



It should be noted that listeners/callers to Mayor on Air should still lodge their request/query directly with Council. People can call 64 714 700, email wcc@westcoast.tas.gov.au, lodge a request from Council's website (www.westcoast.tas.gov.au) where's there a service request link on the homepage, or call into the Office in Queenstown.

This is the preferred method.

By only calling into Mayor on Air, Council is not able to follow-up with updates or for more information.

Responses to Caller queries from Mayor on Air 23 May 2017

- 1. I went to the Queenstown Cemetery on Mother's Day and there was a mum and her children looking for their grandparents and could not find them – when is the map going to be erected?**
Design of the map is being finalised, with the aim for installation by the 30 June. Maps of the cemetery are available on request from the Council Chambers during business hours. Council is continuing to work on uploading cemetery burial information (including maps) onto its website, however as people will understand, transcribing data from handwritten ledgers is a time consuming task.
- 2. Will each individual licence holder at Macquarie Heads get a list of what they will need to do to be compliant before fees are issued?**
Council will continue to communicate with licence holders throughout the process to streamline operations at the camping ground. Licence holders are reminded they should always be compliant with current licence conditions, which have been provided several times (including upon signing the licence agreement).
- 3. When will the Macquarie Heads Road be graded? Travelled on Sunday and it's a disgrace.**
Works commenced on Macquarie Heads Road on Monday 22 May, as per Council's scheduled works programme.
- 4. What can be done with the feral cats in Zeehan – can there be education on desexing? Eradication?**
Under the *Cat Management Act 2009* officers cannot trap and destroy feral cats within one kilometre of any residence. Trapped cats need to be taken to a cat rehoming facility, which don't currently exist and the RSPCA won't accept trapped cats. Taking this into account, Council will not be trapping feral cats until we have a legislative requirement to do.
- 5. Can bins be around the Strahan Rec Ground especially when kids football is on?**
The Works & Operations team have confirmed bins are in place at the ground however more will be supplied on event days to account for extra usage.



- 6. How come old age pensioners cannot get concession for the Queenstown Gym? This will keep them out of hospitals**
Council is unable to supply a further remission fee for facilities such as, halls, sporting ovals and gyms. The calculated fee is at the minimum amount charged and only meets the costs recovery. Not profit is made. There a variety of member options available, including casual use.
- 7. Again relating to the gym – why do Bluestone employees get 30% discount and age pensioners don't?**
Due to the extensive generosity of Bluestone Mine supplying the Zeehan Gym with much need equipment to furnish the gym, an agreed discount was provided to Bluestone employees.
- 8. In relation to Macquarie Heads – now licence holders have the new letter does this mean that a solid annex is acceptable?**
All licence holders should read correspondence received from Council. Any queries should be directed to Council's Property & Facilities Officer.
- 9. Can the footpaths in the main streets around Queenstown be cleaned? There are many with animal poo and in poor condition?**
Council's Works & Operations team complete street cleaning duties daily, regardless of weather. The animal droppings are difficult to remove daily and works to pressure clean the footpaths are being scheduled.
- 10. Coulson's at 17 Esplanade, Queenstown – previously wrote a letter to Council regarding road access and footpaths opposite the tennis courts in Esplanade, Queenstown as this is very dangerous on the corner. Having no footpaths gives the houses no boundary and when putting bins out two cars cannot pass safely. Also very dangerous for the children in the area especially with PCYC in the area.**
Assessment of the area has been conducted by the Works & Operations department and appropriate works undertaken.