</li> <li>(b) required for the provision of Utilities; or</li> <li>(c) for the consolidation of the multiple</li> </ul> </li> </ul>

<p>boundary and a terrace lot on the other side boundary;</p> <p>c. a townhouse lot on each side boundary; or</p> <p>d. a lot containing an existing dwelling built to the shared side boundary; and</p> <p>(iv) existing buildings are consistent with the setbacks for terrace lots required by clause 31.6.3 A1, A2 and A3;</p> <p>(d) if for a townhouse lot, have an area of not less than 200m<sup>2</sup> and not more than 400m<sup>2</sup> and:</p> <p>(i) be able to contain a minimum area of 8m x 12m with a gradient not steeper than 1 in 15, clear of:</p> <p>a. all setbacks required by clause 31.6.3 A1, A2 and A3; and</p> <p>b. easements or other title restrictions that limit or restrict development;</p> <p>c. at a side boundary, adjoin not less than one other townhouse lot, a terrace lot, or a lot containing an existing dwelling setback not more than 1.5m from the shared side boundary; and</p> <p>(ii) existing buildings are consistent with the setback required by clause 31.6.3 A1, A2 and A3;</p> <p>(e) if for a multiple dwelling lot, have an area of not less than 1000m<sup>2</sup> and:</p> <p>(i) be able to contain a minimum area of 20m x 30m with a gradient not steeper than 1 in 15, clear of:</p> <p>a. all setbacks required by clause 31.6.3 A1, A2 and A3; and</p> <p>b. easements or other title restrictions that limit or restrict development; and</p> <p>(ii) must not be an internal lot; and</p> <p>(iii) existing buildings are consistent with the setback required by clause 31.6.3 A1, A2 and A3;</p> <p>(f) not be for subdivision of a multiple dwelling lot;</p> <p>(g) be required for public use by the Crown, a council or a State authority;</p> <p>(h) be required for the provision of Utilities; or</p>	<p>dwelling lot with another lot provided each lot is within the same zone.</p>
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<p>(i) be for the consolidation of a lot with another lot provided each lot is within the same zone.</p>	
<p><b>A3</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must have a frontage of:</p> <ul style="list-style-type: none"> <li>(a) if for a general lot, not less than 3.6m;</li> <li>(b) if for a terrace lot, not less than 6m and must have 2 frontages and 1 frontage to a access road;</li> <li>(c) if for a town house lot, not less than 10m and not more than 15m, and if adjoining a terrace lot must have 2 frontages and 1 of those frontages must be to an access road; and</li> <li>(d) if for a multiple dwelling lot, not less than 15m.</li> </ul>	<p><b>P3</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must be provided with a frontage or legal connection to a road by a right of carriageway, that is sufficient for the intended use, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the width of frontage proposed, if any;</li> <li>(b) the number of other lots which have the land subject to the right of carriageway as their sole or principal means of access;</li> <li>(c) the topography of the site;</li> <li>(d) the functionality and useability of the frontage;</li> <li>(e) the ability to manoeuvre vehicles on the site;</li> <li>(f) the pattern of development existing on established properties in the area; and</li> <li>(g) the need to avoid internal lots and support medium density housing types;</li> </ul> <p>and, if more than 4 adjoining terrace lots in a row or 4 adjoining terrace lots and townhouse lots combined in a row, must have a frontage to a access road.</p>
<p><b>A4</b></p> <p>Each lot, or a lot proposed in a plan of subdivision:</p> <ul style="list-style-type: none"> <li>(a) must be provided with a vehicular access from the boundary of the lot to a road in accordance with the requirements of the road authority; and</li> <li>(b) if a terrace lot or townhouse lot with a frontage to an access road, must be provided with a vehicular access from an access road.</li> </ul>	<p><b>P4</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, must be provided with reasonable vehicular access to a boundary of a lot or building area on the lot, if any, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the topography of the site;</li> <li>(b) the distance between the lot or building area and the carriageway;</li> <li>(c) the nature of the road and the traffic;</li> <li>(d) the anticipated nature of vehicles likely to access the site; and</li> <li>(e) the ability for emergency services to access the site.</li> </ul>
<p><b>A5</b></p> <p>Not less than 60 percent of lots in a subdivision with a new road, excluding lots for public open space, a riparian or littoral reserve or Utilities, must have the long axis of the lot between 30</p>	<p><b>P5</b></p> <p>Subdivision must provide for solar orientation of lots adequate to provide solar access for future dwellings, having regard to:</p>

<p>degrees west of true north and 30 degrees east of true north.</p>	<ul style="list-style-type: none"> <li>(a) the size, shape and orientation of the lots;</li> <li>(b) the need to provide for private open space and windows at the front or rear of terrace lots and townhouse lots;</li> <li>(c) the topography of the site;</li> <li>(d) the extent of overshadowing from adjoining properties;</li> <li>(e) any development on the site;</li> <li>(f) the location of roads and access to lots; and</li> <li>(g) the existing pattern of subdivision in the area.</li> </ul>
<p><b>A6</b></p> <p>Excluding lots for public open space, a riparian or littoral reserve or Utilities, the plan of subdivision with more than 14 lots proposed, must have:</p> <ul style="list-style-type: none"> <li>(a) not less than 20 percent of lots proposed are terrace lots, townhouse lots or a general lot of lot size not more than 250m<sup>2</sup>; and</li> <li>(b) not less than 10 percent of lots proposed are multiple dwelling lots.</li> </ul>	<p><b>P6</b></p> <p>Excluding lots for public open space, a riparian or littoral reserve or Utilities, the plan of subdivision with more than 14 lots proposed must provide a variety of lot sizes and dimensions suitable to providing for a diverse range of housing types to support increased density of housing in appropriate locations, , having regard to:</p> <ul style="list-style-type: none"> <li>(a) the available or planned capacity of infrastructure;</li> <li>(b) the relevant requirements for development of buildings on the lots;</li> <li>(c) the intended location of buildings on the lots;</li> <li>(d) the topography of the site;</li> <li>(e) the presence of any natural hazards;</li> <li>(f) adequate provision of private open space;</li> <li>(g) the pattern of development existing on established properties in the area;</li> <li>(h) the need for a variety of lot types and sizes to support development of diverse dwelling types;</li> <li>(i) the need for dwelling development to support the growth management targets and strategies for the area in a relevant regional land use strategy;</li> <li>(j) any relevant structure plan for growth management and activity centres prepared in accordance with a relevant regional land use strategy; and</li> <li>(k) any masterplan for the site or surrounding area endorsed by the planning authority,</li> </ul> <p>and must have an average lot size of not more than:</p>

	<ul style="list-style-type: none"> <li>(i) 400m<sup>2</sup>; or</li> <li>(ii) if the subdivision site is less than 800m from a high frequency public transport corridor or a business zone in an activity centre in a priority growth area in a relevant regional land use strategy, 325m<sup>2</sup>.</li> </ul>
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31.5.2 Movement network

Objective:	<p>That the arrangement of new roads within a subdivision:</p> <ul style="list-style-type: none"> <li>(a) provides for direct, convenient pedestrian links from lots to public transport route.</li> <li>(b) Provides for permeability, legibility, and accessibility of the street network to provide for pedestrian, cycling, public transport and vehicular traffic,</li> <li>(c) responds to natural features and hazards, and</li> <li>(d) provides for a functional road hierarchy with streets designed in accordance with their movement and place function</li> <li>(e) the efficient ultimate subdivision of the entirety of the land and of surrounding land.</li> </ul>
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<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>The subdivision:</p> <ul style="list-style-type: none"> <li>(a) includes no new roads, or</li> <li>(b) roads must be:                             <ul style="list-style-type: none"> <li>(i) connected to existing and planned roads in the local area outside the site;</li> <li>(ii) arranged in a grid layout;</li> <li>(iii) streets blocks have:                                     <ul style="list-style-type: none"> <li>a. a length of not less than 120m and not more than 240m,</li> <li>b. a width of not less than 60m and not more than 120m; and</li> <li>c. a street block perimeter length of not more than 600m;</li> <li>d. a mid-block pedestrian link;</li> </ul> </li> <li>(iv) more than 3 terrace lots in a row must have a vehicular access from an access road;</li> <li>(v) terrace lots, townhouse lots, and multiple dwelling lots must not have a frontage to a cul-de-sac, unless the townhouse lot or multiple dwelling lot is located on corner of a cul-de-sac with another general road;</li> <li>(vi) not more than 15 percent of lots have a</li> </ul> </li> </ul>	<p><b>P1</b></p> <p>The arrangement and construction of roads within a subdivision must provide an appropriate level of access, connectivity, safety and convenience for vehicles, pedestrians and cyclists, and active transport having regard to:</p> <ul style="list-style-type: none"> <li>(a) the requirement for terrace lots or townhouse lots to be provided with a vehicular access from an access road;</li> <li>(b) any road network plan adopted by the council;</li> <li>(c) the existing and proposed road hierarchy;</li> <li>(d) arrangement of lots in a modified grid layout;</li> <li>(e) the legibility of the street arrangement for active transport;</li> <li>(f) the need to minimise the number and length of cul-de-sacs;</li> <li>(g) the need to maximise access for higher density dwellings in proximity to high frequency public transport corridors, activity centres, public open space, schools, local shops, and community services according to growth management targets in a relevant regional land use strategy;</li> <li>(h) the need for connecting roads and pedestrian and cycling paths, to common</li> </ul>

<p>frontage to a cul-de-sac;</p> <p>(vii) a cul-de-sac length of not more than 150m and linked by a pedestrian path to an adjacent road;</p> <p>(viii) 90 percent of lots are 800m walking distance from a road designed to be an existing or future bus route;</p> <p>(ix) designed to contain a footpath width of not less than 1.5m on one side of the road, or if the road is less than 400m walking distance of public open space, a high frequency public transport corridor, or a business zone, designed to contain a shared pedestrian and cycling path width of 1.8m on each side of the road;</p> <p>(x) designed to a road hierarchy plan in accordance with the requirements of the road authority.</p>	<p>boundaries with adjoining land, to facilitate future subdivision potential;</p> <p>(i) maximising direct, convenient pedestrian links with the surrounding road, pedestrian, cycling and public transport networks</p> <p>(j) minimising the travel distance between key destinations such as shops, services, public open space, and public transport routes;</p> <p>(k) maximising the number lots that have 400m walking distance access to public transport;</p> <p>(l) the efficient and safe movement of pedestrians, cyclists and public transport;</p> <p>(m) the need to provide bicycle infrastructure on new arterial and collector roads in accordance with the <i>Guide to Road Design Part 6A: Paths for Walking and Cycling 2016</i>;</p> <p>(n) the topography of the site;</p> <p>(o) an constraints from natural hazards or natural features on the site;</p> <p>(p) the future subdivision potential of any balance lots on adjoining or adjacent land;</p> <p>(q) the design quality of the proposal referring to best practice design guidance in the Subdivision Design Guidelines;</p> <p>(r) any relevant local area objectives;</p> <p>(s) any relevant structure plan for growth management and activity centres prepared in accordance with a relevant regional land use strategy; and</p> <p>(t) any masterplan for the site or surrounding area endorsed by the planning authority.</p>
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31.5.3 Services

<p>Objective:</p>	<p>That the subdivision of land:</p> <p>(a) provides services for the future use and development of the land</p> <p>(b) protects and improves the quality of Tasmania’s waterways, wetlands and estuaries by minimising change to the rate and quantity of stormwater or increase in pollutants entering the water; and</p> <p>(c) supports sustainable water solutions including water sensitive urban design</p> <p>(d) the equitable sharing of costs between developers and the wider community associated with the provision of new, or upgraded, public infrastructure and</p>
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	public open space to service residential growth.
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must have a connection to a full water supply service.</p>	<p><b>P1</b></p> <p>A lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must have a connection to a limited water supply service, having regard to:</p> <ul style="list-style-type: none"> <li>(a) flow rates;</li> <li>(b) the quality of potable water;</li> <li>(c) any existing or proposed infrastructure to provide the water service and its location;</li> <li>(d) the topography of the site; and</li> <li>(e) any advice from a regulated entity.</li> </ul>
<p><b>A2</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must have a connection to a reticulated sewerage system.</p>	<p><b>P2</b></p> <p>No Performance Criterion.</p>
<p><b>A3</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must be capable of connecting to a public stormwater system.</p>	<p><b>P3</b></p> <p>No Performance Criterion.</p>
<p><b>A4</b></p> <p>If the subdivision proposes more than 15 lots, must have or be part of a stormwater drainage system of a size and design that:</p> <ul style="list-style-type: none"> <li>(a) services a stormwater quantity in accordance with the requirements of the permit authority; and</li> <li>(b) has stormwater quality targets of: <ul style="list-style-type: none"> <li>(i) 80 percent reduction in the average annual load of total suspended solids based on typical urban concentrations; and</li> <li>(ii) 45 percent reduction in the average annual load of total phosphorus and nitrogen based on typical urban concentrations; and</li> </ul> </li> <li>(c) connects stormwater management into the public stormwater system through water sensitive design features in accordance with the requirements of the permit authority.</li> </ul>	<p><b>P4</b></p> <p>Subdivision, must have a stormwater drainage system adequate for the future use and development of the land, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the design and capacity of any existing stormwater drainage system servicing the land;</li> <li>(b) any watercourse on the land;</li> <li>(c) relevant stormwater system quantity and quality requirements of the permit authority;</li> <li>(d) best practice stormwater design guidance in the Tasmanian Infrastructure Design Guidelines;</li> <li>(e) the need to provide water sensitive design features for stormwater management; and</li> <li>(f) any stormwater strategy or policy adopted by Council that provides for a cash in lieu contribution instead of onsite stormwater treatment.</li> </ul>

31.5.4 Urban greening

<p>Objective:</p>	<p>That subdivision provides for:</p> <ul style="list-style-type: none"> <li>(a) well located public open space that meets the passive and active recreation needs of the local community;</li> <li>(b) supports a strategic public open space network and movement network;</li> <li>(c) landscaping of roads and public open space that contributes to the amenity and liveability of the local area and supports natural ecological functions; and</li> <li>(d) the equitable sharing of costs between developers and the wider community associated with the provision of new, or upgraded, public infrastructure and public open space to service residential growth.</li> </ul>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1</b></p> <p>Subdivision must:</p> <ul style="list-style-type: none"> <li>(a) have a public open space lot, or lots, that have a combined area of not less than 10 percent of the subdivision site area and located; <ul style="list-style-type: none"> <li>(i) according to any relevant open space plan for the area adopted by council;</li> <li>(ii) according to a masterplan for the area endorsed by council;</li> <li>(iii) not more than 800m walking distance from existing or proposed lots for residential development; or</li> <li>(iv) not more than 400m walking distance from existing or proposed lots for residential development in a priority growth area or greenfield growth area in a relevant regional land use strategy; or</li> </ul> </li> <li>(b) contribute cash in lieu of a public open space lot in accordance with a policy or strategy for cash in lieu of public open space adopted by council or if no such policy exists contribute 10% of the unimproved value of the land proposed to be subdivided (not including the balance of the lot).</li> </ul>	<p><b>P1</b></p> <p>Subdivision must contribute to public open space that meets the needs of the local community, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the need for public open space to have sufficient useable area and dimensions suitable for the intended use;</li> <li>(b) pattern of development existing on established properties and accessibility of existing public open space;</li> <li>(c) the proposed pattern and density of residential development on the site and in the area;</li> <li>(d) providing links between existing, planned or proposed areas of open space;</li> <li>(e) any relevant open space plan, strategy or policy adopted by Council;</li> <li>(f) any masterplan for the area endorsed by council;</li> <li>(g) any growth management targets for public open space, liveability, accessibility, and social infrastructure targets in a relevant regional land use strategy; and</li> <li>(h) any relevant local area objectives contained within the relevant Local Provisions Schedule.</li> </ul>
<p><b>A2</b></p> <p>Subdivision must have a landscaping treatment of public land in a road lot:</p> <ul style="list-style-type: none"> <li>(a) of not less than 1 street tree for every 20 m of road frontage to proposed residential lots and public open space lots;</li> <li>(b) according to a masterplan for the area endorsed by council; or</li> <li>(c) according to a relevant open space plan for</li> </ul>	<p><b>P2</b></p> <p>Subdivision must have a landscaping treatment of public land in a road lot that enhances the amenity and appearance of the streetscape, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the need to support a strategic public open space network and movement network in the area;</li> <li>(b) the need to improve tree canopy cover and</li> </ul>

<p>the area adopted by council.</p>	<p>support natural ecological functions;</p> <ul style="list-style-type: none"> <li>(c) the character of the streetscape and surrounding area;</li> <li>(d) any existing vegetation designated on a plan of subdivision to be retained;</li> <li>(e) any masterplan for the area endorsed by council; and</li> <li>(f) any relevant open space plan for the area adopted by council.</li> </ul>
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## 9.0 Inner Residential Zone – making it easier to develop medium density housing across Tasmania – draft changes March 2026

### 9.1 Zone Purpose

The purpose of the Inner Residential Zone is:

- 9.1.1 To encourage medium density housing development in suitable locations
- 9.1.2 To provide for a variety of residential use or development that accommodates a range of dwelling types at higher densities.
- 9.1.3 To provide for the efficient utilisation of available social, transport and other service infrastructure.
- 9.1.4 To provide for non-residential use that:
  - (a) primarily serves the local community; and
  - (b) does not cause an unreasonable loss of amenity, through scale, intensity, noise, activity outside of business hours, traffic generation and movement, or other off-site impacts.
- 9.1.5 to provide for visitor accommodation that is compatible with residential character.

### 9.2 Use Table

Use Class	Qualification
<b>No Permit Required</b>	
Natural and Cultural Values Management	
Passive Recreation	
Residential	If: <ul style="list-style-type: none"> <li>(a) for a single dwelling; and</li> <li>(b) not for a single dwelling on a multiple dwelling lot.</li> </ul>
Utilities	If not listed as No Permit Required.
<b>Permitted</b>	
Residential	If: <ul style="list-style-type: none"> <li>(a) not listed as No Permit Required; and</li> <li>(b) not for a single dwelling on a multiple dwelling lot.</li> </ul>

Visitor Accommodation	
<b>Discretionary</b>	
Business and Professional Services	If for a consulting room, medical centre, veterinary centre, child health clinic, or for the provision of residential support services.
Community Meeting and Entertainment	If for a place of worship, art and craft centre, public hall, community centre or neighbourhood centre.
Education and Occasional Care	If not for a tertiary institution.
Emergency Services	
Food Services	If not for a takeaway food premises with a drive through facility.
General Retail and Hire	
Residential	If not listed as No Permit Required or Permitted.
Sports and Recreation	If for a fitness centre, gymnasium, public swimming pool or sports ground.
Utilities	If not listed as No Permit Required.
<b>Prohibited</b>	
All other uses	

### 9.3 Use Standards

#### 9.3.1 Discretionary uses

Objective:	That Discretionary uses do not cause an unreasonable loss of amenity to adjacent sensitive uses.	
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	
<b>A1</b> Hours of operation of a use listed as Discretionary, excluding Emergency Services	<b>P1</b> Hours of operation of a use listed as Discretionary, excluding Emergency Services and Residential, must not cause an	

<p>and Residential, must be within the hours of:</p> <p>(a) 7:00am to 7:00pm Monday to Friday; and</p> <p>(b) 8:00am to 6pm Saturday and Sunday.</p>	<p>unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <p>(a) the timing, duration or extent of vehicle movements; and</p> <p>(b) noise, lighting or other emissions.</p>
<p><b>A2</b></p> <p>External lighting for a use listed as Discretionary, excluding Residential,</p> <p>(a) must not operate within the hours of 8:00pm to 6:00am, excluding any security lighting; and</p> <p>(b) security lighting must be baffled to ensure direct light does not extend into adjoining property.</p>	<p><b>P2</b></p> <p>External lighting for a use listed as Discretionary, excluding Residential, must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <p>(a) the number of proposed light sources and their intensity;</p> <p>(b) the location of the proposed light sources;</p> <p>(c) the topography of the site; and</p> <p>(d) any existing light sources.</p>
<p><b>A3</b></p> <p>Commercial vehicle movements and the unloading and loading of commercial vehicles for a use listed as Discretionary, excluding Emergency Services and Residential, must be within the hours of:</p> <p>(a) 7:00am to 7:00pm Monday to Friday;</p> <p>(b) 9:00am to 12 noon Saturday; and</p> <p>(c) Nil on Sunday and public holidays.</p>	<p><b>P3</b></p> <p>Commercial vehicle movements and the unloading and loading of commercial vehicles for a use listed as Discretionary, excluding Emergency Services and Residential, must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <p>(a) The extent and timing of traffic generation;</p> <p>(b) The dispatch of goods and materials; and</p> <p>(c) Existing levels of amenity.</p>
<p><b>A4</b></p> <p>A use listed as Discretionary is a Residential use</p>	<p><b>P4</b></p> <p>A use listed as Discretionary, excluding Residential use, must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <p>(a) The intensity and scale of the use;</p> <p>(b) The emissions generated by the use;</p> <p>(c) The type and intensity of traffic generated by the use;</p> <p>(d) The impact on character of the area; and</p> <p>The need for the use in that location.</p>
<p><b>A5</b></p> <p>No acceptable solution</p>	<p><b>P5</b></p> <p>A use listed as a Discretionary Residential use must not prevent the site from being developed to its full potential for medium density dwelling types, having regard to.</p> <p>(a) The topography of the site;</p>

	<ul style="list-style-type: none"> <li>(b) any development constraints from natural hazards or non-residential uses in the vicinity,</li> <li>(c) the location of the single dwelling on the site; and</li> <li>(d) whether the site is conveniently located to public transport.</li> </ul>
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### 9.3.2 Visitor Accommodation

Objective:	That Visitor Accommodation: <ul style="list-style-type: none"> <li>(a) is compatible with the character and use of the area;</li> <li>(b) does not cause an unreasonable loss of residential amenity; and</li> <li>(c) does not impact the safety and efficiency of local roads or rights of way.</li> </ul>
Acceptable Solutions	Performance Criteria
<p><b>A1</b></p> <p>Visitor Accommodation must:</p> <ul style="list-style-type: none"> <li>(a) accommodate guests in existing habitable buildings; and</li> <li>(b) have a gross floor area of not more than 200m<sup>2</sup> per lot.</li> </ul>	<p><b>P1</b></p> <p>Visitor Accommodation must be compatible with the character and use of the area and not cause an unreasonable loss of residential amenity, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the privacy of adjoining properties;</li> <li>(b) any likely increase in noise to adjoining properties;</li> <li>(c) the scale of the use and its compatibility with the surrounding character and uses within the area;</li> <li>(d) retaining the primary residential function of an area;</li> <li>(e) the impact on the safety and efficiency of the local road network; and</li> <li>(f) any impact on the owners and users rights of way.</li> </ul>
<p><b>A2</b></p> <p>Visitor Accommodation is not for a strata lot that is part of a strata scheme where another strata lot within that strata scheme is used for a residential use.</p>	<p><b>P2</b></p> <p>Visitor Accommodation within a strata scheme must not cause an unreasonable loss of residential amenity to long term residents occupying other strata lots within the strata scheme, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the privacy of residents;</li> <li>(b) any likely increase in noise;</li> <li>(c) the residential function of the strata scheme;</li> <li>(d) the location and layout of strata lots;</li> <li>(e) the extent and nature of any other</li> </ul>

	<p>non-residential uses; and</p> <p>(f) any impact on shared access and common property.</p>
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## 9.4 Development Standards for Buildings and Works

### 9.4.1 Residential density for multiple dwellings

Objective:	<p>That the density of multiple dwellings:</p> <p>(a) makes efficient use of land for housing;</p> <p>(b) optimises the use of infrastructure and community services; and</p> <p>(c) encourages medium density housing development in appropriate locations.</p>
Acceptable Solutions	Performance Criteria
<p><b>A1</b></p> <p>Multiple dwellings must have a site area perdwelling of not less than 130m<sup>2</sup>.</p>	<p><b>P1</b></p> <p>Multiple dwellings must only have a site area perdwelling less than 130m<sup>2</sup> if:</p> <p>(a) the development contributes to a range of dwelling types and sizes appropriate to the surrounding area; or</p> <p>(b) the development provides for a specific accommodation need with significant social or community benefit.</p>
<p><b>A2</b></p> <p>Multiple dwellings must have a site area perdwelling of not more than 200m<sup>2</sup>.</p>	<p><b>P2</b></p> <p>Multiple dwellings must only have a site area perdwelling of more than 200m<sup>2</sup> if the site is reasonably constrained from maximising dwelling potential, having regard to:</p> <p>(a) site constraints from nearby non-residential uses;</p> <p>(b) any natural hazards on the site;</p> <p>(c) topography of the site;</p> <p>(d) whether the site is nominated for densification in a relevant regional land use strategy;</p> <p>(e) any dwelling density target contained in a relevant local strategy;</p> <p>(f) location of the site in proximity to public transport; and</p> <p>(g) existing or planned servicing of the site.</p>

### 9.4.2 Setbacks and building envelope for all dwellings

Objective:	<p>That the siting and scale of dwellings:</p> <p>(a) provides for a diversity of single and multiple dwelling types that makes efficient use of land for housing;</p> <p>(b) is appropriate for the existing and planned character of the area;</p> <p>(c) provides for medium density housing types on suitable sites;</p>
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	<ul style="list-style-type: none"> <li>(d) provides reasonably consistent separation between dwellings and their frontage within a street;</li> <li>(e) provides for a transition in the apparent scale, bulk, massing and proportion between dwelling types; and</li> <li>(f) provides reasonable separation between dwellings to allow opportunity for daylight and sunlight to enter habitable rooms and private open space.</li> </ul>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>Unless within a building area on a sealed plan, a dwelling, excluding garages, carports and protrusions that extend not more than 0.9m into the frontage setback, must have a setback from a frontage that is:</p> <ul style="list-style-type: none"> <li>(a) if the frontage is a primary frontage to a general road, not less than 3m, or, if the setback from the primary frontage is less than 3m, not less than the setback, from the primary frontage, of any existing dwelling on the site to a building height of 9.5m or if for a terrace, townhouse, grouped dwellings, row houses or apartment building to a building height of 11m above existing ground level;</li> <li>(b) if the frontage is not a primary frontage to a general road, not less than 2m, or, if the setback from the frontage is less than 2m, not less than the setback, from a frontage that is not a primary frontage, of any existing dwelling on the site;</li> <li>(c) if the frontage is a frontage to an access road: <ul style="list-style-type: none"> <li>(i) if the lot is a general lot or a multiple dwelling lot, 0m or more to a building height of 3.5m, and not less than 3m to a building height of 9.5m or if for grouped dwellings or apartment building to a building height of 11m above existing ground level; or</li> <li>(ii) if the lot is a terrace lot or a townhouse lot, 0m or more to a building height of 11m above existing ground level;</li> </ul> </li> <li>(d) if for a vacant site with a frontage to a general road and there are existing dwellings on adjoining properties on the same street, not more than the greater, or less than the lesser, setback for the equivalent frontage to a general road of the dwellings on the adjoining sites on the same street to a building height of 9.5m, or if for grouped dwellings, row houses or apartment building, to a building height of 11m above existing ground level; or</li> <li>(e) if located above a non-residential use at</li> </ul>	<p><b>P1</b></p> <p>A dwelling must have a setback from a frontage that is compatible with the existing and planned streetscape having regard to:</p> <ul style="list-style-type: none"> <li>(a) any topographical constraints;</li> <li>(b) the need to provide for rhythm and diversity of built form at the frontage to a general road;</li> <li>(c) any relevant local area objectives; and</li> <li>(d) any masterplan for the site or surrounding area endorsed by the planning authority.</li> </ul>

<p>ground floor level, not less than the setback from the frontage of the ground floor level to a building height of 11m above existing ground level.</p>	
<p><b>A2</b></p> <p>A garage or carport for a dwelling must have a setback from a primary frontage to a general road of not less than:</p> <ul style="list-style-type: none"> <li>(a) 4m, or alternatively 1m behind the buildingline;</li> <li>(b) the same as the building line, if a portion of the dwelling gross floor area is located above the garage or carport; or</li> <li>(c) 1m, if the existing ground level slopes up or down at a gradient steeper than 1 in 5 for a distance of 10m from the frontage.</li> </ul>	<p><b>P2</b></p> <p>A garage or carport for a dwelling must have a setback from a primary frontage to a general road that is compatible with the setbacks of existing garages or carports in the street, having regard to any topographical constraints.</p>
<p><b>A3</b></p> <p>A dwelling, excluding outbuildings with a building height of not more than 2.4m and protrusions that extend not more than 0.9m horizontally beyond the building setback, must:</p> <ul style="list-style-type: none"> <li>(a) if located on a general lot, have a setback from a side boundary of: <ul style="list-style-type: none"> <li>(i) be less than 1.5m for a total length of not more than two thirds the length of the side boundary to a building height of 3.5m above existing ground level;</li> <li>(ii) not less than 1.5m to a building height of 7m above existing ground level; and</li> <li>(iii) not less than 3m to a building height of 9.5m above existing ground level, or, if for grouped dwellings or apartment building, not less than 3.5m to a building height of 11m above existing ground level;</li> </ul> </li> <li>(b) if located on a general lot, have a setback from a rear boundary of: <ul style="list-style-type: none"> <li>(i) less than 1.5m for a total length of not more than two thirds the length of the rear boundary to a building height of 3.5m above existing ground level;</li> <li>(ii) not less than 3m to a building height of 9.5m, or, if for grouped dwellings, row houses or apartment building, not less than 3.5m to a building height of 11m above existing ground level; and</li> </ul> </li> <li>(c) if located on a multiple dwelling lot,</li> </ul>	<p><b>P3</b></p> <p>The setback and siting of a dwelling must provide separation between dwellings on adjoining properties that provides for a transition between the existing and proposed setback of other buildings in the streetscape and not cause an unreasonable loss of amenity to adjoining properties, having regard to:</p> <ul style="list-style-type: none"> <li>(a) reduction in sunlight to a habitable room (other than a bedroom) of a dwelling on an adjoining property;</li> <li>(b) overshadowing the private open space of a dwelling on an adjoining property;</li> <li>(c) overshadowing of an adjoining vacant property; or</li> <li>(d) visual impacts caused by the apparent scale, bulk or proportions of the dwelling when viewed from an adjoining property; and</li> <li>(e) provide for a diversity of single and multiple dwelling types;</li> <li>(f) provide for terrace, townhouse and other medium density housing types built to side boundaries;</li> <li>(g) the length of any existing wall of a building built to the side or rear boundary on an adjoining lot;</li> <li>(h) any relevant local area objectives contained within the relevant Local Provisions Schedule;</li> <li>(i) any masterplan for the site or surrounding area endorsed by the planning authority.</li> </ul>

<p>have a setback from a side and rear boundary of:</p> <ul style="list-style-type: none"> <li>(i) not less than 1.5m to a building height of 9.5m above existing ground level; and</li> <li>(ii) if for row home dwellings or an apartment building, not less than 3m to a building height of 11m above existing ground level;</li> </ul> <p>(d) if located on a townhouse lot:</p> <ul style="list-style-type: none"> <li>(i) must be built to one side boundary and any side boundary shared with a terrace lot; and</li> <li>(ii) if built to the side boundary: <ul style="list-style-type: none"> <li>a. is built to a total length of not more than two thirds the length of the side boundary; and</li> <li>b. to a building height of not more than 11m above existing ground level;</li> </ul> </li> <li>(iii) if not built to a second side boundary, have a setback of not less than 1.5 m from that side boundary to a building height of not more than 7m above existing ground level, and not less than 3m to a building height of 11m; and</li> <li>(iv) have setback of not less than 1.5m from the rear boundary to a building height of not more than 11m above existing ground level; and</li> </ul> <p>(e) if located on a terrace lot:</p> <ul style="list-style-type: none"> <li>(i) must be built to each side boundary to a total length of not more than two thirds the length of the side boundary; and</li> <li>(ii) have a building height of not more than 11m above existing ground level at the side and rear boundary.</li> </ul>	
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9.4.3 Site coverage and private open space for all dwellings

Objective:	<p>That dwellings are compatible with the amenity and character of the area and provide:</p> <ul style="list-style-type: none"> <li>(a) for outdoor recreation and the operational needs of the residents;</li> <li>(b) opportunities for the planting of gardens and landscaping; and</li> <li>(c) private open space that is conveniently located and has access to sunlight.</li> </ul>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>

<p><b>A1</b></p> <p>Dwellings must have:</p> <ul style="list-style-type: none"> <li>(a) a site coverage (excluding eaves up to 0.6m wide) of not more than: <ul style="list-style-type: none"> <li>(i) 65 percent if located on a general lot; or</li> <li>(ii) 75 percent if located on a terrace lot or a townhouse lot; and</li> </ul> </li> <li>(b) for multiple dwellings, a total area of private open space of not less than 40m<sup>2</sup> associated with each dwelling, unless the dwelling has a finished floor level that is entirely more than 1.8m above the ground level (excluding a garage, carport or entry foyer).</li> </ul>	<p><b>P1</b></p> <p>Dwellings must have:</p> <ul style="list-style-type: none"> <li>(a) site coverage consistent with that existing on established properties in the area;</li> <li>(b) private open space that is of a size and with dimensions appropriate for the size of the dwelling and is able to accommodate: <ul style="list-style-type: none"> <li>(i) outdoor recreational space consistent with the projected requirements of the occupants and, for multiple dwellings, take into account any common open space provided for this purpose within the development; and</li> <li>(ii) operational needs, such as clothes drying and storage; and</li> </ul> </li> <li>(c) reasonable space for the planting of gardens and landscaping.</li> </ul>
<p><b>A2</b></p> <p>A dwelling must have private open space that:</p> <ul style="list-style-type: none"> <li>(a) is in one location and is not less than: <ul style="list-style-type: none"> <li>(i) 24m<sup>2</sup>; or</li> <li>(ii) 12m<sup>2</sup>, if the dwelling: <ul style="list-style-type: none"> <li>a. has 1 or 2 bedrooms and is located on a townhouse lot or a terrace lot; or</li> <li>b. is a multiple dwelling with a finished floor level that is entirely more than 1.8m above the finished ground level (excluding a garage, carport or entry foyer);</li> </ul> </li> </ul> </li> <li>(b) has a minimum horizontal dimension of: <ul style="list-style-type: none"> <li>(i) 4m; or</li> <li>(ii) 3m, if the dwelling: <ul style="list-style-type: none"> <li>a. has 1 or 2 bedrooms and is located on a townhouse lot or a terrace lot; or</li> <li>b. is a multiple dwelling with a finished floor level that is entirely more than 1.8m above the finished ground level (excluding a garage, carport or entry foyer);</li> </ul> </li> </ul> </li> <li>(c) is located between the dwelling and the frontage only if the frontage is orientated between 30 degrees west of true north and 30 degrees east of true north;</li> <li>(d) has a gradient not steeper than 1 in 10; and</li> </ul>	<p><b>P2</b></p> <p>A dwelling must have private open space that includes an area capable of serving as an extension of the dwelling for outdoor relaxation, dining, entertaining and children's play and is:</p> <ul style="list-style-type: none"> <li>(a) conveniently located in relation to a living area of the dwelling; and</li> <li>(b) orientated to take advantage of sunlight.</li> </ul>

(e) and is not used for vehicle access or parking.	
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#### 9.4.4 Sunlight to private open space of multiple dwellings

Objective:	That the separation between multiple dwellings provides reasonable opportunity for sunlight to enter private open space for dwellings on the same site.	
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	
<b>A1</b> A multiple dwelling, excluding a dwelling that is part of a row home building and 30 percent of dwellings in an apartment building, that is to the north of the private open space of another dwelling on the same site, required to satisfy A2 or P2 of clause 9.4.3, must satisfy (a) or (b), unless excluded by (c):  (a) the multiple dwelling is contained within a line projecting (see Figure 9.4):  (i) at a distance of 3m from the northern edge of the private open space; and  (ii) vertically to a height of 3m above existing ground level and then at an angle of 45 degrees from the horizontal.  (b) the multiple dwelling does not cause 50 percent of the private open space to receive less than 3 hours of sunlight within the hours of 9.00am to 3.00pm on 21 <sup>st</sup> June.  (c) this Acceptable Solution excludes that part of a multiple dwelling consisting of:  (i) an outbuilding with a building height not more than 2.4m; or  (ii) protrusions that extend not more than 0.9m horizontally from the multiple dwelling.	<b>P1</b> A multiple dwelling, excluding a dwelling that is part of a row home building and 30 percent of dwellings in an apartment building must be designed and sited to not cause an unreasonable loss of amenity by overshadowing the private open space, of another dwelling on the same site, which is required to satisfy A2 or P2 of clause 9.4.3 of this planning scheme.	

#### 9.4.5 Width of openings for garages and carports, and vehicle parking areas for all dwellings

Objective:	To reduce the potential for garage or carport openings and vehicle parking areas to dominate the primary frontage.	
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	
<b>A1</b> A garage or carport for a dwelling within 12m of a primary frontage to a general road, whether the garage or carport is free-standing or part of the dwelling, must have a total width of openings facing the primary frontage of not more than 6m or half the width of the frontage (whichever is the lesser).	<b>P1</b> A garage or carport for a dwelling within 12m of a primary frontage to a general road must be designed to minimise the width of its openings that are visible from the street, so as to reduce the potential for the openings of a garage or carport to dominate the primary frontage.	
<b>A2</b>	<b>P2</b>	

<p>A vehicle parking area, excluding jockey parking on a driveway in front of a garage or carport for a single dwelling or an existing vehicle parking area, is not located within the setback of a dwelling to the primary frontage to a general road.</p>	<p>Vehicle parking areas must not dominate the primary frontage setback of a dwelling and be designed to be compatible with the existing or intended future streetscape, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the topography of the area;</li> <li>(b) site characteristics;</li> <li>(c) the design and location of vehicle parking areas on the site; and</li> <li>(d) any relevant masterplan for the site;</li> <li>(e) any relevant local area objectives contained within the relevant Local Provisions Schedule.</li> </ul>
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#### 9.4.6 Privacy for all dwellings

Objective:	To provide a reasonable opportunity for privacy for dwellings.	
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	
<p><b>A1</b></p> <p>A balcony, deck, roof terrace, parking space, window or glazed door to a habitable room, of a building that has a floor level more than 1m above existing ground level, must satisfy the side and rear setback requirements of Clause 9.4.2 A3, and be:</p> <ul style="list-style-type: none"> <li>(a) not less than 5m from a window, glazed door or private open space of another dwelling on the site;</li> <li>(b) offset 1.5 m horizontally from the edge of a window, glazed door and private open space of a dwelling on an adjoining property or another dwelling on the same site; or</li> <li>(c) screened by a fixed structure to a height of not less than 1.7m above floor level, with a uniform transparency of not more than 35 percent.</li> </ul>	<p><b>P1</b></p> <p>A balcony, deck, roof terrace, parking space, or window or glazed door to a habitable room, of a building that has a floor level more than 1m above existing ground level, must be sited and designed to minimise overlooking of habitable rooms and private open space of dwellings on adjoining properties and dwellings on the same site, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the topography of the area;</li> <li>(b) site characteristics;</li> <li>(c) the angle of view; and</li> <li>(d) any screening proposed, including screening provided by existing or proposed vegetation;</li> </ul>	

#### 9.4.7 Frontage fences and passive surveillance of public spaces for all dwellings

Objective:	<p>That the placement of windows and the height and transparency of frontage fences:</p> <ul style="list-style-type: none"> <li>(a) provides adequate privacy and security for residents;</li> <li>(b) allows the potential for mutual passive surveillance between dwellings and adjoining public spaces; and</li> <li>(c) contribute positively to the streetscape amenity.</li> </ul>	
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	
<p><b>A1</b></p> <p>No Acceptable Solution.<sup>1</sup></p>	<p><b>P1</b></p> <p>A fence (including a free-standing wall) within 4.5m of a frontage, excluding a frontage to an access road, for a dwelling must:</p> <ul style="list-style-type: none"> <li>(a) provide for security and privacy, while</li> </ul>	

	<p>allowing for passive surveillance of the road; and</p> <p>(b) be compatible with the height and transparency of fences in the street, having regard to:</p> <p>(i) the topography of the site;</p> <p>(ii) site characteristics;</p> <p>(iii) the design and location of fencing on the site; and</p> <p>(iv) traffic volumes on the adjoining road.</p>
<p><b>A2</b></p> <p>A dwelling setback less than 12m from any boundary adjoining a public road, laneway, cycleway, walkway, or public open space must have a clear window that:</p> <p>(a) has an area of not less than 2m<sup>2</sup>;</p> <p>(b) has a sill height of not more than 1.5m above the floor level; and</p> <p>(c) is located in a wall facing the adjoining public spaces.</p>	<p><b>P2</b></p> <p>A dwelling setback less than 12m from any boundary adjoining a public road, laneway, cycleway, walkway, or public open space must be designed to provide for privacy, while contributing to passive surveillance of public spaces having regard to:</p> <p>(a) the topography of the area;</p> <p>(b) <a href="#">site</a> characteristics;</p> <p>(c) the design of all dwellings and access arrangements on the site;</p> <p>(d) the design and location of windows in all dwellings on the site; and</p> <p>(e) any relevant masterplan for the site</p> <p>(f) any relevant local area objectives contained within the relevant Local Provisions Schedule.</p>

#### 9.4.8 Waste storage for multiple dwellings

Objective:	To provide for the storage of waste and recycling bins for multiple dwellings.
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>A multiple dwelling must have a storage area, for waste and recycling bins, that is an area of not less than 1.5m<sup>2</sup> per dwelling and is located:</p> <p>(a) in an area for the exclusive use of each dwelling, excluding the area in front of the dwelling; or</p> <p>(b) in a common storage area with an impervious surface that:</p> <p>(i) has a setback of not less than 4.5m from a frontage;</p> <p>(ii) is not less than 5.5m from any dwelling; and</p> <p>(iii) is screened from the frontage and any dwelling by a wall to a height of not less than 1.2m above the finished</p>	<p><b>P1</b></p> <p>A multiple dwelling must have storage for waste and recycling bins that is:</p> <p>(a) capable of storing the number of individual bins or bulk bins required for the site;</p> <p>(b) screened from the frontage and dwellings; and</p> <p>(c) if the storage area is a common storage area, separated from dwellings on the site to minimise impacts caused by odours and noise;</p> <p>having regard to:</p> <p>(d) the need for storage bins to be in a convenient and accessible location;</p>

surface level of the storage area.	(e) any advice from the road authority; and (f) any relevant policy for waste management adopted by Council; (g) any relevant masterplan for the area.
<p><b>A2</b></p> <p>Each multiple dwelling must be provided with an enclosed, lockable bulky item storage space that has a minimum dimension of 1m and an area of not less than:</p> <p>(a) 6 m<sup>3</sup>, if for a studio or 1 bedroom dwelling; (b) 8 m<sup>3</sup>, if for a 2 bedroom dwelling; (c) 10 m<sup>3</sup>, if for a dwelling with more than 2 bedrooms;</p> <p>and is located in an area for the exclusive use of each dwelling or a common storage area, excluding principal open space areas.</p>	<p><b>P2</b></p> <p>Each multiple dwelling must have bulky item storage space of sufficient useable area and dimensions appropriate for the needs of occupants that is:</p> <p>(a) screened or sited to minimise visual impacts; and (b) in a convenient and accessible location that does not unreasonably impact on the amenity of public spaces, the site, and adjoining properties.</p>

## 9.5 Development Standards for Non-dwellings

### 9.5.1 Non-dwelling development

Objective:	That all non-dwelling development: <ul style="list-style-type: none"> <li>(a) is compatible with the character, siting, apparent form, scale, bulk, massing and proportion of residential development; and</li> <li>(b) does not cause an unreasonable loss of amenity on adjoining residential properties.</li> </ul>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>A building that is not a dwelling, excluding for General Retail and Hire, Food Services, garages, carports and protrusions that extend not more than 0.9m into the frontage setback, must have a setback from a frontage that is:</p> <p>(a) if the frontage is a primary frontage to a general road, not less than 3m, or if the setback from the primary frontage is less than 3.0m, not less than the setback from the primary frontage, of any existing dwelling on the site;</p> <p>(b) if the frontage is not a primary frontage, not less than 2m, or if the setback from the primary frontage is less than 2.0m, not less than the setback, from the primary frontage, of any existing dwelling on the site; or</p> <p>(c) if for a vacant site and there are existing dwellings on adjoining properties on the same street, not more than the greater, or less than the lesser, setback for the equivalent frontage of the dwellings on the adjoining properties on the same street.</p>	<p><b>P1</b></p> <p>A building that is not a dwelling, excluding for General Retail and Hire, or Food Services, must have a setback from a frontage to a general road that is compatible with the streetscape, having regard to any topographical constraints.</p>

<p><b>A2</b></p> <p>A building that is not a dwelling, excluding outbuildings with a building height of not more than 2.4m and protrusions that extend not more than 0.9m horizontally beyond the building envelope, must:</p> <p>(a) be contained within a building envelope determined by:</p> <ul style="list-style-type: none"> <li>(i) a distance equal to the frontage setback of 3m, or, for an internal lot, a distance of 4.5m from the rear boundary of a property with an adjoining frontage; and</li> <li>(ii) projecting a line at an angle of 45 degrees from the horizontal at a height of 3m above existing ground level at the side or rear boundaries to a building height of not more than 9.5m above existing ground level; and</li> </ul> <p>(b) only have a setback within 1.5m of a side or rear boundary if the building:</p> <ul style="list-style-type: none"> <li>(i) does not extend beyond an existing building built on or within 0.2m of the boundary of the adjoining property; or</li> <li>(ii) for a total length of not more than two thirds the length of the side boundary to a building height of 3.5m above existing ground level.</li> </ul>	<p><b>P2</b></p> <p>The siting and scale of a building that is not a dwelling must:</p> <p>(a) not cause an unreasonable loss of amenity having regard to:</p> <ul style="list-style-type: none"> <li>(i) reduction in sunlight to a habitable room (other than a bedroom) of a dwelling on an adjoining property;</li> <li>(ii) overshadowing the private open space of a dwelling on an adjoining property;</li> <li>(iii) overshadowing of an adjoining vacant property; or</li> <li>(iv) visual impacts caused by the apparent scale, bulk or proportions of the building when viewed from an adjoining property; and</li> <li>(v) provide separation between buildings on adjoining properties that is consistent with that existing on established properties in the area.</li> </ul>
<p><b>A3</b></p> <p>A building that is not a dwelling, must have:</p> <p>(a) a site coverage of not more than 65 percent (excluding eaves up to 0.6m); and</p> <p>(b) a site area of which not less than 15 percent is free from impervious surfaces.</p>	<p><b>P3</b></p> <p>A building that is not a dwelling must have:</p> <p>(a) site coverage consistent with that on established properties in the area; and</p> <p>(b) a reasonable space for the planting of gardens and landscaping.</p>
<p><b>A4</b></p> <p>No Acceptable Solution.<sup>2</sup></p>	<p><b>P4</b></p> <p>A fence (including a free-standing wall) for a building that is not a dwelling within 4.5m of a frontage must:</p> <p>(a) provide for security and privacy, while allowing for passive surveillance of the road; and</p> <p>(b) be compatible with the height and transparency of fences in the street, having regard to:</p> <ul style="list-style-type: none"> <li>(i) the topography of the site; and</li> <li>(ii) traffic volumes on the adjoining road.</li> </ul>

<p><b>A5</b></p> <p>Outdoor storage areas, including waste storage, for a building that is not a dwelling must not:</p> <ul style="list-style-type: none"> <li>(a) be visible from any road or public open space adjoining the site; or</li> <li>(b) encroach upon parking areas, driveways or landscaped areas.</li> </ul>	<p><b>P5</b></p> <p>Outdoor storage areas, including waste storage, for a building that is not a dwelling, must be located or screened to minimise their impact on views into the site from any roads or public open space adjoining the site, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the nature of the use;</li> <li>(b) the type of goods, materials or waste to be stored;</li> <li>(c) the topography of the site; and</li> <li>(d) any screening proposed.</li> </ul>
<p><b>A6</b></p> <p>Air conditioning, air extraction, pumping, refrigeration systems or compressors, for a building that is not a dwelling, must have a setback not less than 10m from a property containing a sensitive use.<sup>3</sup></p>	<p><b>P6</b></p> <p>Air conditioning, air extraction, pumping, heating or refrigeration systems or compressors, for a building that is not a dwelling, within 10m of the boundary of a property containing a sensitive use must be designed, located, baffled or insulated to not cause an unreasonable loss of amenity, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the characteristics and frequency of any emissions generated;</li> <li>(b) the nature of the proposed use;</li> <li>(c) the topography of the site and location of the sensitive use; and</li> <li>(d) any mitigation measures proposed.</li> </ul>

<sup>2</sup> An exemption applies for fences in this zone – see Table 4.6.

<sup>3</sup> An exemption applies for air conditioners and heat pumps in this zone – see Table 4.6.

### 9.5.2 Non-residential garages and carports

<p>Objective:</p>	<p>To maintain frontage setbacks compatible with the streetscape and reduce the potential for garage and carport openings to dominate the primary frontage.</p>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1</b></p> <p>A garage or carport not forming part of a dwelling, must have a setback from a primary frontage to a general road of not less than:</p> <ul style="list-style-type: none"> <li>(a) 4m, or alternatively 1m behind the building line;</li> <li>(b) the same as the building line, if a portion of the building gross floor area is located above the garage or carport; or</li> <li>(c) 1m, if the existing ground level slopes up or down at a gradient steeper than 1 in 5</li> </ul>	<p><b>P1</b></p> <p>A garage or carport not forming part of a dwelling, must have a setback from a primary frontage to a general road that is compatible with the setbacks of existing garages or carports in the street, having regard to any topographical constraints.</p>

for a distance of 10m from the frontage.	
<p><b>A2</b></p> <p>A garage or carport not forming part of a dwelling within 12m of a primary frontage to a general road (whether the garage or carport is free-standing) must have a total width of openings facing the primary frontage of not more than 6m or half the width of the frontage (whichever is the lesser).</p>	<p><b>P2</b></p> <p>A garage or carport not forming part of a dwelling within 12m of a primary frontage to a general road must be designed to minimise the width of its openings that are visible from the street, so as to reduce the potential for the openings of a garage or carport to dominate the primary frontage.</p>

## 9.6 Development Standards for Subdivision

### 9.6.1 Lot design

Objective:	<p>That each lot:</p> <ul style="list-style-type: none"> <li>(a) has an area and dimensions appropriate for use and development in the zone;</li> <li>(b) is provided with appropriate access to a road;</li> <li>(c) contains areas which are suitable for development appropriate to the zone purpose, located to avoid natural hazards; and</li> <li>(d) contributes to providing diverse lot sizes suitable for development of diverse dwelling types in appropriate locations.</li> </ul>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, must:</p> <ul style="list-style-type: none"> <li>(a) be marked on a plan of subdivision as a terrace lot, townhouse lot, multiple dwelling lot or access road if the relevant lot type or road is proposed</li> <li>(b) if for a general lot, have an area of not less than 200m<sup>2</sup> and: <ul style="list-style-type: none"> <li>(i) be able to contain a minimum area of 8m x 12m with a gradient not steeper than 1 in 5, clear of: <ul style="list-style-type: none"> <li>a. all setbacks required by clause 9.4.2 A1, A2 and A3, and 9.5.1 A1 and A2; and</li> <li>b. easements or other title restrictions that limit or restrict development; and</li> <li>c. existing buildings are consistent with the setback required by clause 9.4.2 A1, A2 and A3, and 9.5.1 A1 and A2;</li> </ul> </li> </ul> </li> <li>(c) if for a terrace lot, have an area of not less than 150m<sup>2</sup> and not more than 200m<sup>2</sup> and: <ul style="list-style-type: none"> <li>(i) have a maximum width across the</li> </ul> </li> </ul>	<p><b>P1</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, must have sufficient useable area and dimensions suitable for its intended use and be marked on a plan of subdivision as a terrace lot, townhouse lot, multiple dwelling lot or access road if the relevant lot type or road is proposed, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the relevant requirements for development of buildings on the lots;</li> <li>(b) the intended location of buildings on the lots;</li> <li>(c) the topography of the site;</li> <li>(d) the presence of any natural hazards;</li> <li>(e) adequate provision of private open space; and</li> <li>(f) the pattern of development existing on established properties in the area;</li> <li>(g) the need for a variety of lot types and sizes to support development of diverse dwelling types;</li> <li>(h) the need for dwelling development to support the</li> </ul>

<p>short axis of the lot of not more than 10m, and the lot width across the short axis must vary by not more than 10 percent;</p> <p>(ii) be able to contain a minimum area of 8m x 12m with a gradient not steeper than 1 in 15, clear of:</p> <p>a. all setbacks required by clause 9.4.2 A1, A2 and A3, and 9.5.1 A1 and A2; and</p> <p>b. easements or other title restrictions that limit or restrict development;</p> <p>(iii) adjoin not less than:</p> <p>a. 3 other terrace lots in a row;</p> <p>b. a townhouse lot on one side boundary and a terrace lot on the other side boundary;</p> <p>c. a townhouse lot on each side boundary; or</p> <p>d. a lot containing an existing dwelling built to the shared side boundary; and</p> <p>(iv) existing buildings are consistent with the setbacks for terrace lots required by clause 9.4.2 A1, A2 and A3, and 9.5.1 A1 and A2;</p> <p>(d) if for a townhouse lot, have an area of not less than 200m<sup>2</sup> and not more than 400m<sup>2</sup> and:</p> <p>(i) be able to contain a minimum area of 8m x 12m with a gradient not steeper than 1 in 15, clear of:</p> <p>a. all setbacks required by clause 9.4.2 A1, A2 and A3, and 9.5.1 A1 and A2; and</p> <p>b. easements or other title restrictions that limit or restrict development;</p> <p>c. at a side boundary, adjoin not less than one other townhouse lot, a terrace lot, or a lot containing an existing dwelling setback not more than 1.5m from the shared side boundary; and</p> <p>(ii) existing buildings are consistent with the setback for townhouse lots required by clause 9.4.2 A1, A2 and A3, and 9.5.1 A1 and A2;</p> <p>(e) if for a multiple dwelling lot, have an area of</p>	<p>growth management targets and strategies for the area in a relevant regional land use strategy;</p> <p>(i) any relevant structure plan for growth management and activity centres prepared in accordance with a relevant regional land use strategy; and</p> <p>(j) any masterplan for the site or surrounding area endorsed by the planning authority,</p> <p>and must not be for subdivision of a multiple dwelling lot, except if to create a lot:</p> <p>(i) required for public use by the Crown, a council or a State authority;</p> <p>(ii) required for the provision of Utilities; or</p> <p>(iii) for the consolidation of the multiple dwelling lot with another lot provided each lot is within the same zone.</p>
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<p>not less than 1000m<sup>2</sup> and:</p> <ul style="list-style-type: none"> <li>(i) be able to contain a minimum area of 20m x 30m with a gradient not steeper than 1 in 15, clear of: <ul style="list-style-type: none"> <li>a. all setbacks required by clause 9.4.2 A1, A2 and A3, and 9.5.1 A1 and A2; and</li> <li>b. easements or other title restrictions that limit or restrict development; and</li> </ul> </li> <li>(ii) must not be an internal lot; and</li> <li>(iii) existing buildings are consistent with the setback required by clause 9.4.2 A1, A2 and A3, and 9.5.1 A1 and A2;</li> </ul> <ul style="list-style-type: none"> <li>(f) not be for subdivision of a lot that has previously been approved as a multiple dwelling lot;</li> <li>(g) be required for public use by the Crown, a council or a State authority;</li> <li>(h) be required for the provision of Utilities; or</li> <li>(i) be for the consolidation of a lot with another lot provided each lot is within the same zone.</li> </ul>	
<p><b>A2</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must have a frontage of:</p> <ul style="list-style-type: none"> <li>(a) if for a general lot, not less than 3.6m;</li> <li>(b) if for a terrace lot, not less than 6m and must have 2 frontages and 1 frontage to an access road;</li> <li>(c) if for a town house lot, not less than 10m and not more than 15m, and if adjoining a terrace lot must have 2 frontages and 1 of those frontages is a frontage to an access road; and</li> <li>(d) if for a multiple dwelling lot, not less than 15m.</li> </ul>	<p><b>P2</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must be provided with a frontage or legal connection to a road by a right of carriageway, that is sufficient for the intended use, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the width of frontage proposed, if any;</li> <li>(b) the number of other lots which have the land subject to the right of carriageway as their sole or principal means of access;</li> <li>(c) the topography of the site;</li> <li>(d) the functionality and useability of the frontage;</li> <li>(e) the ability to manoeuvre vehicles on the site;</li> <li>(f) the pattern of development existing on established properties in the area; and</li> <li>(g) the need to avoid internal lots and support medium density housing types,</li> <li>(h) and, if more than 4 adjoining terrace lots in a row or 4 adjoining terrace lots and townhouse lots combined in a</li> </ul>

	row, must have a frontage to an access road.
<p><b>A3</b></p> <p>Each lot, or a lot proposed in a plan of subdivision:</p> <p>(a) must be provided with a vehicular access from the boundary of the lot to a road in accordance with the requirements of the road authority; and</p> <p>(b) if a terrace lot or townhouse lot with a frontage to an access road, must be provided with a vehicular access from an access road.</p>	<p><b>P3</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, must be provided with reasonable vehicular access to a boundary of a lot or building area on the lot, if any, having regard to:</p> <p>(a) the topography of the site;</p> <p>(b) the distance between the lot or building area and the carriageway;</p> <p>(c) the nature of the road and the traffic;</p> <p>(d) the anticipated nature of vehicles likely to access the site; and</p> <p>(e) the ability for emergency services to access the site.</p>
<p><b>A4</b></p> <p>Not less than 60 percent of lots in a subdivision with a new road, excluding lots for public open space, a riparian or littoral reserve or Utilities, must have the long axis of the lot between 30 degrees west of true north and 30 degrees east of true north.</p>	<p><b>P4</b></p> <p>Subdivision must provide for solar orientation of lots adequate to provide solar access for future dwellings, having regard to:</p> <p>(a) the size, shape and orientation of the lots;</p> <p>(b) the need to provide for private open space and windows at the front or rear of terrace lots and townhouse lots;</p> <p>(c) the topography of the site;</p> <p>(d) the extent of overshadowing from adjoining properties;</p> <p>(e) any development on the site;</p> <p>(f) the location of roads and access to lots; and</p> <p>(g) the existing pattern of subdivision in the area.</p>

9.6.2 Lot size diversity and density

Objective:	<p>That subdivision:</p> <p>(a) provides diverse lot sizes suitable for development of diverse dwelling types in appropriate locations;</p> <p>(b) uses urban land efficiently; and</p> <p>(c) supports the growth management targets and strategies for the area in the relevant regional land use strategy.</p>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>

**A1**

The plan of subdivision must have:

- (a) if more than 2 lots and less than 16 lots are proposed, excluding lots for public open space, a riparian or littoral reserve or Utilities:
  - (i) not less than 3 terrace lots, 2 townhouse lots, or one multiple dwelling lot; or
  - (ii) an average lot size of not more than 250m<sup>2</sup>; or
- (b) if more than 15 lots are proposed, excluding lots for public open space, a riparian or littoral reserve or Utilities:
  - (i) if any part of the subdivision site is less than 800m from a high frequency public transport corridor or a business zone in an activity centre in a priority growth area in a relevant regional land use strategy:
    - a. not less than 20 percent of lots proposed are terrace lots, townhouse lots or general lots with a lot size of not more than 250m<sup>2</sup>; and
    - b. not less than 10 percent of lots proposed are multiple dwelling lots; or
  - (ii) an average lot size of not more than 325m<sup>2</sup>.

**P1**

The plan of subdivision provides a variety of lot sizes and dimensions suitable to providing for a diverse range of housing types, having regard to:

- (a) the available or planned capacity of infrastructure;
- (b) the relevant requirements for development of buildings on the lots;
- (c) the intended location of buildings on the lots;
- (d) the topography of the site;
- (e) the presence of any natural hazards;
- (f) adequate provision of private open space; and
- (g) the pattern of development existing on established properties in the area;
- (h) the need for a variety of lot types and sizes to support development of diverse dwelling types;
- (i) the need for dwelling development to support the growth management targets and strategies for the area in a relevant regional land use strategy;
- (j) any relevant structure plan for growth management and activity centres prepared in accordance with a relevant regional land use strategy; and
- (k) any masterplan for the site or surrounding area endorsed by the planning authority; and

and must have an average lot size of not more than:

- (i) 400m<sup>2</sup>; or
- (ii) if the subdivision site is less than 800m from a high frequency public transport corridor or a business zone in an activity centre in a priority growth area in a relevant regional land use strategy, 325m<sup>2</sup>.

9.6.3 Roads

<p>Objective:</p>	<p>That the arrangement of new roads and active transport routes within a subdivision provides for:</p> <ul style="list-style-type: none"> <li>(a) safe, convenient and efficient connections to maximise permeability, legibility, accessibility of the road network and mobility of the community;</li> <li>(b) the adequate accommodation of vehicular, pedestrian, cycling, active transport and public transport traffic;</li> <li>(c) the efficient ultimate subdivision of the entirety of the land and of surrounding land; and</li> <li>(d) liveability in settlements.</li> </ul>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1</b> The subdivision includes no new roads.</p>	<p><b>P1</b> The arrangement and construction of roads within a subdivision must provide an appropriate level of access, connectivity, safety, convenience and legibility for vehicles, pedestrians, cyclists, and active transport having regard to:</p> <ul style="list-style-type: none"> <li>(a) the requirement for terrace lots or townhouse lots to be provided with a vehicular access from an access road;</li> <li>(b) any relevant road network plan adopted by the council;</li> <li>(c) the existing and proposed road hierarchy;</li> <li>(d) arrangement of lots in a grid layout;</li> <li>(e) the legibility of the street arrangement for active transport;</li> <li>(f) the need to minimise the number and length of cul-de-sacs;</li> <li>(g) the need to maximise access for higher density dwelling development in proximity to high frequency public transport corridors, activity centres, public open space, schools, local shops, and community services according to growth management targets in a relevant regional land use strategy;</li> <li>(h) the need for connecting roads and pedestrian paths to common boundaries with adjoining land, to facilitate future subdivision potential;</li> <li>(i) maximising connectivity with the surrounding road, pedestrian, cycling and public transport networks;</li> <li>(j) minimising the travel distance between key destinations such as shops, services, public open space, and public transport routes;</li> <li>(k) maximising the number lots that have 800m walking distance access to public</li> </ul>

	<p>transport;</p> <p>(l) the efficient and safe movement of pedestrians, cyclists and public transport;</p> <p>(m) the need to provide for bicycle infrastructure on new arterial and collector roads in accordance with <i>Guide to Road Design Part 6A: Paths for Walking and Cycling 2016</i>;</p> <p>(n) the topography of the site;</p> <p>(o) the future subdivision potential of any balance lots on adjoining or adjacent land;</p> <p>(p) any relevant local area objectives;</p> <p>(q) any relevant structure plan for growth management and activity centres prepared in accordance with a relevant regional land use strategy; and</p> <p>(r) any masterplan for the site or surrounding area endorsed by the planning authority.</p>
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#### 9.6.4 Services

Objective:	<p>That the subdivision of land:</p> <p>(a) provides services for future use and development of the land;</p> <p>(b) protects and improves the quality of Tasmania's waterways, wetlands and estuaries by minimising change to the rate and quantity of stormwater or increase in pollutants entering the water; and</p> <p>(c) supports sustainable water solutions including water sensitive urban design.</p>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must have a connection to a full water supply service.</p>	<p><b>P1</b></p> <p>A lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must have a connection to a limited water supply service, having regard to:</p> <p>(a) flow rates;</p> <p>(b) the quality of potable water;</p> <p>(c) any existing or proposed infrastructure to provide the water service and its location;</p> <p>(d) the topography of the site; and</p> <p>(e) any advice from a regulated entity.</p>

<p><b>A2</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must have a connection to a reticulated sewerage system.</p>	<p><b>P2</b></p> <p>No Performance Criterion.</p>
<p><b>A3</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must be capable of connecting to a public stormwater system.</p>	<p><b>P3</b></p> <p>No Performance Criterion.</p>
<p><b>A4</b></p> <p>If the subdivision proposes more than 15 lots, must have or be part of a stormwater drainage system of a size and design that:</p> <p>(a) services a stormwater quantity in accordance with the requirements of the permit authority; and</p> <p>(b) has stormwater quality targets of:</p> <p>(i) 80 percent reduction in the average annual load of total suspended solids based on typical urban concentrations; and</p> <p>(ii) 45 percent reduction in the average annual load of total phosphorus and nitrogen based on typical urban concentrations; and</p> <p>(c) connects stormwater management into the public stormwater system through water sensitive design features in accordance with the requirements of the permit authority.</p>	<p><b>P4</b></p> <p>Subdivision with more than 15 lots, must have a stormwater drainage system adequate for the future use and development of the land, having regard to:</p> <p>(a) the design and capacity of any existing stormwater drainage system servicing the land;</p> <p>(b) any watercourse on the land;</p> <p>(c) relevant stormwater system quantity and quality requirements of the permit authority;</p> <p>(d) best practice stormwater design guidance in the Tasmanian Infrastructure Design Guidelines;</p> <p>(e) the need to provide water sensitive urban design features for stormwater management; and</p> <p>(f) any stormwater strategy or policy adopted by Council that provides for a cash in lieu contribution instead of onsite stormwater treatment.</p>

9.6.5 Urban greening

<p>Objective:</p>	<p>That subdivision provides for:</p> <p>(a) well located public open space that meets the passive and active recreation needs of the local community;</p> <p>(b) supports a strategic public open space network and movement network;</p> <p>(c) landscaping of roads and public open space that contributes to the amenity and liveability of the local area and supports natural ecological functions; and</p> <p>(d) the equitable sharing of costs between developers and the wider community associated with the provision of new, or upgraded, public infrastructure and public open space to service residential growth.</p>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1</b></p> <p>Subdivision must:</p>	<p><b>P1</b></p> <p>Subdivision must contribute to public open space</p>

<p>(a) have a public open space lot, or lots, that have a combined area of not less than 10 percent of the subdivision site area and located;</p> <p>(i) according to any relevant open space plan for the area adopted by council;</p> <p>(ii) according to a masterplan for the area endorsed by council;</p> <p>(iii) not more than 800m walking distance from existing or proposed lots for residential development; or</p> <p>(iv) not more than 400m walking distance from existing or proposed lots for residential development in a priority growth area or greenfield growth area in a relevant regional land use strategy; or</p> <p>(b) contribute cash in lieu of a public open space lot in accordance with a policy or strategy for cash in lieu of public open space adopted by council.</p>	<p>that meets the needs of the local community, having regard to:</p> <p>(a) the need for public open space to have sufficient useable area and dimensions suitable for the intended use;</p> <p>(b) pattern of development existing on established properties and accessibility of existing public open space;</p> <p>(c) the proposed pattern and density of residential development on the site and in the area;</p> <p>(d) providing links between existing, planned or proposed areas of open space;</p> <p>(e) any relevant open space plan, strategy or policy adopted by Council;</p> <p>(f) any masterplan for the area endorsed by council;</p> <p>(g) any growth management targets for public open space, liveability, accessibility, and social infrastructure targets in a relevant regional land use strategy;</p> <p>(h) any relevant local area objectives contained within the relevant Local Provisions Schedule</p>
<p><b>A2</b></p> <p>Subdivision must have a landscaping treatment of public land in a road lot:</p> <p>(a) of not less than 1 street tree for every 20m of road frontage to proposed residential lots and public open space lots;</p> <p>(b) according to a masterplan for the area endorsed by council; or</p> <p>(c) according to a relevant open space plan for the area adopted by council.</p>	<p><b>P2</b></p> <p>Subdivision must have a landscaping treatment of public land in a road lot that enhances the amenity and appearance of the streetscape, having regard to:</p> <p>(a) the need to support a strategic public open space network and movement network in the area;</p> <p>(b) the need to improve tree canopy cover and support natural ecological functions;</p> <p>(c) the character of the streetscape and surrounding area;</p> <p>(d) any existing vegetation designated on a plan of subdivision to be retained;</p> <p>(e) any masterplan for the area endorsed by council; and</p> <p>(f) any relevant open space plan for the area adopted by council.</p>

## 8.0 General Residential Zone – making it easier to develop medium density housing across Tasmania – draft changes March 2026

### 8.1 Zone Purpose

The purpose of the General Residential Zone is:

- 8.1.1 To encourage medium density housing development in suitable locations
- 8.1.2 To provide for residential use or development that accommodates a range of dwelling types where full infrastructure services are available or can be provided
- 8.1.3 To provide for the efficient utilisation of available social, transport and other service infrastructure
- 8.1.4 To provide for non-residential use that:
  - (a) primarily serves the local community; and
  - (b) does not cause an unreasonable loss of amenity through scale, intensity, noise, activity outside of business hours, traffic generation and movement, or other off site impacts.
- 8.1.5 To provide for Visitor Accommodation that is compatible with residential character.

### 8.2 Use Table

Use Class	Qualification
<b>No Permit Required</b>	
Natural and Cultural Values Management	
Passive Recreation	
Residential	If: (a) for a single dwelling; and (b) not for a single dwelling on a multiple dwelling lot
Utilities	If for minor utilities
<b>Permitted</b>	
Residential	If: (a) not listed as No Permit Required; and (b) not for a single dwelling on a multiple dwelling lot

Visitor Accommodation	
<b>Discretionary</b>	
Business and Professional Services	If for a consulting room, medical centre, veterinary centre, child health clinic, or for the provision of residential support services.
Community Meeting and Entertainment	If for a place of worship, art and craft centre, public hall, community centre or neighbourhood centre.
Education and Occasional Care	If not for a tertiary institution.
Emergency Services	
Food Services	If not for a takeaway food premises with a drive through facility.
General Retail and Hire	If for a local shop.
Residential	If not listed as No Permit Required or Permitted.
Sports and Recreation	If for a fitness centre, gymnasium, public swimming pool or sports ground.
Utilities	If not listed as No Permit Required.
<b>Prohibited</b>	
All other uses	

### 8.3 Use Standards

#### 8.3.1 Discretionary uses

Objective:	That Discretionary uses do not cause an unreasonable loss of amenity to adjacent sensitive uses.	
<b>Acceptable Solutions</b>		<b>Performance Criteria</b>
<b>A1</b> Hours of operation of a use listed as Discretionary, excluding Emergency Services and Residential, must be within the hours of		<b>P1</b> Hours of operation of a use listed as Discretionary, excluding Emergency Services and Residential, must not cause an

<p>8:00am to 6:00pm.</p>	<p>unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the timing, duration or extent of vehicle movements; and</li> <li>(b) noise, lighting or other emissions.</li> </ul>
<p><b>A2</b></p> <p>External lighting for a use listed as Discretionary, excluding Residential,</p> <ul style="list-style-type: none"> <li>(a) must not operate within the hours of 7:00pm to 7:00am, excluding any security lighting; and</li> <li>(b) security lighting must be baffled to ensure direct light does not extend into adjoining property.</li> </ul>	<p><b>P2</b></p> <p>External lighting for a use listed as Discretionary, excluding Residential, must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the number of proposed light sources and their intensity;</li> <li>(b) the location of the proposed light sources;</li> <li>(c) the topography of the site; and</li> <li>(d) any existing light sources.</li> </ul>
<p><b>A3</b></p> <p>Commercial vehicle movements and the unloading and loading of commercial vehicles for a use listed as Discretionary, excluding Emergency Services and Residential, must be within the hours of:</p> <ul style="list-style-type: none"> <li>(a) 7:00am to 7:00pm Monday to Friday;</li> <li>(b) 9:00am to 12 noon Saturday; and</li> <li>(c) nil on Sunday and public holidays.</li> </ul>	<p><b>P3</b></p> <p>Commercial vehicle movements and the unloading and loading of commercial vehicles for a use listed as Discretionary, excluding Emergency Services and Residential, must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the time and duration of commercial vehicle movements;</li> <li>(b) the number and frequency of commercial vehicle movements;</li> <li>(c) the size of commercial vehicles involved;</li> <li>(d) manoeuvring required by the commercial vehicles, including the amount of reversing and associated warning noise;</li> <li>(e) any existing or proposed noise mitigation measures between the vehicle movement areas and sensitive use;</li> <li>(f) potential conflicts with other traffic; and</li> <li>(g) existing levels of amenity.</li> </ul>
<p><b>A4</b></p> <p>A use listed as Discretionary is a Residential use</p>	<p><b>P4</b></p> <p>A use listed as Discretionary, excluding Residential use, must not cause an unreasonable loss of amenity to adjacent sensitive uses, having regard to:</p> <ul style="list-style-type: none"> <li>(a) The intensity and scale of the use;</li> <li>(b) The emissions generated by the use;</li> <li>(c) The type and intensity of traffic generated by the use;</li> </ul>

	<p>(d) The impact on character of the area; and</p> <p>(e) The need for the use in that location.</p>
<p><b>A5</b></p> <p>No acceptable solution</p>	<p><b>P5</b></p> <p>A use listed as a Discretionary Residential use must not prevent the site from being developed to its full potential for medium density dwelling types, having regard to.</p> <p>(a) the topography of the site;</p> <p>(b) any development constraints from natural hazards or non-residential uses in the vicinity;</p> <p>(c) the location of the single dwelling on the site; and</p> <p>(d) whether the site is conveniently located to public transport.</p>

### 8.3.2 Visitor Accommodation

Objective:	<p>That Visitor Accommodation:</p> <p>(a) is compatible with the character and use of the area;</p> <p>(b) does not cause an unreasonable loss of residential amenity; and</p> <p>(c) does not impact the safety and efficiency of local roads or rights of way.</p>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>Visitor Accommodation must:</p> <p>(a) accommodate guests in existing habitable buildings; and</p> <p>(b) have a gross floor area of not more than 200m<sup>2</sup> per lot.</p>	<p><b>P1</b></p> <p>Visitor Accommodation must be compatible with the character and use of the area and not cause an unreasonable loss of residential amenity, having regard to:</p> <p>(a) the privacy of adjoining properties;</p> <p>(b) any likely increase in noise to adjoining properties;</p> <p>(c) the scale of the use and its compatibility with the surrounding character and uses within the area;</p> <p>(d) retaining the primary residential function of an area;</p> <p>(e) the impact on the safety and efficiency of the local road network; and</p> <p>(f) any impact on the owners and users rights of way.</p>
<p><b>A2</b></p> <p>Visitor Accommodation is not for a strata lot</p>	<p><b>P2</b></p> <p>Visitor Accommodation within a strata scheme</p>

<p>that is part of a strata scheme where another strata lot within that strata scheme is used for a residential use.</p>	<p>must not cause an unreasonable loss of residential amenity to long term residents occupying other strata lots within the strata scheme, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the privacy of residents;</li> <li>(b) any likely increase in noise;</li> <li>(c) the residential function of the strata scheme;</li> <li>(d) the location and layout of strata lots;</li> <li>(e) the extent and nature of any other non-residential uses; and</li> <li>(f) any impact on shared access and common property.</li> </ul>
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## 8.4 Development Standards for Buildings and Works

### 8.4.1 Residential density for multiple dwellings

<p>Objective:</p>	<p>That the density of multiple dwellings:</p> <ul style="list-style-type: none"> <li>(a) makes efficient use of land for housing;</li> <li>(b) optimises the use of infrastructure and community services; and</li> <li>(c) encourages medium density housing development in appropriate locations.</li> </ul>
Acceptable Solutions	Performance Criteria
<p><b>A1</b></p> <p>Multiple dwellings must have a site area per dwelling of not less than 150m<sup>2</sup>;</p>	<p><b>P1</b></p> <p>Multiple dwellings must only have a site area per dwelling that is less than 150m<sup>2</sup>, if the development will not exceed the capacity of infrastructure services and:</p> <ul style="list-style-type: none"> <li>(a) the development contributes to a range of dwelling types and sizes located within 800m walking distance of a business zone or high frequency public transport corridor in a priority growth area identified in a relevant regional land use strategy; or</li> <li>(b) is compatible with the density of existing development on established properties in the area; or</li> <li>(c) provides for a significant social or community benefit and is: <ul style="list-style-type: none"> <li>(i) wholly or partly within 400m walking distance of a public transport stop; or</li> <li>(ii) wholly or partly within 400m walking distance of an Inner Residential Zone, Village Zone, Urban Mixed Use Zone, Local Business Zone, General Business Zone, Central Business Zone or Commercial Zone.</li> </ul> </li> </ul>

<p><b>A2</b></p> <p>Multiple dwellings must have a site area per dwelling of not more than 200m<sup>2</sup>.</p>	<p><b>P2</b></p> <p>Multiple dwellings must only have a site area per dwelling of more than 200m<sup>2</sup> if the site is reasonably constrained from maximising dwelling potential, having regard to:</p> <ul style="list-style-type: none"> <li>(a) site constraints from nearby non-residential uses;</li> <li>(b) any natural hazards on the site;</li> <li>(c) topography of the site;</li> <li>(d) whether the site is nominated for densification in a relevant regional land use strategy;</li> <li>(e) any dwelling density target contained in a relevant local strategy;</li> <li>(f) location of the site in proximity to public transport; and</li> <li>(g) existing or planned servicing of the site.</li> </ul>
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8.4.2 Setbacks and building envelope for all dwellings

<p>Objective:</p>	<p>The siting and scale of dwellings:</p> <ul style="list-style-type: none"> <li>(a) provides for a diversity of single and multiple dwelling types that makes efficient use of land for housing;</li> <li>(b) provides for medium density housing types on suitable sites;</li> <li>(c) provides reasonably consistent separation between dwellings and their frontage within a street;</li> <li>(d) provides for a transition in the apparent scale, bulk, massing and proportion between dwelling types;</li> <li>(e) provides reasonable separation between dwellings on adjoining properties to allow reasonable opportunity for daylight and sunlight to enter habitable rooms and private open space; and</li> <li>(f) provides reasonable access to sunlight for existing solar energy installations.</li> </ul>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>Unless within a building area on a sealed plan, a dwelling, excluding garages, carports and protrusions that extend not more than 0.9m into the frontage setback, must have a setback from a frontage that is:</p> <ul style="list-style-type: none"> <li>(a) if the frontage is a primary frontage to a general road, not less than 4.5m, or, if the setback from the primary frontage is less than 4.5m, not less than the setback, from the primary frontage, of any existing dwelling on the site;</li> <li>(b) if the frontage is not a primary frontage to a</li> </ul>	<p><b>P1</b></p> <p>A dwelling must have a setback from a frontage that is compatible with the existing and planned streetscape, having regard to:</p> <ul style="list-style-type: none"> <li>(a) any topographical constraints;</li> <li>(b) the need to provide for rhythm and diversity of built form at the frontage to a general road;</li> <li>(c) any relevant local area objectives; and</li> <li>(d) any masterplan for the site or surrounding area endorsed by the planning authority.</li> </ul>

<p>general road, not less than 3m, or, if the setback from the frontage is less than 3m, not less than the setback, from a frontage that is not a primary frontage, of any existing dwelling on the site;</p> <p>(c) if the frontage is a frontage to an access road:</p> <p>(i) if the lot is a general lot or a multiple dwelling lot, not less than 1.5m; or</p> <p>(ii) if the lot is a terrace lot or a townhouse lot, 0m or more;</p> <p>(d) if for a vacant site with a frontage to a general road and there are existing dwellings on adjoining properties on the same street, not more than the greater, or less than the lesser, setback for the equivalent frontage to a general road of the dwellings on the adjoining sites on the same street; or</p> <p>(e) if located above a non-residential use at groundfloor level, not less than the setback from the frontage of the ground floor level.</p>	
<p><b>A2</b></p> <p>A garage or carport for a dwelling must have a setback from a primary frontage to a general road of not less than:</p> <p>(a) 5.5m, or alternatively 1m behind the building line;</p> <p>(b) the same as the building line, if a portion of the dwelling gross floor area is located above the garage or carport; or</p> <p>(c) 1m, if the existing ground level slopes up or down at a gradient steeper than 1 in 5 for a distance of 10m from the frontage.</p>	<p><b>P2</b></p> <p>A garage or carport for a dwelling must have a setback from a primary frontage to a general road that is compatible with the setbacks of existing garages or carports in the street, having regard to any topographical constraints.</p>
<p><b>A3</b></p> <p>A dwelling, excluding outbuildings with a building height of not more than 2.4m and protrusions that extend not more than 0.9m horizontally beyond the building envelope, must be contained within a building envelope determined by:</p> <p>(a) if located on a general lot:</p> <p>(i) a distance equal to the frontage setback from a general road or an access road or, for an internal lot, a distance of 4.5m from the rear boundary of a property with an adjoining frontage; and</p> <p>(ii) projecting a line at an angle of 45 degrees from the horizontal at a height of 3m above existing ground level at</p>	<p><b>P3</b></p> <p>The siting and scale of a dwelling, excluding outbuildings with a building height of not more than 2.4m and protrusions that extend not more than 0.9m horizontally beyond the building envelope, must:</p> <p>(a) not cause an unreasonable loss of amenity to adjoining properties, having regard to:</p> <p>(i) reduction in sunlight to a habitable room (other than a bedroom) of a dwelling on an adjoining property;</p> <p>(ii) overshadowing the private open space of a dwelling on an adjoining property;</p> <p>(iii) overshadowing of an adjoining</p>

<p>the side and rear boundaries to a building height above existing ground level of not more than 8.5m; and</p> <p>(iii) only have a setback of less than 1.5m from a side or rear boundary if the dwelling:</p> <ul style="list-style-type: none"> <li>a. does not extend beyond an existing building built on or within 0.2m of the boundary of the adjoining property; or</li> <li>b. does not exceed a total length of 9m or one third the length of the side boundary (whichever is the lesser);</li> </ul> <p>(b) if located on a multiple dwelling lot:</p> <ul style="list-style-type: none"> <li>(i) a distance equal to the frontage setback; and</li> <li>(ii) projecting a line at an angle of 45 degrees from the horizontal at a height of 3m above existing ground level at a distance of not less than 1.5m from the side and rear boundaries to a building height above existing ground level of not more than 9.5m;</li> </ul> <p>(c) if located on a townhouse lot:</p> <ul style="list-style-type: none"> <li>(i) a distance equal to the frontage setback from a general road or an access road;</li> <li>(ii) must be built to one side boundary and any side boundary shared with a terrace lot and, if built to the side boundary, projecting vertically to a building height of not more than 9.5m above existing ground level</li> <li>(iii) projecting a line at an angle of 45 degrees from the horizontal at a height of 3m above existing ground level at a distance of not less than 1.5m from the rear boundary and, if not built to a second side boundary, at a distance of not less than 1.5m from that side boundary to a building height of not more than 9.5m above existing ground level; and</li> <li>(iv) is built to not more than a total length of two thirds the length of the side boundary;</li> </ul> <p>(d) if located on a terrace lot:</p> <ul style="list-style-type: none"> <li>(i) a distance equal to the frontage setback from a general road or an access road;</li> <li>(ii) projecting vertically at the side and</li> </ul>	<p>vacant property; or</p> <p>(iv) visual impacts caused by the apparent scale, bulk or proportions of the dwelling when viewed from an adjoining property;</p> <p>(b) provide separation between dwellings on adjoining properties that is consistent with that existing on established properties in the area; and</p> <p>(c) not cause an unreasonable reduction in sunlight to an existing solar energy installation on:</p> <ul style="list-style-type: none"> <li>(i) an adjoining property; or</li> <li>(ii) another dwelling on the same site.</li> </ul>
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<p>rear boundary to a building height of not more than 9.5m above existing ground level; and</p> <p>(iii) must be built to each side boundary not more than a total length of two thirds the length of the side boundary.</p>	
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8.4.3 Site coverage and private open space for all dwellings

<p>Objective:</p>	<p>That dwellings are compatible with the amenity and character of the area and provide:</p> <ul style="list-style-type: none"> <li>(a) for outdoor recreation and the operational needs of the residents;</li> <li>(b) opportunities for the planting of gardens and landscaping; and</li> <li>(c) private open space that is conveniently located and has access to sunlight.</li> </ul>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<p><b>A1</b></p> <p>Dwellings must have:</p> <ul style="list-style-type: none"> <li>(a) a site coverage of not more than 50% (excluding eaves up to 0.6m wide); and</li> <li>(b) for multiple dwellings, a total area of private open space of not less than 60m<sup>2</sup> associated with each dwelling, unless the dwelling has a finished floor level that is entirely more than 1.8m above the finished ground level (excluding a garage, carport or entry foyer).</li> </ul>	<p><b>P1</b></p> <p>Dwellings must have:</p> <ul style="list-style-type: none"> <li>(a) site coverage consistent with that existing on established properties in the area;</li> <li>(b) private open space that is of a size and with dimensions that are appropriate for the size of the dwelling and is able to accommodate: <ul style="list-style-type: none"> <li>(i) outdoor recreational space consistent with the projected requirements of the occupants and, for multiple dwellings, take into account any common open space provided for this purpose within the development; and</li> <li>(ii) operational needs, such as clothes drying and storage; and</li> </ul> </li> <li>(c) reasonable space for the planting of gardens and landscaping.</li> </ul>
<p><b>A2</b></p> <p>A dwelling must have private open space that:</p> <ul style="list-style-type: none"> <li>(a) is in one location and is not less than: <ul style="list-style-type: none"> <li>(i) 24m<sup>2</sup>; or</li> <li>(ii) 12m<sup>2</sup>, if the dwelling: <ul style="list-style-type: none"> <li>a. has 1 or 2 bedrooms and is located on a townhouse lot or a terrace lot; or</li> <li>b. is a multiple dwelling with a finished floor level that is entirely more than 1.8m above the finished ground level (excluding a garage, carport or entry foyer);</li> </ul> </li> </ul> </li> <li>(b) has a minimum horizontal dimension of</li> </ul>	<p><b>P2</b></p> <p>A dwelling must have private open space that includes an area capable of serving as an extension of the dwelling for outdoor relaxation, dining, entertaining and children's play and is:</p> <ul style="list-style-type: none"> <li>(a) conveniently located in relation to a living area of the dwelling; and</li> <li>(b) orientated to take advantage of sunlight.</li> </ul>

<p>notless than:</p> <ul style="list-style-type: none"> <li>(i) 4m; or</li> <li>(ii) 3m, if the dwelling:</li> <li>(iii) has 1 or 2 bedrooms and is located on a townhouse lot or a terrace lot; or</li> <li>(iv) is a multiple dwelling with a finished floor level that is entirely more than 1.8m above the finished ground level (excluding a garage, carport or entry foyer);</li> </ul> <p>(c) is located between the dwelling and the frontage only if the frontage is orientated between 30 degrees west of true north and 30 degrees east of true north; and</p> <p>(d) has a gradient not steeper than 1 in 10.</p>	
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8.4.4 Sunlight to private open space of multiple dwellings

<b>Objective:</b>	That the separation between multiple dwellings provides reasonable opportunity for sunlight to private open space for dwellings on the same site.	
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	
<p><b>A1</b></p> <p>A multiple dwelling, excluding a dwelling that is part of a row home building and 30% of dwellings in an apartment building, that is to the north of the private open space of another dwelling on the same site, required to satisfy A2 or P2 of clause 8.4.3, must satisfy (a) or (b), unless excluded by (c):</p> <p>(a) the multiple dwelling is contained within a line projecting (see Figure 8.4):</p> <ul style="list-style-type: none"> <li>(i) at a distance of 3m from the northern edge of the private open space; and</li> <li>(ii) vertically to a height of 3m above existing ground level and then at an angle of 45 degrees from the horizontal;</li> </ul> <p>(b) the multiple dwelling does not cause 50% of the private open space to receive less than 3 hours of sunlight between 9.00am and 3.00pm on 21<sup>st</sup> June; and</p> <p>(c) this Acceptable Solution excludes that part of a multiple dwelling consisting of:</p> <ul style="list-style-type: none"> <li>(i) an outbuilding with a building height not more than 2.4m; or</li> <li>(ii) protrusions that extend not more than 0.9m horizontally from the multiple dwelling.</li> </ul>	<p><b>P1</b></p> <p>A multiple dwelling, excluding a dwelling that is part of a row home building and 30% of dwellings in an apartment building, must be designed and sited to not cause an unreasonable loss of amenity by overshadowing the private open space, of another dwelling on the same site, which is required to satisfy A2 or P2 of clause 8.4.3 of this planning scheme.</p>	

8.4.5 Width of openings for garages and carports, and vehicle parking areas for all dwellings

Objective:	To reduce the potential for garage or carport openings to dominate the primary frontage.	
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	
<b>A1</b> A garage or carport for a dwelling within 12m of a primary frontage to a general road, whether the garage or carport is free-standing or part of the dwelling, must have a total width of openings facing the primary frontage of not more than 6m or half the width of the frontage (whichever is the lesser).	<b>P1</b> A garage or carport for a dwelling must be designed to minimise the width of its openings that are visible from the general road, so as to reduce the potential for the openings of a garage or carport to dominate the primary frontage.	
<b>A2</b> A vehicle parking area, excluding jockey parking on a driveway in front of a garage or carport for a single dwelling or an existing vehicle parking area, is not located within the setback of a dwelling to the primary frontage to a general road.	<b>P2</b> Vehicle parking areas must not dominate the primary frontage setback of a dwelling and be designed to be compatible with the existing or intended future streetscape, having regard to: (a) the topography of the area; (b) site characteristics; (c) the design and location of vehicle parking areas on the site; and (d) any relevant masterplan for the site (e) any relevant local area objectives contained within the relevant Local Provisions Schedule.	

#### 8.4.6 Privacy for all dwellings

Objective:	To provide a reasonable opportunity for privacy for dwellings.	
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>	
<b>A1</b> A balcony, deck, roof terrace, parking space, window or glazed door to a habitable room, of a building that has a floor level more than 1m above existing ground level, must satisfy the side and rear setback requirements of Clauses 8.4.2 A1.2, A2, and A3, and be: (a) not less than 5m from a window, glazed door or private open space of another dwelling on the site; (b) offset 1.5 m horizontally from the edge of a window, glazed door and private open space of a dwelling on an adjoining property or another dwelling on the same site; or (c) screened by a fixed structure to a height of not less than 1.7m above floor level, with a uniform transparency of not more than 35%.	<b>P1</b> A balcony, deck, roof terrace, parking space, or window or glazed door to a habitable room, of a building that has a floor level more than 1m above existing ground level, must be sited and designed to minimise overlooking of habitable rooms and private open space of dwellings on adjoining properties and dwellings on the same site, having regard to: (a) the topography of the area; (b) site characteristics; (c) the angle of view; and (d) any screening proposed, including screening provided by existing or proposed vegetation; and	

#### 8.4.7 Frontage fences and passive surveillance of public spaces for all dwellings

Objective:	The placement of windows and height and transparency of frontage fences: (a) provides adequate privacy and security for residents; (b) allows the potential for mutual passive surveillance between dwellings and the road or adjoining public spaces;and (c) contribute positively to the streetscape amenity.
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<b>A1</b> No Acceptable Solution. <sup>1</sup>	<b>P1</b> A fence (including a free-standing wall) within 4.5m of a frontage, excluding a frontage to an access road, for a dwelling must: (a) provide for security and privacy while allowingfor passive surveillance of the road; and (b) be compatible with the height and transparencyof fences in the street, having regard to: (i) the topography of the site; (ii) site characteristics; (iii) the design and location of fencing on the site; and (iv) traffic volumes on the adjoining road.
<b>A2</b> A dwelling setback less than 12m from any boundary adjoining a public road, laneway, cycleway, walkway, or public open space must have a clear window that: (a) has an area of not less than 2m <sup>2</sup> ; (b) has a sill height of not more than 1.5m above the floor level; and (c) is located in a wall facing the adjoining public spaces.	<b>P2</b> A dwelling setback less than 12m from any boundary adjoining a public road, laneway, cycleway, walkway, or public open space must be designed to provide for privacy, while contributing to passive surveillance of public spaces having regard to: (a) the topography of the area; (b) site characteristics; (c) the design of all dwellings and access arrangements on the site; (d) the design and location of windows in all dwellings on the site; and (e) any relevant masterplan for the site; (f) any relevant local area objectives contained within the relevant Local Provisions Schedule.

#### 8.4.8 Waste storage for multiple dwellings

Objective:	To provide for the storage of waste and recycling bins for multiple dwellings.
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>
<b>A1</b> A multiple dwelling must have a storage area, for waste and recycling bins, that is not less than	<b>P1</b> A multiple dwelling must have storage for

<p>1.5m<sup>2</sup> per dwelling and is located:</p> <ul style="list-style-type: none"> <li>(a) an area for the exclusive use of each dwelling, excluding the area in front of the dwelling; or</li> <li>(b) a common storage area with an impervious surface that: <ul style="list-style-type: none"> <li>(i) has a setback of not less than 4.5m from a frontage;</li> <li>(ii) is not less than 5.5m from any dwelling; and</li> <li>(iii) is screened from the frontage and any dwelling by a wall to a height not less than 1.2m above the finished surface level of the storage area.</li> </ul> </li> </ul>	<p>waste and recycling bins that is:</p> <ul style="list-style-type: none"> <li>(a) capable of storing the number of individual bins or bulk bins required for the site;</li> <li>(b) screened from the frontage and dwellings; and</li> <li>(c) if the storage area is a common storage area, separated from dwellings on the site to minimise impacts caused by odours and noise,</li> </ul> <p>having regard to:</p> <ul style="list-style-type: none"> <li>(d) the need for storage bins to be in a convenient and accessible location;</li> <li>(e) any advice from the road authority; and</li> <li>(f) any relevant policy for waste management adopted by Council;</li> <li>(g) any relevant masterplan for the area.</li> </ul>
<p><b>A2</b></p> <p>Each multiple dwelling must be provided with an enclosed, lockable bulky item storage space that has a minimum dimension of 1m and an area of not less than:</p> <ul style="list-style-type: none"> <li>(a) 6 m<sup>3</sup>, if for a studio or 1 bedroom dwelling;</li> <li>(b) 8 m<sup>3</sup>, if for a 2 bedroom dwelling;</li> <li>(c) 10 m<sup>3</sup>, if for a dwelling with more than 2 bedrooms,</li> </ul> <p>and is located in an area for the exclusive use of each dwelling or a common storage area, excluding principal open space areas.</p>	<p><b>P2</b></p> <p>Each multiple dwelling must have bulky item storage space of sufficient useable area and dimensions appropriate for the needs of occupants that is:</p> <ul style="list-style-type: none"> <li>(a) screened or sited to minimise visual impacts; and</li> <li>(b) in a convenient and accessible location that does not unreasonably impact on the amenity of public spaces, the site, and adjoining properties.</li> </ul>

## 8.5 Development Standards for Non-dwellings

### 8.5.1 Non-dwelling development

<p>Objective:</p>	<p>That all non-dwelling development:</p> <ul style="list-style-type: none"> <li>(a) is compatible with the character, siting, apparent scale, bulk, massing and proportion of residential development; and</li> <li>(b) does not cause an unreasonable loss of amenity on adjoining residential properties.</li> </ul>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1</b></p> <p>A building that is not a dwelling, excluding for Food Services, local shop, garage or carport, and protrusions that extend not more than 0.9m into the frontage setback, must have a setback from a frontage that is:</p> <ul style="list-style-type: none"> <li>(a) if the frontage is a primary frontage to a general road, not less than 4.5m, or if the setback from the primary frontage is less</li> </ul>	<p><b>P1</b></p> <p>A building that is not a dwelling, excluding for Food Services and local shop, must have a setback from a frontage to a general road that is compatible with the streetscape, having regard to any topographical constraints.</p>

<p>than 4.5m, not less than the setback, from the primary frontage, of any existing dwelling on the site;</p> <p>(b) if the frontage is not a primary frontage, not less than 3.0m, or if the setback from the primary frontage is less than 3.0m, not less than the setback, from the primary frontage, of any existing dwelling on the site; or</p> <p>(c) if for a vacant site and there are existing dwellings on adjoining properties on the same street, not more than the greater, or less than the lesser, setback for the equivalent frontage of the dwellings on the adjoining properties on the same street.</p>	
<p><b>A2</b></p> <p>A building that is not a dwelling, excluding outbuildings with a building height of not more than 2.4m and protrusions that extend not more than 0.9m horizontally beyond the building envelope, must:</p> <p>(a) be contained within a building envelope (refer to Figures 8.1, 8.2 and 8.3) determined by:</p> <p>(i) a distance equal to the frontage setback or, for an internal lot, a distance of 4.5m from the rear boundary of a property with an adjoining frontage; and</p> <p>(ii) projecting a line at an angle of 45 degrees from the horizontal at a height of 3m above existing ground level at the side or rear boundaries to a building height of not more than 8.5m above existing ground level; and</p> <p>(b) only have a setback less than 1.5m from aside or rear boundary if the building:</p> <p>(i) does not extend beyond an existing building built on or within 0.2m of the boundary of the adjoining property; or</p> <p>(ii) for a total length of not more than two thirds the length of the side boundary to a building height of 3.5m above existing ground level.</p>	<p><b>P2</b></p> <p>The siting and scale of a building that is not a dwelling must:</p> <p>(a) not cause an unreasonable loss of amenity, having regard to:</p> <p>(i) reduction in sunlight to a habitable room, excluding a bedroom, of a dwelling on an adjoining property;</p> <p>(ii) overshadowing the private open space of a dwelling on an adjoining property;</p> <p>(iii) overshadowing of an adjoining vacant property; or</p> <p>(iv) visual impacts caused by the apparent scale, bulk or proportions of the building when viewed from an adjoining property; and</p> <p>(b) provide separation between buildings on adjoining properties that is consistent with that existing on established properties in the area.</p>
<p><b>A3</b></p> <p>A building that is not a dwelling, must have:</p> <p>(b) a site coverage of not more than 50% (excluding eaves up to 0.6m); and</p> <p>(c) a site area of which not less than 35% is free from impervious surfaces.</p>	<p><b>P3</b></p> <p>A building that is not a dwelling, must have:</p> <p>(a) site coverage consistent with that existing on established properties in the area; and</p> <p>(b) reasonable space for the planting of gardens and landscaping.</p>
<p><b>A4</b></p>	<p><b>P4</b></p>

<p>No Acceptable Solution.<sup>2</sup></p>	<p>A fence (including a free-standing wall) for a building that is not a dwelling within 4.5m of a frontage must:</p> <ul style="list-style-type: none"> <li>(a) provide for security and privacy while allowing for passive surveillance of the road; and</li> <li>(b) be compatible with the height and transparency of fences in the street, having regard to: <ul style="list-style-type: none"> <li>(i) the topography of the site; and</li> <li>(ii) traffic volumes on the adjoining road.</li> </ul> </li> </ul>
<p><b>A5</b></p> <p>Outdoor storage areas, including waste storage, for a building that is not a dwelling, must not:</p> <ul style="list-style-type: none"> <li>(a) be visible from any road or public open space adjoining the site; or</li> <li>(b) encroach upon parking areas, driveways or landscaped areas.</li> </ul>	<p><b>P5</b></p> <p>Outdoor storage areas, including waste storage, for a building that is not a dwelling, must be located or screened to minimise their impact on views into the site from any roads or public open space adjoining the site, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the nature of the use;</li> <li>(b) the type of goods, materials or waste to be stored;</li> <li>(c) the topography of the site; and</li> <li>(d) any screening proposed.</li> </ul>
<p><b>A6</b></p> <p>Air conditioning, air extraction, pumping, refrigeration systems or compressors, for a building that is not a dwelling, must have a setback from the boundary of a property containing a sensitive use not less than 10m<sup>3</sup>.</p>	<p><b>P6</b></p> <p>Air conditioning, air extraction, pumping, heating or refrigeration systems or compressors, for a building that is not a dwelling, within 10m of the boundary of a property containing a sensitive use must be designed, located, baffled or insulated to not cause an unreasonable loss of amenity, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the characteristics and frequency of any emissions generated;</li> <li>(b) the nature of the proposed use;</li> <li>(c) the topography of the site and location of the sensitive use; and</li> <li>(d) any mitigation measures proposed.</li> </ul>

<sup>2</sup> An exemption applies for fences in this zone – see Table 4.6.

<sup>3</sup> An exemption applies for air conditioners and heat pumps in this zone – see Table 4.6.

### 8.5.2 Non-residential garages and carports

<p>Objective:</p>	<p>To maintain frontage setbacks compatible with the streetscape and reduce the potential for garage and carport openings to dominate the primary frontage.</p>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1</b></p> <p>A garage or carport not forming part of a dwelling, must have a setback from a primary frontage to a general road of not less than:</p>	<p><b>P1</b></p> <p>A garage or carport not forming part of a dwelling, must have a setback from a primary frontage to a general road that is compatible</p>

<ul style="list-style-type: none"> <li>(a) 5.5m, or alternatively 1m behind the building line;</li> <li>(b) the same as the building line, if a portion of the building gross floor area is located above the garage or carport; or</li> <li>(c) 1m, if the existing ground level slopes up or down at a gradient steeper than 1 in 5 for a distance of 10m from the frontage.</li> </ul>	<p>with the setbacks of garages or carports in the street, having regard to any topographical constraints.</p>
<p><b>A2</b></p> <p>A garage or carport not forming part of a dwelling, within 12m of a primary frontage to a general road (whether the garage or carport is free-standing) must have a total width of openings facing the primary frontage of not more than 6m or half the width of the frontage (whichever is the lesser).</p>	<p><b>P2</b></p> <p>A garage or carport not forming part of a dwelling, must be designed to minimise the width of its openings that are visible from a general road, so as to reduce the potential for the openings of a garage or carport to dominate the primary frontage.</p>

## 8.6 Development Standards for Subdivision

### 8.6.1 Lot design

<p>Objective:</p>	<p>That each lot:</p> <ul style="list-style-type: none"> <li>(a) has an area and dimensions appropriate for use and development in the zone;</li> <li>(b) is provided with appropriate access to a road;</li> <li>(c) contains areas which are suitable for development appropriate to the zone purpose, located to avoid natural hazards; and</li> <li>(d) is orientated to provide solar access for future dwellings.</li> </ul>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, must:</p> <ul style="list-style-type: none"> <li>(a) be marked on a plan of subdivision as a terrace lot, townhouse lot, multiple dwelling lot or access road if the relevant lot type or road is proposed;</li> <li>(b) if for a general lot have an area of not less than 450m<sup>2</sup> and: <ul style="list-style-type: none"> <li>(i) be able to contain a minimum area of 10m x 15m with a gradient not steeper than 1 in 5, clear of: <ul style="list-style-type: none"> <li>a. all setbacks required by clause 8.4.2 A1, A2 and A3, and 8.5.1 A1 and A2; and</li> <li>b. easements or other title restrictions that limit or restrict development; and</li> </ul> </li> <li>(ii) existing buildings are consistent with the setback required by clause 8.4.2 A1, A2 and A3, and 8.5.1 A1 and A2;</li> </ul> </li> <li>(c) if for a terrace lot, have an area of not less</li> </ul>	<p><b>P1</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, must have sufficient useable area and dimensions suitable for its intended use and be marked on a plan of subdivision as a terrace lot, townhouse lot, multiple dwelling lot or access road if the relevant lot type or road is proposed, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the relevant requirements for development of buildings on the lots;</li> <li>(b) the intended location of buildings on the lots;</li> <li>(c) the topography of the site;</li> <li>(d) the presence of any natural hazards;</li> <li>(e) adequate provision of private open space;</li> <li>(f) the pattern of development existing on established properties in the area;</li> <li>(g) the need for a variety of lot types and sizes to support development of diverse dwelling types;</li> <li>(h) the need for dwelling development to support the growth</li> </ul>

<p>than 150m<sup>2</sup> and not more than 200m<sup>2</sup> and:</p> <p>(i) have a maximum width across the short axis of the lot of not more than 10m, and the lot width across the short axis must vary by not more than 10%;</p> <p>(ii) be able to contain a minimum area of 8m x 12m with a gradient not steeper than 1 in 15, clear of:</p> <p>a. all setbacks required by clause 8.4.2 A1, A2 and A3, and 8.5.1 A1 and A2; and</p> <p>b. easements or other title restrictions that limit or restrict development;</p> <p>(iii) adjoin not less than:</p> <p>a. 3 other terrace lots in a row;</p> <p>b. a townhouse lot on one side boundary and a terrace lot on the other side boundary;</p> <p>c. a townhouse lot on each side boundary; or</p> <p>d. a lot containing an existing dwelling built to the shared side boundary; and</p> <p>(iv) existing buildings are consistent with the setbacks for terrace lots required by clause 8.4.2 A1, A2 and A3, and 8.5.1 A1 and A2;</p> <p>(d) if for a townhouse lot, have an area of not less than 200m<sup>2</sup> and not more than 400m<sup>2</sup> and:</p> <p>(i) be able to contain a minimum area of 8m x 12m with a gradient not steeper than 1 in 15, clear of:</p> <p>a. all setbacks required by clause 8.4.2 A1, A2 and A3, and 8.5.1 A1 and A2; and</p> <p>b. easements or other title restrictions that limit or restrict development;</p> <p>c. at a side boundary, adjoin not less than one other townhouse lot, a terrace lot, or a lot containing an existing dwelling setback not more than 1.5m from the shared side boundary; and</p> <p>(ii) existing buildings are consistent with the setback required by clause 8.4.2 A1, A2 and A3, and 8.5.1 A1 and A2;</p> <p>(e) if for a multiple dwelling lot, have an area of</p>	<p>management targets and strategies for the area in a relevant regional land use strategy;</p> <p>(i) any relevant structure plan for growth management and activity centres prepared in accordance with a relevant regional land use strategy; and</p> <p>(j) any masterplan for the site or surrounding area endorsed by the planning authority,</p> <p>and must not be for subdivision of a multiple dwelling lot, except if to create a lot:</p> <p>(a) required for public use by the Crown, a council or a State authority</p> <p>(b) required for the provision of Utilities; or</p> <p>(c) for the consolidation of the multiple dwelling lot with another lot provided each lot is within the same zone.</p>
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<p>not less than 1500m<sup>2</sup> and:</p> <ul style="list-style-type: none"> <li>(i) be able to contain a minimum area of 20m x 30m with a gradient not steeper than 1 in 15, clear of: <ul style="list-style-type: none"> <li>a. all setbacks required by clause 8.4.2 A1, A2 and A3, and 8.5.1 A1 and A2; and</li> <li>b. easements or other title restrictions that limit or restrict development; and</li> </ul> </li> <li>(ii) must not be an internal lot; and</li> <li>(iii) existing buildings are consistent with the setback required by clause 8.4.2 A1, A2 and A3, and 8.5.1 A1 and A2;</li> </ul> <ul style="list-style-type: none"> <li>(f) not be for subdivision of a lot that has previously been approved as a multiple dwelling lot;</li> <li>(g) be required for public use by the Crown, a council or a State authority;</li> <li>(h) be required for the provision of Utilities; or</li> <li>(i) be for the consolidation of a lot with another lot provided each lot is within the same zone.</li> </ul>	
<p><b>A2</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must have a frontage of:</p> <ul style="list-style-type: none"> <li>(a) if for a general lot, not less than 12m;</li> <li>(b) if for a terrace lot, not less than 6m and must have 2 frontages and 1 frontage to an access road;</li> <li>(c) if for a town house lot, not less than 10m and not more than 15m, and if adjoining a terrace lot must have 2 frontages and 1 of those frontages is a frontage to an access road; and</li> <li>(d) if for a multiple dwelling lot, not less than 15m.</li> </ul>	<p><b>P2</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must be provided with a frontage or legal connection to a road by a right of carriageway, that is sufficient for the intended use, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the width of frontage proposed, if any;</li> <li>(b) the number of other lots which have the land subject to the right of carriageway as their sole or principal means of access;</li> <li>(c) the topography of the site;</li> <li>(d) the functionality and useability of the frontage;</li> <li>(e) the ability to manoeuvre vehicles on the site; and</li> <li>(f) the pattern of development existing on established properties in the area,</li> </ul> <p>and:</p> <p>is not less than 3.6m wide</p> <p>and, if more than 4 adjoining terrace lots in a row or 4 adjoining terrace lots and townhouse lots combined in a row, must have a frontage to an access road.</p>

<p><b>A3</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, must be provided with a vehicular access from the boundary of the lot to:</p> <p>(a) a road in accordance with the requirements of the road authority; and</p> <p>(b) if a terrace lot or townhouse lot with a frontage to an access road, must be provided with a vehicular access from an access road.</p>	<p><b>P3</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, must be provided with reasonable vehicular access to a boundary of a lot or building area on the lot, if any, having regard to:</p> <p>(a) the topography of the site;</p> <p>(b) the distance between the lot or building area and the carriageway;</p> <p>(c) the nature of the road and the traffic;</p> <p>(d) the anticipated nature of vehicles likely to access the site; and</p> <p>(e) the ability for emergency services to access the site.</p>
<p><b>A4</b></p> <p>Not less than 60 percent of lots in a subdivision with a new road, excluding lots for public open space, a riparian or littoral reserve or Utilities, must have the long axis of the lot between 30 degrees west of true north and 30 degrees east of true north.</p>	<p><b>P4</b></p> <p>Subdivision must provide for solar orientation of lots adequate to provide solar access for future dwellings, having regard to:</p> <p>(a) the size, shape and orientation of the lots;</p> <p>(b) the need to provide for private open space and windows at the front or rear of terrace lots and townhouse lots;</p> <p>(c) the topography of the site;</p> <p>(d) the extent of overshadowing from adjoining properties;</p> <p>(e) any development on the site;</p> <p>(f) the location of roads and access to lots; and</p> <p>(g) the existing pattern of subdivision in the area.</p>

8.6.2 Lot size diversity and density

<p>Objective:</p>	<p>That subdivision:</p> <p>(a) provides range of lot sizes suitable for development of diverse dwelling types in appropriate locations;</p> <p>(b) uses urban land efficiently; and</p> <p>(c) supports the growth management targets and strategies for the area in the relevant regional land use strategy.</p>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>
<p><b>A1</b></p> <p>The plan of subdivision,</p> <p>(a) if more than 15 lots are proposed, excluding lots for public open space, a riparian or littoral reserve or Utilities, must have:</p> <p>(i) not less than 20 percent of lots proposed are terrace lots or townhouse lots and 10 percent of lots</p>	<p><b>P1</b></p> <p>The plan of subdivision, must have a variety of lot sizes with area and dimensions suitable for its intended use, and if any part of the subdivision site is less than 800m from a high frequency public transport corridor or a business zone in a priority growth area in an activity centre in a relevant regional land use strategy, must have lot sizes and types suitable for medium density housing types,</p>

<p>proposed are multiple dwelling lots; or</p> <p>(ii) an average lot size of not less than 400m<sup>2</sup> and not more than 500m<sup>2</sup>.</p> <p>(b) if any part of the subdivision site is less than 800m from a high frequency public transport corridor or a business zone in a priority growth area in an activity centre in a relevant regional land use strategy, must have:</p> <p>(i) if more than 2 lots and less than 16 lots are proposed, excluding lots for public open space, a riparian or littoral reserve or Utilities:</p> <p style="margin-left: 40px;">a. not less than 3 terrace lots, 2 townhouse lots, or one multiple dwelling lot; or</p> <p style="margin-left: 40px;">b. an average lot size of not more than 325m<sup>2</sup>; or</p> <p>(ii) if more than 15 lots are proposed, excluding lots for public open space, a riparian or littoral reserve or Utilities:</p> <p style="margin-left: 40px;">a. not less than 20 percent of lots proposed are terrace lots or townhouse lots with a lot size of not more than 250m<sup>2</sup>; and</p> <p style="margin-left: 40px;">b. not less than 10 percent of lots proposed are multiple dwelling lots; or</p> <p style="margin-left: 40px;">c. an average lot size of not less than 325m<sup>2</sup> and not more than 400m<sup>2</sup></p>	<p>having regard to:</p> <p>(a) the available or planned capacity of infrastructure;</p> <p>(b) the relevant requirements for development of buildings on the lots;</p> <p>(c) the intended location of buildings on the lots;</p> <p>(d) the topography of the site;</p> <p>(e) the presence of any natural hazards;</p> <p>(f) adequate provision of private open space;</p> <p>(g) the need for a variety of lot types and sizes to support development of diverse dwelling types in appropriate locations;</p> <p>(h) the need for dwelling development to support the growth management targets and strategies for the area in a relevant regional land use strategy;</p> <p>(i) any relevant structure plan for growth management and activity centres prepared in accordance with a relevant regional land use strategy; and</p> <p>(j) any masterplan for the site or surrounding area endorsed by the planning authority,</p> <p>and must have an average lot size of not more than 550m<sup>2</sup>.</p>
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### 8.6.3 Roads

<p>Objective:</p>	<p>That the arrangement of new roads and active transport routes within a subdivision provides for:</p> <p>(a) safe, convenient and efficient connections to maximise permeability, legibility, accessibility of the road network and mobility of the community;</p> <p>(b) the adequate accommodation of vehicular, pedestrian, cycling, active transport and public transport traffic; and</p> <p>(c) the efficient ultimate subdivision of the entirety of the land and of surrounding land; and</p> <p>(d) liveability in settlements.</p>
<p><b>Acceptable Solutions</b></p>	<p><b>Performance Criteria</b></p>

**A1**

The subdivision:

- (a) if less than 61 lots are proposed, includes no new roads, or
- (b) if more than 60 lots are proposed, roads must be:
  - (i) connected to existing and planned roads in the local area outside the site;
  - (ii) arranged in a grid layout;
  - (iii) streets blocks have:
    - a. a length of not less than 120m and not more than 240m,
    - b. a width of not less than 60m and not more than 120m; and
    - c. a street block perimeter length of not more than 600m;
  - (iv) terrace lots must have a vehicular access from an access road;
  - (v) not more than 15 percent of lots have a frontage to a cul-de-sac;
  - (vi) a cul-de-sac length of not more than 150m and linked by a pedestrian path to an adjacent road;
  - (vii) 90 percent of lots are 800m walking distance from a road designed to be an existing or future bus route;
  - (viii) designed to contain a footpath width of not less than 1.5m on one side of the road, or if the road is less than 400m walking distance of public open space, a high frequency public transport corridor, or a business zone, designed to contain a shared pedestrian and cycling path width of 1.8m on each side of the road;
  - (ix) designed to a road type design in a road hierarchy plan in accordance with the requirements of the road authority

**P1**

The arrangement and construction of roads within a subdivision must provide an appropriate level of access, connectivity, safety and convenience for vehicles, pedestrians and cyclists, and active transport having regard to:

- (a) the requirement for terrace lots or townhouse lots to be provided with a vehicular access from an access road;
- (b) any road network plan adopted by the council;
- (c) the existing and proposed road hierarchy;
- (d) arrangement of lots in a modified grid layout;
- (e) the legibility of the street arrangement for active transport;
- (f) the need to minimise the number and length of cul-de-sacs;
- (g) the need to maximise access for higher density dwelling development in proximity to high frequency public transport corridors, activity centres, public open space, schools, local shops, and community services according to growth management targets in a relevant regional land use strategy;
- (h) the need for connecting roads and pedestrian and cycling paths, to common boundaries with adjoining land, to facilitate future subdivision potential;
- (i) maximising connectivity with the surrounding road, pedestrian, cycling and public transport networks;
- (j) minimising the travel distance between key destinations such as shops, services, public open space, and public transport routes;
- (k) maximising the number lots that have 800m walking distance access to public transport;
- (l) the efficient and safe movement of pedestrians, cyclists and public transport;
- (m) the need to provide bicycle infrastructure on new arterial and collector roads in accordance with the *Guide to Road Design Part 6A: Paths for Walking and Cycling 2016*;
- (n) the topography of the site; and
- (o) the future subdivision potential of any balance lots on adjoining or adjacent land;

	<p>(p) any relevant local area objectives;</p> <p>(q) any relevant structure plan for growth management and activity centres prepared in accordance with a relevant regional land use strategy; and</p> <p>(r) any masterplan for the site or surrounding area endorsed by the planning authority.</p>
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#### 8.6.4 Services

Objective:	<p>That the subdivision of land:</p> <p>(a) provides services for the future use and development of the land</p> <p>(b) protects and improves the quality of Tasmania's waterways, wetlands and estuaries by minimising change to the rate and quantity of stormwater or increase in pollutants entering the water; and</p> <p>(c) supports sustainable water solutions including water sensitive urban design.</p>
Acceptable Solutions	Performance Criteria
<p><b>A1</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must have a connection to a full water supply service.</p>	<p><b>P1</b></p> <p>A lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must have a connection to a limited water supply service, having regard to:</p> <p>(a) flow rates;</p> <p>(b) the quality of potable water;</p> <p>(c) any existing or proposed infrastructure to provide the water service and its location;</p> <p>(d) the topography of the site; and</p> <p>(e) any advice from a regulated entity.</p>
<p><b>A2</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must have a connection to a reticulated sewerage system.</p>	<p><b>P2</b></p> <p>No Performance Criterion.</p>
<p><b>A3</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must be capable of connecting to a public stormwater system.</p>	<p><b>P3</b></p> <p>Each lot, or a lot proposed in a plan of subdivision, excluding for public open space, a riparian or littoral reserve or Utilities, must be capable of accommodating an on-site stormwater management system adequate for the future use and development of the land, having regard to:</p> <p>(a) the size of the lot;</p>

	<ul style="list-style-type: none"> <li>(b) topography of the site;</li> <li>(c) soil conditions;</li> <li>(d) any existing buildings on the site;</li> <li>(e) any area of the site covered by impervious surfaces; and</li> <li>(f) any watercourse on the land.</li> </ul>
<p><b>A4</b></p> <p>If the subdivision proposes more than 15 lots, must have or be part of a stormwater drainage system of a size and design that:</p> <ul style="list-style-type: none"> <li>(a) services a stormwater quantity in accordance with the requirements of the permit authority; and</li> <li>(b) has stormwater quality targets of: <ul style="list-style-type: none"> <li>(i) 80 percent reduction in the average annual load of total suspended solids based on typical urban concentrations; and</li> <li>(ii) 45 percent reduction in the average annual load of total phosphorus and nitrogen based on typical urban concentrations; and</li> </ul> </li> <li>(c) connects stormwater management into the public stormwater system through water sensitive design features in accordance with the requirements of the permit authority.</li> </ul>	<p><b>P4</b></p> <p>Subdivision, must have a stormwater drainage system adequate for the future use and development of the land, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the design and capacity of any existing stormwater drainage system servicing the land;</li> <li>(b) any watercourse on the land;</li> <li>(c) relevant stormwater system quantity and quality requirements of the permit authority;</li> <li>(d) best practice stormwater design guidance in the Tasmanian Infrastructure Design Guidelines;</li> <li>(e) the need to provide water sensitive urban design features for stormwater management; and</li> <li>(f) any stormwater strategy or policy adopted by Council that provides for a cash in lieu contribution instead of onsite stormwater treatment.</li> <li>(g) topography of the site;</li> <li>(h) soil conditions;</li> <li>(i) any existing buildings on the site;</li> <li>(j) any area of the site covered by impervious surfaces; and</li> <li>(k) any watercourse on the land.</li> </ul>

8.6.5 Urban greening

Objective:	<p>That subdivision provides for:</p> <ul style="list-style-type: none"> <li>(a) well located public open space that meets the passive and active recreation needs of the local community;</li> <li>(b) supports a strategic public open space network and movement network;</li> <li>(c) landscaping of roads and public open space that contributes to the amenity and liveability of the local area and supports natural ecological functions; and</li> <li>(d) the equitable sharing of costs between developers and the wider community associated with the provision of new, or upgraded, public infrastructure and public open space to service residential growth.</li> </ul>
<b>Acceptable Solutions</b>	<b>Performance Criteria</b>

<p><b>A1</b></p> <p>A plan of Subdivision must:</p> <ul style="list-style-type: none"> <li>(a) have a public open space lot, or lots, that have a combined area of not less than 10 percent of the subdivision site area and located; <ul style="list-style-type: none"> <li>(i) according to any relevant open space plan for the area adopted by council;</li> <li>(ii) according to a masterplan for the area endorsed by council;</li> <li>(iii) not more than 800m walking distance from existing or proposed lots for residential development; or</li> <li>(iv) not more than 400m walking distance from existing or proposed lots for residential development in a priority growth area or greenfield growth area in a relevant regional land use strategy; or</li> </ul> </li> <li>(b) contribute cash in lieu of a public open space lot in accordance with a policy or strategy for cash in lieu of public open space adopted by council.</li> </ul>	<p><b>P1</b></p> <p>A plan of Subdivision must contribute to public open space that meets the needs of the local community, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the need for public open space to have sufficient useable area and dimensions suitable for the intended use;</li> <li>(b) pattern of development existing on established properties and accessibility of existing public open space;</li> <li>(c) the proposed pattern and density of residential development on the site and in the area;</li> <li>(d) providing links between existing, planned or proposed areas of open space;</li> <li>(e) any relevant open space plan, strategy or policy adopted by Council;</li> <li>(f) any masterplan for the area endorsed by council;</li> <li>(g) any growth management targets for public open space, liveability, accessibility, and social infrastructure targets in a relevant regional land use strategy; and</li> <li>(h) any relevant local area objectives contained within the relevant Local Provisions Schedule.</li> </ul>
<p><b>A2</b></p> <p>A plan of Subdivision must have a landscaping treatment of public land in a road lot:</p> <ul style="list-style-type: none"> <li>(a) of not less than 1 street tree for every 20m of road frontage to proposed residential lots and public open space lots;</li> <li>(b) according to a masterplan for the area endorsed by council; or</li> <li>(c) according to a relevant open space plan for the area adopted by council.</li> </ul>	<p><b>P2</b></p> <p>A plan of Subdivision must have a landscaping treatment of public land in a road lot that enhances the amenity and appearance of the streetscape, having regard to:</p> <ul style="list-style-type: none"> <li>(a) the need to support a strategic public open space network and movement network in the area;</li> <li>(b) the need to improve tree canopy cover and support natural ecological functions;</li> <li>(c) the character of the streetscape and surrounding area;</li> <li>(d) any existing vegetation designated on a plan of subdivision to be retained;</li> <li>(e) any masterplan for the area endorsed by council; and</li> <li>(f) any relevant open space plan for the area adopted by council.</li> </ul>

## Appendix - Consequential changes to SPPs (definitions, parking requirements, frontage fence exemptions, application requirements, incorporated documents)

In order to give the intended effect of the proposed New Residential Zone, new Apartment Code and the revised residential zones (General and Inner), there are consequential changes needed to introduce definitions, additional incorporated documents, to provide additional guidance with application requirements and to clarify the intent for exempt front fences.

Additional to the above, that the ERA report has recommended reducing carparking requirements for medium density housing types.

These complementary changes to the SPP Table 3.1 Definitions, C2.0 Parking and Sustainable Transport Code, Table 4.6 Miscellaneous exemptions, clause 6.1.3 application requirements and AA&I Documents of the SPPs are set out below.

**Table 3.1 Planning Terms and Definitions**

The table below includes the proposed definitions, which are mostly new. There are some changes proposed to existing definitions and these are shown as 'track' changes underlined in blue below.

Proposed new definitions and modifications to existing definitions		Where is a definition is used?			
Terms	Definition	New Z	IRZ	GRZ	AC
access road Note: - new definition	Means a road shown on a plan of subdivision as an access road with a maximum reserve width of 8m.	Yes	Yes	Yes	No
apartment Note: - new definition	Means a dwelling in an apartment building, where laundry facilities may be provided as shared facilities on the site.	Yes	Yes	Yes	Yes
apartment building Note: - new definition	Means a building containing two or more apartments where apartments are located above the ceiling level or	Yes	Yes	Yes	Yes

Proposed new definitions and modifications to existing definitions		Where is a definition is used?			
Terms	Definition	New Z	IRZ	GRZ	AC
	below the floor level of another apartment. An apartment building may also contain a non-residential use.				
common open space Note: - new definition	Means an outdoor area on a site for the shared use of residents, excluding car parking areas, driveways, and waste storage areas. This may include a rooftop, podium, or courtyard.	Yes	Yes	Yes	Yes
communal residence Note – alteration to existing definition	Means use of land for a building to accommodate persons who are unrelated to one another and who share some parts of the building such as a boarding house, residential college, residential care facility, <a href="#">retirement village, respite centre, and assisted housing.</a>	Yes	No	No	No
deep soil area Note: - new definition	Means an area of land that is not impeded above or below the ground and is adequately dimensioned to allow for the growth of healthy tree. The deep soil area can form part of the common open space or private open space for the site.	Yes	No	No	Yes
dwelling diversity bonus Note: - new definition	Means social housing dwellings, terrace dwellings, townhouse dwellings, or apartments type	Yes	No	No	No
general road Note: - new definition	Means a road that is not an access road.	Yes	Yes	Yes	No

Proposed new definitions and modifications to existing definitions		Where is a definition is used?			
Terms	Definition	New Z	IRZ	GRZ	AC
grouped dwelling Note: - new definition	Means two or more detached or semi-detached multiple dwellings on a lot, where one or more dwellings has a façade that is not directly to a frontage. Excludes apartments, row home building and retirement village units.	Yes	Yes	No	No
high frequency public transport corridor Note: - new definition	Means part of an existing or proposed public transport network where existing or future service levels reach a service frequency of 10-to-15-minute intervals during the day, mapped in a relevant regional land use strategy.	Yes	Yes	Yes	No
landscaping area Note: - new definition	Means an area of a site for landscaping treatment and non-plant elements in landscape design, excluding paved areas for driveways and vehicle parking.	Yes	No	No	Yes
large tree Note: - new definition	Means a tree with a predicted mature height of more than 12m.	Yes	No	No	Yes
liveable housing bonus Note: - new definition	Means a multiple dwelling development in which not less than half (50%) of all dwellings are designed and built to <i>Liveable Housing Guideline</i> gold level or platinum level universal design features.	Yes	No	No	Yes
medium density housing type Note: - new definition	Means a townhouse dwelling, terrace dwelling, apartment building, communal residence.	Yes	Yes	Yes	No

Proposed new definitions and modifications to existing definitions		Where is a definition is used?			
Terms	Definition	New Z	IRZ	GRZ	AC
medium tree Note: - new definition	Means a tree with a predicted mature height of more than 8m and not more than 12m.	Yes	No	No	Yes
multiple dwelling lot Note: - new definition	Means a lot that: (a) has an area of not less than 1000m <sup>2</sup> ; (b) is marked as a 'multiple dwelling lot on a plan of subdivision approved by the planning authority, and (c) has a frontage to a general road of not less than 10m.	Yes	Yes	Yes	No
multiple dwellings Note – alteration to existing definition	Means 2 or more dwellings on a site, <a href="#">includes grouped dwellings, row house dwellings, and apartment dwellings.</a>	Yes	Yes	Yes	No
plot ratio Note: - new definition	Means the gross floor area of all buildings on a site, divided by the area of a site.	Yes	No	No	check
priority growth area Note: - new definition	Means a priority growth area referred to in a relevant regional land use strategy.	Yes	Yes	Yes	Yes
retirement village unit Note: - new definition	Means a dwelling in a retirement village.	Yes	Yes	No	No

Proposed new definitions and modifications to existing definitions		Where is a definition is used?			
Terms	Definition	New Z	IRZ	GRZ	AC
row home building Note: - new definition	Means a row of multiple dwellings comprising one of two or more adjoining dwellings erected side by side, with at least one side wall built as a shared side wall.	Yes	Yes	Yes	No
Single dwelling Note – alteration to existing definition	Means a dwelling on a lot on which no other dwelling, other than a secondary residence, is situated, <a href="#">includes terrace dwellings and townhouse dwellings.</a>	Yes	Yes	Yes	Yes
small tree Note: - new definition	Means a tree with a predicted mature height of not less than 3m and not more than 8m.	Yes	No	No	Yes
Social housing Note: - new definition Term used in new definition for 'dwelling diversity bonus'	Housing provided by the government or a non-government community housing provider by a rental agreement with people on low incomes, subsidised by government funds, includes community housing and public housing.	Yes	No	No	Yes
terrace dwelling Note: - new definition	Means a single dwelling with a façade directly to a frontage and comprising one of three or more adjoining dwellings erected side by side, with both side walls of the terrace dwelling built to the side boundary.	Yes	No	No	No
terrace lot Note: - new definition	Means a lot is marked on a plan of subdivision as a "terrace lot" that:	Yes	Yes	Yes	No

Proposed new definitions and modifications to existing definitions		Where is a definition is used?			
Terms	Definition	New Z	IRZ	GRZ	AC
	<p>(a) has a frontage to a general road and a frontage to an access road;</p> <p>(b) has a maximum width across the short axis of the lot of not more than 10m and the lot width across the short axis does not vary by more than 10%;</p> <p>(c) has an area of not more than 200m<sup>2</sup>; and</p> <p>(d) is not an internal lot.</p>				
<p>townhouse dwelling</p> <p>Note: - new definition</p>	<p>Means a single dwelling with a façade directly to a frontage and comprising one of two or more adjoining dwellings erected side by side, with at least one side wall built to the side boundary.</p>	Yes	No	No	No
<p>townhouse lot</p> <p>Note: - new definition</p>	<p>Means a lot is marked on a plan of subdivision as a “townhouse lot” that:</p> <p>(a) has a single frontage to a general road of not less than 10m and not more than 15m and may have a frontage to an access road;</p> <p>(b) has an area of not less than 200m<sup>2</sup> and not more than 400m<sup>2</sup>.</p> <p>(c) Is not an internal lot; and</p> <p>(d) Adjoins another townhouse lot or a terrace lot or a lot with an existing building built to an adjoining boundary with the townhouse lot</p>	Yes	Yes	Yes	No

Proposed new definitions and modifications to existing definitions		Where is a definition is used?			
Terms	Definition	New Z	IRZ	GRZ	AC
water sensitive urban design Note: - new definition	Means the integration of urban planning with the management, protection and conservation of the urban water cycle that ensures urban water management is sensitive to the natural hydrological and ecological cycles.	Yes	Yes	Yes	No

### Revisions to C2.0 Parking and Sustainable Transport Code

It is proposed to amend Table C2.1 (car parking requirements) by adding additional lines in the Residential section to acknowledge a lower parking requirement for apartments, terrace dwellings or townhouse dwellings, as set out with additions shown in blue underlined below.

Use		Parking Space Requirements	
		Car	Bicycle
Residential	If a 1 bedroom or studio dwelling in the General Residential Zone (including all rooms capable of being used as a bedroom),	1 space per dwelling	No requirement
	<u>If an apartment, terrace dwelling or townhouse dwelling in the General Residential Zone that is located within 800m of a high frequency public transport corridor.</u>	<u>1 space per dwelling</u>	<u>No requirement</u>
	If 2 or more bedroom dwelling in the General Residential Zone (including all rooms capable of being used as a bedroom), <u>except for an apartment, terrace dwelling or townhouse dwelling that is</u>	2 spaces per dwelling	No requirement

Use		Parking Space Requirements	
		Car	Bicycle
	<a href="#">located within 800m of a high frequency public transport corridor.</a>		
	Visitor Parking for multiple dwellings in the General Residential Zone, <a href="#">except for an apartment, terrace dwelling or townhouse dwelling that is located within 800m of a high frequency public transport corridor.</a>	1 dedicated space per 4 dwellings (rounded up to the nearest whole number); or if on an internal lot or located at the head of a cul-de-sac, 1 dedicated space per 3 dwellings (rounded up to the nearest whole number)	No requirement
	Other Residential use in the General Residential Zone	1 space per bedroom or 2 spaces per 3 bedrooms + 1 visitor space for every 10 bedrooms (rounded up to the nearest whole number)	No requirement for residential care facility, assisted housing and retirement village.  All other uses require 1 space per 5 bedrooms in other forms of accommodation.
	Any Residential use in any other zone, <a href="#">except for an apartment, terrace dwelling or townhouse dwelling that is located within a business zone or within 800m of a high frequency public transport corridor.</a>	1 space per bedroom or 2 spaces per 3 bedrooms + 1 visitor space for every 5 <a href="#">multiple dwellings</a> or every 10 bedrooms for a non-dwelling residential <a href="#">use</a> (rounded up to the nearest whole number)	No requirement for single dwellings, multiple dwellings, residential care facility, assisted housing and retirement village.  All other uses require 1 space per 5 bedrooms in other forms of accommodation.
	<a href="#">A Residential use in any other zone if for an apartment, terrace dwelling or townhouse dwelling that is located within a business zone or</a>	<a href="#">1 space per dwelling</a>	<a href="#">No requirement</a>

Use	Parking Space Requirements	
	Car	Bicycle
	<a href="#">within 800m of a high frequency public transport corridor.</a>	

#### Revisions to **Table 4.6 Miscellaneous exemptions**

Clause 4.6.3 fences within 4.5m of a frontage exempts fences in certain residential zones if solid up to 1.2 m height and 30% transparent up to 1.8 m height. A consequential revision is needed in Clause 4.6.3 and Clause 4.6.4 to acknowledge the 31.0 New Residential Zone

It is also considered reasonable if additional exemptions are provided for a frontage fence adjacent to an access road. Where these can be solid fences up to 1.8m, giving more privacy to residents on these lots.

	Use or Development	Requirements
4.6.3	fences within 4.5m of a frontage	<p>Fences (including free-standing walls) within 4.5m of a frontage, if located in:</p> <p>(a) the General Residential Zone, Inner Residential Zone, <a href="#">New Residential Zone</a>, Low Density Residential Zone, Village Zone, Urban Mixed Use Zone, Local Business Zone, General Business Zone, Central Business Zone, Commercial Zone or any particular purpose zone, and if not more than a height of:</p> <p>(i) 1.2m above existing ground level if the fence is solid; or</p> <p>(ii) 1.8m above existing ground level, if the fence has openings above the height of 1.2m which provide a uniform transparency of at least 30% (excluding any posts or uprights); <a href="#">or</a></p> <p>(iii) <a href="#">1.8m above existing ground level if the frontage is to an access road.</a></p> <p>(b) the Utilities Zone and adjoining a property in the General Residential Zone, Inner Residential Zone, <a href="#">New Residential Zone</a>, Low Density Residential Zone or Village Zone and if not more than a height of:</p> <p>(i) 1.2m above existing ground level if the fence is solid; or</p> <p>(ii) 1.8m above existing ground level, if the fence has openings above the height of 1.2m which provide a uniform transparency of at least 30% (excluding any posts or uprights); or</p>

		<p>(c) any other zone, or if located in the Utilities Zone and not adjoining a property in the General Residential Zone, Inner Residential Zone, <a href="#">New Residential Zone</a>, Low Density Residential Zone or Village Zone and if not more than a height of:</p> <p>(i) 1.8m above existing ground level if adjoining public land; or</p> <p>(ii) 2.1m above existing ground level if not adjoining public land,</p> <p>unless the Local Historic Heritage Code applies and requires a permit for the use or development.</p>
4.6.4	fences not within 4.5m of a frontage	<p>Fences not within 4.5m of a frontage, if located in:</p> <p>(a) the Urban Mixed Use Zone, Local Business Zone, General Business Zone, Central Business Zone, or Commercial Zone and:</p> <p>(i) it is not more than a height of 1.8m above existing ground level if adjoining public land; or</p> <p>(ii) it is not more than a height of 2.1m above existing ground level if not adjoining public land; and</p> <p>it does not contain barbed wire if on a common boundary with a property in the General Residential Zone, Inner Residential Zone, <a href="#">New Residential Zone</a>, Low Density Residential Zone, or Rural Living Zone; or</p> <p>(b) any other zone and it is</p> <p>(i) not more than a height of 1.8m above existing ground level if adjoining public land; or</p> <p>(ii) not more than a height of 2.1m above existing ground level if not adjoining public land,</p> <p>unless the Local Historic Heritage Code applies and requires a permit for the use or development.</p>

### Revisions to **6.1 Application Requirements**

The additional provisions in the zones relating to common open space and landscaping will require additional information to be submitted with the application (if not already provided). To guide this change, clause 6.1.3 is proposed to include additional matters as set out below.

In 6.1.3(c) after (iv), insert a reference to common open space on the site, the landscaping area, the deep soil area, location of existing and proposed trees and any vertical garden areas, and renumber subsequent subclauses accordingly.

The revised clause 6.1.3(c) appears as follows –

- (c) where it is proposed to erect buildings, a detailed layout plan of the proposed buildings with dimensions at a scale of 1:100 or 1:200 as required by the planning authority showing, where applicable:

- (i) the internal layout of each building on the site;
- (ii) the private open space for each dwelling;
- (iii) external storage spaces;
- (iv) parking space location and layout;
- (v) [common open space on the site,](#)
- (vi) [Landscaping area, deep soil area, location of existing and proposed trees and vertical garden area,](#)
- (vii) major elevations of every building to be erected;
- (viii) the relationship of the elevations to existing ground level, showing any proposed cut or fill
- (ix) shadow diagrams of the proposed buildings and adjacent structures demonstrating the extent of shading of adjacent private open spaces and external windows of buildings on adjacent sites; and
- (x) materials and colours to be used on roofs and external walls.

### State Planning Provisions - Applied, Adopted or Incorporated Documents

The following documents are referred to in the proposed suite of revised SPP provisions.

Document Title	Publication Details	Relevant Clause in State Planning Provision
Liveable Housing Guideline		Table 3.1 C17.1.3
<i>Australian Standard AS 1726:2017 Geotechnical site investigations</i>		C10.3.1 C15.3.1
Tasmanian Infrastructure Design Guidelines November 2025		8.6.4 9.6.4 31.5.3

Central Highlands Council Risk Register

Risk No	Risk or Hazard	Details	Likelihood	Consequence	Risk Level	Action to Control Risk or Hazard	Evaluate Risk Level After Control	Responsible Person	Date Entered on Register	Action Taken or Comments
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1. Environment & Public Health										
1.1	Unsafe erection/use of temporary structure	Temporary structures need to be erected securely to protect the public	3	2	6	Inspect temporary structures and develop form to sign off on inspection	2	Mgr. DES	15/06/12	Consultant Engineer / Building Surveyor engaged to under take inspections
1.2	Unsafe permanent council structures	Risk to public using structure	3	2	6	Regular visual inspections and Form 46 inspections required by property owner and form issued by building surveyor	4	Mgr. DES	15/06/12	Inspection conducted annually
1.3	Poor food handling, storage & hygiene	Cross contamination of food leading to food poisoning	3	4	12	Food licence to be issued annually to ensure food handling techniques and storage have been inspected and are sufficient	4	Mgr. DES, EHO	15/06/12	Food Premises inspection in accordance with Risk Category by EHO
1.3.1			3	4	12	Regular inspections of food premises and food stalls	6	Mgr. DES, EHO	15/06/12	EHO's discretion
1.3.2			3	4	12	Food Handlers courses to be conducted, Food safety training, online	2	Mgr. DES, EHO	15/06/12	Online Food Safety Training now available on Council's Website
1.4	Hazardous activities	The risk that highly hazardous operations are conducted without observing necessary safe operating procedures	3	5	15	Ensure employees have received training in hazardous materials and that a qualified person is responsible for ensuring staff carry out work in a safe manner	4	Mgr. W&S	15/06/12	Relevant employees have undertaken Chem Cert training.
1.4.1	Hazardous activities Bothwell Swimming Pool	The risk that hydrochloric acid could be mixed with chlorine during the dosing operating process at the Bothwell Swimming Pool	3	5	15	SWMS in place, ensure employees have received training in the safe operating procedure for dosing the swimming pool and that a qualified person is responsible for ensuring staff carry out work in a safe manner	4	Mgr. W&S	20/02/18	SWMS in place and employees that undertake the dosing of the swimming pool chlorine have undertaken training and signed the SWMS.
1.5	Dangerous dog or animal at large	Could cause injury/death to humans or other animals	3	4	12	Ensure Council's animal control officer is trained to deal with dangerous animals and responds quickly. Enlist help of RSPCA and/or police where necessary	6	Mgr. DES	15/06/12	Continual Training for Officer. Response time guided by severity of case. Service provided under shared services with SMC
1.6	Unhygienic toilets	Unclean toilets can pass on disease and be bad for Council's reputation	1	3	3	Regular inspections and cleaning of public conveniences and undertake any repairs asap when required	2	Mgr. W&S	15/06/12	Bothwell and Hamilton toilets cleaned daily and others 3 times per week, plus pumping out of some toilets as per contract schedule
1.7	Unsafe water supplies	Non-potable supply with chemical/bacteriological contamination	2	4	8	Ensure effective treatment and management is undertaken of non potable water, regular inspections of water source and storage. Issue of Private Water Licence with appropriate conditions. EPN may be required to ensure proper compliance with legislation.	4	Mgr. DES, EHO	15/06/12	All Private Water Sources are inspected and licenced annually. Licences conditioned & testing results forwarded to Council
1.8	Untreated sewage in stormwater system or wastewater laying on the ground	Exposure of harmful bacteria & viruses to the community	4	4	16	Effective assessments and designs for improved treatment of sewerage when problem identified. Issue of correction orders for existing systems not complying, inspections and advice.	4	Mgr. DES, EHO	15/06/12	Notice or Order Issued for compliance of systems
1.9	Waste Transfer station and Hamilton Landfill	injury to employees or public through housekeeping	2	5	10	Caretaker to ensure all waste is located in the appropriate place and DES Manager and or EHO to do random checks. Compliance with Contract & Policies	4	Mgr. DES	15/06/12	Randum Inspections Undertaken
1.10	Creating environmental Harm, breaches and disasters.	Environmental concerns, breaches, disasters, accidents and incidents through the failure to recognise risks to the environment or failure to comply with relevant Legislation, Acts, Regulations, Codes of Conduct, Standards, Industry Best Practices, etc.	3	5	15	Has each job been reviewed in order to minimise exposure to risks in damaging the environment? Legislation checks for compliance with environmental requirements, regulations and codes. Keep abreast of any legislations updates. Take into account social and economic issues that may arise. Adherence to any EPN,s issued to Council e.g. Hamilton Landfill and Quarry.	4	All Mgrs.	13/05/13	W & S Manager - yes through Safe Work Methods & Training
1.10.1			3	5	15	Are all environmental risks considered and documented, including: Habitat; Flora and Fauna; Endangered species; Aboriginal sites; Heritage sites; Air pollution; Land pollution; Permits, licences, permissions; Contaminated sites; Transport of noxious weeds; Asbestos; Use of chemicals; Controlled Substances; Storage, disposals, records of use, compatibility of chemicals; Recycling or disposal of refuse; Council and Public refuse; Environmental hazards to employees e.g. snakes, spiders, weather conditions, working conditions, etc.	5	All Mgrs.	13/05/13	W & S Manager - environmental risks assistants and document where applicable

Central Highlands Council Risk Register

Risk No	Risk or Hazard	Details	Likelihood	Consequence	Risk Level	Action to Control Risk or Hazard	Evaluate Risk Level After Control	Responsible Person	Date Entered on Register	Action Taken or Comments
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**2. Planning and Permits**

2.1	Incorrect planning/building advice	Inaccurate advice provided by staff over the counter or through telephone	3	2	6	Ensure that advice given is correct, information should be sought from the appropriate Council Officer.	4	Mgr. DES	15/06/12	Counter & telephone enquires (take records advice given)
2.2	Planning permit conditions	approved planning permit conditions not matching the conditions on the issued planning permit	2	4	8	Procedures in place to ensure that permit conditions are checked by 2 different officers	2	Mgr. DES	15/06/12	Checked by Senior Admin & Manager
2.2.1			2	4	8	Sign off document in place to record this check for audit purposes	2	Mgr. DES	15/06/12	Checklist used
2.3	Illegal buildings (dwellings & outbuildings) in municipality	buildings may not have building permits issued	3	4	12	When undertaking building inspections, check other buildings in vicinity to ensure permits have been issued	4	Mgr. DES	15/06/12	Regular Area Inspections
2.4	Planning permit timeframes	May allow development applications to be appealed if statutory timeframes not adhered to	1	4	4	Ensure that statutory timeframes for processing development applications are documented and adhered to by use of a checklist	4	Mgr. DES	15/06/12	RegApp System used to monitor timeframe

**3. Council Facilities and General Operations**

3.1	Unsafe Council Facilities / Public Buildings (e.g. Halls)	Insufficient money allocated in Budget to carry out maintenance.	1	2	2	Ensure funds are allocated in Budget.	2	Mgr. DES, Mgr. W&S	13/05/13	Inspection undertaken. Works Program. Funds allocated in budget every year.
3.1.1		Insufficient maintenance work. Building becomes unsafe to Public.	3	4	12	Annual Maintenance Procedures in place.	4	Mgr. DES, Mgr. W&S	13/05/13	Inspection conducted annually. Consider closure of facility
3.1.2		No inspections. Risk to Council and Public.	1	4	4	Annual inspections carried out in accordance with the Building Act.	2	Mgr. DES	13/05/13	Inspection conducted annually
3.2	Showers not working in camping facilities	May result in burns to users, or people unable to shower	2	2	4	Regular inspections and cleaning of showers to ensure they are working properly	2	Mgr. W&S	13/05/13	Cleaning at Bothwell and Hamilton daily, all other public conveniences 3 times a week
3.3	Insufficient softfall in parks	May result in injuries to children	3	2	6	Conduct and document monthly inspections to ensure sufficient softfall is present around the play equipment	4	Mgr. W&S	15/06/12	Monthly inspections carried out. Softfall replaced when necessary
3.4	Play Equipment	Broken/missing parts may cause injuries	3	3	9	Monthly checklist of inspections for all parks	4	Mgr. W&S	15/06/12	Check list available - employee trained in playground inspections
3.5	Swimming Pool Recreational Waters	Insufficient signage can result in injury to swimmers e.g. pool depths signs, no diving signs, no swimming signs, etc.	1	2	2	Ensure signage at pool is as per Royal Lifesaving Society Guidelines by reviewing prior to each pool season Ensure no swimming signs installed where recreational swimming is prohibited.	2	Mgr. DES	15/06/12	Reviewed by DES prior to each pool season & updated if required
3.5.1		Pump failures which result in pool closure, loss of income and expense to repair/replace.	3	2	6	Daily checks on pumps.	2	Mgr. DES, Mgr. W&S	15/06/12	Monitored through Daily Log Sheets submitted by Pool Attendant
3.5.2		Water imbalance. Health risk to public and operators. Pool closure. Unsafe water quality in recreational water - health risk to public.	2	2	4	Water quality testing to be undertaken 4 times a day and recorded on daily log sheet. Laboratory testing of pool water and recreational waters to ensure compliance with legislation for recreational requirements.	2	Mgr. DES, Mgr. W&S	15/06/12	Monitoring of Daily Log Sheet to ensure compliance. Lab testing undertaken 4 times throughout season.
3.5.3		Wet floors in showers. Slip and fall hazard.	3	3	9	Daily inspections.	2	Mgr. DES, Mgr. W&S	15/06/12	Monitored and recorded on Daily Log Sheets + signs
3.5.4		Blocked WC. Health risk to public.	2	2	4	Daily inspections.	2	Mgr. DES, Mgr. W&S	15/06/12	Monitored and recorded on Daily Log Sheets & DES Office notified if action required
3.6	Trees on Council property	Falling limbs or trees can cause injury	1	5	5	Proactive inspection of trees on council owned land	5	Mgr. W&S	15/06/12	Carried out as part of normal works in towns and road inspections
3.6.1			1	5	5	Removal of dangerous limbs where required	4	Mgr. W&S	15/06/12	Carried out when identified
3.7	Damage to Headstones	Damage occurring as a result of mowing or whipper snipping resulting in a financial loss to Council	1	2	2	Instruct employees on appropriate methods to avoid contact with headstones	2	Mgr. W&S	15/06/12	Relevant employees have been instructed in appropriate methods - spraying around headstones
3.8	Machinery Breakdown/Sabotage	Downtime through machinery breakdowns or sabotage has a financial effect on Council finances	3	2	6	Ensure that regular servicing and maintenance of machines is undertaken.	2	Mgr. W&S	15/06/12	Vehicle pre start checklists by operators - faults notified to W & S Manager

Central Highlands Council Risk Register

Risk No	Risk or Hazard	Details	Likelihood	Consequence	Risk Level	Action to Control Risk or Hazard	Evaluate Risk Level After Control	Responsible Person	Date Entered on Register	Action Taken or Comments
3.8.1			3	2	6	Ensure security of machines by either locking in council depots or when away from depots machine is left in a neighbouring property	4	Mgr. W&S	15/06/12	Depots are locked. Machines left on occupied premises if out on jobs
3.9	Injuries to property or people from Council mowers	Pedestrians or property may be hit by rocks etc. from Council mowers	3	3	9	Ensure all mowers have guards etc. to minimise instances of rocks being ejected from mowers and staff are aware of pedestrians and property in the vicinity	6	Mgr. W&S	15/06/12	All guards in place - staff ensure don't mow close to vehicles, pedestrians or buildings
3.10	Illegal access to Waste Transfer Sites, Landfill site.	Could result in damage to Council Property or an injury to person entering illegally	4	3	12	Ensure that all sites are fenced and all sites are locked when not open to the public	4	Mgr. DES	15/06/12	All sites are locked and fenced
3.11	Damage to ratepayer property by weeding/weedspraying	Weedspray may make contact with private gardens, lawns or shrubbery etc.	2	2	4	Ensure that employees weeding/weedspraying take into account weather conditions, wind direction etc. to prevent the spray making contact with private property Keep records as required by legislation on weed type and spray used.	2	Mgr. W&S	15/06/12	Safe operating procedures training given to operators and signs are erected
3.12	skin contact or inhaling of chemicals while weeding/weedspraying	Untrained employees may be at risk from inhaling or skin contact while weeding/weedspraying	3	3	9	Ensure only accredited employees undertake weeding/weedspraying and that PPE is worn	4	Mgr. W&S	15/06/12	Only accredited employees can actually weeding/weedspray and PPE is worn
3.13	Theft of Council equipment/supplies	Financial loss may occur as a result of theft	3	3	9	Ensure that Council's sheds are locked each night	2	Mgr. W&S	15/06/12	All sheds are locked each night
3.13.1			3	3	9	Undertake regular inventory counts	2	Mgr. W&S	15/06/12	Undertaken by W & S Manager
3.14	Blocked Drains and culverts	Drains and culverts that become blocked can cause damage to Council assets or to private property	3	3	9	Ensure that drains and culverts are regularly inspected and cleaned to prevent blockage and subsequent damage occurring during heavy rains to Council roads/assets or adjacent properties	4	Mgr. W&S	15/06/12	Drains cleaned regularly with backhoe and town kerbs & channels swept regularly
3.15	Danger to employees whilst performing duties	Employees could be injured undertaking municipal works - working at heights, manual handling, working in and around traffic, weather conditions	3	4	12	Ensure SOP and SWMS provided for each task Employees have sufficient safety training for the task. Council has an overall Health and Safety Plan	4	DGM, All Mgrs.	15/06/12	Safe Work Method Statements available for high risk tasks - training provided where necessary and required prior to undertaking task.
3.16	Dangerous dog or animal at large	Could cause injury/death to humans or other animals	3	4	12	Ensure Council's animal control officer is trained to deal with dangerous animals and responds quickly. Enlist help of RSPCA and/or police where necessary	6	Mgr. DES	15/06/12	Continual Training for Officer & update equipment if necessary - service provided under shared services with SMC
3.17	Unhygienic toilets	Unclean toilets can pass on disease and be bad for Council's reputation	1	3	3	Regular inspections and cleaning of public conveniences and undertake any repairs asap when required	2	Mgr. W&S	15/06/12	Toilets inspected regularly as part of cleaning
3.18	Unsafe water supplies	Non-potable supply with chemical/bacteriological contamination	2	4	8	Ensure effective treatment and management is undertaken of non potable water See EHO requirement	4	Mgr. DES, EHO	15/06/12	All Private Water Sources are Licenced, conditioned & inspected yearly. Signage if necessary
3.19	Untreated sewage in stormwater system or laying on the ground	Exposure of harmful bacteria & viruses to the community	4	4	16	Effective assessments and designs for improved treatment of sewerage when problem identified See EHO requirement	4	Mgr. DES, EHO	15/06/12	Notice or Order Issued for compliance of systems & inspection of repairs
3.20	Using electrical equipment	Risk of electrocution using equipment	2	5	10	Create a register and test & tag all electrical equipment and have circuit breakers installed	4	All Mgrs.	15/06/12	All electrical devices are tested and tagged annually with certificate provided by contractor. Council also have included thermographic scans of switch boards in offices, depots and halls.
3.21	Driving on municipal roads with corrugation and potholes	risk of damage to vehicular traffic or accidents	4	2	8	Ensure that potholes are regularly filled in and roads are graded where necessary	4	Mgr. W&S	15/06/12	Undertaken as part of regular road maintenance

Central Highlands Council Risk Register

Risk No	Risk or Hazard	Details	Likelihood	Consequence	Risk Level	Action to Control Risk or Hazard	Evaluate Risk Level After Control	Responsible Person	Date Entered on Register	Action Taken or Comments
3.22	Using earthworking machines within municipal area, Machinery, Plant & Vehicle interaction Across the worksite and including public roadway.	Plant and site traffic operating close to other traffic or personnel, spotters or others out side machinery operators view; Causing: • Crushing • Striking • Hitting • Serious Injury • Fatality • Vehicle / Plant Collision • Confusion Striking of other personnel (ground) • Striking of other plant, equipment & light vehicles; • Crushing of personnel undertaking maintenance • Access and egress • Stockpile collapse • Plant rollover • Engulfment • Slips trips falls from machinery and also around machinery • Crushing • Striking • Hitting • Major Injury • Fatality • Confusion • Fall from machine Plant not maintained leading to injury Risk of injury to employees and members of the public	3	4	12	Secure works area with appropriate traffic management and perimeter fencing and operator to be licenced. Workers competent to operate plant Procedures SWMS Supervision Risk Assessment (Plant Assessor) Service and Maintenance Replacement Program Plant Replacement Plan (include in annual budgets) Risk Management Policy	4	Mgr. W&S	28/02/22	Traffic management used, signs used, operators licenced, fencing only where applicable, Safe Work Method Staments available for high risk tasks - training provided where necessary and required prior to undertaking task.
3.23	Damaged footpaths in municipal area	risk of fall and injury to pedestrians	3	3	9	regular maintenance to footpaths and monthly documented council inspections	2	Mgr. W&S	15/06/12	Changed to quarterly by W & S Manager
3.24	Sporting events on municipal grounds	risk of injury due to ground surface	3	3	9	conduct and record monthly inspections	4	Mgr. W&S	15/06/12	Bothwell and Hamilton Undertaken quarterly by W & S Manager
3.25	Working around assets -Overhead Powerlines and underground assets	Overhead power contact-electrocution/fatality Contact with: - Gas - lines - Underground cables - Telecommunication cables, - water, drainage lines etc- • Fatality • Electrocution • Loss of service	3	4	12	Procedures SWMS Supervision (Spotters) DBYD Use of qualified contractors (if required) Use of location services Liaise with Asset Owners in planning phase Laser height measurement of services Use of signage Training	6	Mgr. W&S	28/02/22	Safe Work Method Staments available for high risk tasks - training provided where necessary and required prior to undertaking task.
3.26	Lifting materials and equipment	Risk of materials or equipment falling when being lifted and resulting in death or injury to a person and/or property damage	3	3	9	Lifting gear inspection as per manufacturer requirements Procedures SWMS Training	4	Mgr. W&S	28/02/22	Safe Work Method Staments available for high risk tasks - training provided where necessary and required prior to undertaking task.
3.27	Confined Space (Working in Pits etc)	Asphyxiation from: • Exhaust fumes, • Contaminated soils, • Use or introduction of hazardous substances • Lack of oxygen	3	4	12	Training Provision of rescue equipment Procedures SWMS Supervision	6	Mgr. W&S	28/02/22	Safe Work Method Staments available for high risk tasks - training provided where necessary and required prior to undertaking task.
3.28	Manual Handling	Lower back injury, Sprains and strains high force, carrying, materials/ Tools plant and equipment/ using bars etc use of hand or power tools • Occupational Over use syndrome	3	3	9	Training Provision of mechanical aids Manual Task SOP Supervision	4	Mgr. W&S	28/02/22	Safe Work Method Staments available for high risk tasks - training provided where necessary and required prior to undertaking task.
3.29	Sun Protection ultra violet radiation	Skin Cancer	4	2	8	Sun Protection Policy Encourage staff to undertake biennial skin checks with their GP's	2	All Mgrs.	28/02/22	Toolbox meetings with staff members undertaken by Managers
3.3	Hazardous substances / Dangerous Substances	Misuse, Inhale, ingest toxic substances. Fire or explosion from interaction with materials that should not be stored together or ignition sources. Spills	3	4	12	Safety Data Sheets at each depot Chemical Handling SOP Provision of PPE Gradual reduction of spray areas over time Minimisation of use of chemicals Use of qualified contractors (if required) Use of signage Training	4	Mgr. W&S	28/02/22	Safe Work Method Staments available for high risk tasks - training provided where necessary and required prior to undertaking task.
3.31	Needlestick injury / infection	Injury/ Illness/infection, psychological effects on employee	4	2	8	Handling Sharps SOP	4	DGM, All Mgrs.	28/02/22	Toolbox meetings with staff members undertaken by Managers

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3.32	Harassment/Discrimination / Bullying	Stress, lack of sleep/fatigue, accident, injury, psychological damage	4	2	8	Disciplinary procedure Training Anti Discrimination and Harrassment Policy Grievance Procedure Employee Assistance Program	4	DGM, All Mgrs.	28/02/22	Toolbox meetings with staff members undertaken by Managers
3.33	Fatigue	Accidents, Serious injury, illness, unable to function	4	2	8	Fitness for work Monitor work hours Active management of leave balances Rostered Day Off (RDO)	4	DGM, All Mgrs.	28/02/22	Toolbox meetings with staff members undertaken by Managers
3.34	Ergonomics (includes working from home) and Sedentary Work	body strain, soft tissue injury, eye strain, cardiovascular, diabetes, obesity and other illnesses and conditions due to prolonged periods of sitting at computers or work stations	2	2	4	Training Work From Home Self Assessment Form Home Based Work Guidelines Provision of sit/stand desks Opportunities for activities during work time Workers encouraged to walk around	2	DGM, All Mgrs.	28/02/22	Toolbox meetings with staff members undertaken by Managers
3.35	Remote or Isolated Work Activities	Break down, injury/accident	3	3	9	Remote & Isolated Procedure Condiser installation of devices (Spot Tracker, Fall Alert, EPIRB)	4	DGM, All Mgrs.	28/02/22	Toolbox meetings with staff members undertaken by Managers. Using Telstra satellite messaging were possible.
3.36	Contractors engaged for works	Workplace accident, injury, Plant damage, injury to member of public or damage to member of public vehicle. Not competent, no Safety Management systems, Plant not maintained or safe	4	2	8	Contractor Management Plan WHS Inspections Internal Audits Procedure prompts on purchase order books Contractor register Contractor induction program	4	DGM, All Mgrs.	28/02/22	Site meetings undertaken by W & S Manager
3.37	Lack of Competency	Workplace accident or injury	4	2	8	Verificaiton of Competency (VOC) Assessments Training budget Performance reviews Relevant qualifications identified at recruitment stage Position descriptions reviewed annually	4	DGM, All Mgrs.	28/02/22	Reviewed by all Managers during PRD process with staff members.
3.38	Hot Work (Welding/cutting/grinding)	Burns, Welding flash, fire, explosion	3	3	9	SWMS Fire Extinguisher Training	4	Mgr. W&S	28/02/22	Safe Work Method Staments available for high risk tasks - training provided where necessary and required prior to undertaking task.
3.39	Excavation / Penetrations Roothing, Asphalt, Pit work, Tipface	Unstable soil conditions Static and dynamic loading, eg Machinery to close to excavation, vibration etc Ground water and unstable soil or rock type; faults and bedding planes Possibility of flooding from water sources, drains; surface run off, swamp, dam, reservoir or lake; rivers Working to close to old disturbed ground Manholes and other shafts; bends; Spoil collapse, placed too close to excavation Trench Collapse	3	3	9	SWMS Excavation SOP Mobile Plant SOP Working near Overhead Assets SOP Underground Assets SOP Asphalt SOP Confined Space SOP Training Verificaton of Competency (VOC) Assessments	4	Mgr. W&S	28/02/22	Safe Work Method Staments available for high risk tasks - training provided where necessary and required prior to undertaking task.
3.4	Work at Height	Falls into excavations Falls from ladders Falls into voids and penetrations Falls into trenches, drill holes Falls from mobile equipment: Falls from Scaffolds	3	3	9	Training/Competency Ladder Use SOP SWMS	4	Mgr. W&S	28/02/22	Safe Work Method Staments available for high risk tasks - training provided where necessary and required prior to undertaking task.
3.41	Use of Power saws concrete cutters, angle grinders, drills, jackhammers, compressors or similar	Amputation of fingers hands toes feet Severe laceration Eye injuries Sparks Crushing Shearing Struck by Vibration Exposure to pressure from burst hoses, detached hoses Cuts and contusions Exposure to noise Hazardous Substances Manual handling/back injury Respiratory issues	3	3	9	Training/Competency Small Tools and Equipment SOP SWMS	4	Mgr. W&S	28/02/22	Safe Work Method Staments available for high risk tasks - training provided where necessary and required prior to undertaking task.
3.42	Noise Induced Hearing Loss	long term hearing impairment	3	3	9	Hearing Tests / bi annually Provision of hearing protection	4	Mgr. W&S	28/02/22	Toolbox meetings with staff members undertaken by Managers
3.43	Housekeeping including adequate lighting	Workplace accident due to inadequate lighting for task or storage of materials in designated footpaths	2	2	4	Maintenance of premises / facilities Audit of site	2	Mgr. W&S	28/02/22	Toolbox meetings with staff members undertaken by Managers

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3.44	First Aid	No first aiders on site, injuries not given first aid could end up more serious. People aiding injured person may not have the knowledge and make condition worse.	2	2	4	All outdoor workers trained in 1st Aid Some indoor workers trained in 1st Aid 1st Aid kits provided in all vehicles and facilities	2	DGM, All Mgrs.	28/02/22	Training program for staff members
3.45	Workplace Facilities	Hygiene not adequate, illness, Lost time	2	2	4	Main office cleaned by council cleaner Depots are cleaned by Council workers	2	DGM, All Mgrs.	28/02/22	Cleaning program inplace
3.46	Procurement (including Contractor Management)	Projects may not be delivered either on time or on budget or both. Contractors cause a workplace accident, injury, plant damage, injury to member of public or damage to member of public vehicle due to a lack of competency, no safety management systems, plant not maintained or safe	3	3	9	Project planning Project management techniques Officer training Procedures Purchasing guide Purchasing prompts on purchase order books Code of tendering and contracts WHS Inspections Internal Audits	4	GM & Audit Panel DGM, All Mgrs.	28/02/22	Process reviewed by General Manager and Audit Panel
3.47	Traffic Management	Serious injury or fatality to member of public or council employees. Traffic accident vehicle or plant damage.	3	3	9	Workers trained in Traffic Management Approved traffic management plans SWMS	4	Mgr. W&S	28/02/22	Safe Work Method Statements available for high risk tasks - training provided where necessary and required prior to undertaking task.

4. Corporate										
4.1	Asset Values	failure to maintain real value of council assets	3	2	6	Ensure that a Long Term Financial Asset Plan is introduced to allocate funding to renewal of assets	2	DGM	15/06/12	Long term Asset management Plan adopted by Council, and regular reviews undertaken during each budget process
4.2	Internal Protocols	Failure to develop and implement necessary management protocols e.g. policies, procedures, standards and codes with a resultant breach causing a loss	3	2	6	Ensure that Council's Audit committees review and develop documents necessary to ensure that operations are handled efficiently and within audit requirements	2	DGM, Audit Committee	15/06/12	Internal Compliance Plan and Authorisation Matrix, audits undertaken by third party organisation as required by Audit Panel.
4.3	Records Management	Failure to adequately record, save, store and dispose of records as required by legislation	3	3	9	Provision of archive training for records officer and internal training to administration staff on saving of records	2	DGM	15/06/12	Magiq software and P: Drive used for Records Management. Magiq software training undertaken in June 2025.
4.4	Investments	Downturn in returns from investments	3	2	6	Review of investments and terms to be undertaken to get the best returns for Council within its investment policy	2	DGM, Audit Committee	15/06/12	Investments reviewed upon maturity & reinvested at the best rate of return for Council. Investment of Surplus Funds Policy adopted
4.5	Breakdown of financial monitoring and audit systems	Change in personnel, software or hardware results in a significant weakening of the internal control/framework.	3	3	9	Develop an internal control procedure to ensure that financial monitoring is adequately resourced to enhance the security of financial information	2	DGM, Audit Committee	15/06/12	Internal Compliance Plan and Authorisation Matrix in place since October 2020, SOP's developed and audits undertaken by third party organisation as required by Audit Panel.
4.6	Workplace Health & Safety	Non-compliance of WHS and Workplace safety legislation can result in fines being received	3	3	9	Ensure that Managers receive training in legislative requirements and that Council provides funding to implement all safety measures	4	GM, All Mgrs.	15/06/12	Training undertaken
4.7	Workplace Health & Safety	Non compliance with WHS and Workplace safety legislation can result in injury/death to employees	3	3	9	Ensure that Managers and employees are aware of legislative requirements and employees obligations for a safe work place	4	GM, All Mgrs.	15/06/12	Through policy and W & S toolbox meetings & training
4.8	Duty of Care	Failure to provide a duty of care by Council to employees and contractors	2	2	4	Managers to ensure that they have read the WHS legislation and understand their obligations.	2	GM, All Mgrs.	15/06/12	Work within WHS policy and legislation
4.9	Duty of Care	Failure to provide required accident response capability including first aid, medical attention and welfare support to staff	2	4	8	Provide first aid training to all staff and ensure emergency contact details for doctors and ambulance are well displayed.	2	GM, All Mgrs.	15/06/12	Staff have undertaken first aid training. Defibrillator available at Bothwell and Hamilton. Refresher courses undertaken when required. Refresher course held in Feb 2025
4.10	Annual audits	Failure to improve financial position from the Auditor General's viewpoint	3	3	9	Long Term Financial Plan in place to address deficiencies in Council's financial position	4	DGM, Audit Committee	15/06/12	Financial Plan has been adopted and is being updated to reflect the reviewed Long Term Asset Management Plan and Long Term Financial Plan and Strategy.
4.11	Emergency Management	Council's capacity to respond to emergencies within the municipality e.g. fires, floods, etc.	2	5	10	Ensure that Council's emergency Management Co-ordinator and Deputy Co-ordinator have the necessary training to carry out their duties under the Central Highlands Emergency Management Plan	4	GM Mgr. DES, All Mgrs.	15/06/12	Councils Emergency Management Coordinator has had training and Deputy Coordinator will undertake training over the next 12 months. Emergency Management Plan reviewed with input from SES, meetings conducted by SRMCC.

Central Highlands Council Risk Register

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4.12	Insurance	Under insuring council assets could result in a financial loss to Council	2	4	8	Ensure that an annual review of Council's insurable assets, including roads and bridges, motor vehicles, buildings, plant, tools and equipment, etc. is undertaken to ensure all relevant assets are insured.	4	DGM, All Mgrs.	15/06/12	An annual review is undertaken during the budget process each year by DGM, DES Manager and W&S Manager - Schedules kept updated by Senior Admin Officer
4.13	Loss of data from server	Potential loss of data saved on it server	3	3	9	Daily backup and weekly backup of server with backups being recorded	4	DGM	15/06/12	Daily & Weekly backups are undertaken - server is backups automatically into the cloud.
4.14	Fraud	Funds being embezzled by council employee	1	5	5	Segregation of duties and keep good documentation	4	DGM	15/06/12	Duties are segregated as much as possible for a small office and number of staff. Authorisation Matrix introduced October 2020. New form to authorise invoices. Duties segregated for creditor control.
4.15	Incorrect Creditor payments	Incorrect authorisations may result in incorrect accounts being paid to creditors	3	3	9	Develop a procedure for accounts payable authorisation and payment	4	DGM	15/06/12	Purchasing and Payments Control Policy inplace and reviewed every four years or as required. SOP implemented
4.16	Slow Recovery of Debts	Debt collections are not followed up in a timely manner which can result in bad debts or loss of interest to Council	2	2	4	Outstanding Debtors to be followed up after 30 days	2	DGM	15/06/12	All Debtors followed up - where necessary accounts submitted to collection agency
4.17	Loss of Interest	Interest may be lost if funds are not transferred to term deposits	2	1	2	Follow Council's policy to maximise interest receipts	2	DGM	15/06/12	Investments reviewed upon maturity & reinvested at the best rate of return as per Investment of Surplus Funds Policy
4.18	Financial Reporting and risks associated with material misstatements in financial statements	Non compliance with financial reporting requirements can lead to financial reporting and material misstatements in the financial reports	3	3	9	Follow Council's procedures for financial report	2	DGM	5/02/24	Accountant is to ensure Council is up to date with legislative and accounting standards each financial year. Accountant to attend Audit Department workshops

5. Legislation										
5.1	Compliance with legislated requirements	Failure to identify and comply with all Legislation, Acts and Regulations.	3	3	9	Nominate an employee who will be responsible for identifying all applicable Legislation, Acts and Regulations.	2	DGM	13/05/13	All managers are to ensure they are up to date with legislative changes for their area.
5.1.1			3	3	9	This employee will also be responsible for identifying all changes and amendments to Legislation, Acts and Regulations.	2	DGM	13/05/13	Updated copies of all State legislation available from www.thelaw.tas.gov.au
5.1.2			3	3	9	A master copy is to be held in the Hamilton Office. Extracts are to be forwarded to relevant responsible Managers for action as appropriate.	2	DGM	13/05/13	Updated copies of all State legislation available from www.thelaw.tas.gov.au
5.1.3			3	3	9	To assist in this process, a service facility may be utilised.	2	DGM	13/05/13	Updated copies of all State legislation available from www.thelaw.tas.gov.au

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**6. Safety Data Sheets (SDS)**

6.1	Accidents, incidents occurring due to lack of knowledge of goods and materials.	Accidents, incidents occurring due to lack of knowledge as to the appropriate use, storage, comp ability, toxicity, disposal, chemical composition and nature of goods and materials.	4	3	12	Ensure that SDS are available for all goods and materials in use, storage or on order for the Council.	2	DGM, All Mgrs.	13/05/13	W & S Manager advised all SDS are available
6.1.1			4	3	12	A master copy of SDS' should be retained in Works Depot Bothwell and Hamilton, with a copy to be stored with the goods and materials.	2	DGM, All Mgrs.	13/05/13	Master copy in both Works Depots
6.1.2			4	3	12	Ensure that all users are made aware of the correct use, restrictions and applicable first aid techniques applicable to all goods and materials in use, storage or on order for the Council.	2	DGM, All Mgrs.	13/05/13	Information contained within relevant SDS
6.1.3			4	3	12	Ensure that Council is a member of (and utilises the services of) Chemwatch or a similar organisation where SDS' and other relevant information is readily available.	2	DGM, All Mgrs.	13/05/13	Chemwatch or a similar organisation
6.1.4			4	3	12	Ensure that when new goods and materials are purchased that SDS' are requested as part of the purchase process.	2	DGM, All Mgrs.	13/05/13	W & S Manager obtains these at time of purchase

**7. Fire Precautions**

7.1	Loss or destruction to Council property/assets through fire.	Loss or destruction to Council property/assets through a lack of adequate fire precaution measures.	4	3	12	Ensure that Fire Wardens and a Chief Fire Warden have been appointed, trained and provided with required PPE/uniforms.	4	DGM, All Mgrs.	13/05/13	Employees have undertaken fire training
7.1.1			4	3	12	Ensure that fire drills are conducted regularly - at least annually.	4	DGM, All Mgrs.	13/05/13	Conducted annually
7.1.2			4	3	12	Ensure that smoke alarms, fire blankets, extinguishers, fire hoses and reels, fire pumps and hydrants are installed as appropriate, tested regularly and recorded in a register.	4	DGM, All Mgrs.	13/05/13	Tested every six months by external contractor - certificate received
7.1.3			4	3	12	Ensure that fire exits are adequately signed, fire exit lights are working, exits are free from obstruction, etc.	4	DGM, Mgr. DES	13/05/13	Monitored through inspections by external contractor
7.1.4			4	3	12	Ensure that fire plans and evacuation plans are displayed, adequate, current and approved by regulators as appropriate.	4	DGM, All Mgrs.	13/05/13	Placed in appropriate buildings

**8. Asbestos**

8.1	Exposure to asbestos.	Causing injury, harm or death to employees, contractors and or the public through exposure to or contamination by asbestos products.	3	4	12	Identify the presence of asbestos in all Council owned buildings, sites, assets and materials.	4	DGM, Mgr. DES, Mgr. W&S	13/05/13	W & S Manager advised he has completed and Register is complete. Asbestos Policy inplace
8.1.1			3	4	12	Engage professionals to produce asbestos registers for all sites.	4	DGM, Mgr. DES, Mgr. W&S	13/05/13	W & S Manager advised he has completed and Register is complete. Asbestos Policy inplace
8.1.2			3	4	12	Conduct regular inspections of identified sites to ensure that the condition of buildings and materials are being monitored.	4	DGM, Mgr. DES, Mgr. W&S	13/05/13	W & S Manager advised he has completed and Register is complete. Asbestos Policy inplace
8.1.3			3	4	12	Ensure that asbestos is disposed of in a safe and prescribed manner by appropriately licenced staff or contractors.	4	DGM, Mgr. DES, Mgr. W&S	13/05/13	Disposal at Hamilton Refuse Disposal Site. Staff Trained

Central Highlands Council Risk Register

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8.1.4			3	4	12	Asbestos registers are to be signed by Contractors whenever they are working in the area to ensure that they acknowledge that they have been informed of the whereabouts or likelihood of asbestos.	4	DGM, Mgr. DES, Mgr. W&S	13/05/13	W & S Manager advises those areas are isolated from contractors
8.1.5			3	4	12	Staff are to sign the asbestos registers to acknowledge that they have been made aware of the whereabouts or likelihood of asbestos.	4	DGM, Mgr. DES, Mgr. W&S	13/05/13	Works & Services manager undertakes tool box meetings to advise staff where applicable.
8.1.6			3	4	12	Staff are to inform management whenever they notice that the condition of any material known or suspected to contain asbestos has deteriorated which may lead to the possibility of exposing asbestos into the environment.	4	DGM, Mgr. DES, Mgr. W&S	13/05/13	Staff Training Undertaken

9. Buildings										
9.1	Legal action against Council in relation to Council buildings.	Lawsuits against Council in relation to unsafe Council buildings or misunderstandings as to legal responsibilities relating to use, hire, lease or entering Council owned or leased buildings.	3	2	6	Ensure that appropriate and certified hire/lease agreements are entered into with hirers/lessees of Council buildings. These are to contain well documented and unambiguous conditions of hire/lease as applicable to both the Council and to the hirer/lease.	2	GM, Mgr. DES	13/05/13	Documents uploaded to P: Drive
9.1.1			3	2	6	Provide and comply with any Certificates and requirements. Annual Maintenance Statement undertaken	2	GM, Mgr. DES	13/05/13	Inspection undertaken and works undertaken if required.

10. Public Areas										
10.1	Legal action against Council in relation to public areas within the Council Municipality.	Lawsuits against Council in relation to accidents and incidents in public areas within the Council Municipality.	4	2	8	Are the public areas appropriately signed?	4	GM, All Mgrs.	13/05/13	W & S Manager - Undertakes inspections
10.1.1			4	2	8	Have Places of Assembly Certificates been obtained and displayed appropriately?	4	GM, All Mgrs.	13/05/13	No longer required under legislation, general inspection undertaken to reduce risks
10.1.2			4	2	8	Are there any other special requirements for the public area - restricted access, opening and closing hours, ban on smoking or alcohol, etc.?	4	GM, All Mgrs.	13/05/13	Yes, smokefree. Signage in place.
10.1.3			4	2	8	If there are special requirements, are these adequately addressed?	4	GM, All Mgrs.	13/05/13	Yes in accordance with Council Policies.

11. General Security										
11.1	Physical threats to staff, assets and buildings.	Break-ins, thefts, burglaries, unauthorised access, threats to staff, loss or destruction of Council assets, etc.	3	2	6	Are applicable buildings alarmed, monitored?	4	All Mgrs.	13/05/13	Both office buildings are monitored by chubb
11.1.1			3	2	6	Are security contacts appointed, trained and aware of responsibilities?	4	All Mgrs.	13/05/13	Security contacts provided to chubb and kept updated
11.1.2			3	2	6	Have policies and procedures been developed, approved and appropriately issued to and discussed with staff?	4	All Mgrs.	13/05/13	Policies and procedures are in place
11.1.3			3	2	6	Do the policies and procedures include - Break-ins? - Alarm Systems? - Armed hold-ups? - Cash in Transit? - Abusive, threatening and violent customers and public? - Guidelines for Council premises, public and private establishments? - Emergency contacts - Council, Fire, SES, Police, Ambulance, First Aid, Southern Water representatives, DIER, etc.	4	All Mgrs.	13/05/13	Security procedure provided to office staff, W & S Manager, W & S Supervisor and L/Hand

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**12. Safety Committee, Safety Representatives**

12.1	Failure to meet minimum requirements in relation to Safety Committees and Safety Representatives.	Non-compliance with Legislation, Acts, Regulations and Codes of Practice in relation to Safety Committees and Safety Representatives.	3	2	6	Has a Safety Committee been established?	2	All Mgrs.	13/05/13	Safety Committee not requested by staff. EB includes a Staff Consultative Committee
12.1.1			3	2	6	Does the composition of the Safety Committee appear to be adequate (and does it comply to statutory requirements)?	2	DGM	13/05/13	Review by W & S Manager
12.1.2			3	2	6	Have Safety Representatives been nominated, voted on, appointed, inducted and trained?	2	DGM	13/05/13	Review by W & S Manager
12.1.3			3	2	6	Are safety checklists established, approved and utilised at appropriate intervals?	2	All Mgrs.	13/05/13	W & S Manager organises safety checks at both Depots on a quarterly basis.
12.1.4			3	2	6	Are findings on safety inspections reported on acted upon?	2	DGM	13/05/13	W & S Manager to report to DGM and GM any safety risks
12.1.5			3	2	6	Are the safety checklists regularly reviewed to ascertain whether amendments are required?	2	All Mgrs.	13/05/13	Review by W & S Manager
12.1.6			3	2	6	Does the Safety Committee meet regularly?	2	DGM	13/05/13	Safety Committee not requested by staff. EB includes a Staff Consultative Committee
12.1.7			3	2	6	Do the Agendas for Safety Meetings appear to be appropriate?	2	DGM	13/05/13	Safety Committee not requested by staff. EB includes a Staff Consultative Committee
12.1.8			3	2	6	Are Minutes of Safety Meetings recorded, approved, signed and distributed appropriately?	2	DGM	13/05/13	Safety Committee not requested by staff. EB includes a Staff Consultative Committee
12.1.9			3	2	6	Are the Safety Meeting Minutes presented to the General Council Meeting for discussion, review and endorsement?	2	DGM	13/05/13	W & S Manager to report any safety risks in monthly Works Department Report

**13. Anti-Discrimination**

13.1	Council being sued under alleged breaches of Anti-discrimination provisions.	Monetary fines and damage to Council's reputation in relation to alleged breaches of anti-discrimination practices and incidents.	3	2	6	Ensure that Policy 2015-34 Harassment and Discrimination policy is available on the Council website and is reviewed inline with policy requirements.	2	DGM	13/05/13	Policy 2015-34 Harassment & Discrimination Policy adopted and available to the policy on the Council website.
13.1.1			3	2	6	Are there plans to review, amend and approve this policy by Council	2	DGM	13/05/13	Policy reviewed and is available on the Council website, at both offices and depots
13.1.2			3	2	6	Has the policy been presented at a tool-box meeting or seminar/presentation to all staff within the last 12 months?	2	DGM	13/05/13	All staff were given copies. Copy of policy available in the Policy register at both offices and depots
13.1.3			3	2	6	Have all staff signed an attendance record acknowledging that they have attended Anti-Discrimination training?	2	DGM	13/05/13	Yes
13.1.4			3	2	6	Has a staff member been nominated as responsible for the policy?	2	DGM	13/05/13	DGM
13.1.5			3	2	6	Have staff been appointed as Anti-Discrimination Contact Officers?	2	DGM	13/05/13	DGM
13.1.6			3	2	6	Have staff been appointed as Anti-Discrimination Investigation Officers?	2	DGM	13/05/13	Use outside organisation

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14. Policies and Procedures										
14.1	Lack of current authorised Policies and Procedures.	Inability to rely on policies and procedures as evidence that Council is aware of and is responding to requirements within Legislation, Acts, Regulations and Codes of Practice.	3	2	6	Have requirements for Policies and procedures been adequately identified?	2	GM, DGM Audit Committee	13/05/13	Policies are reviewed regularly - ongoing. Policy index gives date policy adopted and a review date
14.1.1			3	2	6	Have appropriate Policies and Procedures been developed? - Reviewed by management? - Authorised by management(procedures) and by Council (Policies)? - Allocated to Responsible Officers? - Presented to applicable employees? - Have an appropriate expiry date as to when a review is to be conducted by?	2	GM, DGM Audit Committee	13/05/13	Policies have a review date. Copies of all policies are available at both Hamilton and Bothwell office and depot

15. Staff Training/Training Records										
15.1	Lack of evidence that employees have received mandatory, job specific, plant, tools and equipment or operation specific training.	Damage, destruction to machinery and assets, injury and harm to employees, customers, visitors and the general public due to inadequate training.	3	2	6	Have all training requirements for all employees been assessed, recorded and sourced? (Consider initial applications, inductions, relevant experience and licences/permits, performance reviews, reports from supervisors and peers, introduction of new methods, plant, tools and equipment, changes to working conditions and work roles, etc.).	3	All Mgrs.	13/05/13	On employee records filed
15.1.1			3	2	6	Has a Training Register been maintained for each employee (check on currency and adequacy)?	3	All Mgrs.	13/05/13	On employee records filed
15.1.2			3	2	6	Does the training register for each employee contain the following items (where applicable): - First Aid? - Manual Handling? - Hearing Tests? - Chainsaw Permit? - Drivers Licence? - Other Licences/Permits? - Traffic Control? - Working at Heights? - Confined Spaces? - White Card (Construction Industry Induction)?	3	All Mgrs.	13/05/13	Copies of certificates and licences on employee file
15.1.3			3	2	6	Are these licences, permits, certificates, etc. current?	3	All Mgrs.	13/05/13	Checked by W & S Manager
15.1.4			3	2	6	Have employees been informed that they must inform Management if any circumstances change (e.g. if drivers licence is suspended, etc.)?	3	All Mgrs.	13/05/13	Yes part of induction
15.1.5			3	3	6	Are these training records reviewed on a regular basis (at least annually)?	3	All Mgrs.	13/05/13	Training requirements assessed through performance appraisals

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16. Codes of Conduct, Standards, Industry Best Practices, etc.										
16.1	Failure to comply with Codes of Conduct, Standards, Industry Best Practices, etc.	Failure to identify and comply with all Codes of Conduct, Standards, Industry Best Practices, etc.	3	3	9	Managers are responsible for identifying all applicable Codes of Conduct, Standards, Industry Best Practices, etc.	3	All Mgrs.	13/05/13	Reviewed by Managers
16.1.1			3	3	9	Managers are also be responsible for identifying all changes and amendments to Codes of Conduct, Standards, Industry Best Practices, etc.	3	All Mgrs.	13/05/13	Reviewed by Managers
16.1.2			3	3	9	A master copy is to be held in the Bothwell Office. Extracts are to be forwarded to relevant responsible Managers for action as appropriate.	3	All Mgrs.	13/05/13	Include in records management system
16.1.3			3	3	9	To assist in this process, a service facility may be utilised.	3	All Mgrs.	13/05/13	Third party organisations used as required

17. Personal Protective Clothing and Equipment (PPE).										
17.1	Lack of or inappropriate supply or use of PPE.	Accidents and incidents through the lack of or inappropriate supply or use of PPE.	3	2	6	Is there evidence that a proper risk assessment has been conducted to determine whether the job, task or operation could be revised and made safer to eliminate the requirement of PPE?	2	All Mgrs.	13/05/13	PPE is required for all tasks by outdoor workforce, as per SOP and SWMS
17.1.1			3	2	6	Have personal issues of PPE to employees been recorded in a PPE Register on an individual basis?	2	All Mgrs.	13/05/13	Reviewed by W & S Manager
17.1.2			3	2	6	Has a formal assessment/identification process been undertaken to determine the correct PPE required for the job, task or operation?	2	All Mgrs.	13/05/13	Tick & flick through safe work method
17.1.3			3	2	6	Is there any evidence that appropriate PPE has been made available?	2	All Mgrs.	13/05/13	Yes W & S Manager has list & signatures
17.1.4			3	2	6	Is there any evidence that the correct method of using the PPE has been determined and explained to the employees involved?	2	All Mgrs.	13/05/13	Tool Box Meetings
17.1.5			3	2	6	Has there been any inspections conducted by W & S Manager to ensure that PPE is utilised appropriately as and when required?	2	All Mgrs.	13/05/13	Spot checks carried out by W & S Manager

18. Gifts, Benefits and Donations										
18.1	Acceptance of gifts, benefits, donations and secret commissions to favour a supplier ahead of others.	The acceptance of gifts, benefits, donations and secret commissions may be real or perceived attempts to bribe, coerce or influence procurement decisions.	3	3	9	Unless there are exceptional circumstances, gifts, benefits, donations and commissions are disallowed in the Gift, Benefit and Donations Register	2	DGM	13/05/13	Policy adopted, all staff have had integrity training. Policy in Policy register at both offices and depots. Both the Staff Code of Conduct and Councillors Code of Conduct cover gifts, benefits and donations.
18.1.1			3	3	9	Exceptions may be allowed only if approved by the General Manager in one-off situations where the goods or benefits are of a minor nature, or of direct benefit to the municipality.	2	DGM	13/05/13	Policy adopted, all staff have had integrity training. Policy in Policy register at both offices and depots. Both the Staff Code of Conduct and Councillors Code of Conduct cover gifts, benefits and donations.
18.1.2			3	3	9	A Register of gifts, benefits and donations is to be maintained, kept current and made available for review by Senior Management and other relevant persons as required.	2	DGM	13/05/13	Gifts, Benefits and Donations Register is updated monthly and placed on Councils website.

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19. Nepotism, Favouritism and Negative Bias										
19.1	Unfairly or inequitably treating relatives, friends or acquaintances.	Unfairly or inequitably treating relatives, friends or acquaintances in relation to conducting business with the Council.	3	3	9	When dealing with major purchases and tenders which involve relatives, friends and acquaintances (including suppliers that may be seen as having undue positive or negative influence over an employee), affected employees should wherever possible either distance themselves from the negotiations or seek approval from Senior Management prior to finalising the transaction or negotiation.	4	DGM, All Mgrs.	13/05/13	Advertised tenders provided to Council for selection of appropriate successful tender in accordance with Council Policy. Staff and Council Codes of Conduct cover these matters as well.
19.1.1			3	3	9	Where possible, goods and services should be sourced from established suppliers, preferably from a listing of approved suppliers or from the LGAT Procurement Network where appropriate.	4	DGM, All Mgrs.	13/05/13	Purchasing & Payments Control Policy adopted by Council. LGAT Procurement Network used if possible

20. Copyright										
20.1	Infringement of Copyright.	Council being sued for failure to comply with Copyright provisions.	3	2	6	A copy of current copyright provisions and relevant legislation, acts and regulations to be maintained, reviewed and extracts issued to employees as applicable to ensure compliance.	2	DGM, All Mgrs.	13/05/13	Signed copyright licence in safe at Hamilton
20.1.1			3	2	6	Copies of copyright provisions in safe at Hamilton	2	DGM	13/05/13	Signed copyright licence in safe at Hamilton
20.1.2			3	2	6	Where licences, permits and agreements relating to copyright have been negotiated, copies are to be filed and available for evidence as required.	2	DGM	13/05/13	Signed copyright licence in safe at Hamilton

21. Intellectual Property										
21.1	Disputes as to ownership.	Disputes as to ownership of material relating to Intellectual Property.	3	2	6	Generally, material produced by employees during paid employment periods is the property of the Council unless agreed to by both the Council and the applicable employees:	2	All Mgrs.	13/05/13	Provision contained in all new contracts of employment. Also included in Staff Code of Conduct Policy
21.1.1			3	2	6	- Is a register maintained for intellectual property approved to be the property of employees rather than Council?	2	All Mgrs.	13/05/13	
21.1.2			3	2	6	- Is this Register reviewed and endorsed on a regular basis?	2	All Mgrs.	13/05/13	

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**22. General use of Council Property, Plant, Tools, Equipment, Materials and Resources.**

22.1	Damage, destruction, deterioration, depletion of Council's resources.	Damage, destruction, deterioration, depletion of Council's assets from non Council operations. This includes property, plant, tools, equipment, materials and resources and may result from inappropriate use by employees, customers and the public.	3	2	6	Is there a current policy regarding private use of Council's resources?	4	GM, DGM, All Mgrs.	13/05/13	Private use of Vehicle Policy for staff with vehicle use. Other use is by private works & accounts issued.
22.1.1			3	2	6	Does this policy generally refuse the private use of Council's resources unless authorised by the W & S Manager?	4	Mgr W & S	13/05/13	Private Works authorised as per Private Works Policy
22.1.2			3	2	6	If any private use has been approved, are hire agreements entered into and are they: - signed by both parties? - responsibilities, including fuel, lubricants and greases, usage, restrictions, start-up and maintenance requirements clearly defined? - current operator licences, permits sighted?	4	DGM, All Mgrs.	13/05/13	Vehicle use as per vehicle policy & private works policy
22.1.3			3	2	6	Goods and services for private purposes by employees, customers or the public are not to be purchased by the Council for subsequent reimbursement by employees, customers or the public?	4	DGM, All Mgrs.	13/05/13	Private Works Policy
22.1.4			3	2	6	The use of Council's resources by staff or the public for private commercial gain	4	All Mgrs.	13/05/13	As per Private Works Policy

**23 Conflict of Interest**

23.1	Damage, destruction, deterioration, depletion of Council's resources.	Employees and Councillors obtaining (or perceived as to having the ability to) an inappropriate benefit or financial gain, either directly or indirectly, through their knowledge of Council operations or through their personal or business connections.	3	3	9	All relevant connections to business and personal activities which may be perceived as presenting conflicts of interest for employees and Councillors are to be advised to the Mayor, General Manager or Deputy General Manager for inclusion into a Register. Restrictions on voting rights and in dealing with transactions and business with these organisations or individuals are to be entered and abided by the employees and Councillors as appropriate.	4	Mayor, General Manager, All Mgrs.	13/05/13	Follow Council's policies. Related Party declarations completed annually by Councillors and senior staff (Key Management Personnel)
23.1.1			3	3	9	Council employees are not to engage in private commercial capacities in opposition to Council activities.	4	DGM, All Mgrs.	13/05/13	Follow Council's policies and recorded in Related Party Declarations
23.1.2			3	3	9	Employees engaged in a second or subsequent job must apply for and receive endorsement from the General Manager.	4	DGM, All Mgrs.	13/05/13	Follow Council's policies and recorded in Related Party Declarations
23.1.3			3	3	9	Councillors, Council employees, contractors, subcontractors and their staff are not to use or pass onto others any knowledge which is confidential to Council operations that they may discover through the course of their engagement with the Council.	4	DGM, All Mgrs.	13/05/13	Included in Staff Code of Conduct Policy and Councillors Code of Conduct policy
23.1.4			3	3	9	The appropriate use of Council resources by staff in the reasonable execution of their role, duties and responsibilities does not constitute a breach of the requirements written or implied above.	4	DGM, All Mgrs.	13/05/13	Follow Council's policies

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24 Managing Risks of Plant in the Workplace										
24.1	Damage, destruction or unwarranted deterioration to Council plant.  Accidents, injuries to operators, staff, contractors and the public due to a lack of knowledge regarding use of plant.	The unsafe use of plant is a major cause of workplace death and injury.  There are significant risks associated with plant, including: - limbs amputated by unguarded moving parts. - crushing by mobile plant - fractures from falls while accessing, operating or maintaining plant. - electric shock from plant that is not adequately protected or isolated. - burns or scalds due to contact with hot surfaces, exposure to flames, hot fluids, steam, gases or exhausts.	4	3	12	Promotion and awareness of and compliance to Code of Practice CP123 - Managing the Risks of Plant in the Workplace, coupled with operator training, follow-up training, certification and licensing of operators, where applicable.	4	General Manager, DGM, Mgr W&S, Leading Hand W&S, HSR, All Operators.	15/08/13	Operators licenced to operate plant - first aid training provided to staff
24.1.1			4	3	12	Discuss and explain how the risks and hazards are managed, bearing in mind the following:  A person with management or control of plant at a workplace must manage risks to health and safety associated with the plant: - Identify reasonably foreseeable hazards that could give rise to the risk - Eliminate the risk so far as is reasonably practicable. - If it is not reasonable practicable to eliminate the risk, minimise the risk so far as is reasonably practicable by implementing control measures in accordance with the hierarchy of control. - maintain the implemented control measure so that it remains effective. - Review and if necessary, revise risk control measures so as to maintain, so far as is reasonable practical, a work environment that is without risks to health and safety.	4	General Manager, DGM, Mgr W&S, Leading Hand W&S, HSR, All Operators.	15/08/13	Operators licenced to operate plant and work is undertaken in accordance with SOP and SWMS
24.1.2			4	3	12	Discuss and explain how the risks and hazards are managed, bearing in mind the following areas which should be considered:  - Consulting with operators and other associated employees and contractors. - Registering the plant. - Identifying the hazards - Inspection of the plant, reviewing safety information, assessing the risks and controlling the risks. - maintaining and reviewing risk control measures. - Purchasing and hiring plant. - Purchasing second hand plant. - Installation and commissioning of plant. - Instruction, training and supervision. - Using plant in the workplace. - High risk work licences. - Making alterations to plant. - Inspecting plant. - Maintenance, repair and cleaning of plant. - Storing plant. - Decommissioning, dismantling and disposal of plant. - Guarding plant. - Operator controls. - Emergency stops. - Warning devices. - Isolation of Energy Sources. - Keeping records. - Hazard checklists.	4	General Manager, DGM, Mgr W&S, Leading Hand W&S, HSR, All Operators.	15/08/13	Part of Tool Box Meetings by Magr W & S

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25 Records Disposal										
25.1	Destruction, deterioration or loss of Council records.	Non-compliance with Council Policies and requirements and various statutory requirements and legislation, including Local, State and Federal Governments Acts and Regulations, including Archives Act.	2	3	6	Document legislative requirements and best practices.	4	General Manager, All Mgrs, F&A Staff.	15/08/13	Training where applicable
25.1.1			2	3	6	Develop Policies and Procedures in relation to record keeping and disposals.	4	General Manager, All Mgrs, F&A Staff.	15/08/13	Policy 2015-37 Information Management (Recordkeeping) & procedure developed for Magi Records management. One staff member responsible for archiving and subsequent recording and disposal of records as per Archives Tasmania
25.1.2			2	3	6	Train staff in how to comply with records filing, retention and archiving disposal techniques and requirements.	4	General Manager, All Mgrs, F&A Staff.	15/08/13	Those having access to records software have undertaken training in July 2025
25.1.3			2	3	6	Provide adequate storage facilities including electronic (with reliable back-up), hard copy, scanned documents, photocopies, emails, faxes, newspaper and press articles, copyright restrictions, privacy considerations, etc.	4	General Manager, All Mgrs, F&A Staff.	15/08/13	Archives Room at Bothwell and Hamilton. Documents scanned onto records management software.

26 Managing Work Environment										
26.1	Exposing workers, visitors, contractors and others to health and safety risks and hazards arising from Council business and operations.	Risks and hazards include: - The layout of the workplace, lighting and ventilation does not, as far as is reasonable practicable, enable workers to carry out work without risks to health and safety. - Lack of adequate facilities of workers, including toilets, drinking water, washing and eating facilities. - Remote and isolated work. - Lack of emergency plans.	4	2	8	Promotion of, awareness to and compliance to Code of Practice CP124 - Managing the Work Environment and Facilities.	4	General Manager, DGM, All Mgrs.	15/08/13	Tool Box Meetings & Workshops
26.1.1			4	2	8	Work Environment and Facilities Checklists: - Have checklists been designed and circulated to all areas. - Who has the responsibility to fill them out? - How often are they completed? - Who reviews the completed checklists? - Where are completed checklists filed? - Are results from the checklists referred to Senior Management as applicable - How are recommendations: . Communicated? . Decided upon? . Accepted or rejected? . Implemented? . Followed up?	4	General Manager, DGM, All Mgrs.	15/08/13	Undertake work environment and facilities inspections

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26.1.2			4	2	8	Explain how the following are addressed and controlled: - Identifying what facilities are required: . Consulting workers and others as applicable? . The nature of the work, including size, location and nature of the workplace and the number and composition of the workplace. - Maintaining the work environment and facilities: . Entry and exit to the workplace. . Housekeeping. . Work areas. . Floors and other surfaces. . Workstations. . Lighting. . Air quality. . Heat and cold. - Welfare Activities: . Access to facilities. . Drinking water. . Toilets. . Hand washing. . Dining facilities. . Personal storage. . Change rooms. . Shower facilities - general and emergency. - Outdoor work. - Remote or Isolated Work. - Accommodation. - Emergency Plans: . preparing emergency procedures. . Communicating the emergency procedures. . Displaying the emergency procedures.	4	General Manager, DGM, All Mgrs.	15/08/13	a lot of these undertaken by W & S Manager through depot inspections and checklist. Annual inspections Maintenance Schedules by DES Manager & Recommendations from Managers
<b>27 Managing Noise and Hearing Loss at Work</b>										
27.1	Exposing workers to the risk of sustaining hearing loss and disabling tinnitus.	A person conducting a business or undertaking (PCBU) has specific obligations under the WHS Regulations to manage the risks of hearing loss associated with noise at the workplace, including: - Ensuring that the noise a worker is exposed to at the workplace does not exceed the exposure standard for noise. - Providing audiometric testing to a worker who is frequently required to use personal hearing protectors to protect the worker from hearing loss associated with noise that exceeds the exposure standard.	4	2	8	Promotion of, awareness to and compliance to Code of Practice CP118 - Managing Noise and Preventing Hearing Loss at Work.	4	General Manager, DGM, All Mgrs, All Employees.	15/08/13	Training, Tool Box Meetings.. Staff Hearing tests undertaken every three years. Hearing protection is provided to all outdoor staff.
27.1.1			4	2	8	Explain how the following are addressed and controlled: - Identifying noise hazards. - How noise risks are assessed. . Conducting noise assessments. - How to control noise risks: . Hierarchy of risk control. . Substituting plant or processes to reduce noise. . Using engineering controls. . Isolating the source of noise. . Using administrative controls. . Using personal hearing protectors. . Audiometric testing. . Information, training and instruction. . Implementing and maintaining control measures.	4	General Manager, DGM, All Mgrs, All Employees.	15/08/13	Training, PPE Gear, Tool Box Meetings
27.1.2			4	2	8	Noise and Hearing Loss Checklists: - Have checklists been designed and circulated to all areas. - Who has the responsibility to fill them out? - How often are they completed? - Who reviews the completed checklists? - Where are completed checklists filed? - Are results from the checklists referred to Senior Management as applicable - How are recommendations: . Communicated? . Decided upon? . Accepted or rejected? . Implemented? . Followed up?	4	General Manager, DGM, All Mgrs, All Employees.	15/08/13	All outside employees have had a hearing tests conducted and advised of outcomes.

Central Highlands Council Risk Register

Risk No	Risk or Hazard	Details	Likelihood	Consequence	Risk Level	Action to Control Risk or Hazard	Evaluate Risk Level After Control	Responsible Person	Date Entered on Register	Action Taken or Comments
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**28 Ethics and Integrity**

28.1	Loss or reduction in Council resources, assets, creditability and reputation due to the failure to act in an ethical manner or without due integrity.	The use of an employee's or Councillor's position or employment within the Council to obtain a personal gain through acting unethically or without integrity.	4	3	12	Present training on ethics and integrity as compiled by the Integrity Commission. A series of programs has been devised to assist Council meet their statutory obligations under S32 of the Integrity Commission Act 2009.	4	General Manager, DGM, All Mgrs.	15/08/13	Integrity Commission have provided training to staff and councillors. Ethics is included in Staff Code of Conduct Policy
28.1.1			4	3	12	The Policy to be written on Ethics and Integrity is to be read in conjunction with associated Policies, Procedures and Guidelines, including: - Internal Control Policy. - Code of Conduct Policies. - Risk Management Policy. - Staff induction procedures. - Duty statements and job descriptions. - Australian Standard 8001-2008 - Fraud and Corruption Control. - Pre-employment screening procedures. - Staff rotation policies. - Separation of Duties.	4	General Manager, DGM, All Mgrs.	15/08/13	Policy 2017-51 Staff Code of Conduct Policy and Policy 2017-46 Related Party Disclosures Policy

**29 Fraud**

29.1	Loss or reduction in Council resources, assets, creditability and reputation due to fraudulent activities.	The use of an employee's or Councillor's position or employment within the Council to obtain a personal gain through the deliberate misuse or misappropriation of Council assets or resources.	4	3	12	Present training and promote compliance to the following Policies and Procedures: - Policy 2013-03 Fraud Control Policy - Procedure 2013-02 Fraud Control Investigation Procedure. - Procedure 2013-03 Fraud Prevention Procedure. - Fraud Detection and Risk Management Procedure.	4	General Manager, DGM, All Mgrs.	15/08/13	Fraud policy adopted by Council December 2023 and training provided to staff, Policy 2013-03 Fraud Control Policy to be reviewed by Council in December 2026, training in fraud awareness has been presented to staff at toolbox meeting.
29.1.1			4	3	12	The major elements of the Fraud Control Policy are: - Education and awareness. - Roles and responsibilities. - Procedures. - Disciplinary actions. - Risk Management. - Fraud Control Program.	4	General Manager, DGM, All Mgrs.	15/08/13	Training in Fraud Awareness has been presented to staff at toolbox meeting.
29.1.2			4	3	12	This Fraud Policy is to be read in conjunction with associated Policies, Procedures and Guidelines, including: - Internal Control Policy. - Code of Conduct Policies. - Risk Management Policy. - Staff induction procedures. - Duty statements and job descriptions. - Australian Standard 8001-2008 - Fraud and Corruption Control. - Pre-employment screening procedures. - Staff rotation policies. - Separation of Duties. - Ethics and Integrity Policy.	4	General Manager, DGM, All Mgrs.	15/08/13	Training in Fraud Awareness has been presented to staff at toolbox meeting

Central Highlands Council Risk Register

Risk No	Risk or Hazard	Details	Likelihood	Consequence	Risk Level	Action to Control Risk or Hazard	Evaluate Risk Level After Control	Responsible Person	Date Entered on Register	Action Taken or Comments
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30 COVID-19

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	Risk Rating	What controls are currently in place?	Are further controls required?	Actioned by	Date Reviewed	Maintenance and review
COVID-19 from customers who are infected	Staff or other customers catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Low, while there are only a few local cases the consequences may be severe.	Cleaning and disinfecting in accordance with guidance from Safe Work Australia (Tasmania) and public health authority. Frequently touched surfaces including counters, handrails, doors, till, phones, keyboards and EFTPOS facilities are regularly cleaned. Physical distancing – floor has markings to keep workers and customers at least 1.5m apart from each other. No more than permitted number of customers are allowed into the building at a time to allow for physical distancing and signs placed around the building advising of these rules. Plexi glass screen is installed at counters. Customers are kept back from counters. Alcohol based hand sanitiser is provided at all workstations and on entry to the building (out of reach of children). Posters on hand washing are prominent in building and hand washing facilities are available in the bathrooms.	Encouraging online interactions where possible.	Mgr. DES and EHO	18/05/2020	Council had a Covid Safe Plan in plan which is maintained by our EHO and revises as state requirements change.
COVID-19 from staff who are infected	Other staff or customers catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Low, while there are only a few local cases the consequences may be severe.	Cleaning and disinfecting is done in accordance with guidance from Safe Work Australia and Health authorities. Frequently touched surfaces including counters, handrails, doors, till, phones, keyboards and EFTPOS facilities have all been identified for regular cleaning. Staff have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well. If a staff member becomes unwell at work, a process is in place to isolate them and arrange for them to be sent home to receive medical attention. Staff don't have contact with delivery drivers, all paperwork is completed electronically. Soap and water for hand washing and paper towel or air dryer for hand drying is available in bathrooms, staff rooms, Alcohol based hand sanitiser is also available in all staff areas including bathrooms, staff rooms, and vehicles and signs are displayed on appropriate use. Where staff meetings are required, they are held over the phone and information sent by email where possible. Break times are staggered to minimise the number of staff using break room at one time.	Hand sanitiser units	Mgr. DES and EHO	18/05/2020	Review as government guidelines alter
Use of council owned facilities by other organisations/groups	Need to ensure Covid 19 controls are followed by other users	Low, there have been few cases locally.	Low, while there are only a few local cases the consequences may be severe.	Covid 19 controls signage installed and maintained. Cleaning and disinfecting supplies checked and filled (if required) daily.	Organisations groups to provide a copy of their worksafe plan for use of the facility	Mgr. DES and EHO	18/05/2020	Review as government guidelines alter
Customer aggression	Physical or psychological injury to staff.	Low, customers concerned they may not get the service they feel they should.	Low, staff have not reported instances of abuse.	There is always a supervisor in each department to assist but they can be caught up with other tasks. There is a counter to physically separate staff. A Managers is usually available to address any customer concerns. Staff can report aggressive customers and are advised to follows Council dealing with difficult customers guidelines. Training has recently been completed. Front counter staff have individual duress alarms which calls police to the premises. Staff have access to psychological support through an EAP.	Manager prioritises assisting staff with upset customers and staff able to remove themselves if they feel necessary. Clear signage	Mgr. DES and EHO	18/05/2020	Review if any further occurrences reported and government guidelines alter
Persistent use of hand sanitiser	Dermatitis	Low, many staff have used hand sanitiser regularly before	Low, effected individuals may have a significant reaction	Staff are encouraged to wash hands with soap and water for 20 secs where possible as an alternative to hand sanitiser in non-medical situations	Ask staff if they have a history of dermatitis or allergy to alcohol	Mgr. DES and EHO	18/05/2020	Review if any further occurrences reported and government guidelines alter
Persistent use of latex gloves	New or aggravated latex sensitivity	Low, most gloves will not be latex-based	Low, effected individuals may have a significant reaction	Staff are provided with non-latex gloves or remove gloves when not necessary.	Ensure latex free gloves are purchased.	Mgr. DES and EHO	18/05/2020	Review if any further occurrences reported and government guidelines alter

Risk No	Risk or Hazard	Details	Likelihood	Consequence	Risk Level	Action to Control Risk or Hazard	Evaluate Risk Level After Control	Responsible Person	Date Entered on Register	Action Taken or Comments
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**31 Climate Change**

Risk ID	DRAFT Risk Statement	Primary business area impacted	Primary risk category	Secondary risk category	Risk rating in light of increasing climate change threats (primary risk category)			Existing Controls		Risk Treatment Options				
					Likelihood	Consequence	Risk rating	Controls & treatments (existing)	Control effectiveness for 2050 period	Proposed additional treatments - draft adaptation actions	Target risk level 2050	Responsibility	Timeframe	Key External Stakeholder
<b>Rainfall and Flooding</b>														
1	Increasing prevalence of intense rainfall and unprecedented flooding events resulting in infrastructure damage or failure (eg road surfaces and bridges).	Infrastructure & Works	financial	service delivery	Possible	Moderate	Medium	Infrastructure improvements and upgrades. Moving vulnerable infrastructure e.g. at Ouse. Clyde River flood study.	Partially effective	Plan for infrastructure upgrades to cope with flood events in a prioritised manner based upon asset risk analysis and new information. Roads that require attention to upgrade surfaces are: Waddamana Road, Bashan Road, Denison Road.	Low	Infrastructure and Works	Ongoing	
2	Increasing prevalence of intense rainfall and unprecedented flooding events meaning that developments near waterways could be in harms way, opening up potential for future litigation.	Development & Environmental Services	financial	public safety	Unlikely	Minor	Low	Ensure that prescriptions in the planning scheme are adhered to when making decisions and document the criteria for decision making.		Familiarise with new information in the Clyde River study and entrench within the planning scheme. Ensure that developers are required to mitigate any flooding exacerbation as part of development approval.	Low	Manager Development & Environmental Services	Ongoing	
3	Increase in the frequency and magnitude of flood events leading to road inundation and increased call on resources to ensure affected council roads are signed and closed.	Infrastructure & Works	public safety	financial	Rare	Minor	Low	Deploy signage on effected roads - resource sharing with neighboring councils.	Substantially effective	Greater vigilance and promptness in deploying signage at the start of flood events. Continue resource sharing arrangements to maximise efficiency.	Low	Infrastructure and Works	Ongoing	Other councils
4	Increasing prevalence of intense rainfall events resulting in greater likelihood that stormwater infrastructure will fail resulting in localised flooding caused by the infrastructure.	Infrastructure & Works	service delivery	financial	Unlikely	Minor	Low	Stormwater Management Plan for Bothwell. Prioritise infrastructure upgrades in hot spot areas that are prone to flooding. Significant upgrades have been made in Bothwell	Partially effective	Clyde River study proposed actions? Upgrade pipe sizes where appropriate. Engage hydraulic studies where appropriate.	Low	Infrastructure and Works	Immediate	
5	Increasing intensity of heavy rainfall events resulting in damage to Council's ageing building stock.	Infrastructure & Works	service delivery	financial	Unlikely	Minor	Low	Reactive, repair on a needs basis		Regular inspections of buildings- prioritise building upgrades, review 10 year plan for buildings.	Low	Infrastructure and Works	Immediate	
6	Increasing potential for landslip affecting council infrastructure, particularly roads, due to loss of vegetation cover through fire or drought followed by a heavy rainfall event,	Infrastructure & Works	service delivery	financial	Rare	Major	Low	Reactive clean up and repair			Low	Infrastructure and Works		
<b>Temperature</b>														
7	Changes to mean temperature, increasing hot days and heatwaves will result in local biodiversity loss and favour introduced weed species having implications for council's NRM resources & priorities.	NRM	environmental	financial	Possible	Minor	Medium	Involvement in the Derwent Catchment program to address these issues on a sub-regional basis. Program includes tree planting, biodiversity protection support initiatives and a weed management program	Partially effective	Continue to resource contribution to the Derwent Catchment NRM Program.	Low	NRM	ongoing	Derwent Catchment Program
8	Changes to mean temperature and increasing 'heat days' and heatwaves will result in greater instances of material degradation, particularly road surfaces having consequences for budgets.	Infrastructure & Works	financial	service delivery	Possible	Moderate	Medium	Reactive repair and resurfacing	Largely ineffective	Advocate for, and adopt, road surface materials that can withstand greater exposure to heat. Requires more attention to detail and to make sure contractor's work is compliant and meets expectations. Ensure design and specifications are appropriate and work with contractors who do the best work.	Low	Infrastructure and Works	Immediate	contractors

Central Highlands Council Risk Register

Risk No	Risk or Hazard	Details	Likelihood	Consequence	Risk Level	Action to Control Risk or Hazard	Evaluate Risk Level After Control	Responsible Person	Date Entered on Register	Action Taken or Comments				
9	Increased call on council's emergency response team in the face of the threat of unprecedented fire emergencies resulting in increasing pressure to ensure evacuation centres are fit for purpose and procedures are regularly reviewed.	Emergency Management	public safety	community & lifestyle	Unlikely	Minor	Low	Regular review of the Emergency Management Plan	Partially effective	Continuation of current treatments	Low	Emergency management Committee	Immediate	Tas Fire Service
10	Increasing frequency and intensity of bushfires exacerbating the potential for evacuation and access issues on roads in remote bushland settings.	Infrastructure & Works	public safety	financial	Unlikely	Minor	Low	All new single-way roads are constructed to standard with a passing area every 30 m.		Communication planning is key so that all residents in vulnerable locations are aware of the hazard and have a plan, and council can play a role in this.	Low	Infrastructure and Works	Immediate	Tas Fire Service
11	Increasing frequency and intensity of bushfires will result in increasing likelihood of damage to infrastructure and assets such as community halls, toilets and bridges that provide public services, having consequences for budgets and 'insurability'.	Infrastructure & Works	financial	community & lifestyle	Unlikely	Minor	Low	Replace timber bridges with concrete bridges - bridges have been damaged by fire in the past.	Largely ineffective	Ensure flammable vegetation is removed from the proximity of infrastructure and that mechanisms to minimise implications of ember attack are implemented (eg gutter guard). Roadside vegetation management where possible.	Low	Infrastructure and Works	Ongoing	Tas Fire Service

UPDATED 1 OCTOBER 2015.  
 UPDATED 4 NOVEMBER 2015  
 UPDATED 23 MAY 2016 BY W & S MANAGER  
 UPDATED 23 MAY 2016 BY GM  
 UPDATED 25 MAY 2016 BY DES MANAGER  
 COPY OF RISK REGISTER IN COUNCIL AGENDA FEBRUARY 2017  
 UPDATED 27 APRIL 2017 BY GM  
 UPDATED 27 APRIL BY W & S MANAGER  
 UPDATED 16 MAY 2017 BY DES MANAGER  
 UPDATED Feb 2018 BY DEPUTY GENERAL MANAGER  
 Approved by the Audit Panel Feb 2018  
 Approved by the Council 20 March 2018 Council Meeting item 16.19  
 Approved by the Audit Panel Feb 2019  
 Reviewed by Managers Oct 2019  
 Approved by the Audit Panel Dec 2019  
 Adopted by Council 21 Jan 2020 Council Meeting Item 16.10  
 Reviewed due to COVID-19 June 2020  
 Reviewed February 2022  
 Adopted by Council 15 March 2022 Council Meeting Item 17.8  
 Reviewed February 2024  
 Approved by the Audit Panel Feb 2024  
 Adopted by Council 16 April 2024 Council Meeting Item 28.1  
 Reviewed by Managers Feb 2025  
 Approved by the Audit Panel June 2025  
 Adopted by Council 17 June 2025 Council Meeting Item 17.5  
 Reviewed by Managers Feb 26  
 Approved by the Audit Panel 16 Feb 2026



In reply please quote: **O2407-144**

4 March 2026

Stephen Mackey  
Acting General Manager  
Central Highlands Council

By email: [smackey@centralhighlands.tas.gov.au](mailto:smackey@centralhighlands.tas.gov.au)

Dear Mr Mackey,

As previously advised, the former Ombudsman, Mr Richard Connock, commenced an own motion investigation under s13 of the *Ombudsman Act 1978* into administrative action at your public authority. This investigation reviewed concerns about the inadvertent release of personal information by public authorities implementing decisions on assessed disclosure applications under the *Right to Information Act 2009*.

The investigation has now concluded and I attach my investigation report containing my findings and recommendations.

Thank you for your engagement and cooperation throughout this investigation. Should you have any questions about this report or wish for a briefing about it, please do not hesitate to contact my office by phone on 6166 4566 or by email at [rti@ombudsman.tas.gov.au](mailto:rti@ombudsman.tas.gov.au).

I intend to make a copy of this report publicly available on **11 March 2026** and to issue the attached media release on that date.

I will contact your public authority in mid-2026 to request a response to the findings in the report and advice on the steps, if any, taken to implement the recommendations.

Yours sincerely

Dr Grant Davies  
**OMBUDSMAN**

Attachments: Investigation Report – March 2026, Ombudsman Tasmania  
Media release – 11 March 2026

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GPO Box 960, Hobart Tas 7001



Ombudsman  
Tasmania

# OMBUDSMAN TASMANIA

**Investigation into the release of personal information in error by public authorities implementing decisions on assessed disclosure applications under the *Right to Information Act 2009***

March 2026

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## Overview

- 1 The former Ombudsman, Mr Richard Connock, commenced this own motion investigation pursuant to s13 of *the Ombudsman Act 1978* (the Ombudsman Act) after becoming aware of multiple incidents of public authorities releasing personal information in error when responding to requests for information under the *Right to Information Act 2009* (the RTI Act). The two most significant incidents related to the City of Hobart municipal council and the Department for Education, Children and Young People (DECYP). These incidents involved the release of names, home addresses, telephone numbers and other personal information about private citizens, including children in State care due to sexual abuse concerns.
- 2 The investigation was established to determine whether there were widespread or systemic issues around the erroneous release of personal information when implementing right to information (RTI) decisions. There are legislated protections regarding personal information in the *Personal Information Protection Act 2004* (PIP Act) but these can be eroded if there are insufficient safeguards in place as part of the administrative processes of public authorities handling personal information.
- 3 The investigation sought information from all Tasmanian public authorities who are fully subject to the RTI Act about their guidance for their staff, aimed at ensuring personal information was not released in error while processing RTI requests. The information we received showed that only very few public authorities (the Department of Natural Resources and Environment and the four public authorities which share its RTI services) had any written guidance requiring quality assurance prior to the release of relevant information.
- 4 Information was also sought from public authorities regarding the known instances of personal information being released in error in the last three years. While the use of this figure has limitations as unintentional releases of information are often undetected, this showed 8% of public authorities who responded to our questions were aware of such incidents.
- 5 A more targeted review was undertaken of four public authorities. These were the City of Hobart and DECYP, due to the known incidents at these agencies, and the Departments of Health and Police, Fire and Emergency Management, due to high volume of information requests received by them and the significant amount of personal information held by these public authorities. The more targeted review involved an audit of ten randomly selected files from each public authority. Of the files randomly selected for audit at the Department of Health and the Department of Police, Fire and Emergency Management, 30% had released personal information in error. Of the files audited relating to the City of Hobart and DECYP, this rose to 40%. None of these errors on the audited files had previously been detected by the public authorities.
- 6 Additional review was also undertaken of the City of Hobart and DECYP. This review showed delays and a lack of clear, documented procedures regarding how to respond to a personal information disclosure incident during an RTI application.
- 7 Issues in relation to ineffective methods of redaction and naming conventions were also highlighted in incidents relating to the City of Hobart and the Department of Justice, in which a black marker pen was used by the City of Hobart for redactions, and in which the Department of Justice released a file which did not contain finalised redactions despite being named *Final redacted*.

- 8 The results of the investigation showed that the release of personal information in error during RTI applications was not an isolated issue but an uncontrolled risk which was happening with some frequency. While I did not find any evidence that the release of personal information was anything other than inadvertent, the failure to institute rigorous processes to reduce error rates is leading to poor outcomes in many public authorities.
- 9 The public rightly expects the *Personal Information Protection Principles* in the PIP Act to be upheld and for their personal information to be appropriately safeguarded. For this to occur, these principles must be reflected in practical guidance to staff and embedded into administrative processes.
- 10 To address these issues, I make the following recommendations:

## Recommendations

1. All public authorities should document and implement procedures which mandate additional checking of the information intended to be released under the *Right to Information Act 2009* when this contains personal information assessed as being exempt under s36 of that Act.
2. All public authorities should develop a written guidance document to inform their staff as to how to respond to the inadvertent release of personal information identified as exempt under s36 of the *Right to Information Act 2009*. This should contain an expectation that, if practicable, the affected individuals be notified of the breach and the type of information released, and be informed of their rights under the *Personal Information Protection Act 2004* to complain about the release of their personal information.
3. All public authorities should undertake an audit of their past 30 decisions or those made within the last 12 months under the *Right to Information Act 2009* (whichever is fewer) in which information was found to be exempt under s36. This audit should ascertain if any personal information has been released in error and if process changes are needed to reduce commonly occurring errors. Appropriate steps should be taken to rectify any breaches of the *Personal Information Protection Act 2004* if these are identified in the audit.
4. Any public authorities which regularly deal with information relating to children and victim-survivors of sexual abuse, specifically but not limited to the Department for Education, Children and Young People, should conduct an additional review of the appropriateness of their information disclosure practices. This review should focus on whether these practices limit harm and do not cause additional trauma, in recognition of the sensitivity of the personal information of which they are the custodians.
5. All public authorities should review their redaction methods and naming conventions regarding documents to be released under the *Right to Information Act 2009* to ensure that these are effective and that personal information is not inadvertently released.

## Background

- 11 The 89 public authorities fully subject to the RTI Act hold significant quantities of personal information about members of the public due to their interactions with government at all stages of their lives. These public authorities consist of 8 government departments, 29 municipal councils and 52 statutory authorities/other entities such as the University of Tasmania, Aurora Energy and TasWater.
- 12 Personal information is often assessed by public authorities during applications for assessed disclosure under the RTI Act to decide whether it ought to be released. In the 2023-24 financial year, 1,147 of the decisions made on the 2,012 assessed disclosure applications received by public authorities found some information to be exempt under the personal information exemption in s36 of the RTI Act.<sup>1</sup> This equates to 57% of all decisions.
- 13 Some prior instances of personal information being released in error by public authorities implementing such decisions had brought this issue to the attention of the previous Ombudsman, Mr Richard Connock. But two significant breaches in June 2024 led to the commencement of this own motion investigation under the Ombudsman Act into whether the inadvertent release of personal information by public authorities when implementing decisions under the RTI Act was a systemic or widespread issue.

### *Incident one - City of Hobart*

- 14 On 3 June 2024, the City of Hobart issued a decision on an application for information under the RTI Act and provided information to the applicant, B. B reviewed the information and notified Ombudsman Tasmania on 4 June 2024 that it contained unredacted personal information relating to an acquaintance of theirs, which appeared to have been released in error.
- 15 Ombudsman Tasmania reviewed the relevant information and found that the personal information of ten separate members of the public appeared to have been released in error, despite the City of Hobart decision setting out that it would redact “the personal information of private citizens”. This included full and partial names, home addresses, email addresses and telephone numbers.
- 16 A black marker pen had been used to redact information, which was not effective in a number of instances with information only partially removed or visible through the marker pen.
- 17 My office wrote to the City of Hobart on 4 June 2024 to raise concerns regarding the release of personal information and the ineffective method of redaction, seeking a prompt response. No response was received, so a further request for a response was sent on 25 June 2024. A response was provided on 28 June 2024.
- 18 The City of Hobart acknowledged that issues of concern had been raised, but did not advise us whether it agreed personal information had been released in error. It proposed a meeting between my office and its Manager Legal and Corporate Governance to discuss the issue. It did commit to ceasing the practice of using a marker pen for redaction of information, indicating that it would use electronic software in future.

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<sup>1</sup> Right to Information Annual Report on the administration of the *Right to Information Act 2009* for the period 1 July 2023 – 30 June 2024, Department of Justice, available at [www.justice.tas.gov.au/about-us/access-to-information](http://www.justice.tas.gov.au/about-us/access-to-information).

- 19 Ms Leah Dorgelo, Principal Officer – Right to Information at Ombudsman Tasmania, met with the City of Hobart’s Manager Legal and Corporate Governance, Mr Wes Young, on 2 July 2024. Mr Young acknowledged that some personal information had been released in error, indicating that other information was consciously released. However, the council officer indicated that he did not intend to reissue the information with the personal information of private citizens removed and advised that no contact had been made with any impacted individual.
- 20 A further response from the City of Hobart on 10 July 2024 indicated that the council “continues to work through a significant number of legacy issues for record management and right to information processing”. It further set out that “several inadvertent oversights occurred” in relation to this incident and that these “were the product of staffing issues that [it was] working hard to resolve”.
- 21 Council advised us that it had received a complaint from the acquaintance of the applicant but this was not made formally under the PIP Act. It did not contact any individual regarding the privacy breach or re-issue the information to the original applicant in a version which removed the relevant personal information.

### *Incident two - Department for Education, Children and Young People*

- 22 On 6 June 2024, the previous Ombudsman issued an external review decision under the RTI Act in the matter of *V and Department for Education, Children and Young People* (DECYP). That decision determined some additional information was not exempt and should be released, which had been originally found to be exempt under s36 of the RTI Act. A significant amount of information was affirmed as exempt under s36, because the relevant information related to work of Child Safety Services and revealed the identities of multiple children who were in State care.
- 23 On 21 June 2024, DECYP released additional information to V, the applicant, in compliance with the Ombudsman’s external review decision. A copy of the information released was also provided to Ombudsman Tasmania and one of my officers immediately identified that additional information had been released in error. DECYP was contacted by my office on the same day the information was released to raise these concerns and seek a formal response. The information consisted of the names of children in DECYP’s care due to sexual abuse concerns and the names of their family members.
- 24 On 24 June 2024, a Senior Information and Right to Information Officer at DECYP acknowledged the apparent error and indicated informally that DECYP would “rectify it by releasing a fresh copy [of the relevant information] to the applicant and requesting the old version be destroyed and that DECYP would also contact the parties involved”.
- 25 A formal response had been sought from DECYP by 8 July 2024 but none was received. Ms Dorgelo wrote to DECYP on 12 July 2024 to again seek a response to the incident. No response was received. The former Ombudsman wrote to DECYP on 24 July 2024 seeking a response by 2 August 2024, but again no response was received. A short response was eventually provided on 26 August 2024.
- 26 DECYP’s Deputy Secretary, Business Operations and Support, Mr Kane Salter, acknowledged that the information was released in error and indicated that the relevant “business unit will review their processes to ensure the issue does not re-occur”. DECYP indicated that V, the applicant, had been contacted and had confirmed that they had deleted the relevant information and it had been re-released to them without the exempt

personal information. The relevant information was already known to V, a former Child Safety Officer, as the assessed disclosure request had encompassed information they had compiled in this role.

- 27 DECYP had not contacted the affected young people but indicated that it intended to do so and that it would advise them of their ability to contact the Ombudsman with further concerns.
- 28 On 28 February 2025, DECYP advised us that it was making internal enquiries as to a trauma informed approach to contacting the affected young people but had not yet informed them of the release of their personal information. It later advised that notifications had been sent to the relevant young people on 28 February 2025, but no response was received to this communication.

## The Investigation

### Jurisdiction

- 29 I can initiate an investigation of my own motion pursuant to s13 of the Ombudsman Act where the subject of the investigation relates to the administrative action of a public authority.
- 30 The definition of a public authority differs slightly between the Ombudsman Act and the RTI Act. Certain entities, such as the Governor and Solicitor-General, are not public authorities for the purposes of the Ombudsman Act but are public authorities for the purposes of the RTI Act though partially excluded from its operation. I could not investigate any person or body which is not a public authority under the Ombudsman Act and also did not investigate other public authorities partially excluded from operation of the RTI Act under s6 of the Act or s39(2) of the *Child and Youth Safe Organisations Act 2023*.
- 31 Accordingly, all public authorities<sup>2</sup> investigated fit within the definition of a public authority in s4(1) of the Ombudsman Act, which sets out that a public authority is:
- (a) a State Service Agency;
  - (b) the Police Service;
  - (c) a local authority;
  - (d) a body or authority, whether incorporated or not, that is constituted or established by or under an Act for a public purpose;
  - (e) a body or authority, whether incorporated or not, whose members or a majority of whose members are appointed by the Governor or a Minister;
  - (f) a person appointed to an office by the Governor or a Minister under an Act;
  - (g) a Government Business Enterprise;
  - (h) a State-owned company;
  - (i) the University of Tasmania;
  - (ia) a regulated entity within the meaning of the *Water and Sewerage Industry Act 2008* ;

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<sup>2</sup> A list of all public authorities investigated is at Annexure 1 of this report.

(j) any other prescribed body or authority, whether incorporated or not –

(i) to which any money is paid by way of appropriation from the Public Account; or

(ii) over which the Government or a Minister exercises control.

## Methodology

### Seeking information from all public authorities

32 Questions were asked of all public authorities in Tasmania who are fully covered by the RTI Act. Public authorities excluded under s6 of the RTI Act<sup>3</sup>, such as the Anti-Discrimination Commissioner and the Public Guardian, and the Office of the Independent Regulator<sup>4</sup> were not included due to their more limited role in the sector.

33 These questions were asked to ascertain the type of guidance (if any) provided to public authorities' staff regarding the handling of personal information in information being released under the RTI Act. The following questions were asked:

1. *Does your public authority have a written policy or guidelines to assist delegated officers under the RTI Act to process applications and to appropriately deal with personal information? If so, please provide a copy. If not, briefly explain any training provided to relevant staff.*
2. *Does your public authority have documented policies and quality assurance procedures in place to ensure that original decisions, internal review decisions, and external review decisions under the RTI Act are implemented correctly, so that information identified as exempt from disclosure is not inadvertently released? If so, what are they?*
3. *Does your public authority have further documented policies and quality assurance procedures in place to ensure that particularly confidential personal information, such as that which relates to children or private citizens, or sensitive information as defined in the PIP Act, is not inadvertently released? If so, what are they?*
4. *Are you aware of previous instances in the past three years where your public authority has inadvertently released information that was identified, or ought to have been identified, as exempt from disclosure pursuant to s36 of the Act when implementing original decisions, internal review decisions or external review decisions under the RTI Act? If so, please provide:*
  - a. *the name of the applicant.*
  - b. *a description of the personal information that was inadvertently released;*
  - c. *an indication of how the release was identified;*
  - d. *a description of the steps taken by your public authority to rectify the breach in each instance; and*

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<sup>3</sup> These persons and bodies are not fully excluded from the operation of the RTI Act but it is only applicable to information in their possession which relates to the administration of the relevant public authority and not their substantive work.

<sup>4</sup> Section 39(2) of the *Child and Youth Safe Organisations Act 2023* contains a corresponding provision to the exclusion provision in s6 of the RTI Act, indicating that the RTI Act is not applicable to the Independent Regulator except in relation to information relating to its administration.

- e. a description of any measures taken to prevent further breaches (e.g. internal training or development or new procedures).

34 Responses and policies received were reviewed and the results analysed.

#### *Auditing targeted public authorities*

35 My office also audited information released to applicants by four public authorities when implementing decisions in relation to 10 different assessed disclosure applications. The City of Hobart and DECYP were selected for this audit as each had recently been responsible for the inadvertent release of personal information while implementing decisions on assessed disclosure applications, while the Departments of Health and Police, Fire and Emergency Management were selected as each possesses particularly sensitive personal information.

36 In conducting this audit, my office requested that the public authorities:

*provide a list of the last 50 finalised assessed disclosure applications accepted by [public authority] which resulted in an original decision, internal review decision or external review decision identifying information as exempt from disclosure pursuant to s36 of the RTI Act*

37 Ten files were then randomly selected from the lists of fifty provided and copies of the relevant decisions and information sought from the four public authorities. The decisions were reviewed to ascertain which personal information had been determined to be exempt under s36 by the public authority. Unredacted copies of information relating to each assessed disclosure application were then cross-checked against copies of information provided to the relevant applicant in order to determine whether information identified as exempt under s36 of the Act was inadvertently released.

38 The results were analysed and discrepancies were identified in files relating to all four public authorities. Each public authority was provided with details of these discrepancies and given an opportunity to comment on whether it agreed with the characterisation of these as errors.

#### *Making targeted inquiries of the City of Hobart and DECYP*

39 Due to the known incidents relating to the City of Hobart and DECYP, formal responses were sought from both public authorities regarding the steps they had taken to rectify these privacy breaches. DECYP was also asked what steps it took to ensure that my predecessor's 6 June 2024 external review decision of *V and Department for Education, Children and Young People* was implemented correctly.

#### *Making further targeted inquiries of the Department of Justice*

40 During the investigation, a further incident was reported by the Australian Broadcasting Corporation (ABC)<sup>5</sup> in which unredacted information was provided in error by the Department of Justice. One of its journalists, Ms Madeleine Rojahn, had made an application for assessed disclosure and a decision had been made in June 2025 that certain personal information was exempt under s36 of the RTI Act. When the information was provided, it was unredacted and the Department of Justice immediately acknowledged that the wrong document had been sent in error.

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<sup>5</sup> Rojahn, M., *Accidentally released document offers insight into Tasmania's Right to Information laws* (10 July 2025), ABC Online, [www.abc.net.au/news/2025-07-10/unredacted-watch-house-document-insight-into-tasmanian-rti-laws/105464632](http://www.abc.net.au/news/2025-07-10/unredacted-watch-house-document-insight-into-tasmanian-rti-laws/105464632).

- 41 As this error directly related to the current investigation, additional inquiries were made of the Department of Justice to ascertain how it occurred and whether any steps had been put in place to prevent such errors from recurring.

### *Procedural fairness*

- 42 All public authorities subject to adverse findings have been provided the opportunity to respond to the relevant findings in this report.

## **Analysis**

### *Guidance for RTI delegates*

- 43 I sought responses from all of the public authorities which are fully covered by the RTI Act<sup>6</sup> and a full list of those organisations contacted is at Annexure 1. I asked whether these public authorities have a written policy or guideline to assist delegated officers under the RTI Act to process applications and appropriately deal with personal information. I received responses from 85 public authorities.<sup>7</sup>
- 44 These responses revealed 45, or 53% of, public authorities, including all government departments except for the Department of State Growth, have developed a written policy or guidelines for RTI delegates. But a significant minority (47%) do not have any written guidance of any sort relating specifically to RTI.
- 45 Of the public authorities which did have some written guidance for their staff, I requested a further response regarding the extent of this guidance. I asked whether this included any documented policies or quality assurance procedures to ensure that original, internal review, and external review decisions under the RTI Act are implemented correctly, so that personal information identified as exempt from disclosure is not inadvertently released. The Department of Natural Resources and Environment, and the four public authorities<sup>8</sup> which share the Department's RTI services, were the only public authorities which had such written guidance or procedures.
- 46 The third response requested was whether these policies or quality assurance procedures contained any content aimed at ensuring particularly confidential personal information, such as that which related to children or private citizens, or sensitive information as defined in the PIP Act, was not inadvertently released. No public authority included in this investigation had such additional guidance relating to RTI processes, though many have high level policies regarding personal information protection.
- 47 These responses showed that almost all public authorities rely on *ad hoc* processes to implement RTI decisions and undertake quality assurance. While this may be expected in relation to some small public authorities with low volumes of information requests and limited resources, even those public authorities which routinely deal with high volumes of personal and sensitive information have not developed official RTI guidance for their staff.

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<sup>6</sup> Public authorities excluded from the full operation of the right to information scheme under s6 of the RTI Act or s39 of the *Child and Youth Safe Organisations Act 2023* were not included in my investigation.

<sup>7</sup> The Forest Practices Authority, National Trust of Australia (Tasmania), Southern Regional Natural Resource Management Association and TT-Line Company Pty Ltd did not respond to my requests for information during this investigation.

<sup>8</sup> The Environment Protection Authority, the Inland Fisheries Service, the Royal Tasmanian Botanical Gardens and the Tasmania Dairy Industry Authority.

- 48 Without procedures which require staff implementing decisions under the RTI Act to undertake a quality assurance process, preventable errors are occurring. While human error is a factor that can never be eliminated, additional steps should be taken to reduce the risk of such errors resulting in the release of personal information without justification. The PIP Act sets out Personal Information Protection Principles with which personal information custodians (the heads of all public authorities) must comply.
- 49 Personal Information Protection Principle 2, *Use and disclosure*, prohibits the disclosure of personal information for a purpose other than the purpose for which it was collected, unless certain conditions apply. This principle permits the intentional release of personal information under the RTI Act, as this falls within the condition that this would be authorised by law. But when information is not intended to be released but this occurs through an error, this is not authorised by the RTI Act and would be a breach of this principle.
- 50 Personal Information Protection Principle 4, *Data security*, sets out that a personal information custodian must take reasonable steps to protect the personal information it holds from misuse, loss, unauthorised access, modification or disclosure.
- 51 Compliance with these legal requirements is not optional and steps to ensure such compliance should be built into procedures at public authorities. To achieve compliance with the PIP Act, public authorities should develop written guidance for their staff mandating that a quality assurance process must occur when personal information is being redacted as exempt under s36 of the RTI Act. This step is likely to reduce the chance of inadvertent disclosure of personal information, if this guidance is implemented in practice.
- 52 This guidance should be tailored to the public authority's processes to ensure steps to safeguard personal information occur during every relevant RTI application. It is not necessary that this guidance is complex and lengthy. A short procedure and checklist may be sufficient to fulfil the embedding of personal information protection principles into RTI practices.
- 53 Examples of additional checking are:
- Undertaking an electronic search within documents for relevant names or addresses to ensure that all instances have been identified and redacted;
  - Having another staff member or delegate check that redactions have been correctly applied;
  - Double checking the correct document or version of a document is attached when sending information electronically; and
  - Flagging documents containing particularly sensitive information for additional checking to ensure these are correctly redacted.

### Recommendation:

1. **All public authorities should document and implement procedures which mandate additional checking of the information intended to be released under the *Right to Information Act 2009* when this contains personal information assessed as being exempt under s36 of that Act.**

## Known instances

- 54 A particular challenge in this investigation was that, due to the nature of many releases of personal information in error, public authorities are not always aware when incidents occur. Nevertheless, all public authorities were asked whether they were aware of any previous instances within the last three years in which personal information had been released in error after having been determined to be exempt under s36 of the RTI Act.
- 55 Seven public authorities, ranging from small local government councils to very large government departments, indicated to my office they were aware of such instances. These were:
- The City of Hobart – two instances;
  - Kentish and Latrobe Councils – four instances;<sup>9</sup>
  - The Tasmanian Planning Commission – one instance;
  - Department of Justice – one instance;
  - DECYP – four instances;
  - Department of Natural Resources and Environment – one instance.
- 56 In addition to these known instances, a further incident occurred at the Department of Justice during the investigation in which an unredacted version of relevant information was sent to the applicant, an ABC journalist, rather than the redacted version. This included information the Department of Justice determined was exempt from release under s36 of the RTI Act as it was personal information of a person other than the applicant.
- 57 The information inadvertently released by these public authorities included names, home addresses, personal contact details, business contact details and notifier details under the *Children, Young Persons and Their Families Act 1997*.<sup>10</sup> The release of this information breaches the PIP Act and the Children, Young Persons and Their Families Act but also has the potential to expose those affected to risks of harm, including to their own personal safety.
- 58 Very few public authorities, notable exceptions being the Department of Police, Fire and Emergency Management (DPFEM) and the University of Tasmania, produced or referred to the existence of any written guidance as to how to respond to an inadvertent release of personal information during the implementation of an RTI decision. The accounts of the responses of public authorities to these known incidents often showed delays occurring due the lack of a clear process. Affected individuals were not always notified and were consequently denied any opportunity to complain about what had occurred or to assess any risks to their safety or privacy resulting from the breach.
- 59 Public authorities who have not already done so should engage with risk early and develop mitigation strategies which can be immediately implemented if a privacy breach occurs, rather than developing a process reactively when an incident occurs. Such a

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<sup>9</sup> Kentish and Latrobe Councils are separate public authorities but share administrative staff and provided a joint response to this investigation.

<sup>10</sup> Section 16(2) of the *Children Young Person and Their Families Act 1997* sets out that *a person who receives a risk notification from a notifier, or who otherwise becomes aware of the identity of a notifier because he or she is engaged in the administration of this Act, must not disclose the identity of the notifier to any other person* without lawful excuse. The penalty for breaching this provision is a fine not exceeding 40 penalty units or imprisonment for a term not exceeding 12 months, or both.

process would give certainty to applicants, delegates and members of the public. It is reasonable that a person is informed when a data breach which impacts them occurs and this should be built into procedures for public authority staff when implementing RTI decisions.

**Recommendation:**

- 2. All public authorities should develop a written guidance document to inform their staff as to how to respond to the inadvertent release of personal information identified as exempt under s36 of the *Right to Information Act 2009*. This should contain an expectation that, if practicable, the affected individuals be notified of the breach and the type of information released, and be informed of their rights under the *Personal Information Protection Act 2004* to complain about the release of their personal information.**

**Audit**

- 60 As noted earlier in this report, seven public authorities self-reported incidents where personal information had been released inadvertently over the last three years. However, as my office had not required the public authorities to undertake an audit of all relevant files<sup>11</sup>, it appeared this was likely to be a significant under-representation of the true number of incidents.
- 61 Accordingly, an audit of four key public authorities was conducted. While only a small sample size, the audit found that 30% of files audited at DPFEM and the Department of Health had released personal information in error. The error rate rose to 40% for the City of Hobart and DECYP. All four public authorities were given an opportunity to respond to the discrepancies identified and to advise us whether they agreed these were errors.

*City of Hobart*

- 62 The City of Hobart released personal information in error when implementing RTI Act decisions in relation to 4 of the 10 files audited. The personal information inadvertently released included names, mobile phone numbers and signatures.
- 63 The City of Hobart accepted that in each file errors had occurred, as the findings in the relevant RTI Act decisions regarding s36 exemptions did not match the information redacted.
- 64 The City of Hobart noted in relation to one of these files, the release of some first names was intentional to assist the applicant in understanding how different documents interacted with each other. However, the City of Hobart acknowledged that this intent was not made explicit in the relevant statement of reasons issued to the applicant. The City of Hobart also noted that for another file, though the names of Councillors were inconsistently redacted, it submitted this information should not have been redacted in any event, and that therefore, it was the redaction rather than the release of this information that should be considered an error.

*Department of Police, Fire and Emergency Management*

- 65 I consider that the Department of Police, Fire and Emergency Management (DPFEM) inadvertently released personal information when implementing decisions in relation to 3 of the 10 files audited. The personal information released included names and home

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<sup>11</sup> Despite this not being mandated, I commend the public authorities which proactively undertook an audit of their relevant decisions in response to my investigation.

addresses. DPFEM responded to my view, setting out that it considered that some of this information was not inadvertently released but rather was inadvertently redacted, as it involved information which would be released by the public authority if assessed today.

- 66 While this may reduce the harm caused by the error, the key issue remains that the decision made on the relevant assessed disclosure application was not correctly implemented. While this investigation is focussed on the inadvertent release of personal information, the inadvertent redaction of information which is not exempt is also problematic. No part of this investigation was reviewing whether the decision to apply exemptions was correct. It was focussed on whether the decision made by the public authority was implemented as intended at the time it was made. I maintain this did not occur in 30% of DPFEM files audited.
- 67 DPFEM advised us that staff responsible for processing assessed disclosure applications have received updated training on the importance of consistent redaction and the handling of exempt information. Further, it advised us that a secondary review process is now being implemented for files containing sensitive or exempt information progressed by less experienced officers.
- 68 However, in its response to a draft of this report, DPFEM expressed concern about Recommendation 1 and that the mandating of additional checking exempt personal information was properly redacted “would place a significant resource burden on [DPFEM]” if undertaken by another staff member. It also raised concerns that the private information of individuals would be viewed by a larger number of staff through such processes and this may lead to vicarious trauma to its staff. It also raised concerns that additional checking by another delegate “would reduce the number of delegates available without a conflict of interest, should an internal review be lodged.”
- 69 While I accept these are matters to be carefully considered in the drafting of relevant procedures and in DPFEM’s work, they do not outweigh the legal requirement to appropriately safeguard personal information and ensure it is not released in error. The recommendation does not mandate that additional checking is done by another RTI delegate or subject matter expert, as the checking is not of the appropriateness of exemptions but of whether they have been properly applied. The recommendation also does not mandate that the additional checking is to be done by another staff member, though this is best practice.
- 70 I do not consider that Recommendation 1 is overly onerous or should be altered.

#### DECYP

- 71 DECYP accepted that it had inadvertently released personal information when implementing decisions in relation to 4 of the 10 files audited. The personal information released included names, home addresses and personal contact details, including phone numbers and email addresses.
- 72 However, DECYP noted the volume of information it assesses for each application is often quite large, usually amounting to thousands of pages. It further noted that the assessment of this information can be quite complex, particularly in relation to s36 information, given the names of numerous family members, members of the community and professionals are often all contained in the information being sought by an applicant. DECYP advised us that in light of this investigation, and these complexities, it has committed to a process whereby a second delegate reviews the original assessment before it is finalised and released to the applicant.

- 73 This is a proactive decision consistent with Recommendation 1 and is a positive step towards minimising errors in the future. However, in its response to a draft of this report, DECYP indicated it was concerned that “[r]equiring *all* personal records to be reviewed by a second delegate will be significantly resource intensive and will undermine DECYP’s attempts to address the significant backlog of requests.” It is therefore unclear whether DECYP has committed to undertaking additional checking that personal information is correctly redacted prior to release.
- 74 Due to the sensitivity of the information DECYP is processing and the requirements of the PIP Act that reasonable steps must be taken to prevent personal information from being disclosed in error, this is of concern. I urge DECYP to retain its additional checking and ensure this is incorporated into its documented RTI procedures when these are developed. It stated in its response to a draft of this investigation report it is “committed to learning from this investigation and implementing measures that strengthen privacy protections and public trust” but this needs to be reflected in its documented procedures.

#### *Department of Health*

- 75 I consider that the Department of Health inadvertently released personal information in implementing decisions in relation to 3 of the 10 files audited. The information in question included names, home addresses, telephone numbers and signatures. The Department did not agree with this finding. It acknowledged that “inconsistencies between disclosures and redactions...were inadvertently made.” But, in line with the argument also advanced by DPFEM, it considered these inconsistencies related to information which would not have been considered exempt under the personal information exemption in s36 of the RTI Act if assessed today. Accordingly, it considered that these were not inadvertent disclosures of information but inconsistent applications of inappropriate redactions.
- 76 I do not accept the Department’s assertion that personal information was not inadvertently released. All three relevant decisions state the Department’s intention was not to release information under s36 of the RTI Act on the basis that it considered it personal information of a person other than the applicant and that it would be contrary to the public interest to release it. That the Department may have made a different decision on the relevant applications now is not relevant to whether the decision actually made was correctly implemented. I continue to believe the Department inadvertently released personal information which it had found to be exempt at the time it made its decision in 30% of files audited.
- 77 The Department of Health has advised us that since these breaches, changes have been made that are designed to reduce the likelihood of such incidents occurring in the future. It advised us that it has expanded RTI delegations across its legal services team, has made improvements to its technical capabilities to more effectively work with large volumes of information during assessment and implementation, and has sought to release information through active disclosure, where possible, to reduce the burden on delegates.

#### *Further audits*

- 78 Due to the high percentage of errors found on audited files across all four public authorities, it is likely more errors have gone undetected. The results of this audit have already resulted in change at the audited public authorities as the scale of the issue was recognised. Accordingly, all public authorities should conduct similar audits to ascertain the extent of the issue and take remedial action as required.

- 79 Concerns were raised by DECYP, DPFEM, the Department of Justice and the Department of Health regarding the resource implications of undertaking a full file audit due to the high number of decisions relating to the exemption of personal information made by each public authority. I accept that this is a valid concern and have accordingly limited the scope of the audit to the last 30 decisions, to ensure the recommendation is beneficial but not overly onerous on public authorities which process high numbers of applications for personal information with limited resources.

#### Recommendation:

- 3. All public authorities should undertake an audit of their past 30 decisions or those made within the last 12 months under the *Right to Information Act 2009* (whichever is fewer) in which information was found to be exempt under s36. This audit should ascertain if any personal information has been released in error and if process changes are needed to reduce commonly occurring errors. Appropriate steps should be taken to rectify any breaches of the *Personal Information Protection Act 2004* if these are identified in the audit.**

#### Targeted inquiries about specific incidents

- 80 My office made further targeted inquiries of the City of Hobart and DECYP, due to the known incidents which had occurred at each public authority in June 2024, which are discussed in paragraphs 13 to 27 of this report. The questions asked related to the steps each public authority took in responding to the privacy breaches and, for DECYP, the steps it took to correct its implementation of the external review decision in *V and Department for Education, Children and Young People*.
- 81 After becoming aware of a further incident regarding the release of an unredacted version of relevant information intended to be found exempt by the Department of Justice in July 2025, I also made inquiries of the Department of Justice about this incident and its response to it.

#### City of Hobart

- 82 The City of Hobart initially used an unreliable method of redaction – a black marker pen – which did not effectively remove exempt information. It did not promptly respond to my office when concerns about the erroneous release of personal information were initially raised and, while it contacted the applicant to ask that the relevant information be deleted, it did not contact individuals impacted by the release or give them any opportunity to complain about what occurred.
- 83 The City of Hobart indicated that “processes have been put in place within the legal and governance team to ensure that the risk of this occurring in future is mitigated” but did not provide any further detail. It also advised us that it has not developed any written policies or procedures to address this situation. It also indicated that it had not done so because it considered privacy breaches “have been such a rare occurrence” but had not conducted any audit of its files to ascertain if this was the case. As noted above, 40% of the City of Hobart files audited by my office were found to contain personal information released in error.
- 84 The City of Hobart’s response to this incident is not in accordance with best practice and it is, therefore, important that it implements the recommendations in this report to improve future responses.
- 85 The City of Hobart was given the opportunity to review a draft of this report and committed to fully implementing the recommendations proposed in it. It indicated that it

had “implemented practices that will improve the way it responds to RTI request and will address the concerns previously identified” by my office.

### DECYP

- 86 The steps outlined by DECYP as to how it responded to the June 2024 incident more closely aligned to best practice, except in one respect. DECYP quickly contacted the applicant to request the information be deleted and promptly re-issued the information without the exempt personal information. It considered how to relay the news of the privacy breach to the impacted young people in a trauma informed way before advising them of the breach and their ability to complain.
- 87 However, it did not take these steps in a timely way. It required three requests from my office over two months for a substantive response to be received in relation to what had occurred. The impacted young people were not advised of the release of their personal information for over eight months. DECYP did not provide any explanation for either delay or acknowledge the negative impacts of this lack of timeliness following a privacy breach.
- 88 In relation to its processes, DECYP advised us that it does not have any additional documented policy or quality assurance process to try to reduce the risk of inadvertent disclosure of personal information during the implementation of an RTI Act decision.
- 89 However, it indicated that it had a significant quantity of non-documented processes which it follows when implementing decisions under the RTI Act. These included:
- *cross checking the applicants’ details and contact details in the decision letter against the application;*
  - *ensuring the applicants [sic] assigned application number is correct in both the decision letter and email to the applicant;*
  - *ensuring the assessed information attached to the correspondence has the redactions applied to the exempted information prior to sending the correspondence; and*
  - *only using blank decision templates, and not previous decisions, as templates for new decisions.*
- 90 In responding to questions about the steps undertaken in implementing my predecessor’s decision in *V and Department for Education, Children and Young People* correctly, DECYP explained that delegates read the external review decisions thoroughly and then “discussed” it with management. DECYP’s response noted that implementing the decision required the delegate referring between the information assessed originally, the marked-up version to be released, and my predecessor’s decision. DECYP noted that my predecessor’s decision was long and intricate and required the delegate to read each paragraph carefully and repeatedly to determine what exemptions were upheld and what additional information was required to be released.
- 91 In responding to questions about how it responds when personal information is inadvertently released, DECYP set out that it does not currently have any documented policies and procedures to guide staff on how to respond if personal information is inadvertently released. Instead DECYP advised us that the steps to be taken are decided on a case-by-case basis, with decisions about how to respond involving the input of senior staff, including managers and the Director of Legal Services. Factors considered when determining how to respond to a breach include:

- who the information has inadvertently been released to;
- what information has been released; and
- the length of time between the inadvertent release and DECYP becoming aware of it.

92 As for implementing an external review decision, DECYP advised us that it has developed a process of delegates reviewing the decision, discussing specific concerns with management, reviewing the applicants' assessed records and manually removing any redactions as directed by my office. This process is not documented.

93 After receiving the results of the audit, DECYP advised us that it had now introduced a quality assurance process. While this was not documented, it indicated that this involved "a process whereby a second delegate reviews the original assessment before it is finalised and released to the applicant." However, it noted that "while hopefully minimising information that should have been exempt being released, it adds additional delay to the processing of all applications for personal records."

94 DECYP is the custodian of highly sensitive information relating to children and young people. A high proportion of those engaging with the right to information process have suffered trauma and are victim-survivors of sexual abuse. It is incumbent on DECYP to be conscious of its obligations under the PIP Act and treat information it holds with special care in order to avoid additional trauma.

95 DECYP's failure to develop documented procedures is problematic due to the sensitivity of the information it routinely assesses under the RTI Act and the negative consequences of privacy breaches for individuals. Though it has developed a substantial amount of informal procedures in this area, it has not properly documented these or developed official guidance for its staff.

#### **Recommendation:**

- 4. Any public authorities which regularly deal with information relating to children and victim-survivors of sexual abuse, specifically but not limited to the Department for Education, Children and Young People, conduct an additional review of the appropriateness of their information disclosure practices. This review should focus on whether these practices limit harm and do not cause additional trauma, in recognition of the sensitivity of the personal information of which they are the custodians.**

#### *Department of Justice*

96 During this investigation it was reported in the media the Department of Justice had inadvertently released information it had identified as exempt from disclosure under s36 of the Act while implementing a decision on an assessed disclosure application. As this incident related to the issues being considered as part of this investigation, my office wrote to the Department of Justice to seek an explanation as to how this incident occurred and the steps, if any, taken in response to it.

97 The Department of Justice confirmed that an error had occurred, indicating it had attached the wrong version of the document containing the redacted information due to the relevant document failing to 'check-in' to its document management system prior to being emailed. This resulted in the incorrect version of the relevant document being sent to the journalist. The error was quickly identified and sought to be rectified within five minutes of it occurring.

- 98 The Department of Justice advised that, in relation to any additional steps being taken to prevent the issue recurring:

*Noting that the Department deals with around 300 requests per annum, and that this is the first time that an incident of this nature has occurred, it is not my intention to introduce an additional step of having someone check attachments in each email prior to decisions being sent to an applicant. I have, however, asked the delegate to take extra time when sending decisions to confirm that the correct versions of documents are attached.*

- 99 The error made by the Department of Justice was different to the others identified in this investigation as it related to the attachment of the wrong file to an email rather than any error in applying the redactions themselves. This type of error is less likely to be caught by the written guidance I have recommended in Recommendation 1 and alternative measures may be needed.
- 100 A review of information provided to our office by the applicant shows the document containing the unredacted personal information was titled *Final redacted*, followed by a description of the document. The title was clearly not a correct description of the contents of the document and has the potential to increase error rates. The Department of Justice has insisted, however, that the error in this matter was not caused by any confusion regarding the title of the document and whether it was a finalised version.
- 101 Though the name of the file may not have led to the inadvertent release of information in this instance, using clearer naming conventions would reduce the chance of incorrect versions of files being released in future. Using labelling in file names such as *Not for release* or *Internal use only* is a visual prompt which is easily incorporated into usual processes and mitigates against errors in a high volume working environment.
- 102 This issue with unclear naming conventions, coupled with the ineffective redaction of information with a black marker pen by the City of Hobart, has persuaded me that all public authorities should conduct a review their processes to ensure that the chances of avoidable errors are minimised. Simple changes to naming conventions or use of electronic software can significantly reduce error rates.

#### Recommendation:

- 5. All public authorities should review their redaction methods and naming conventions regarding documents to be released under the *Right to Information Act 2009*, to ensure that these are effective in ensuring that personal information is not inadvertently released.**

## Conclusion

- 103 The information collected during this investigation revealed that it is common for public authorities not to have:
- documented policies, guidelines, or procedures to assist staff in processing assessed disclosure applications;
  - documented policies, guidelines and procedures to prevent the inadvertent release of personal information identified as exempt by staff implementing decisions on assessed disclosure applications; or

- policies and quality assurance procedures in place to help prevent confidential information relating to children, private citizens or sensitive information as defined under the PIP Act from being released by public authorities when implementing decisions on assessed disclosure applications.
- 104 The investigation audit identified public authorities are inadvertently releasing information identified as exempt pursuant to s36 significantly more often than they realise. This demonstrates the need for public authorities to have robust procedures in place that assist delegates in implementing decisions on assessed disclosure applications correctly and to know how to appropriately respond when a breach occurs.
- 105 The inadvertent release of personal information, such as names, addresses and personal contact details, can result in significant adverse consequences being suffered by those affected. Not only does the release of this type of information impact upon the privacy of individuals but can expose people to the risk of physical harm. Further, the release of someone's personal details such as their name or contact information can cause considerable distress, as was reflected in correspondence to my office by the person affected by the release of their personal information by the City of Hobart:
- Ombudsman*
- I am writing is some distress upon learning that the HCC [City of Hobart], despite denial on several times, has released my documents to a third party, including my name attached to my prior email address. I was contacted by someone else dealing on a separate RTI who advised that my correspondence had been released to him despite my explicit request for the document not being released, with my email address unredacted.*
- I'm at a loss on what to do.*
- 106 The release of this information can also constitute a breach of requirements in the RTI Act, the PIP Act, and provisions within various other pieces of legislation which operate to protect the confidentiality of personal information in certain circumstances.<sup>12</sup>
- 107 It is vital that more care is taken by public authorities who are the custodians of personal information of Tasmanians. Errors are occurring frequently and this systemic issue must be addressed to ensure that all reasonable steps have been taken to prevent the unjustified disclosure of personal information during the right to information process.

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<sup>12</sup> *Children, Young Persons and Their Families Act 1997 (Tas) s11A; Taxation Administration Act 1997 (Tas) (s76A).*

## Recommendations

1. All public authorities should document and implement procedures which mandate additional checking of the information intended to be released under the *Right to Information Act 2009* when this contains personal information assessed as being exempt under s36 of that Act.
2. All public authorities should develop a written guidance document to inform their staff as to how to respond to the inadvertent release of personal information identified as exempt under s36 of the *Right to Information Act 2009*. This should contain an expectation that, if practicable, the affected individuals be notified of the breach and the type of information released, and be informed of their rights under the *Personal Information Protection Act 2004* to complain about the release of their personal information.
3. All public authorities should undertake an audit of their past 30 decisions or those made within the last 12 months under the *Right to Information Act 2009* (whichever is fewer) in which information was found to be exempt under s36. This audit should ascertain if any personal information has been released in error and if process changes are needed to reduce commonly occurring errors. Appropriate steps should be taken to rectify any breaches of the *Personal Information Protection Act 2004* if these are identified in the audit.
4. Any public authorities which regularly deal with information relating to children and victim-survivors of sexual abuse, specifically but not limited to the Department for Education, Children and Young People, conduct an additional review of the appropriateness of their information disclosure practices. This review should focus on whether these practices limit harm and do not cause additional trauma, in recognition of the sensitivity of the personal information of which they are the custodians.
5. All public authorities should review their redaction methods and naming conventions regarding documents to be released under the *Right to Information Act 2009*, to ensure that these are effective to ensure that personal information is not inadvertently released.



Dr Grant Davies  
**OMBUDSMAN**

## **ANNEXURE 1**

### **Public authorities investigated**

#### **Government Departments**

Department of Education, Children and Young People  
Department of Health  
Department of Justice  
Department of Natural Resources and Environment  
Department of Police, Fire and Emergency Management  
Department of Premier and Cabinet  
Department of State Growth  
Department of Treasury and Finance

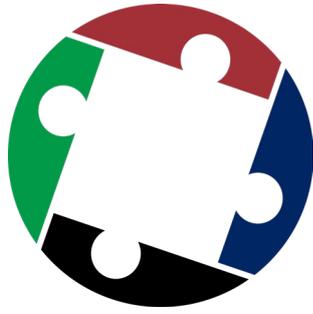
#### **Councils**

Break O'Day Council  
Brighton Council  
Burnie City Council  
Central Coast Council  
Central Highlands Council  
Circular Head Council  
Clarence City Council  
Derwent Valley Council  
Devonport City Council  
Dorset Council  
Flinders Council  
George Town Council  
Glamorgan/Spring Bay Council  
Glenorchy City Council  
Hobart City Council  
Huon Valley Council  
Kentish Council  
Kingborough Council  
King Island Council  
Latrobe Council  
Launceston City Council  
Meander Valley Council  
Northern Midlands Council  
Sorell Council  
Southern Midlands Council  
Tasman Council  
Waratah-Wynyard Council  
West Coast Council  
West Tamar Council

#### **Other Public Authorities**

Aurora Energy  
Board of Architects of Tasmania  
Brand Tasmania  
Cradle Coast Authority  
Environment Protection Authority  
Forest Practices Authority  
Homes Tasmania  
Hydro Electric Corporation (Hydro Tasmania)  
Inland Fisheries Service  
Keystone Tasmania

Legal Profession Board of Tasmania  
Local Government Association of Tasmania  
Macquarie Point Development Commission  
Marine and Safety Tasmania  
Metro Tasmania Pty Ltd  
Motor Accidents Insurance Board  
National Trust of Australia (Tasmania)  
Northern Tasmanian Development Corporation  
Northern Tasmanian Natural Resource Management Association  
Office of Tasmanian Assessment, Standards and Certification  
Office of the Superannuation Commission  
Office of the Tasmanian Economic Regulator  
Port Arthur Historic Site Management Authority  
Private Forests Tasmania  
Property Agents Board  
Royal Tasmanian Botanical Gardens  
Southern Regional Natural Resource Management Association  
Southern Waste Solutions  
State Grants Commission  
Sustainable Timber Tasmania  
Tasmania Legal Aid  
Tasmanian Audit Office  
Tasmanian Dairy Industry Authority  
Tasmanian Electoral Commission  
Tasmanian Irrigation Pty Ltd  
Tasmanian Liquor and Gaming Commission  
Tasmanian Networks Pty Ltd  
Tasmanian Pharmacy Authority  
Tasmanian Planning Commission  
Tasmanian Ports Corporation Pty Ltd  
Tasmanian Public Finance Corporation  
Tasmanian Railways Pty Ltd  
Tasmanian Water and Sewerage Corporation (Teeswater)  
TasRacing Pty Ltd  
TasTAFE  
Teachers Registration Board of Tasmania  
The Public Trustee  
Tourism Tasmania  
TT Line Company Pty Ltd  
University of Tasmania  
Veterinary Board Tasmania  
Wellington Park Management Trust



# Ombudsman Tasmania

WEDNESDAY 11 MARCH 2026

## STATEMENT FROM TASMANIAN OMBUDSMAN, DR GRANT DAVIES

Ombudsman Tasmania has recommended additional checking procedures be mandated for public authorities after multiple incidents of personal information, including names, home addresses and phone numbers of private citizens, being wrongly released in documentation requested under the *Right to Information Act 2009* (the RTI Act).

In some incidents, the personal information related to children who had been placed in state care due to concerns about sexual abuse.

The recommendation, along with four others, forms part of a report following an investigation initiated by former Tasmanian Ombudsman, Richard Connock, who retired in June last year. Mr Connock started an own motion investigation\* after becoming aware of multiple incidents of public authorities releasing personal information which was exempt under s36 of the RTI Act.

When publicly releasing the investigation report today [\[hyperlink to report\]](#), the current Ombudsman Dr Grant Davies said the investigation found a lack of documented procedures regarding the collection and release of information under the RTI Act in a number of public authorities.

“There are legal protections about personal information in the *Personal Information Protection Act 2004* (PIP Act) but these can be weakened if there are inadequate safeguards in place,” Dr Davies said. “The investigation showed that errors in the release of personal information during RTI applications was not an isolated issue but an uncontrolled risk that was happening with some frequency.

“The public rightly expects their personal information to be appropriately handled by public authorities. For this to occur, the Personal Information Protection Principles of the PIP Act must be reflected in practical guidance to staff and embedded into administrative processes.”

The two most significant incidents related to the City of Hobart municipal council and the Department for Education, Children and Young People (DECYP).

“A more targeted review was undertaken of the City of Hobart and DECYP - due to the known incidents at these agencies - and the Departments of Health (DoH) and Police, Fire and Emergency Management (DPFEM), due to high volume of information requests received by them and the significant amount of personal information held by these public authorities,” Dr Davies said.

The more targeted review involved an audit of 10 randomly selected files from each public authority. Of the files randomly selected for audit at DoH and DPFEM, 30% had released personal information in error. Of the files audited at the City of Hobart and DECYP, this figure rose to 40%. None of these errors on the audited files had previously been detected by the public authorities.



# Ombudsman Tasmania

The report makes the following recommendations:

1. All public authorities should document and implement procedures which mandate additional checking of the information intended to be released under the Right to Information Act 2009 when this contains personal information assessed as being exempt under s36 of that Act.
2. All public authorities should develop a written guidance document to inform their staff as to how to respond to the inadvertent release of personal information identified as exempt under s36 of the Right to Information Act 2009. This should contain an expectation that, if practicable, the affected individuals be notified of the breach and the type of information released, and be informed of their rights under the Personal Information Protection Act 2004 to complain about the release of their personal information.
3. All public authorities should undertake an audit of their past 30 decisions or those made within the last 12 months under the Right to Information Act 2009 (whichever is fewer) in which information was found to be exempt under s36. This audit should ascertain if any personal information has been released in error and if process changes are needed to reduce commonly occurring errors. Appropriate steps should be taken to rectify any breaches of the Personal Information Protection Act 2004 if these are identified in the audit.
4. Any public authorities which regularly deal with information relating to children and victim-survivors of sexual abuse, specifically but not limited to the Department for Education, Children and Young People, should conduct an additional review of the appropriateness of their information disclosure practices. This review should focus on whether these practices limit harm and do not cause additional trauma, in recognition of the sensitivity of the personal information of which they are the custodians.
5. All public authorities should review their redaction methods and naming conventions regarding documents to be released under the Right to Information Act 2009 to ensure that these are effective and that personal information is not inadvertently released.

“Public authorities are entrusted with personal information, often provided in confidence and in circumstances of vulnerability,” Dr Davies said.

“Unlawful disclosure undermines public trust and taking reasonable steps to protect personal information is a legal obligation requiring genuine care and attention. Implementing these recommendations will reduce errors and improve administrative practices in Tasmanian public authorities.”

*\* An own motion investigation into the administrative action of public authorities may be carried out by the Ombudsman pursuant to s13 of the Ombudsman Act 1978 (the Ombudsman Act), where the Ombudsman considers it in the public interest to do so.*

***Please note Dr Davies will not be making further comment.***

**Issued by Paula Catchpole on behalf of the office of the Ombudsman Tasmania 0472 832 514.**